



## TASK ORDER NO. 7 TO THE BUSINESS PROCESS OUTSOURCING (BPO) – CALL CENTER SERVICES AGREEMENT WITH ETECH GLOBAL SERVICES LLC

This Task Order No. 7 (the “Task Order”) is issued by CITIZENS PROPERTY INSURANCE CORPORATION (“Citizens”), whose principal address is 2101 Maryland Circle, Tallahassee, Florida 32303, and ETECH GLOBAL SERVICES LLC (“Vendor”), having its principal place of business at 1903 Berry Drive, Nacogdoches, Texas 75964. Citizens and Vendor shall each be known as a “Party,” and collectively shall be known as the “Parties.”

Citizens and the Vendor agree to the following:

- I. **MASTER AGREEMENT.** This Task Order is directly related and subject to Agreement No. 21-20-0035-02 between Citizens and Vendor (the “Master Agreement”).
- II. **SCOPE OF WORK.** Citizens and Vendor agree that Services and any deliverables for this Task Order are set forth as follows:

<b>Task Order Term</b>	This Task Order shall be effective on the date of last signature. The end date for this Task Order will be the earlier of November 30, 2023, or upon the completion of the Services set forth in this Task Order. This Task Order is subject to Citizens’ right to early termination if Services are no longer required.
<b>Citizens’ Contact for Task Order</b>	Jason Oliver Citizens Property Insurance Corporation 301 W. Bay Street, Suite 1300 Jacksonville, FL 32202 904-472-8847 <a href="mailto:Jason.Oliver@citizensfla.com">Jason.Oliver@citizensfla.com</a>
<b>Vendor’s Contact for Task Order</b>	Jim Iyoob Etech Global Services, LLC 1903 Berry Drive Nacogdoches, Texas 75964 936-371-2640 <a href="mailto:jim.iyoob@etechgs.com">jim.iyoob@etechgs.com</a>

<b>Scope of Work to be Performed by Vendor</b>	<p>Vendor will provide CAT Response call services in accordance with Section 3.3.2. of the Master Agreement. This Task Order is to cover a potential short-term volume influx above the daily call capacity of the Vendor staff dedicated to the Citizens program.</p> <p>Citizens and Vendor will work together to determine necessary Vendor staff to accommodate incoming call volume by the hour. The Parties will confirm this determination, and any changes to this determination, in writing. Vendor shall provide hourly reporting of Vendor staff handling CAT Response calls in order to facilitate changes to staffing as determined by Citizens in order to meet the services, deliverables, and Service Levels Agreements ("SLAs") as described in the Agreement.</p>
<b>Compensation</b>	<p>In accordance with <b>Exhibit C – Compensation Schedule</b> to Master Agreement, Citizens agrees to pay the following:</p> <p>a) <b><u>One-Time Setup/Activation Fee</u></b>. Five thousand US dollars (\$5,000.00) for the activation/set up for the full team of trained Vendor staff for the duration of the CAT.</p> <p>b) <b><u>Training Fees</u></b>. Twenty-one U.S. dollars (\$21.00) per hour for each Vendor staff trained, not to exceed eight (8) hours per day. Citizens and Vendor will together determine the necessary number of Vendor staff to be trained.</p> <p>c) <b><u>Hourly Rates</u></b>. Thirty-five U.S. dollars (\$35.00) per hour per Vendor staff, outside of training, during the hours of 7am-10pm EST, or as otherwise adjusted by Citizens in writing, each day of the activation. Vendor staff shall also be concurrently available from 10pm-7am EST, or as otherwise adjusted by Citizens in writing, to serve as after-hours support. Citizens and Vendor will together determine the necessary number of Vendor staff.</p>
<b>Compensation Structure</b>	Vendor will be paid in accordance with terms of the Master Agreement and this Task Order for services rendered.


- III. **PUBLIC RECORDS ADDENDUM.** Vendor agrees that the Public Records Addendum attached hereto as Addendum 1 to Task Order No. 7 (the "Addendum") is hereby incorporated into this Task Order in order to address the public posting of this Task Order No. 7, and its disclosure to third parties.

Except when this Task Order specifically references a section of the Master Agreement which is in conflict, the terms of the Master Agreement shall take precedence. If a conflict exists, the non-conflicting portion(s) of the term or provision of the less controlling documents shall remain enforceable.

**[Signature Page Follows]**

Citizens and Vendor certify by their undersigned authorized agents that they have read this Task Order and agree to be bound by its terms and conditions.


**CITIZENS PROPERTY  
INSURANCE CORPORATION:**

DocuSigned by:  
  
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\_\_\_\_\_  
SIGNATURE:

\_\_\_\_\_  
Jeremy Pope  
\_\_\_\_\_  
PRINT NAME:

\_\_\_\_\_  
VP Customer Experience  
\_\_\_\_\_  
TITLE:

\_\_\_\_\_  
8/28/2023  
\_\_\_\_\_  
DATE:


DocuSigned by:  
  
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\_\_\_\_\_  
SIGNATURE:

\_\_\_\_\_  
Kelly Booten  
\_\_\_\_\_  
PRINT NAME:

\_\_\_\_\_  
chief operating officer  
\_\_\_\_\_  
TITLE:

\_\_\_\_\_  
8/28/2023  
\_\_\_\_\_  
DATE:

**ETECH GLOBAL SERVICES LLC:**

DocuSigned by:  
  
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\_\_\_\_\_  
SIGNATURE:

\_\_\_\_\_  
Jim Iyooob  
\_\_\_\_\_  
PRINT NAME:

\_\_\_\_\_  
Chief Customer Officer  
\_\_\_\_\_  
TITLE:

\_\_\_\_\_  
8/28/2023  
\_\_\_\_\_  
DATE:

## ADDENDUM 1 PUBLIC RECORDS ADDENDUM (“ADDENDUM”)

Company Name (“Vendor”): Etech Global Services LLC
Agreement Name/Number (“Agreement”): Business Processing Outsourcing (BPO) – Call Center Services / 21-20-0035-02
<b>Contract Document Covered By This Addendum:</b> Task Order No. 7 to Agreement No. 21-20-0035-02
Primary Vendor Contact Name: Jim Iyoob
Telephone: 936-371-2640
Email: <a href="mailto:jim.iyoob@etechgs.com">jim.iyoob@etechgs.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 incorporated into the Agreement in order to address Citizens’ public posting of the Agreement and its disclosure to third parties.

If Vendor asserts that any portion of the Agreement 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.ManagementOffice@citizensfla.com](mailto:Vendor.ManagementOffice@citizensfla.com):

- (1) **A copy of the Agreement in PDF format with the Redacted Information removed (the “Redacted Agreement”); 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”).**

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

<u>Vendor Declaration:</u>
<input type="checkbox"/> Vendor <b>WILL NOT SUBMIT</b> a Redacted Agreement. Citizens may post Vendor’s full, complete, and non-redacted Agreement on its public website, and may release the Agreement to any member of the public without notice to Vendor.
<b>Or</b>
<input type="checkbox"/> Vendor asserts that a portion of the Agreement is confidential and/or exempt under Florida Public Records law. Therefore, Vendor <b>WILL SUBMIT</b> a Redacted Agreement and a Redaction Justification within thirty (30) calendar days of receipt of the fully executed Agreement. Citizens may post Vendor’s Redacted Agreement 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 Agreement, Citizens will provide only the Redacted Agreement 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.