



**TASK ORDER #1 to the**  
**ORACLE FUSION SERVICES MASTER AGREEMENT**  
**WITH GCOM SOFTWARE**

---

This Task Order is issued by CITIZENS PROPERTY INSURANCE CORPORATION (“Citizens”), a legislatively created Florida governmental entity, having its principal place of business at 2101 Maryland Circle, Tallahassee, Florida 32303, and GCOM Software, LLC (“Vendor”), located at 1580 Waldo Palmer Lane 2-A, Tallahassee, Florida 32308. Citizens and Vendor shall each be known as a “Party,” and collectively shall be known as the “Parties.”

In consideration of the mutual promises and restrictions stated in this Task Order, both Parties acknowledge and agree to the following:

- 1. Master Agreement.** This Task Order is directly related and subject to Master Agreement #19-19-5004-01 between Citizens and Vendor (the “Master Agreement”). Capitalized terms used herein and not otherwise defined shall have the meanings assigned to them in the Master Agreement. The following terms have the following meanings as used in the Agreement as called out in Section 7.0 Force Majeure. “Contractor” means Vendor; “Contract” means Master Agreement and Task Order.
- 2. Term and Renewals.** This Task Order shall commence upon execution by both Parties and, unless terminated as provided for herein, shall continue for one (1) year. This Task Order may be renewed for two (2), one-year periods by mutual written Agreement of the Parties. Renewals shall be subject to the same terms and conditions set forth in this Task Order and the Master Agreement at the time of renewal, including any amendments signed by the Parties. Vendor anticipates commencing four weeks after Task Order is executed; however, Vendor will work with Citizens to commence the effort as soon as practicable or date(s) mutually agreed by the parties in writing.
- 3. Scope.** Upon the execution of the Task Order by both Parties, Vendor will provide consulting services for the following applications/areas/modules as requested by Citizens in accordance with the support request process provided in Section 5 below. The below items are exclusive. Any item not listed is not included in the services being provided by Vendor under this Task Order document.
  - 3.1. Knowledge Transfer. Citizens Team will share information on configuration, current workflows and implementation documents to Vendor’s team. Transition to be classified in to 4 phases, collectively being accomplished in 4 weeks of time:
    - Transition planning
    - Knowledge share
    - Shadow support from Vendor
    - Reverse shadow from Vendor before steady state of full support from Vendor’s team members are achieved
  - 3.2. Oracle HCM and ERP Cloud Support - General
    - Level 2 (Service Request) and Level 3 (Break Fixes) support for Citizens’ CenterPoint Team in each respective Application area.

- Issue investigation and resolution.
    - Page errors
    - Existing configuration no longer working
    - Reporting/Batch process errors
    - Support for OBIEE and Subject area reports
  - Oracle SR management/tracking for Application issues.
  - Oracle inbound and outbound Interface error support.
  - Published Oracle ERP Period End Close Procedures support.
  - Fast Formula support for non-custom and custom calculation rules.
  - Enhancement Requests with effort less than 40 hours capped to 120 hours per quarter.
  - Non-custom and custom HCM elements support.
  - Support and regression testing for four (4) quarterly patch bundles, five (5) statutory updates, and monthly vertex updates.
  - Quarterly patch impact analysis based on release notes and known issues.
  - Provide Weekly and Monthly status report.
- 3.3. Oracle HCM Cloud Support – Benefits Cyclical Event
- Rate updates for existing plans during Open Enrollment.
  - Configuration and testing of the Open Enrollment Life Event.
  - Basic self-service text changes for Open Enrollment.
  - Assistance with enrollment issues due to configuration or system issues.
- 3.4. Oracle HCM Cloud Support – Compensation Cyclical Event
- Configure the plan requirements for the current cycle processing period.
  - Set up plan enrollment requirements (*configure cycle details for existing compensation plans*).
  - Modify lookup, user tables, and global values for existing plans.
  - Run the Participation Process to start the cycle.
  - Modify/configure documentation link.
- 3.5. Oracle HCM Cloud Support – Performance and Goal Management Cyclical Event
- Updating content items.
  - Maintenance of the eligibility process.
  - Creation of new document periods.
  - Rating model description management.
- 3.6. Oracle HCM Cloud Support – Payroll Cyclical Event

- Guidance on using delivered spreadsheet loaders for batches and balance adjustments.
  - Guidance on balancing and reconciliation.
  - Guidance with year-end processes (*balancing and reconciliation, running delivered year end processes*).
  - Guidance on payroll corrections.
  - Biweekly – Time collection, Loading and Payroll process support.
  - Quarterly Payroll reconciliation support.
  - Year-end Payroll reconciliation support.
- 3.7. Oracle HCM Cloud Quarterly Patch Bundles
- Testing for four (4) quarterly patch bundles in Citizens' pod(s).
  - Execute Citizen's standard test cases, scenarios, and scripts on Citizen's pod, and document failures.
  - Execute Citizens' standard test cases, scenarios, and scripts for each module and document failures including Citizen's personalization and customizations.
- 3.8. Oracle ERP Cloud Quarterly Patch Bundles
- Testing for four (4) quarterly patch bundles in Citizens internal pod.
  - Execute Citizen's standard test cases, scenarios and scripts on Citizen's pod for each module and document failures.
  - Log and monitor SR's.
  - Test each applicable Oracle ERP Cloud standard process flows.

#### **4. Key Assumptions.**

- 4.1. As requested by Citizens, Vendor Service Delivery Manager will be onsite during initial kick off and year-end support activities. Vendor Service Delivery Manager may also be requested to be onsite for other activities as deemed necessary by Citizens. The other support team members will work remotely out of the U.S. and/or delivery centers in India.
- 4.2. Citizens' documentation will be provided at the time of support initialization.
- 4.3. Support model is applicable only to support Citizens Oracle applications and locations in effect at contract execution and any new rollouts will go through Service Introduction and Change Control Process.
- 4.4. Citizens will provide Level 1 helpdesk support including security related incidents.
- 4.5. Citizens' super users/IT support SMEs will open tickets in Vendor's ticketing system.
- 4.6. Vendor has assumed ticket volume of 40 tickets. Complexity of tickets are assumed to be Low - 40%, Medium - 40%, High - 20%.
- 4.7. Vendor will not be held responsible for delays due to unavailability of the servers, networks, or other hardware elements not within its control.
- 4.8. Vendor will not be held responsible for delays due to awaiting Citizen's, Oracle or third-party action.

- 4.9. Unless specified in advance as to who is an approved service requestor, all requests received from any contact within Citizens will be assumed to be approved requests.
- 4.10. Citizens and Vendor each agree to designate a Service Delivery Manager/ Single Point Of Contact (SPOC) who shall work together to facilitate an efficient delivery of services.
- 4.11. Vendor will have access to Citizens System Administrators and Network Administrators as required through Citizen's point of contact.
- 4.12. All integrations and issues related to composites for workflows are maintained by Citizens middleware team.

**5. Service Delivery Management.** The following process will be followed for initiating support requests:

- 5.1 Citizens will be responsible for logging Service Requests (SR's / Tickets). All tickets, regardless of severity, will first require a ticket be logged by either of the two options:
  - a) Web: URL provided at Task Order start
  - b) Email HCM or ERP Managed Support: Email provided at Task Order start
- 5.2 The Vendor Service Delivery Manager will:
  - Manage and monitor the service requests
  - Conduct a weekly status meeting with Citizens' designated SPOC that will include resource assignment against tickets and enhancements
  - Act as Citizens primary point of contact
  - Delegate service requests to appropriate resources
  - Lead Vendor resources and activities for the quarterly patch bundles
  - Create or modify Citizens support center contacts
  - Perform account management including progress monitoring and change control
- 5.3 Vendor will provide 24x7 coverage for Severity Level 1 incidents. All other incidents will be provided the coverage based on the skillset of the resources onshore and offshore as specified in Section 5.5.
- 5.4 The onshore team will be available from 8 AM EST to 5 PM EST and offshore team in India will be available from 10:30 AM IST till 7:30 PM IST; (*ensuring overlap between offshore and onshore team members*) excluding US and India Federal holidays.
- 5.5 The following table defines the Severity Level classifications to be used when logging support requests with the Vendor, as called in section 5.1 above. Vendor reserves the right, in its reasonable discretion, to modify Severity Levels for inappropriately categorized requests upon written notice to you. Vendor will respond back to the request in the indicated time frame for the level of the request logged.

Severity Level	Description	Response Time
Sev 1	<b>Critical Business Impact.</b> Problem causes complete loss of service. Work cannot reasonably continue; the operation is mission critical to the business, and the situation is an emergency. A Severity Level 1 problem has one of more of the following characteristics: <b>Data Corrupted and/or Crucial function is not available and/or System hangs indefinitely, causing unacceptable or indefinite delays for resources or response and/or System crashes, and crashes repeatedly after restart attempts</b>	Within 2 Business Hours
Sev 2	<b>Significant Business Impact.</b> Problem causes severe loss of service. No acceptable workaround is available; however, operation can continue in a restricted fashion.	Within 8 Business Hours
Sev 3	<b>Some Business Impact.</b> Problem causes minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.	Within 16 Business Hours
Sev 4	<b>Minimal Business Impact.</b> Problem causes no loss of service. The result is a minor error, incorrect behaviour, or a documentation error that does not impede the operation of a system.	Within 24 Business Hours

## 6. Compensation.

- 6.1. Maximum Compensation. Citizens will reimburse the Vendor for the accepted and approved delivery of the Services no later than thirty (30) calendar days of Citizens' receipt of a complete and accurate invoice. All Services under Scope (Section 3) shall be delivered as Time and Materials monthly. Citizens may be billed for pre-approved travel in accordance with Citizens then-current Vendor Travel Reimbursement Guidelines during the term of this Task Order for resources' time needed at Citizens' Jacksonville office to address such items required to the success of this effort, an example being quarterly patches/releases, regression testing, etc. This Task Order shall not **exceed \$1,200,000 for labor and travel expenses in accordance with the Master Agreement.**
- 6.2. Team Structure. Indicative team composition of the Vendor's resources, location, and rate.

		GCOM GSA Contract # GS-35F-0217Y			
Resource Role	Location	GSA SKU	GSA Labor Category	GSA Rate	Extended Rate
HCM Tower SDM	US	SIN 132-51 FPDS Code D302	Project Manager III	\$ 155.28	\$ 140.37
ERP Tower Functional - Payroll + OTL	US	SIN 132-51 FPDS Code D302	Specialist III	\$ 187.03	\$ 140.37
HCM Towers Core HR & Absence	India	SIN 132-51 FPDS Code D302	Specialist I	\$ 93.60	\$ 36.74
HCM Towers HCM & ERP Technical	India	SIN 132-51 FPDS Code D302	Specialist EL / I	\$ 72.77 to \$ 93.60	\$ 28.56
ERP Tower Fusion ERP Functional - FIN	India	SIN 132-51 FPDS Code D302	Specialist EL / I	\$ 72.77 to \$ 93.60	\$ 28.56
ERP Tower Fusion ERP Functional - PUR	India	SIN 132-51 FPDS Code D302	Specialist EL / I	\$ 72.77 to \$ 93.60	\$ 28.56
Reporting Tower OBIEE Report Developer	India	SIN 132-51 FPDS Code D302	Specialist EL / I	\$ 72.77 to \$ 93.60	\$ 28.56

The chart below indicates the personnel resources that Vendor will dedicate to services under this Task Order. A manpower quantity of one (1.00) means that the indicated resource will be dedicated to services under this Task Order for forty (40) hours per week during the month. A manpower quantity of one-half (0.50) means that the indicated resource will dedicate twenty (20) hours per week during the month. Citizens agrees in advance that the quantity of hours in any given week may be greater if a Severity Level 1 or 2 incident is being addressed as defined in Section 5.5 description column. Vendor will work with Citizens' SPOC during any Severity Level 1 or 2 incident, making them aware of the resolution effort.

Vendor and Citizens will monitor the ticket volumes described in Section 4.6 on a monthly basis and any deviation greater than 10% in ticket volume may necessitate an evaluation of the team size and the cost structure which will be re-adjusted after mutual agreement in accordance with the pricing outlined in the Master Agreement. Vendor will not provide services in excess of the below resource allocations unless specifically pre-approved by Citizens' Contract Manager in writing; with the exception of hours required for any Severity Level 1 or 2 incident resolution, addressed in the previous above paragraph.

MANPOWER QTY INFO		Contract Period Year 1											Potential Year 2			
ROLE / AREA	Location	Monthly Manpower During Year 1											Mthly Yr2 Q1			
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
SDM	USA	0.20	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.25	0.25	0.25	0.25	0.25	0.25
Functional - Payroll + OTL	USA	0.50	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.50	0.50	0.50
SDM : Core HR + Absence	India	0.50	1.00	1.00	1.00	1.00	1.00	0.50	0.50	0.50	0.50	0.50	0.50	0.25	0.25	0.25
HCM Technical	India	0.00	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.25	0.25	0.25
Fusion ERP Functional - FIN	India	0.50	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.50	0.50	0.50
Fusion ERP Functional - PUR	India	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.50	0.50	0.50
ERP Technical	India	0.25	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.25	0.25	0.25
OBIEE	India	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.60	0.60	0.60
MANPOWER Monthly		1.95	6.50	6.50	6.50	6.50	6.50	6.00	6.00	6.00	5.75	5.75	5.75	3.10	3.10	3.10

7. **Force Majeure.** In the event that Services may be disrupted by a Force Majeure Event with respect to which working from remote locations is deemed by Contractor to be the optimal business continuity measure then, if the assets on hand and capabilities exist for Contractor personnel to perform the Services from remote locations, including from personal residences (“Remote Locations”), Contractor shall have the right to perform the Services from the Remote Locations using networking, connectivity, security and data handler protocols established by Contractor and provided to Citizens (the “Remote Protocols”) and the Remote Protocols shall supersede any and all terms of this Contract, each applicable Scope of Services and all schedules, exhibits or attachments hereto and thereto that require any different measures. Notwithstanding any other provision of this Contract or any Scope of Services, Contractor shall have no responsibility or liability hereunder for any security or data loss incident arising in connection with Contractor providing Services from Remote Locations except to the extent such incident is caused by Contractor’s failure to implement the Remote Protocols. Notwithstanding the above, Citizens shall have the right to direct Contractor to cease providing Services from Remote Locations using the Remote Protocols, in which case provision of Services from Remote Locations shall be deemed an impossibility for purposes of this Contract. Remote Protocols are provided in ANNEXURE A at the end of this Task Order.

At no additional cost to Citizens, during the term of this Task Order, Vendor will provide a monthly email confirming that all Vendor Consultants/Resources supporting Citizens are adhering to the mutually agreed upon Remote Protocols standards (Annexure A) while performing Services from Remote Locations. The monthly email will attest that all Vendor Consultants/Resources using a Vendor provided laptop are using the securely configured laptop device to access the Citizens’ Citrix environment in a safe and secure manner as set forth in Annexure A. Vendor will attest that all required controls have been checked and all laptops are running in compliance with all Remote Protocols.

8. **Public Records Addendum.** Vendor agrees that the Public Records Addendum attached hereto as Addendum 1 to Task Order #1, (the “Addendum”) is hereby incorporated into the Master Agreement in order to address the public posting of this Task Order #1, and its disclosure to third parties.
9. **Total Liability.** In no event shall either Party’s liability to the other Party arising out of or in connection with this Task Order or the Services exceed, in the aggregate, the total fees paid or payable by Citizens to Vendor under this Task Order, whether such liability is based on an action in contract, warranty, strict liability or tort (including, without limitation, negligence) or

otherwise. The limitations specified in this Section 9. will survive and apply even if any limited remedy specified in this Task Order is found to have failed of its essential purpose.

***[Signature Page Follows]***

IN WITNESS WHEREOF, this Agreement has been duly executed by authorized representatives of the Parties hereto.

**CITIZENS PROPERTY INSURANCE**

**GCOM SOFTWARE, LLC**

**CORPORATION**

DocuSigned by:  
*Kelly Booten*  
7B9C7AA80097483

DocuSigned by:  
*Heidi Green*  
FFD027494405404...

SIGNATURE

SIGNATURE

Kelly Booten

Heidi Green

TYPED NAME

TYPED NAME

Chief operating officer

COO

TITLE

TITLE

10/1/2020

9/30/2020

DATE SIGNED

DATE SIGNED

DocuSigned by:  
*Jay Adams*  
52091D0BFE5B7478

SIGNATURE

Jay Adams

TYPED NAME

Chief of Claims

TITLE

10/1/2020

DATE SIGNED

**ADDENDUM 1  
PUBLIC RECORDS ADDENDUM**

Company Name ("Vendor"): GCOM Software, LLC
Agreement Name/Number ("Agreement"): 19-19-5004-01
<b>Contract Document Covered by This Addendum: Task Order No. 1</b>
Primary Vendor Contact Name: Rahul Bhosle
Telephone: 201.214.4703
Email: <a href="mailto:rahul@gcomsoft.com">rahul@gcomsoft.com</a>

Citizens is subject to Florida public records laws, including Chapter 119, Florida Statutes. As a part of providing public access to Citizens' records, Citizens makes its contracts available on Citizens' external website located at [www.citizensfla.com/contracts](http://www.citizensfla.com/contracts). This Addendum is hereby incorporated into the Agreement in order to address Citizens' public posting of the Contract Document identified above and its disclosure to third parties.

If Vendor asserts that any portion of the Contract Document is exempt from disclosure under Florida public records laws, (the "Redacted Information"), such as information that Vendor considers a protected "trade secret" per Section 815.045, Florida Statutes, then Vendor must select the corresponding declaration below and provide the following to [Vendor.ManagermentOffice@citizensfla.com](mailto:Vendor.ManagermentOffice@citizensfla.com):

- (1) **A copy of the Contract Document in PDF format with the Redacted Information removed (the "Redacted Contract Document"); and,**
- (2) **A dated statement on Vendor's letterhead in PDF format clearly identifying the legal basis for Vendor's redaction of the Redacted Information (the "Redaction Justification").**

If Vendor does not select one of the two declarations below, or if Vendor fails to provide the Redacted Contract Document within thirty (30) days of Vendor's receipt of the fully executed Contract Document, then without further notice to Vendor, Citizens may post the non-redacted version of the Contract Document on its public website and may release it to any member of the public.

Vendor Declaration:
<input checked="" type="checkbox"/> Vendor <b>WILL NOT SUBMIT</b> a Redacted Contract Document. Citizens may post Vendor's full, complete, and non-redacted Contract Document on its public website and may release the Contract Document to any member of the public without notice to Vendor. <b>Or</b> <input type="checkbox"/> Vendor asserts that a portion of the Contract Document is confidential and/or exempt under Florida Public Records law. Therefore, Vendor <b>WILL SUBMIT</b> a Redacted Contract Document and a Redaction Justification within thirty (30) days of receipt of the fully executed Contract Document. Citizens may post Vendor's Redacted Contract Document on its public website, or release it to any member of the public, without notice to Vendor. If Citizens receives a public records request for the Contract Document, Citizens will provide only the Redacted Contract Document and Redacted Justification to the requestor. Vendor acknowledges that, in the event of any legal challenge regarding these redactions, Vendor will be solely responsible for defending its position or seeking a judicial declaration.

## ANNEXURE A

### DEVICE AND REMOTE CONNECTION PROTOCOLS

#### **A. VENDOR AUTHORIZED DEVICE**

- a. All devices will be domain joined, password protected and require Multi-Factor Authentication (MFA).
- b. Local Administrator and guest accounts will be renamed, and Administrative privilege will not be granted to end users.
- c. Remote connections will be required to connect through a secure, always on Virtual Private Network (VPN) connections using the Cisco AnyConnect client.
- d. VPN profile configurations are configured to disable split tunneling.
- e. All VPN traffic will traverse Vendor-managed internet egress proxies.
- f. Full disk encryption is configured on all endpoints using Microsoft BitLocker via 256 bit encryption
- g. Forcepoint Data Leakage Protection (DLP) agent will be installed.
- h. Use of USB and portable devices are unauthorized and will be disabled.
- i. Cisco Advanced Malware Protection (AMP), a centrally managed malicious control and endpoint detection and response (EDR) client, will be deployed, configured, and monitored by the Vendor 24/7 Security Operations Center (SOC).
- j. Group Policy Object (GPO) settings are deployed and configured to harden and manage the device as on demand.
- k. The Microsoft System Center Configuration Manager (SCCM) client or equivalent is required to allow packages and patches to be pushed out to the device as needed.

#### **B. ACCESS THROUGH CLIENT PROVIDED VIRTUAL DESKTOP INTERFACE (VDI).**

Where Client provided VDI is the resource, you hereby agree to provide the following controls on your VDI environment which is provided to a Vendor associate.

- a. The provided VDI must prohibit screen capture within the VDI guest.
- b. The provided VDI must prohibit the mapping, mounting, and sharing of disk drives both internal and external to the guest.
- c. The provided VDI must prohibit clipboard access (copy and paste) from the guest to the host.
- d. If the provided VDI is Internet facing (publicly accessible), access into the VDI infrastructure must be protected with MFA.

**C. ACCESS THROUGH VENDOR PROVIDED VIRTUAL DESKTOP INTERFACE (VDI).**

Where Vendor provided VDI is the resource, Vendor will implement the following controls.

- a. The provided VDI must prohibit screen capture within the VDI guest;
- b. The provided VDI must prohibit the mapping, mounting, and sharing of disk drives both internal and external to the guest;
- c. The provided VDI must prohibit clipboard access (copy and paste) from the guest to the host.
- d. If the provided VDI is Internet facing (publicly accessible), access into the VDI infrastructure must be protected with MFA.

**D. ACCESS THROUGH OTHER INTERFACES WHICH OFFER COMPARABLE SECURITY TO ANY OF THE INTERFACES LISTED ABOVE, AS DETERMINED BY VENDOR.**