

carahsoft

CARASOFT'S CHANGE REQUEST ID 44552174 FOR:

CareerSource Florida



Contract: GSA MAS 8F : 47QSWA18D008F

Carahsoft Quote # 44552174

Thursday July
11th, 2024

SOLUTION PROVIDED BY



CARASOFT TECHNOLOGY CORP.
11493 SUNSET HILLS ROAD, SUITE 100
RESTON, VA 20190

888.66.CARAH | WWW.CARASOFT.COM

July 11, 2024

CareerSource Florida
2308 Killearn Central Blvd
Suite 101
Tallahassee, FL 32309

Re: Carahsoft's Statement of Work (44552174) to CareerSource Florida

Carahsoft Technology Corp. appreciates the opportunity to provide a Statement of Work to CareerSource Florida. Carahsoft is proposing Coastal Professional Services which fully meets CareerSource Florida's requirements for system integration. Our team has fully considered CareerSource Florida's requirements and has carefully put together a solution that will best meet your needs.

Since opening its doors in 2004, Carahsoft has successfully executed over 140,000 orders to State, Local Government, Educational entities. As a top-ranked partner for Salesforce, Carahsoft has delivered best value solutions to our public sector clients for over 15 years.

Please feel free to contact me directly at 571.591.6231/Sarah.Thorpe@carahsoft.com or Jonathan Duhart at 571.662.3377/Jonathan.Duhart@carahsoft.com with any questions or communications that will assist CareerSource Florida in the evaluation of our response. This proposal is valid for 30 days from the date of submission.

Thank you for your time and consideration.

Sincerely,

Sarah Thorpe

Sarah Thorpe
Account Representative

This Statement of Work ("SOW") is by and between Carahsoft and CareerSource Florida referred to as the "Client", located at PO Box 13179, Tallahassee, FL 32317. Collectively, this SOW and all exhibits and attachments shall be referred to as the "Agreement."

The effective date of this SOW is July 1, 2024. The parties agree that the work defined as follows shall commence on or before 07-01-2024 with an anticipated end date of 06-30-2025. If the actual start date is delayed beyond six (6) weeks from the agreed upon start date, both parties agree to conduct a project checkpoint meeting, the purpose of which will be to discuss and agree upon revised timelines and any necessary adjustments to costs.

In consideration of the mutual promises contained in the MSA herein and for other good and valuable consideration, the receipt and sufficiency of which is acknowledged, the parties agree as follows:

DESCRIPTION OF SERVICES AND DELIVERABLES:

Provide professional support services and enhancements of the current Salesforce solution.

PROFESSIONAL SERVICES CHARGES

Service Provider will provide 285 hours of support services described within this SOW on a time and materials basis (T&M) at the rate of \$244.57/hour with a total not to exceed cost of \$69,702.45.

CareerSource Florida will be invoiced by Carahsoft on a monthly basis covering hours completed during the current billing period.

Payment will be NET 30 upon CareerSource Florida's receipt of invoice. In no event shall Carahsoft nor Coastal's liability hereunder exceed fees paid. If any Change Requests or hours beyond the projected amount derive throughout the duration of the project, additional costs may occur.

In no event shall the Coastal's nor Carahsoft's liability hereunder exceed fees paid hereunder.

Activity	Hours	Cost
Ongoing Support Services	285	\$69,702.45

SOW EXPIRATION

The terms of this SOW as stated will remain valid only if executed on or before 07-31-2024.

TRAVEL EXPENSES

Travel expenses are NOT included in this estimate and are not anticipated as part of this engagement. If travel needs arise, a formal Change Order will need to be agreed upon and executed.

ASSUMPTIONS

Client acknowledges that Service Provider's ability to perform the Services hereunder depends upon Client's fulfillment of the following, and Client hereby agrees to:

1. The Client will provide Service Provider with system administrator login credentials to the Production Salesforce instance at the beginning of the project where all configuration activities will take place.
2. Client will assign a project manager to work with Service Provider throughout the duration of the engagement to coordinate activity.
3. Client will provide the required internal project resources to complete their assigned tasks during the project and provide data and documentation in the format requested by Service Provider.
4. Service Provider will assess any schedule or delivery slippage resulting from tasks assigned to Client team. Service Provider will detail any subsequent changes to cost and schedule resulting from such slippage in an executed Request for Change.
5. Client may terminate the project at any time with thirty (30) business days' notice; provided, however, Client will remain obligated to Carahsoft for any then unpaid portion of the professional fees incurred, as well as any actual reasonable travel expenses incurred in accordance with this SOW.
6. Service Provider will follow their internal development and configuration standards unless Client provides their standards to Service Provider prior to start of project.
7. Any changes or modifications to the SOW must be agreed upon and documented in a Change Order (CO) and signed by the Client and Carahsoft. All approved COs will become addendums to the original SOW, which will then form the new baseline upon which future changes will be measured.
8. Support Services will be available Monday through Friday during standard business hours of 8:00 am through 5:00pm ET.
9. Client will email new requests to coastalsupport@coastalcloud.us.
10. Support Services provides a service level response time of up to eight (8) business hours for High Severity requests and up to sixteen (16) business hours for standard requests.

Service Provider will provide a response (not a guarantee of resolution) within that time via phone call or email

11. Client will provide reasonable access to key personnel in a timely fashion.
12. Service Provider will not provide services that exceed the value of this SOW without prior written approval via an executed CO.

CONFIDENTIALITY

We acknowledge that we will have access to confidential information of CareerSource Florida ("Confidential Information"), whether in oral, visual or written form, which includes, but is not limited to the technical, business or other information and materials that CareerSource Florida deems to be proprietary, confidential or trade secret information. Confidential Information shall include written information disclosed by CareerSource Florida to us, whether disclosed before or during the term of this agreement, and other information identified as confidential or proprietary, or reasonably understood to be confidential or proprietary due to the nature of the information and/or the circumstances of its disclosure. Confidential Information shall include information generated by us or our representatives that contains, reflects, or is derived from the disclosed information. Confidential Information does not include: (i) information that is or becomes publicly available independent of any act which constitutes a violation of this agreement; (ii) information that is already in our possession at the time of its disclosure by CareerSource Florida; (iii) information that a third party discloses to us without violating any duty of confidentiality to CareerSource Florida that exists by agreement or operation of law; (iv) information that is independently developed by us without access to Confidential Information; or (v) information that is approved for release by written authorization of CareerSource Florida.

We agree to maintain the confidentiality of the Confidential Information and to only use the Confidential Information in carrying out our rights and obligations under this agreement. Access to the Confidential Information will be restricted to only those employees who: (i) require access in the course of their assigned duties and responsibilities in connection with this agreement; and (ii) have agreed in writing to be bound by provisions no less restrictive than those set forth in this section. In the event the disclosure of Confidential Information is required under a lawful order of a court or governmental body, we agree to promptly notify CareerSource Florida and to provide CareerSource Florida with a copy of the order, if permitted by applicable law.

PROJECT CONTACTS

The following Project Leaders shall assume operational responsibility for this SOW:

Client Project Leader: Nathan Roberts

TELEPHONE	+1 850 228 2714
EMAIL	nroberts@careersourceflorida.com

Service Provider Delivery Leader: Daniela Lee

TELEPHONE	+1 850 321 5896
EMAIL	DanielaLee@coastalcloud.us

Service Provider Accounts Receivable: Amy Gribbin

TELEPHONE	+1 386 793 2040
EMAIL	amy.gribbin@coastalcloud.us

Carahsoft Account Representative: Sarah Thorpe

TELEPHONE	+1 571 591 6231
EMAIL	Sarah.thorpe@carahsoft.com

[Signature page follows]

In Witness Whereof, the parties hereto have caused this Statement of Work to be executed by their duly authorized representatives as of the date hereof.

Carahsoft

CareerSource Florida

By: *Elaine Shadid*

By: *Walter Copeland*

Name: Elaine Shadid

Name: Walter Copeland

Title: Service Contract Specialist

Title: CFO

Date: 07/31/2024

Date: 07.29.2024