

SERVICES CONTRACT
between
CITY OF JACKSONVILLE
AND
FOURTH JUDICIAL CIRCUIT COURTS OF FLORIDA
FOR
MENTAL HEALTH OFFENDER PROGRAM

This Services Contract (this “Contract”) is made and entered into as of this ___ day of _____, 2020 (the “Effective Date”), by and between the **CITY OF JACKSONVILLE**, a municipal corporation existing under the Constitution and laws of the State of Florida (“City”), and the **FOURTH JUDICIAL CIRCUIT COURTS OF FLORIDA** (“Contractor”).

W I T N E S S E T H:

WHEREAS, City desires to engage Contractor to provide a Mental Health Initiative Jail Coordinator who will provide the services described in the Scope of Services attached to this Contract as **Exhibit A** (the “Services”)

WHEREAS, the Contractor will perform the Services in connection with a Mental Health Program for Jail Diversion for Mentally Ill Misdemeanor Offenders as described in the Proposal from IM Sulzbacher Center for the Homeless attached to this Contract as **Exhibit B** (the “Program”); and

WHEREAS, Contractor is willing and able to accept such engagement and provide the Services in accordance with the terms and conditions contained in this Contract; and

WHEREAS, pursuant to Ordinance 2020-_____, the Jacksonville City Council appropriated \$50,000.00 to fund the Services and authorized the City to contract directly with Contractor to provide the Services; and

NOW THEREFORE, in consideration of the mutual covenants contained in this Contract, the parties agree as follows:

1. Performance of Services. Contractor shall perform the Services in accordance with all of terms and conditions of this Contract, including, but not limited to the Scope of Services attached to this Contract as **Exhibit A** and the General Terms and Conditions attached to this Contract as **Exhibit C**.

2. Term. This Contract shall commence on the Effective Date and shall continue through September 30, 2021 (the “Term”) unless sooner terminated in accordance with the terms of this Contract.

3. Maximum Indebtedness. As required by Section 106.431, *Ordinance Code*, the City’s maximum indebtedness for all products and services under this Contract shall be a fixed

monetary amount not-to-exceed **FIFTY THOUSAND AND NO/100 DOLLARS (\$50,000.00)**. All of the City's obligations under this Contract are contingent upon the availability of lawfully appropriated funds for the Services and this Contract.

4. Compensation. City will pay Contractor for the Services on a cost reimbursement basis every two weeks upon receipt of a proper invoice for expenses incurred by Contractor during the prior two-week period in accordance with the terms of this Contract.

5. Notices. All notices under this Contract shall be in writing and shall be delivered by certified mail, return receipt requested, or by other delivery with receipt to the following:

As to City:

City of Jacksonville
214 North Hogan Street, Suite 800
Jacksonville, Florida 32202
Attention: Damian Cook, Grant Administrator

As to the Contractor:

Fourth Judicial Circuit Court of Florida
501 West Adams Street
Jacksonville, Florida 32202
Attention: Chief Judge Mark H. Mahon

6. Contract Managers. Each party will designate a Contract Manager whose responsibility shall be to oversee that party's performance of its duties and obligations pursuant to the terms of this Contract. As of the Effective Date, City's Contract Manager is Damian Cook (phone: 904-255-8742; DamianC@coj.net), and the Contractor's Project Manager is Eve Janocko (phone: 904-255-1003; EJanocko@coj.net). Each party shall provide prompt written notice to the other party of any changes to the Party's Contract Manager or his or her contact information; provided, such changes shall not be deemed contract amendments and may be provided via email.

7. Entire Agreement. This Contract constitutes the entire agreement between City and Contractor for the Services to be performed and furnished by Contractor. No statement, representation, writing, understanding, agreement, course of action, or course of conduct made by either party or any representative of either party which is not expressed herein shall be binding. Contractor may not unilaterally modify the terms of this Contract by affixing additional terms to materials delivered to the City (e.g., "shrink wrap" terms accompanying or affixed to a deliverable) or by including such terms on a purchase order or payment document. Contractor acknowledges that it is entering into this Contract for its own purposes and not for the benefit of any third party.

8. Amendments. All changes to, additions to, modifications of, or amendments to this Contract or any of the terms, provisions, and conditions hereof shall be binding only when in writing and signed by the authorized officer, agent, or representative of each of the parties hereto.

9. Counterparts. This Contract and all amendments hereto may be executed in several counterparts, each of which shall be deemed an original, and all of such counterparts together shall constitute one and the same instrument. The parties further agree that facsimile or electronic transmission of all signatures shall constitute and be evidence of an executed Agreement.

[Remainder of page left blank intentionally. Signature page follows immediately.]

IN WITNESS WHEREOF, the parties have executed this Contract as of the Effective Date.

WITNESS:

FOURTH JUDICIAL CIRCUIT COURT OF FLORIDA

By _____
Joseph G. Stelma, Jr.
Trial Court Administrator

ATTEST:

CITY OF JACKSONVILLE

By: _____
James R. McCain, Jr.
Corporation Secretary

By: _____
Lenny Curry
Mayor

Encumbrance and funding information for internal City use:
Account or PO Number:

Amount.....\$50,000.00

This above stated amount is the maximum fixed monetary amount of the foregoing contract. It shall not be encumbered by the foregoing contract. It shall be encumbered by one (1) or more subsequently issued purchase(s) that must reference the foregoing Contract. All financial examinations and funds control checking will be made at the time such purchase order(s) are issued.

In accordance with Section 24.103(e), of the Ordinance Code of the City of Jacksonville, I do hereby certify that there is an unexpended, unencumbered and unimpounded balance in the appropriation sufficient to cover the foregoing agreement; provided however, this certification is not nor shall it be interpreted as an encumbrance of funding under this Contract. Actual encumbrance[s] shall be made by subsequent purchase order[s], as specified in said Contract.

Director of Finance
City Contract Number: _____

Form approved:

Office of General Counsel

GC-#1401922-v4A-Fourth_Judicial_Circuit_Court_Contract_for_Mental_Health_Jail_Initiative_Coordinator_Position_(Final).docx

Exhibit A
Scope of Services

Mental Health Jail Initiative Coordinator

This position with the Duval County Court is responsible for coordinating efforts of the Sulzbacher Center, judicial partners, and other community service providers; identifying and obtaining additional funding and resources for continuing these vital services; and engaging the community in the efforts of this program. The Coordinator will work with the Judges in Duval County who handle misdemeanor cases so that those cases involving mentally ill defendants may be placed under supervision to complete the Mental Health Offender Program (MHOP). Those cases would be handled in one specialty court so that the cases receive focused attention and supervision.

Essential Duties:

- This position will provide administration, management and supervision as well as oversee the expansion and enhancement of all program activities for the MHOP.
- This position will be the liaison to the Judges in Duval County who handle misdemeanor cases to facilitate cases involving mentally ill defendants to be placed under supervision to complete MHOP.
- This position will work in collaboration with judicial partners and community service providers to ensure that operational policies and procedures are developed and implemented for program operations and budget administration.
- This position will identify additional funding and resources for continuing these vital services; and engaging the community in the efforts of this program.
- This position is the liaison for stakeholder collaboration to include the Court, local and state agencies and community partnerships to garner support for the program through service delivery and funding opportunities.
- This position maintains all necessary project data and statistical information.

Mental Health Jail Initiative Coordinator Contract Deliverables:

- The Coordinator will oversee the efforts of the Sulzbacher Center, judicial partners, and other community service providers to meet the goals of MHOP.
- The Coordinator will identify additional funding and resources for continuing these vital services; and engaging the community in the efforts of this program.
- The Coordinator will collect data and monitor program outcomes to ensure the MHOP serves up to 40 unduplicated offenders who will receive Permanent Supportive Housing (PSH) within two weeks of program enrollment and provide the City with monthly reports detailing such data and outcomes.

- The Coordinator will collect data and monitor program outcomes to ensure the MHOP provides individualized, intensive services based on need for Mental Health and Medical services, psychiatric services, and substance abuse services to 100% of offenders enrolled in the program and provide the City with monthly reports detailing such data and outcomes.
- The Coordinator will develop operational program policies and procedures.
- The Coordinator will work closely with Duval County Judges to ensure that defendants identified as eligible are placed under the supervision of the MHOP.
- The Coordinator will provide case management to ensure that clients are receiving appropriate services and supervision.
- The Coordinator will report back to the Court on the status of clients in the program and report to the City on such outcomes to the extent permitted under applicable confidentiality requirements.
- The Coordinator will compile program data and cost benefit analysis to show savings realized from MHOP and provide the City with monthly reports detailing such data and outcomes.
- The Coordinator will liaison with community partners

**Exhibit B
Proposal**



SULZBACHER
HOUSING • HEALTHCARE • HOPE

Mental Health Offender Program (MHOP)

Proposal for Jail Diversion for Mentally Ill Misdemeanor Offenders

**Contact: Cindy Funkhouser
President and CEO
904-923-0433**

STATEMENT OF JUDGE STEVE LEIFMAN Chair, Supreme Court of Florida Task Force on Substance Abuse and Mental Health Issues in the Courts before the Subcommittee on Oversight and Investigations of the Energy and Commerce Committee of the UNITED STATES HOUSE OF REPRESENTATIVES:

Nationwide, jails and prisons have become the largest psychiatric facilities in most states. It is estimated that there are nearly 14 times as many people with mental illnesses in jails and prisons in the United States as there are in all state psychiatric hospitals combined.....

Several years ago, the Florida Mental Health Institute at the University of South Florida completed an analysis examining arrest, incarceration, acute care, and inpatient service utilization rates among a group of 97 individuals in Miami-Dade County identified to be frequent recidivists to the criminal justice and acute care systems. Nearly every individual was diagnosed with schizophrenia, and the vast majority of individuals were homeless at the time of arrest. Over a five year period, these individuals accounted for nearly 2,200 arrests, 27,000 days in jail, and 13,000 days in crisis units, state hospitals, and emergency rooms. The cost to the community was conservatively estimated at \$13 million with no demonstrable return on investment in terms of reducing recidivism or promoting recovery. Comprising just five percent of all individuals served by problem-solving courts targeting people with mental illnesses, these individuals accounted for nearly one quarter of all referrals and utilized the vast majority of available resources.

Introduction

MHOP (Mental Health Offender Program) is a pilot program originated in response to the burden that mentally ill offenders place on the criminal justice system and the Pre-Trial Detention Facility through numerous misdemeanor arrests. This new program is based on the highly successful CHOP program that has been in existence for almost a decade. While this is a 9-month pilot program, the services are intended to provide longer term care than the pilot program provides. Clients suffering from mental illness often need longer term treatment than 9 months due to an extensive need for services including mental health treatment. Further, clients placed in permanent housing will be under 12-month leases. Therefore the facilitators of this program intend to pursue longer term funding from local, state and federal sources.

The primary goal of MHOP is to break the cycle of repeated misdemeanor arrests for mentally ill individuals and provide them the behavioral health and all other wrap-around support they need to successfully treat their mental illness and reintegrate back into the community. This will be accomplished by referring target individuals at their next arrest to MHOP and giving them the option of program enrollment in place of incarceration. The Jacksonville Sheriff's Office will identify the top offenders in Jacksonville and in Jacksonville Beach so that they will be flagged on their next arrest. Once these offenders are arrested again, the program will supply intensive mental health services in addition to permanent, supportive housing placement, a wrap-around Integrated Care Team of primary medical, dental, behavioral health, substance abuse and intensive case management that connects them to stable income through either job counseling and training or SSI, SSDI, Medicare/Medicaid and other community services. The goal is to provide the participant with the tools necessary for successful transition from this program to independence and avoiding future arrest. This transition will allow more people to enter into the program by opening slots for future participants.

JSO estimates the cost of each misdemeanor booking to be approximately \$850. Additionally, several national studies have determined that the total cost to the public of a mentally ill homeless person, including repeated arrests, the use of high-end hospital crisis services and community social services, to be approximately \$50,000 per year. Those same studies concluded that placing these same persons into permanent housing and providing them with robust mental health services and other support saves the public approximately \$30,000 per year. Using these figures, MHOP has the potential of huge savings not only for the justice system but for the community at large. This, of course, does not factor in the more substantial benefit of saved human lives.

Proposed Program

The I.M. Sulzbacher Center for the Homeless, Inc. has provided holistic health care since opening its doors in 1995 and is the only shelter in Northeast Florida, and one of the few shelters in the state, that operates a full-service Federally Qualified Healthcare Clinic. Sulzbacher follows a comprehensive, continuum of care approach to services and from its inception, has partnered with local community providers to offer on-site user-friendly medical and mental healthcare and support services. By contracting with community agencies such as Gateway Community Services which provides substance abuse treatment on our site and Goodwill who provides employment placement on our site and providing our own extensive mental health and psychiatric services, the Center excels at providing a seamless flow of services to patients in one central location. These contracted services are already being paid for by Sulzbacher and should be considered a match to this program.

Sulzbacher has successfully referred patients through We Care for diagnostic treatment, medical services and surgery to Baptist Health, St. Vincent's Hospital, Mayo Clinic, and others. Sulzbacher works with the Community Asthma Project, Lutheran Social Services AIDS Care and Education Project, Rainbow Clinic of UF Health, as well as Gateway Community Services, River Region Human Services and Goodwill Industries. Additionally, Sulzbacher has served as a training site for numerous medical residents from the University of Florida. Residents include dentists, nurses, psychiatrists and doctors.

Sulzbacher directly links HIV+ homeless persons to the Boulevard Comprehensive Care Center (BCCC) HIV/AIDS medical services and the Magic Johnson Clinic. Sulzbacher has an informal arrangement with the City of Jacksonville Ryan White Title I Office to provide dental care for HIV+ patients who were experiencing difficulty in accessing dental care.

With the origination of the CHOP program, Sulzbacher has now formed a strong collaboration with the Jacksonville Sheriff's Office, the State Attorney's Office, the Public Defender's Office, Duval County Judges and the Jacksonville Housing Authority for the identification, treatment and placement of chronically homeless offenders. We propose to do the same for mentally ill repeat misdemeanor offenders.

Sulzbacher seeks funding in the amount of \$350,000 for the employment of a full-time Psychiatric Nurse, part-time Doctor of Psychiatry, 2 full-time Intensive Case Managers, a Peer Support specialist and a SOAR Processor for the provision of services in support of Sulzbacher's partnership with the Jacksonville Sheriff's Office (JSO), the 4th Judicial Circuit State Attorney's Office (SAO), the Duval

County Public Defender's Office (PDO), the Duval County Judges, Lutheran Services of Florida and the Jacksonville Housing Authority (JHA). MHOP will address the most severe mentally ill patients most of whom are homeless, a population who require intensive medical and case management support; however, as this RFP will demonstrate, the public will realize a substantial cost/benefit from its success.

DESCRIPTION OF OBJECTIVES AND SERVICES TO BE PROVIDED

The MHOP program will work as such: Upon notification of a target client's arrest, Sulzbacher staff (Psychiatric ARNP or other mental health professional) will attend the first court hearing with the client, advocate with the judge for MHOP enrollment, and enroll willing clients into the program. Program enrollees will be on supervision throughout the time they are in the program. MHOP enrollees will be immediately connected to Mental Health Services through our Federally Qualified Healthcare Center directly across the street from the jail where they will be provided with all medications necessary through our FQHC (not charged to this budget but matched through Sulzbacher budget) and if needed will be housed in a hotel/motel. Within two weeks of program enrollment, enrollees will be placed into Permanent Supportive Housing (1 bedroom apartment), either through one of Sulzbacher's three Permanent Supportive or Rapid Rehousing Housing Programs or with Duval County Housing Authority vouchers. It is anticipated that the program will have the capacity to serve up to 40 unduplicated clients annually-dependent on how many people need housing. Depending on the type of housing vouchers used, the program will have a duration ranging from 12 month to permanent (no time limit) for housing. The services will last from 9 months to 1 year depending on need as well as recruitment and hiring time. According to JSO for January-September (YTD) 2020; 658 of the people arrested have had mental health flags and of those 242 were homeless. This represents 37% of this population. The number that are homeless has increased over 300% from 2019 where only 10% of the mental health flags were identified as homeless.

MHOP will provide the client with intensive mental health services including Psychiatry, Counseling, medication management, peer support and substance abuse treatment on-site through our partner Gateway Community Services.

For those persons entering the program needing housing, they will be placed in scattered site apartments, using the "Housing First" model. The program will allow those persons suffering from mental illness referred from JSO the security of permanent supportive housing and give them the opportunity to regain their independence. The desired outcome of the program is a decrease in arrests among the mentally ill population by stabilizing them through mental health services and all other wrap-around services needed. This will result in an increased number of persons reentering community life, and a cost savings to the community, law enforcement, and social service agencies.

Initial program goals are: 100% of clients enrolled in MHOP will be placed in Intensive Mental Health and Medical services, 100% requiring same in Permanent Supportive Housing (PSH) within two weeks of program enrollment; 80% of program enrollees will remain in Permanent Supportive Housing for at least one year; 100% of program enrollees will receive psychiatric services; 100% of program enrollees requiring same will receive substance abuse services.

Chief Judge Mahon and Court Administration would participate in the program via a dedicated position at the Duval County Courthouse which is included in this budget (see attached) That position would be entitled **Mental Health Jail Initiative Coordinator** and would be responsible for coordinating efforts of the Sulzbacher Center, judicial partners, and other community service providers; obtaining additional funding and resources for continuing these vital services; and engaging the community in the efforts of this program. The Coordinator would work with the Judges in Duval County who handle misdemeanor cases so that those cases involving mentally ill defendants may be placed under supervision to complete MHOP. Those cases would be handled in one specialty court so that the cases receive focused attention and supervision.

All enrollees in the program, both housed and unhoused, will receive not only comprehensive mental health and medical treatment but will also receive intensive case management, will have access to a Peer Support person and will be enrolled into all public benefit programs that they are entitled to through the benefits (SOAR) processor. This population needs far more than just mental health treatment in order to prevent further arrest and incarceration, and Sulzbacher is known for the breadth of other wrap-around services it provides.

Outcome Tracking and Reporting

Outcome data will be reported to the City Council Opioid and Mental Health Task Force on a monthly basis. **Each participant entering the program will be tracked with the following metrics**

- **Taxpayer Savings:**
 - Arrests**-how many arrests have occurred after entering the program
 - Jail Time**-number of days in jail and cost associated
 - Crisis Stabilization Unit (Baker Act) admissions**-number of times admitted to the CSU after program entry
- **Reduction in Homelessness:** number of participants that were housed through the program
- **Decrease in Recidivism:** number who returned to jail or homelessness
- **Substance Abuse Treatment and Recovery:** number who entered substance abuse treatment
- **Income Attainment via Employment or Mainstream Benefits-**
 - Number who attained employment
 - Number who attained mainstream benefits

Initial program goals are: 100% of clients enrolled in MHOP will be placed in Intensive Mental Health and Medical services, 100% requiring same in Permanent Supportive Housing (PSH) within two weeks of program enrollment; 80% of program enrollees will remain in Permanent Supportive Housing for at least one year; 100% of program enrollees will receive psychiatric services; 100% of program enrollees requiring same will receive substance abuse services.

Exhibit C
General Terms and Conditions

C.1 Provision of Services. Contractor shall provide City with all of the services and deliverables described in **Exhibit A** and the Contract. If any services, functions, or responsibilities are not specifically described in **Exhibit A** or this Contract but are necessary for the proper performance and provision of the Services, they shall be deemed to be implied by and included within the scope of the Services to the same extent and in the same manner as if specifically described herein.

C.2 Relationship of the Parties. In the performance of the Services, Contractor shall be acting in the capacity of an independent contractor and not as an agent, employee, partner, joint venture, or associate of City. Contractor shall be solely responsible for the labor, supplies, materials, means, methods, techniques, sequences, and procedures utilized to perform the Services in accordance with the Contract.

C.3 City's Right to Make Changes. City may unilaterally require, by written order, changes altering, adding to, or deducting from the Services ("Changes"), provided that such Changes are within the general scope of the Contract. City will make an equitable adjustment in the contract price or delivery date if the Change materially affects the cost or time of performance. Such equitable adjustments require the written consent of Contractor, which shall not be unreasonably withheld. City and Contractor will cooperate with each other in good faith in discussing the scope and nature of the Change, the availability of Contractor personnel, the expertise and resources to provide such Change, and the time period in which such Change will be implemented.

C.4 Service Warranties. Contractor warrants that the Services shall be performed and delivered in a professional, first-class manner in accordance with this Contract and the standards prevailing in the industry. Contractor shall also undertake the following actions without additional consideration during the term of this Contract and for one year thereafter: (i) promptly making necessary revisions or corrections to resolve any errors and omissions on the part of Contractor; and (ii) conferring with City for the purpose of interpreting any of the Services or information furnished. Acceptance of the Services by City shall not relieve Contractor of these responsibilities. The warranties and covenants in this paragraph will extend to all subcontractors as well.

C.5 City Will Assist Contractor. At Contractor's request, City will provide reasonable assistance and cooperation to Contractor, including the supply of any data and information necessary for Contractor to provide the Services. City will also designate a Contract Manager who will, on behalf of City, work with Contractor and administer this Contract in accordance with its terms.

C.6 Location Requirements for Services. The majority of the Services shall be performed within Duval County, Florida and no Services will be performed outside of the United States.

These restrictions may be modified in writing if City determines, in its sole discretion, that the restrictions impose an undue burden on Contractor's ability to perform the Services as contemplated in the Contract.

C.7 Use of Subcontractors; Flow-Down Provisions. Except to the extent the use of subcontractors is consented to in writing by City, Contractor shall not be allowed to subcontract or assign any of its duties and obligations hereunder. In all cases, Contractor will be responsible for the acts or omissions of its subcontractors. Contractor will ensure that all relevant contractual obligations will flow down to the subcontractors and will be incorporated into the subcontracts (including the obligations relating to insurance, indemnification, delays, intellectual property rights, public records, non-discrimination, audits, security, location of services, termination, transition assistance, warranties, and the manner in which the Services are to be performed).

C.8 Meetings and Reports. Contractor must attend all meetings and public hearings relative to the Services where its presence is determined to be necessary and requested by City and Contractor can reasonably schedule its appearance. Unless otherwise agreed, Contractor shall provide a monthly report summarizing Contractor's performance. Contractor shall provide other periodic reports respecting the Services as City reasonably requests.

C.9 Intellectual Property.

(a) As used in this Section, the term "Work" shall mean each deliverable, drawing, design, specification, rendering, notebook, tracing, photograph, reference book, equipment, expendable equipment and material, negative, report, finding, recommendation, data and memorandum of every description, shared with or delivered to City pursuant to the Contract. Contractor grants to City an irrevocable, perpetual, royalty free, and fully paid-up right to use (and such right includes, without limitation, a right to copy, modify, and create derivative works from the subject matter of the grant and the right to sublicense all or any portion of the foregoing rights to an affiliate or a third party who provides service to City) Contractor's intellectual property (including, without limitation, all trade secrets, patents, copyright, and know-how) that is contained or embedded in, required for the use of, that was used in the production of, or is required for the reproduction, modification, maintenance, servicing, improvement, or continued operation of any applicable unit of Work.

(b) If the Work contains, has embedded in, or requires for the use of, any third party intellectual property, or if the third party intellectual property is required for the reproduction, modification, maintenance, servicing, improvement, or continued operation of the Work, Contractor shall secure for City an irrevocable, perpetual, royalty free, and fully paid-up right to use all third party intellectual property. Contractor shall secure such right at its expense and prior to incorporating any third party intellectual property (including, without limitation, all trade secrets, patents, copyright, and know-how) into any Work, including, without limitation, all drawings or data provided under the Contract, and such right must include, without limitation, a right to copy, modify, and create derivative works from the subject matter of the grant of the right and a right to sublicense all or any portion of the foregoing rights to an affiliate or a third party service provider. This subparagraph does not apply to standard office software (e.g., Microsoft Office).

(c) Should City, or any third party obtaining such Work through City, use the Work or any part thereof for any purpose other than that which is specified in the Contract, it shall be at City's and such third party's sole risk.

C.10 Software Development Processes and Standards. To the extent any software is developed, modified, or otherwise procured under the Contract, Contractor will use commercially-accepted software development and documentation processes and standards.

C.11 Limitation of Warranty for City-Furnished Software. In lieu of any other warranty expressed or implied herein, City warrants that any programming aids and software packages supplied for Contractor use as City-furnished property shall be suitable for their intended use on the system(s) for which designed. In the case of programming aids and software packages acquired by City from a commercial source, such warranty is limited to that set forth in the contractual document covering the product(s). Should City furnish Contractor with any programming aids or software packages that are found not to be suitable for their intended use on the system(s) for which designed, Contractor shall notify City and supply documentation regarding any defects and their effect on progress on the Contract. City will consider equitably adjusting the delivery performance dates or compensation, or both, and any other contractual provision affected by the City-furnished property in accordance with the procedures provided for in Section B.3 above ("City's Right to Make Changes").

C.12 Loss of Data. If any City data or record is lost or corrupted due to the negligence of Contractor or any of its subcontractors or agents, Contractor shall be responsible for correcting and recreating all production, test, acceptance, and training files or databases affected which are used in the provision of Services, at no additional cost to the City, in the manner and on the schedule set by City. This remedy shall be in addition to any other remedy City may be entitled to by law or the Contract.

C.13 Purchase Orders. If this Contract requires a service to be ordered by City via purchase order, Contractor shall not deliver or furnish the service until City transmits a purchase order. All purchase orders shall bear this Contract or solicitation number, shall be placed by City directly with Contractor, and shall be deemed to incorporate by reference the Contract. Any discrepancy between this Contract and the terms stated on the Contractor's order form, confirmation, or acknowledgement shall be resolved in favor of terms most favorable to City.

C.14 Invoicing and Payment.

(a) Unless otherwise specified in this Contract, payment to Contractor for Services shall be made on a monthly basis for the Services provided by Contractor for the preceding month. Invoices shall contain the Contract number, purchase order number if applicable, and the appropriate vendor identification number. City may require any other information from Contractor that City deems necessary to verify its obligation to pay under the Contract. Payments will be

made to Contractor approximately forty-five (45) days after receipt and acceptance of a proper invoice. City does not pay service charges, interest, or late fees unless required by law.

(b) To the extent Contractor's fees include reimbursement for travel or travel-related expenses, such travel and travel-related expenses shall be subject to and governed by the provisions and limitations of Chapter 106, Part 7, Jacksonville Ordinance Code.

(c) City's obligations to make payment are contingent upon availability of lawfully appropriated funds for the Services.

C.15 Taxes. City is generally exempt from any taxes imposed by the State of Florida or the federal government. Exemption certificates will be provided upon request. Contractor shall not include any state, local, and federal taxes in any prices quoted to City.

C.16 Right of Setoff. City may, in addition to other remedies available at law or equity and upon notice to Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs, and the like asserted in good faith by City (or any other local government entity or authority located in Duval County, Florida) against Contractor.

C.17 Retention of Records / Audits.

(a) Contractor must establish and maintain books, records, contracts, sub-contracts, papers, financial records, supporting documents, statistical records, and all other documents pertaining to this Contract (collectively, the "Records"), in whatsoever form or format (including electronic storage media) is reasonable, safe, and sufficient.

(b) Contractor must retain all Records for a minimum period of three years after final payment is made under the Contract. If an audit has been initiated and audit findings have not been resolved at the end of the three year period, the Records shall be retained until resolution of the audit findings or any litigation which may be based on the terms of the Contract, at no additional cost to City. Records shall be retained for longer periods when the retention period exceeds the time frames required by law or ordinance.

(c) At all reasonable times for as long as the Records are maintained, Contractor must allow persons duly authorized by City (including City's auditor and inspector general offices), to have full access to and the right to examine, copy, or audit any of the Records, regardless of the form in which kept. Contractor will not charge City for any setup, supervision, or space in connection with the examination and audit. Photocopying charges will not exceed the actual and reasonable cost of the copies to Contractor, and City shall be permitted to bring its photocopying equipment if City so desires.

(d) Contractor must comply with and cooperate in any audits or reports requested by City, and must ensure that all related party transactions are disclosed to the auditor.

(e) Contractor must permit City to interview any of Contractor's employees, subcontractors, and subcontractor employees to assure City of the satisfactory performance of the terms and conditions of the Contract. Unless the parties agree otherwise or City is willing to pay for the employee's reasonable travel expenses, the interviews will be conducted at the employee's primary place of work. Contractor will not charge City for any employee time unless the interview time for that employee exceeds eight hours in a calendar year.

(f) Following any audit or review, if performance of Contractor is, in the opinion of City, deficient, City will deliver to Contractor a written report of the deficiencies and request for development by Contractor of a corrective action plan. Contractor hereby agrees to prepare and submit to City said corrective action plan within ten days of receiving City's written report. Thereafter, Contractor must correct all deficiencies in the corrective action plan within a reasonable time after City's receipt of the corrective action plan.

(g) All reports and other information provided by Contractor pursuant to this Section shall be submitted under penalties of perjury under Section 837.06, Florida Statutes.

(h) Contractor must include the aforementioned audit, inspection, investigation, and record-keeping requirements in all subcontracts and Contract assignments.

(i) Contractor agrees to reimburse City for the reasonable costs of investigation incurred by City for audits, inspections, and investigations that uncover a material violation of the Contract. Such costs shall include the salaries of investigators, including overtime, travel, and lodging expenses, and expert witness and documentary fees. Contractor shall not be responsible for any costs of investigations that do not uncover a material violation of this Contract.

C.18 Indemnification. Contractor shall comply with the indemnification obligations set forth in Exhibit D to this Contract.

C.19 Insurance. Contractor shall comply with the Insurance Requirements set forth in Exhibit E to this Contract.

C.20 City's Right to Suspend Work. City may in its sole discretion suspend any or all activities under this Contract by providing a written notice to Contractor at least five (5) days in advance that outlines the particulars of suspension. Within ninety (90) days of providing such notice, or within any longer period agreed to by Contractor, City shall either (1) authorize the resumption of work, at which time activity shall resume, or (2) terminate this Contract in accordance with the applicable termination provisions. Suspension of work shall not entitle Contractor to any additional compensation. The parties will reasonably amend any schedules relating to performance of the Services to reflect the suspension of work hereunder. Contractor shall not be entitled to receive compensation for any work it performs after being excused from providing it hereunder.

C.21 City's Right to Terminate for Convenience. City reserves the right to terminate this Contract at any time and for any reason by giving written notice to Contractor. If this Contract is terminated for convenience as provided herein, City will be relieved of all further obligations other than payment for that amount of Services actually performed to the date of termination. Access to any and all work papers will be provided to City after the termination of the Contract. The parties understand and agree that Contractor shall not have a reciprocal right to terminate this Contract for convenience, it being understood that City's payment for Services forms the consideration for Contractor's not having this right. In the event of City's termination of the Contract, City (in its sole discretion) may also require Contractor to provide the Transition Services as set forth in Section B.26 below.

C.22 City's Remedies Upon Contractor Default. Any one or more of the following events, if not cured within ten calendar days after Contractor's receipt of written notice thereof, shall constitute an "Event of Default" on the part of Contractor: (1) Contractor fails to perform the Services within the time specified in this Contractor any extension; (2) Contractor fails to maintain adequate progress, thus endangering performance of the Contract; (3) Contractor fails to honor any other material term of the Contract; or, (4) Contractor fails to abide by any statutory, regulatory, or licensing requirement. City may extend the 10-day cure period in its discretion.

In addition, a finding that Contractor has made a false representation or certification in any document furnished by Contractor to City shall constitute an immediate Event of Default with no right to cure.

Upon an "Event of Default" on the part of Contractor, City will be entitled to terminate this Contract and pursue such other remedies available at law or equity, including the recovery of any re-procurement costs and delay damages. The rights and remedies available to City under this Contract are distinct, separate, and cumulative remedies, and no one of them, whether or not exercised by a party, shall be deemed to be in exclusion of any other.

If, after termination, it is determined that Contractor was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for convenience.

C.23 Contractor Remedies Upon City Default. City shall be in default if City fails to honor any material term of this Contract and such failure is not cured within forty-five (45) calendar days after receipt of written notice thereof from Contractor. In the event of City's default, Contractor will be entitled to terminate this Contract and pursue such other remedies available at law or equity as it deems appropriate. Except as expressly provided elsewhere in the Contract, Contractor will not be entitled to recover any lost profits or consequential damages. The rights and remedies available to Contractor under this Contract are distinct, separate, and cumulative remedies, and no one of them shall be deemed to be in exclusion of any other.

C.24 Transition Services. At any time prior to the date this Contract expires or terminates for any reason (the “Termination Date”), City may request Contractor to provide reasonable transition assistance services (“Transition Assistance”). Contractor shall provide such Transition Assistance until such time as City notifies Contractor that City no longer requires such Transition Assistance, but in no event for more than 180 days following the Termination Date.

Transition Assistance shall mean any services, functions, or responsibilities that are ordinarily or customarily provided to a purchaser to ensure that the services provided to that purchaser by a contractor are fully transitioned in a smooth and efficient manner to a new service provider (either City itself or a third party contractor). Transition Assistance includes the development and implementation of a detailed transition plan. To the extent that Transition Assistance will involve third parties hired by City, those third parties shall cooperate with Contractor in its provision of Transition Assistance and sign any reasonable non-disclosure agreements required by Contractor.

Transition Assistance rendered before the Termination Date shall be provided at no additional cost to City. Transition Assistance rendered after the Termination Date shall be provided at the rates negotiated by the parties prior to the rendering of such service, which rates shall not exceed the standard market rates that Contractor charges to government entities for comparable services; provided however, that if City terminates this Contract because of a breach by Contractor, then (i) the Transition Assistance shall be provided at no cost to City, and (ii) City will be entitled to any other remedies available to it under law. Contractor may withhold Transition Assistance after the Termination Date if City does not provide reasonable assurance that the charges for such Transition Assistance will be paid to Contractor in accordance with the invoicing and payment provisions of the Contract.

C.25 Force Majeure, Notice of Delay, and No Damages for Delay. Neither party shall be responsible for delays in performance to the extent that the delay was beyond that party’s control (or the control of its employees, subcontractors, or agents). Contractor shall notify City in writing of any such delay or potential delay and describe the cause of the delay either (1) within ten calendar days after the cause that creates or will create the delay first arose, if Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five calendar days after the date Contractor first had reason to believe that a delay could result. Based upon such notice, City will give Contractor a reasonable extension of time to perform; provided, however, that City may elect to terminate this Contract in whole or in part if City determines, in its sole judgment, that such a delay will significantly impair the value of this Contract to City. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. THE FOREGOING SHALL CONSTITUTE CONTRACTOR’S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY. No claim for damages, other than for an extension of time, shall be asserted against City. Contractor shall not be entitled to an increase in the contract price or payment of any kind from City for direct, indirect, consequential, impact, or

other costs, expenses, or damages, including but not limited to costs of acceleration or inefficiency arising because of delay, disruption, interference, or hindrance from any cause whatsoever.

C.26 No Waiver. The delay or failure by a party to exercise or enforce any of its rights under this Contract shall not constitute or be deemed a waiver of that party's right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right. Unless otherwise agreed in writing, City's payment for the Services shall not release Contractor from its obligations under this Contract and shall not be deemed a waiver of City's right to insist upon strict performance hereof.

C.27 Qualification of Contractor Employees, Subcontractors, and Agents. All Contractor employees, subcontractors, and agents performing work under this Contract shall be properly trained and qualified. Upon request, Contractor shall furnish a copy of technical certification or other proof of qualification. All employees, subcontractors, and agents performing work under this Contract must comply with all reasonable administrative requirements of City and with all controlling laws and regulations relevant to the Services they are providing under the Contract. City may conduct, and Contractor shall cooperate in, a security background check or other assessment of any employee, subcontractor, or agent furnished by Contractor. City may refuse access to, or require replacement of, any personnel for reasonable cause.

Contractor shall take all actions necessary to ensure that Contractor's employees, subcontractors, and agents are not considered employees of City. Such actions include, but are not limited to, ensuring that Contractor's employees, subcontractors, and agents receive payment and any legally mandated insurance (e.g., workers' compensation and unemployment compensation) from an employer other than City.

As a condition to providing services to City, Contractor and any subcontractor will enroll and participate in the federal E-Verify Program within thirty days of the effective date of the Contract. Proof of enrollment and participation will be made available to City upon request.

C.28 Security Procedures. Contractor and its employees, subcontractors, and agents shall comply fully with all generally applicable security procedures of the United States, the State of Florida, and City in performance of the Contract. City agrees that any security procedures imposed by City specifically for this Contract will be reasonable and will not impose any unreasonable costs or hardships.

C.29 Restrictions on the Use or Disclosure of City's Information. Contractor shall not use, copy, or disclose to third parties, except in connection with performing the Services, any information obtained by Contractor or its agents, subcontractors, or employees in the course of performing the Services, including but not limited to security procedures, business operations information, or commercial proprietary information in the possession of City. At City's request, all information furnished by City will be returned to City upon completion of the Services. Contractor shall not be required to keep confidential any information that has already been made

publicly available through no fault of Contractor or that Contractor developed independently without relying on City's information. To ensure confidentiality, Contractor shall take appropriate steps as to its employees, agents, and subcontractors, including the insertion of these restrictions in any subcontract agreement. The warranties of this paragraph shall survive the Contract.

C.30 Public Records Law; Process For Protecting Trade Secrets and Other Information.

Article 1, Section 24, Florida Constitution, guarantees every person access to all public records, and Section 119.011, Florida Statutes, provides a broad definition of public records. All documents received by City in connection with this Contract are subject to Chapter 119, Florida Statutes (the "Florida Public Records Law"). Any specific information that Contractor claims to be a trade secret or otherwise exempt from the Florida Public Records Law must be clearly identified as such by Contractor on all copies furnished to City. City agrees to notify Contractor of any third-party request to view such information, but it is Contractor's obligation to obtain a court order enjoining disclosure. If Contractor fails to obtain a court order enjoining disclosure within five (5) business days of Contractor's receiving notice of the request, City may release the requested information. Such release shall be deemed for purposes of this Contract to be made with Contractor's consent and will not be deemed to be a violation of law, including but not limited to laws concerning trade secrets, copyright, or other intellectual property.

In accordance with Section 119.0701, Florida Statutes, the Contractor shall:

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

The above requirements apply to a “Contractor” as defined in Section, 119.0701, Florida Statutes.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CITY’S CUSTODIAN OF PUBLIC RECORDS AT (904) 630-7678; PRR@COJ.NET; CITY OF JACKSONVILLE, PUBLIC RECORDS REQUEST, 214 N. HOGAN STREET, SUITE 1180, JACKSONVILLE, FLORIDA 32202.

C.31 Assignment. City and Contractor each binds itself and its respective successors and assigns in all respects to all of the terms, conditions, covenants, and provisions of the Contract. Contractor shall not sell, assign, or transfer any of its rights (including rights to payment), duties, or obligations under this Contract without the prior written consent of City. In the event of any assignment, Contractor shall remain liable for performance of this Contract unless City expressly waives such liability. City may assign this Contract with prior written notice to Contractor of its intent to do so. Nothing herein shall be construed as creating any personal liability on the part of any officer, employee, or agent of City.

C.32 Notice and Approval of Changes in Ownership. Because the award of this Contract may have been predicated upon Contractor’s ownership structure, Contractor agrees that any transfer of a substantial interest in Contractor by any of its owners shall require City’s prior written approval, which approval shall not be unreasonably withheld or unreasonably delayed. By execution of the Contract, Contractor represents that it has no knowledge of any intent to transfer a substantial interest in Contractor. A substantial interest shall mean at least 25% of the voting shares in Contractor. This Section shall not apply to (i) transfers occurring upon the incapacitation or death of an owner; (ii) transfers associated with an initial public offering on the NYSE or NASDAQ markets; or, (iii) transfers to a company whose stock is publicly traded on the NYSE or NASDAQ markets.

C.33 Assignment of Antitrust Claims. Contractor and City recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by City. Therefore, Contractor hereby assigns to City any and all claims under the antitrust laws of Florida or the United States for overcharges of goods, materials, or services purchased in connection with the Contract.

C.34 Equal Employment Opportunity. The Equal Opportunity clause in Title 41, Part 60-1.4 of the Code of Federal Regulations (Paragraphs 1 through 7 of President’s Executive Order 11246), the provisions of the Equal Opportunity for Individuals with Disabilities Act in 42 U.S.C. Section 12112, the Listing of Employment Openings for Veterans Clause in Title 41, Part 50-260.2 of the

Code of Federal Regulations, and the Disabled Veterans and Veterans of the Vietnam Era Clause in Title 41, Part 60-250.5 of the Code of Federal Regulations are incorporated herein by reference if and to the extent applicable. If Contractor is exempt from any of the above-cited terms, written evidence of such exempt status must be provided to City.

C.35 Other Non-Discrimination Provisions. As required by Section 126.404, *Ordinance Code*, contractor represents that it has adopted and will maintain throughout the term of this contract a policy of nondiscrimination or nonharassment against any person with regard to race, color, sex (including pregnancy), sexual orientation, gender identity or expression, religion, political affiliation, national origin, disability, age, marital status, veteran status, or any other impermissible factor in recruitment, hiring, compensation, training, placement, promotion, discipline, demotion, transfers, layoff, recall, termination, working conditions, and related terms and conditions of employment. Contractor agrees that on written request, it will permit reasonable access to its records of employment, employment advertisement, application forms, and other pertinent data and records by the Executive Director of the Community Relations Commission or successor agency or commission for the purpose of investigation to ascertain compliance with the non-discrimination provisions of the Contract; *provided however*, that Contractor shall not be required to produce for inspection records covering periods of time more than one (1) year prior to the effective date of the Contract. Contractor agrees that if any of the products or Services to be provided pursuant to this Contract are to be provided by a subcontractor, the provisions of this section shall be incorporated into and become a part of the subcontract.

C.36 Prompt Payment to Subcontractors and Suppliers. The following is required by Chapter 126, Part 6, *Ordinance Code*; provided however, if Contractor does not use JSEB or MBE subcontractors, as identified below, this Section B.38 shall not apply:

(a) *Generally.* When Contractor receives payment from City for labor, services or materials furnished by subcontractors and suppliers hired by Contractor, Contractor shall remit payment due (less proper retainage) to those subcontractors and suppliers within fifteen (15) calendar days after Contractor's receipt of payment from City. Nothing herein shall prohibit Contractor from disputing, pursuant to the terms hereof, all or any portion of a payment alleged to be due to its subcontractors and suppliers. In the event of such dispute, Contractor may dispute the disputed portion of any such payment only after Contractor has provided notice to the City and to the subcontractor or supplier whose payment is in dispute, which notice shall: (i) be in writing; (ii) state the amount in dispute; (iii) specifically describe the actions required to cure the dispute; and (iv) be delivered to City and said subcontractor or supplier within ten (10) calendar days after Contractor's receipt of payment from City. Contractor shall pay all undisputed amounts due within the time limits imposed by this Section.

(b) *Jacksonville Small and Emerging Business Enterprise and Minority Business Enterprise Participation.* Notwithstanding Chapter 126, Part 6, *Ordinance Code*, Contractor shall pay all contracts awarded with certified Jacksonville Small and Emerging Business Enterprises

("JSEB") and Minority Business Enterprises ("MBE"), as defined therein, their pro rata share of their earned portion of the progress payments made by City under this Contract within seven (7) business days after Contractor's receipt of payment from City (less proper retainage). The pro-rata share shall be based on all work completed, materials and equipment furnished, or services performed by the certified JSEB or MBE at the time of payment. As a condition precedent to progress and final payments to Contractor, Contractor shall provide to City with its requisition for payment documentation that sufficiently demonstrates that Contractor has made proper payments to its certified JSEBs or MBEs from all prior payments Contractor has received from City. Contractor shall not unreasonably withhold payments to certified JSEBs and MBEs if such payments have been made to Contractor. If Contractor withholds payment to its certified JSEBs or MBEs, which payment has been made by City to Contractor, Contractor shall return said payment to City. Contractor shall provide notice to City and to the certified JSEBs or MBEs whose payment is in dispute, which notice shall: (i) be in writing; (ii) state the amount in dispute; (iii) specifically describe the actions required to cure the dispute; and, (iv) be delivered to City and said JSEBs or MBEs within five (5) calendar days after Contractor's receipt of payment from City. Contractor shall pay all undisputed amounts due within the time limits imposed in this section. The failure to pay undisputed amounts to the JSEBs or MBEs within seven (7) business days shall be a breach of the Contract, compensable by one per-cent (1%) of the outstanding invoice's being withheld by City, not as a penalty, but as liquidated damages to compensate for the additional contract administration by City.

(c) *Third Party Liability.* The Prompt Payment requirements hereunder shall in no way create any contractual relationship or obligation between City and any subcontractor, supplier, JSEB, MBE, or any third party or create any City liability for Contractor's failure to make timely payments hereunder. However, Contractor's failure to comply with the Prompt Payment requirements shall constitute a material breach of Contractor's contractual obligations to City. As a result of said breach, City, without waiving any other available remedy it may have against Contractor, may (i) issue joint checks and (ii) charge Contractor a 0.2% daily late payment charge or the charges specified in said Chapter 126, *Ordinance Code*, for JSEBs or MBEs and in Chapter 218, Florida Statutes, for non-JSEBs or non-MBEs, whichever is greater.

C.37 Conflicts of Interest. Contractor acknowledges that Section 126.112, *Ordinance Code*, requires that a public official who has a financial interest in a bid or contract make a disclosure at the time that the bid or contract is submitted or at the time that the public official acquires a financial interest in the bid or contract, including but not limited to the public official's name, public office or position held, bid or proposal number, and the position or relationship of the public official with the bidder or contractor.

C.38 Contingent Fees Prohibited. In conformity with Section 126.306, *Ordinance Code*, Contractor warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for Contractor, to solicit or secure this Contract and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona-fide

employee working solely for Contractor, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of the Contract. For the breach or violation of these provisions, City shall have the right to terminate this Contract without liability and, at its discretion, to deduct from the contract price, or otherwise recover, the full amount of such fee, commission, percentage, gift, or consideration.

C.39 Truth in Negotiation Certificate. Pursuant to Section 126.305, *Ordinance Code*, the execution of this Contract by Contractor shall be deemed to be a simultaneous execution of a Truth-In-Negotiation Certificate, whereby Contractor states that the wage rates and other factual unit costs supporting the compensation hereunder are accurate, complete, and current at the time of contracting. Further, Contractor agrees that the compensation hereunder shall be adjusted to exclude any significant sums where City determines the contract price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs, provided that any and all such adjustments shall be made within one (1) year following the completion date of the Contract.

C.40 Compliance with Applicable Laws. Contractor (and any subcontractors) must comply with all applicable federal, state and local laws, rules, and regulations as the same exist and as may be amended from time to time, including but not limited to:

- Chapter 119, Florida Statutes (the Florida Public Records Law);
- Section 286.011, Florida Statutes (the Florida Sunshine Law);
- Chapter 602, Jacksonville Ordinance Code (the Jacksonville Ethics Code);
- Chapter 126, Jacksonville Ordinance Code (the Jacksonville Purchasing Code); and
- All licensing and certification requirements applicable to performing the Services.

C.41 Cooperative Purchasing. Pursuant to their own governing laws, and subject to the agreement of Contractor, other entities may be permitted to make purchases at the terms and on the conditions contained herein. These purchases are independent of the agreement between City and Contractor, and City shall not be a party to such transactions.

C.43 Warranty of Ability to Perform. Contractor warrants that (i) it is ready, willing, and able to perform its obligations under the Contract, and (ii) to the best of Contractor's knowledge, there are no pending or threatened actions, proceedings, investigations, or any other legal or financial conditions that would in any way prohibit, restrain, or diminish Contractor's ability to satisfy its Contract obligations. Contractor shall immediately notify City in writing if its ability to perform is compromised in any manner during the term of the Contract.

C.43 Warranty of Authority to Sign Contract. Each person signing this Contract warrants that he or she is duly authorized to do so and to bind the respective party to the Contract.

C.44 Governing State Law/Severability/Venue/Waiver of Jury Trial. The rights, obligations, and remedies of the parties as specified under this Contract shall be interpreted and governed in

all aspects by the laws of the State of Florida. Should any provision of this Contract be determined by the courts to be illegal, unenforceable, or in conflict with any applicable law, the validity of the remaining provisions shall not be impaired. Venue for litigation of this Contract shall be exclusively in courts of competent jurisdiction located in Jacksonville, Duval County, Florida. The parties waive any and all rights to a jury trial with respect to disputes arising under the Contract.

C.45 Construction. Both parties acknowledge that they have had the opportunity to provide meaningful input into the terms and conditions contained in the Contract. Therefore, any doubtful or ambiguous provisions contained herein shall not be construed against the party who physically prepared the Contract. Article headings appearing herein are inserted for convenience or reference only and shall in no way be construed to be interpretations of text.

C.46 Scrutinized Companies.

(a) Pursuant to Section 287.135(2), *Florida Statutes*, a company is ineligible to, and may not, bid on, submit a proposal for, or enter into or renew a contract with an agency or local government entity for goods or services of:

- (1) Any amount if, at the time of bidding on, submitting a proposal for, or entering into or renewing such contract, Contractor is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, *Florida Statutes*, or is engaged in a boycott of Israel; or
- (2) One million dollars or more if, at the time of bidding on, submitting a proposal for, or entering into or renewing such contract, Contractor:
 - i. Is on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List created pursuant to Section 215.473, *Florida Statutes*; or
 - ii. Is engaged in business operations in Cuba or Syria.

(b) Pursuant to Section 287.135(3)(a)4, *Florida Statutes*, City may terminate this Contract at City's option if this Contract is for goods or services in an amount of one million dollars or more and Contractor:

- (1) Is found to have submitted a false certification under Section 287.135(5), *Florida Statutes*;
- (2) Has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List created pursuant to Section 215.473, *Florida Statutes*;
- (3) Is engaged in business operations in Cuba or Syria.

(c) Pursuant to Section 287.135(3)(b), *Florida Statutes*, City may terminate this Contract at City's option if this Contract is for goods and services of any amount and Contractor:

- (1) Is found to have been placed on the Scrutinized Companies that Boycott Israel List; or
- (2) Is engaged in a boycott of Israel.

C.47 Data Security and Privacy.

Contractor acknowledges that its performance of the Services may involve access to confidential patient information including, but not limited to, personally-identifiable information, protected health information, and individual financial information (collectively, “Protected Information”) that is subject to state or federal laws and regulations restricting the use and disclosure of such information, including, but not limited to, the federal Health Insurance Portability and Accountability Act of 1996, as amended (“HIPAA”). Contractor agrees to comply with all applicable federal and state laws restricting the access, use and disclosure of Protected Information.

Contractor shall use appropriate safeguards to prevent any access, use, modification, disclosure or destruction of Protected Information other than as permitted under applicable laws and regulations, which shall include but not be limited to administrative, physical and technical safeguards as necessary and appropriate to protect the confidentiality, security, integrity and availability of Protected Information, and which shall be no less rigorous than accepted industry practices (such as ISO 27002, ITIL or COBIT or other industry standards of information security).

Notwithstanding any provision in this Contract to the contrary, the Contractor shall indemnify, defend and hold harmless City, its affiliates, members, directors, officers and employees from and against any and all claims, suits, causes of action, inquiries, investigations, proceedings, and the resulting damages, fees, costs, penalties, resolutions, assessments, losses, liabilities, or judgments (including reasonable attorneys’ fees) which may be imposed on or incurred by or instituted against the City or any such person relating to or arising out of any access, use, disclosure, modification, or destruction of Protected Information that is not permitted under applicable law.

This Section shall apply to information that is accessed, created, received, maintained, processed, modified, used, disclosed or destroyed in connection with the Services by the Contractor, in whatever form, including but not limited to paper, electronic or oral, that is individually identifiable information about patients and their family members and significant others, independent contractors, and other individuals, including but not limited to any individually identifiable health and financial information.

Exhibit D
INDEMNIFICATION

City and Contractor agree that, subject to the provisions and limitations of section 768.28, Florida Statutes (which provisions are not expanded, altered or waived), each party shall indemnify and hold harmless the other, its respective members, officials, officers, employees and agents from suits, actions, proceedings, claims, judgments, costs, damages and expenses, at law or in equity, caused by their own negligent acts or omissions in the performance of this Contract. Nothing contained in this paragraph shall be construed as a waiver, expansion, or alteration of either party's sovereign immunity beyond the limitations stated in section 768.28, Florida Statutes.

Exhibit E
INSURANCE REQUIREMENTS

It is agreed by both City and Contractor that, subject to the provisions and limitations of Section 768.28, Florida Statutes, both City and Contractor shall at all times during the term of this agreement carry and maintain a valid program of self-insurance, as authorized by section 768.28, Florida Statutes.

If Contractor subcontracts any or all of the Services provided for under this Contract, Contractor shall require its subcontractor(s) to carry insurance of the types and amounts reasonably acceptable to the City and all such insurance carried by the subcontractor shall be endorsed to name the City of Jacksonville and City's members, officials, officers, employees and agents as additional insureds.