



TASK ORDER NO. 1 TO AGREEMENT # 21-20-0035-02

This Task Order No. 1 (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 #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:

Task Order Term	This Task Order shall be effective upon the date which the last Party has executed this Task Order. The end date for this Task Order will be the earlier of November 30, 2021, 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.
Citizens' Contact for Task Order	Jason Oliver Citizens Property Insurance Corporation 301 W. Bay Street, Suite 1300 Jacksonville, FL 32202 904-472-8847 Jason.Oliver@citizensfla.com
Vendor's Contact for Task Order	Jim Iyoob Etech Global Services, LLC 1903 Berry Drive Nacogdoches, Texas 75964 936-371-2640 jim.iyoob@etechgs.com

Scope of Work to be Performed by Vendor	<p>As described in Section 3.3.2.2. of the Master Agreement, Citizens is issuing this Task Order for Vendor to participate in a Mock CAT exercise to validate Vendor's ability to effectively scale and handle the call volumes associates with a CAT.</p> <p>In an effort to ensure the Mock CAT reflects a CAT to the extent possible, Citizens will not be providing Vendor with an exact date for the Mock CAT, however it will fall during the Task Order Term defined above. The duration of the Mock CAT will not exceed seven (7) calendar days in length. The Mock CAT services will be provided only between 7am-7pm EST, weekdays, holidays, and weekends.</p> <p>Vendor will be responsible for ensuring the appropriate number of Vendor Staff are engaged to meet or exceed the CAT Response calls Service Levels outlined in Section 5.4.1., Service Level Standards of the Master Agreement. Citizens will compensate for up to sixty-five (65) agents to be trained, however at no time will Citizens compensate Vendor for more than fifty (50) Vendor Staff to be handling calls. Failure to meet the outlined Service Levels will result in Service Credits being applied to the invoice sent by Vendor for Compensation related to this Task Order.</p> <p>Vendor will ensure Mock CAT queues are visible in the Numinary reporting dashboard during the exercise as well as provide interval reports every half hour indicating current Service Level Standards and Vendor Staff logged in between 7am-7pm EST, weekdays, holidays, and weekends during the Mock CAT exercise. At conclusion of the event, Vendor will provide a breakdown of hours trained and worked by agent to align with invoiced amount.</p> <p>Citizens will issue a report outlining Vendor performance against contractual requirements as well as opportunities observed across both organizations during the exercise. Executive parties from both organizations will meet to formally review the opportunities and agree on action plans to address prior to a true CAT event.</p>
Compensation	<p>Upon completion of the Mock CAT exercise, Citizens agrees to pay the following:</p> <ul style="list-style-type: none"> a) \$21.00/hour for each Vendor Staff trained, not to exceed eight (8) hours per Vendor Staff member. b) \$35.00/hour for each Vendor Staff outside of training during the hours of 7am-7pm EST each day of the exercise. <p>These amounts represent all pre-approved, reasonable expenses to be incurred by Vendor to participate in the Mock CAT exercise.</p>
Maximum Compensation	<p>The maximum compensation to Vendor under this Task Order will not exceed forty thousand U.S. dollars (\$40,000).</p>
Compensation Structure	<p>Vendor will be paid in accordance with terms of the Master Agreement and this Task Order for services rendered.</p>

III. Public Records Addendum. Vendor agrees that the Public Records Addendum attached hereto as Addendum 1 to Task Order No. 1, (the "Addendum") is hereby incorporated into this Task Order in order to address the public posting of this Task Order No. 1, 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.

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:

ABAB011930C7A439

SIGNATURE:

Jeremy Pope

PRINT NAME:

VP Customer Experience

TITLE:

6/15/2021

DATE:

DocuSigned by:

7B0C7AFA09D07A80

SIGNATURE:

Kelly Booten

PRINT NAME:

chief operating officer

TITLE:

6/15/2021

DATE:

ETECH GLOBAL SERVICES LLC:

DocuSigned by:

EC00000EAF27400

SIGNATURE:

Matt Rocco

PRINT NAME:

President / CEO

TITLE:

6/15/2021

DATE:

Company Name ("Vendor"): Etech Global Services LLC
Agreement Name/Number ("Agreement"): Business Processing Outsourcing (BPO) – Call Center Services / 21-20-0035-02
Contract Document Covered By This Addendum: Task Order No. 1
Primary Vendor Contact Name: Matt Rocco
Telephone: 936.371.1309
Email: matt.rocco@etechgs.com

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. 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:

- (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) 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 WILL NOT SUBMIT 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. Or <input type="checkbox"/> Vendor asserts that a portion of the Agreement is confidential and/or exempt under Florida Public Records law. Therefore, Vendor WILL SUBMIT a Redacted Agreement and a Redaction Justification within thirty (30) 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.