

ORDINANCE NO. _____

An ordinance approving Amendment Number 2 to a contract between BGSF Professional, LLC and the Metropolitan Government of Nashville and Davidson County for information technology temporary personnel services.

WHEREAS, on or about February 23, 2021, the Metropolitan Government, by and through the Department of Information Technology Services (ITS), entered into a 60-month contract with BG Staffing LLC d/b/a Zycron ("Zycron") for information technology temporary personnel services ("the Contract"); and,

WHEREAS, Amendment 1 to the Contract modified the Contract to reflect the contractor's name change from Zycron to BGSF Professional, LLC, among other amendments; and,

WHEREAS, as set forth in Amendment 2, attached hereto and incorporated herein, the parties now desire to extend the term of the Contract beyond 60 months and to increase the value of the Contract accordingly; and,

WHEREAS, Section 4.12.160(A) of the Metropolitan Code limits the term of contracts for services to sixty (60) months, unless otherwise authorized by the Metropolitan Council; and,

WHEREAS, approval of the contract will benefit the citizens of Nashville and Davidson County.

NOW, THEREFORE, BE IT ENACTED BY THE COUNCIL OF THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY:

Section 1. That Amendment 2 to the contract between BGSF Professional, LLC and the Metropolitan Government of Nashville and Davidson County, a copy of which is attached hereto and incorporated herein, is hereby approved.

Section 2. This ordinance shall take effect from and after its passage, the welfare of The Metropolitan Government of Nashville and Davidson County requiring it.

RECOMMENDED BY:

Dennis Rowland

Dennis Rowland
Purchasing Agent

APPROVED AS TO AVAILABILITY
OF FUNDS:

Jenneen Reed/mjr

Jenneen Reed, Director
Department of Finance

APPROVED AS TO FORM AND
LEGALITY:

Erica Haber

Assistant Metropolitan Attorney

INTRODUCED BY:

Member(s) of Council

Contract Amendment Abstract

Contract Amendment Information

Contract Title: Information Technology Temporary Personnel Services

Amendment Summary: Amend clause 3.1 Contract Term to extend contract to 120 months. Amend clause 4.1 Contract Value to add \$9,000,000.00 for a revised contract total of \$18,000,000.00. Amend clause 7.1 Proof of Insurance to remove the requirement to identify the project name, RFQ or Contract number on the ACORD document.

Contract Number: 6483654 Amendment Number: 2 Request Number: A2026039

Type of Contract: IDIQ Contract **Requires Council Legislation:** Yes

High Risk Contract (Per Finance Department Contract Risk Management Policy): Yes

Sexual Harassment Training Required (per BL2018-1281): Yes

Contract Start Date: 02/23/2021 Contract Expiration Date: 02/22/2031 Contract Term: 120 Months

Previous Estimated Contract Life Value: \$9,000,000.00

Amendment Value: \$9,000,000.00

Fund: 51137, 10101*

New Estimated Contract Life Value: \$18,000,000.00

BU: 14521061*

(* Depending on contract terms, actual expenses may hit across various departmental BUs and Funds at PO Levels)

Payment Terms: Net 30 Selection Method: RFP

Procurement Staff: Jan Harvey BAO Staff: Jeremy Frye

Procuring Department: ITS Department(s) Served: ITS

Prime Contractor Information

Prime Contracting Firm: BGSF Professional LLC ISN#: 25349

Address: 5850 Granite Parkway Suite 730 City: Plano State: TX Zip: 75024

Prime Contractor is a Uncertified/Unapproved: SBE ☐ SDV ☐ MBE ☐ WBE ☐ LGBTBE ☐ (select/check if applicable)

Prime Company Contact: Kandi Guest Email Address: contractadmin@bgsf.com Phone #: 615-425-1475

Prime Contractor Signatory: Matt Murray **Email Address:** mmurray@bgsf.com

Business Participation for Entire Contract

Small Business and Service Disabled Veteran Business Program: No SBE/SDV participation

Amount: \$0.00 Percent, if applicable: 0%

Equal Business Opportunity Program: Program Not Applicable

MBE Amount: \$0.00 MBE Percent, if applicable: 0%

WBE Amount: \$0.00 WBE Percent, if applicable: 0%

Federal Disadvantaged Business Enterprise: No

Amount: \$0.00 Percent, if applicable: 0%

Note: Amounts and/or percentages are not exclusive.

B2GNow (Contract Compliance Monitoring): No

Contract Number 6483654
Amendment Number 2

THE METROPOLITAN GOVERNMENT OF
NASHVILLE AND DAVIDSON COUNTY

APPROVED AS TO PROJECT SCOPE:

John Griffey gn
Dept. / Agency / Comm. Head or Board Chair. Dept. Fin.

APPROVED AS TO COMPLIANCE WITH
PROCUREMENT CODE:

Dennis Rowland DR
Purchasing Agent Purchasing

APPROVED AS TO AVAILABILITY OF FUNDS:

Jennine Reed/MLL ER
Director of Finance BA

APPROVED AS TO FORM AND LEGALITY:

Erica Haber B
Metropolitan Attorney Insurance

Metropolitan Mayor COO

ATTESTED:

Metropolitan Clerk Date

CONTRACTOR

BGSG Professional LLC
Company Name
Matt Murray
Signature of Company’s Contracting Officer
Matt Murray
Officer’s Name
Executive Vice President
Officer’s Title



**AMENDMENT NUMBER 2 TO CONTRACT NUMBER 6483654
BETWEEN
THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY
AND BGSF PROFESSIONAL LLC**

This Amendment is entered into on the day this document is filed with the Metropolitan Clerk's Office, by and between THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY (METRO) and **BGSF PROFESSIONAL LLC** located in (PLANO, TX).

WITNESSETH

WHEREAS, the parties desire to modify the terms and conditions and to add or delete certain other terms and conditions to their original agreement dated February 23, 2021, Metro Contract numbered 6483654, hereinafter the "CONTRACT", the parties hereby agree as set forth below:

This amendment affects the following changes to the contract:

1. Amend clause 3.1 Contract Term to extend contract to 120 months. Amended clause shall read as follows:

"The Contract Term will begin on the date this Contract is approved by all required parties and filed in the Metropolitan Clerk's Office. The Contract Term will end February 22, 2031."

2. Amend clause 4.1 Contract Value to add \$9,000,000.00 for a revised contract total of \$18,000,000.00. Amended clause shall read as follows:

"This Contract has an estimated value of \$18,000,000.00. CONTRACTOR shall be paid weekly as work is satisfactorily completed and METRO is accordingly, invoiced in a formate acceptable by METRO."

3. Amend clause 7.1 Proof of Insurance to remove the requirement to identify the project name, RFQ or Contract number on the ACORD document. The amended clause shall read as follows:

"During the term of this Contract, for any and all awards, CONTRACTOR shall, at its sole expense, obtain and maintain in full force and effect for the duration of this Contract, including any extension(s), the types and amounts of insurance identified below. Proof of insurance shall be required naming METRO as additional insured on the ACORD document."

This amendment shall not be binding upon the parties until it has been signed by the CONTRACTOR and authorized representatives of the Metropolitan Government and filed in the office of the Metropolitan Clerk.

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/17/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER EPIC Insurance Brokers & Consultants 1140 Avenue of the Americas New York, NY 10036	Phone No.: (212) 488-0200 CONTACT NAME: Andrew Nelson PHONE: 212-293-7697 E-MAIL ADDRESS: Andrew.Nelson@epicbrokers.com <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A: National Fire Insurance Company of Hartford</td> <td style="text-align: center;">20478</td> </tr> <tr> <td>INSURER B: The Continental Insurance Company</td> <td style="text-align: center;">35289</td> </tr> <tr> <td>INSURER C: AIG Specialty Insurance Company</td> <td style="text-align: center;">26883</td> </tr> <tr> <td>INSURER D: The Hanover Insurance Company</td> <td style="text-align: center;">22292</td> </tr> <tr> <td>INSURER E: HDI Global Specialty SE</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: National Fire Insurance Company of Hartford	20478	INSURER B: The Continental Insurance Company	35289	INSURER C: AIG Specialty Insurance Company	26883	INSURER D: The Hanover Insurance Company	22292	INSURER E: HDI Global Specialty SE		INSURER F:	
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INSURER E: HDI Global Specialty SE															
INSURER F:															
INSURED BGSF Professional, LLC 5850 Granite Parkway, Suite 730 Plano, TX 75024															

COVERAGES
CERTIFICATE NUMBER:
REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Contractual Liability GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☒ LOC OTHER:	X	X	7034441382	09/01/2025	09/01/2026	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 STOP GAP \$1,000,000
A	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ ALL OWNED AUTOS ☒ HIRED AUTOS ☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS	X	X	7034441379	09/01/2025	09/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	☒ UMBRELLA LIAB ☐ EXCESS LIAB DED ☒ RETENTION \$10,000	X	X	7034441396	09/01/2025	09/01/2026	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☒ N	X	7034441351 (AOS) 7034441365 (CA)	09/01/2025 09/01/2025	09/01/2026 09/01/2026	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	Property			7034441382	09/01/2025	09/01/2026	Limit: BPP: \$2,280,851 -&- BI/EE \$800,000
C	*Cyber, Tech E&O & Prof Liability			* 013354439	09/01/2025	09/01/2026	* Limit: \$10,000,000 Each Claim & Annual Agg.
D	Crime			BDY-H876843-03	09/01/2025	09/01/2026	Limit: \$5,000,000 Each Occ & Agg.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Excess Cyber \$5M Primary, \$5M xs \$5M, Tech E&O & Prof Liability: Insurer Letter E, policy #FRSHXCT0001388003, term 9/1/2025 - 9/1/2026 the \$10,000,000 limit is in combination of both policies

Metropolitan Government of Nashville and Davidson County, its officials, officer, employees, and volunteers are included as Additional Insureds under General Liability and Auto Liability, if required by written contract.

CERTIFICATE HOLDER
CANCELLATION

Purchasing Agent
Metropolitan Government of Nashville and Davidson County
Metro Courthouse
Nashville, TN 37201

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISION

AUTHORIZED REPRESENTATIVE

A2026039

Monday, September 22, 2025



Contract Amendment Request Form

Request an Amendment to a Metro Contract

An amendment is appropriate when the duration, value, scope, terms, or other aspects of an existing Metro contract need to be modified.

Questions? Email PRG@nashville.gov.

Departmental Information

What is your name?	Gregg Nicholson
What is your department?	Information Technology Services
What is your email address?	gregg.nicholson@nashville.gov
What is your phone number?	(615) 880-2644
What is the number of the contract being amended?	6483654
What is the title of the contract being amended?	BGSF Professional LLC
What is this amendment number?	1

Supplier Information

Who is the supplier?	BGSF
What is the supplier's address?	PO Box 660282 Dallas, TX, 75266
Is the supplier registered in iSupplier?	Yes
If yes, what is the supplier's ISN?	25349
Who is contract signatory for the supplier?	Eddie Anstey
What is the supplier contract signatory's email address?	eanstey@bgsf.com

What is the supplier contract signatory's phone number?

(615) 425-1475

Amendment Information

Select all that apply & upload supplemental information as appropriate.

Will this amendment change the duration of the existing contract?

Yes.

If yes, what will be the new end date for this contract?

Saturday, February 22, 2031

Will this amendment change the value of the existing contract?

Yes.

If yes, what is the value of the original contract?

\$9,000,000.00

If yes, what is the total value of any previously executed amendments?

n/a

If yes, what is the value of this unexecuted amendment?

\$9,000,000.00

If yes, what is the percentage increase represented by this unexecuted amendment?

100%

If yes, what will be the new value of the existing contract?

\$18,000,000.00

Will this amendment change the scope of work of the existing contract?

No.

Will this amendment change the terms & conditions of the existing contract?

No.

Explain any additional changes resulting from this amendment not described above.

No additional changes, just the amount increase and extension of expiry date.

Financial & Accounting Information

Requests that do not include full or accurate accounting information will be returned.

Prior to submitting an amendment request, please confirm both appropriate accounting information and budget availability with your finance manager and/or OMB budget analyst.

What is the fund number for this purchase? 10101

What is the business unit (BU) number for this purchase? 14521061

What is the object account number for this purchase? 502229

Please provide any additional accounting information relevant to this purchase. n/a

I have confirmed with both my department finance manager and/or OMB budget analyst the accuracy of the financial information provided and sufficient fund availability for this request.

Yes

I affirm that I am authorized by the appropriate individuals in my department, including my director or their designee, to submit this amendment request.

Yes

Amendment Request Review

,Reviewed By:	Gary C. Clay	Department:	ITS
Contract #:	6483654	Unique ID No.	
Contractor Name:	BGSF Professional LLC	Contract Description:	Information Technology Temporary Personnel Services
Amendment No:	2	Amendment Amount:	9,000,000
Recommendation:	Approve		

Review:

This amendment increases the estimated value by \$9,000,000.00 for a revised estimated contract value of \$18,000,000.00

Amend Paragraph 4.1. Contract value to \$18,000,000.

- Amendment has no impact on the scope of the contract.
- Amendment has no impact on the terms & conditions of the existing contract.
- Amendment will **extend the contract term** to February 22, 2031.
- Amendment extends the contract term and **will require council approval**.
- Amendment deletes the last sentence in paragraph 3.1. which essentially says in no event shall the contract extend beyond (60) months.

Based on the above, amendment is **recommended**.



Amendment Request Signature Form

Amendment Number	A2026039
Date Received	September 24, 2025

To Whom It May Concern,

I have read the attached Amendment Request Review and concur with the recommendation contained therein.

Should you have questions, please contact the reviewer or reach out to me directly.

Regards,

Dennis Rowland
Dennis Rowland
Purchasing Agent & Chief Procurement Officer

9/25/2025 | 12:04 PM CDT
Date Signed



Contract Amendment Abstract

Contract Amendment Information

Contract Title: Information Technology Temporary Personnel Services

Amendment Summary: Amend section 1.1 Heading to reflect company name change from BG Staffing LLC dba Zycron to BGSF Professional LLC. Amend Contractor Information within the Notices and Designation of Agent of Service For Process. Add Boycott of Israel clause as clause 8.18 and renumber each subsequent clause.

Contract Number: 6483654 Amendment Number: 1 Request Number: A2024116

Type of Contract: IDIQ Contract **Requires Council Legislation:** No

High Risk Contract (Per Finance Department Contract Risk Management Policy): No

Sexual Harassment Training Required (per BL2018-1281): Yes

Contract Start Date: 02/23/2021 Contract Expiration Date: 02/22/2026 Contract Term: 60 Months

Previous Estimated Contract Life Value: \$9,000,000.00

Amendment Value: \$0.00 Fund: 51137*

New Estimated Contract Life Value: \$9,000,000.00 BU: 14521061*

* (Depending on contract terms, actual expenses may hit across various departmental BUs and Funds at PO Levels)

Payment Terms: Net 30 Selection Method: RFP

Procurement Staff: Brianna Minter BAO Staff: Jeremy Frye

Procuring Department: ITS Department(s) Served: ITS

Prime Contractor Information

Prime Contracting Firm: BGSF Professional LLC ISN#: 25349

Address: 5850 Granite Parkway Suite 730 City: Plano State: TX Zip: 75024

Prime Contractor is a Uncertified/Unapproved: SBE ☐ SDV ☐ MBE ☐ WBE ☐ LGBTBE ☐ (select/check if applicable)

Prime Company Contact: Kandi Guest Email Address: contractadmin@bgsf.com Phone #: 615-964-5785

Prime Contractor Signatory: Eric Peters Email Address: epeters@bgsf.com

Business Participation for Entire Contract

Small Business and Service Disabled Veteran Business Program: No SBE/SDV participation

Amount: \$0.00 Percent, if applicable: 0%

Equal Business Opportunity Program: Program Not Applicable

MBE Amount: \$0.00 MBE Percent, if applicable: 0%

WBE Amount: \$0.00 WBE Percent, if applicable: 0%

Federal Disadvantaged Business Enterprise: No

Amount: \$0.00 Percent, if applicable: 0%

Note: Amounts and/or percentages are not exclusive.

B2GNow (Contract Compliance Monitoring): No



**AMENDMENT NUMBER 1 TO CONTRACT NUMBER 6483654
BETWEEN
THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY
AND BG STAFFING LLC DBA ZYCRON**

This Amendment is entered into on the day this document is filed with the Metropolitan Clerk's Office, by and between THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY (METRO) and **BGSF PROFESSIONAL LLC** located in (PLANO, TX).

WITNESSETH

WHEREAS, the parties desire to modify the terms and conditions and to add or delete certain other terms and conditions to their original agreement dated February 23, 2021, Metro Contract numbered 6483654, hereinafter the "CONTRACT", the parties hereby agree as set forth below:

This amendment affects the following changes to the contract:

1. Amend the first paragraph of Section 1.1 Heading to reflect the name change from BG Staffing LLC dba Zycron to BGSF Professional LLC. The first paragraph of Section 1.1 Heading shall read as follows:

"This contract is initiated by and between **The Metropolitan Government of Nashville and Davidson County** ("METRO") and **BGSF Professional LLC** ("CONTRACTOR") located at **5850 Granite Parkway, Suite 730, Plano, TX 75024**. This Contract consists of the following documents: "

2. Amend the Contractor Information within the Notices and Designation of Agent of Service for Process to read:

"Notices to CONTRACTOR shall be mailed or hand delivered to:

CONTRACTOR: BGSF Professional LLC
Attention: Kandi Guest
Address: 5310 Maryland Way, Brentwood, TN 37027
Telephone: 615-964-5785
E-mail: contractadmin@bgsf.com

CONTRACTOR designates the following as the CONTRACTOR's agent for service of process and will waive any objection to service of process if process is served upon this agent:

Designated Agent: BGSF Professional LLC
Attention: Contracts Administration
Address: 5310 Maryland Way, Brentwood, TN 37027



3. Insert Boycott of Israel clause as clause 36 and renumber each subsequent clause. Inserted clause shall read as follows:

“The Contractor certifies that it is not currently engaged in and will not for the duration of the contract engage in, a boycott of Israel as defined by Tenn. Code Ann. § 12-4-119. This provision shall not apply to contracts with a total value of less than two hundred fifty thousand dollars (\$250,000) or to contractors with less than ten (10) employees.”

This amendment shall not be binding upon the parties until it has been signed by the CONTRACTOR and authorized representatives of the Metropolitan Government and filed in the office of the Metropolitan Clerk.

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Contract Number 6483654
Amendment Number 1

THE METROPOLITAN GOVERNMENT OF
NASHVILLE AND DAVIDSON COUNTY

APPROVED AS TO PROJECT SCOPE:

Keith Durbin gn
Dept. / Agency / Comm. Head or Board Chair. Dept. Fin.

APPROVED AS TO COMPLIANCE WITH
PROCUREMENT CODE:

Dennis Rowland JLR
Purchasing Agent Purchasing

APPROVED AS TO AVAILABILITY OF FUNDS:

Kevin Crumboltz EJ
Director of Finance BA

APPROVED AS TO FORM AND LEGALITY:

Erica Haber BL
Metropolitan Attorney Insurance

Freddie O'Connell kw
Metropolitan Mayor COO

ATTESTED:

Austin Kyle 4/24/2024 | 6:14 AM PDT
Metropolitan Clerk Date

CONTRACTOR

BG Staffing LLC dba Zycron
Company Name
Eric Peters
Signature of Company's Contracting Officer
Eric Peters
Officer's Name
Division President
Officer's Title

Delaware

The First State

Page 1

*I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF
DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT
COPY OF THE CERTIFICATE OF AMENDMENT OF "BG STAFFING, LLC",
CHANGING ITS NAME FROM "BG STAFFING, LLC" TO "BGSF
PROFESSIONAL, LLC", FILED IN THIS OFFICE ON THE THIRTEENTH DAY
OF DECEMBER, A.D. 2021, AT 1:43 O`CLOCK P.M.*


Jeffrey W. Bullock, Secretary of State

4807904 8100
SR# 20214070578

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 205086031
Date: 12-27-21

State of Delaware
Secretary of State
Division of Corporations
Delivered 01:43 PM 12/13/2021
FILED 01:43 PM 12/13/2021
SR 20214070578 - File Number 4807904

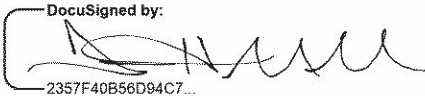
STATE OF DELAWARE CERTIFICATE OF AMENDMENT

1. Name of Limited Liability Company: BG Staffing, LLC

2. The Certificate of Formation of the limited liability company is hereby amended as follows:

1. The name of the limited liability company is BGSF Professional, LLC (the "Company").

IN WITNESS WHEREOF, the undersigned have executed this Certificate on the 13th day of December, A.D. 2021.

By: 
Authorized Person(s)

Name: Dan Hollenbach
Print or Type



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

4/4/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER Acrisure LLC 1265 Drummers Lane, Suite 300 Wayne PA 19087	CONTACT NAME: Hannah Franklin PHONE (A/C, No, Ext): 866-282-9742 FAX (A/C, No): 610-995-0105 E-MAIL ADDRESS: certs@odellstudner.com														
INSURED BG Multifamily dba BG Staffing 5850 Granite Parkway, Suite 730 Plano TX 75024	INSURER(S) AFFORDING COVERAGE <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">INSURER</th> <th style="width: 20%;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Zurich American Insurance Company</td> <td>16535</td> </tr> <tr> <td>INSURER B : Markel Insurance Company</td> <td>38970</td> </tr> <tr> <td>INSURER C : Endurance Assurance Corporation</td> <td>11551</td> </tr> <tr> <td>INSURER D : Fortegra Specialty Insurance Company</td> <td>16823</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>	INSURER	NAIC #	INSURER A : Zurich American Insurance Company	16535	INSURER B : Markel Insurance Company	38970	INSURER C : Endurance Assurance Corporation	11551	INSURER D : Fortegra Specialty Insurance Company	16823	INSURER E :		INSURER F :	
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INSURER C : Endurance Assurance Corporation	11551														
INSURER D : Fortegra Specialty Insurance Company	16823														
INSURER E :															
INSURER F :															

COVERAGES

CERTIFICATE NUMBER: 2063083480

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☒ PRO-JECT ☐ LOC ☐ OTHER: ☐	Y	Y	PAKP0006562	11/1/2023	11/1/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
B	☐ ANY AUTO ☐ OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS ONLY ☐	Y	Y	PAKA0006562	11/1/2023	11/1/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	☒ UMBRELLA LIAB ☒ EXCESS LIAB ☒ OCCUR ☐ CLAIMS-MADE DED ☒ RETENTION \$ \$10,000 ☐	Y	Y	PAKU0006562	11/1/2023	11/1/2024	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	Y	WC343491111	1/1/2024	1/1/2025	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C D B	3rd Party Crime Tech E&O (Incl Cyber) Professional Liability			MAP20010517 C4LRV065910 PAKP0006562	11/1/2023 11/1/2023 11/1/2023	11/1/2024 11/1/2024 11/1/2024	Limit \$5,000,000 Limit \$10,000,000 Each Claim/Aggregate \$1M / \$3M

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re: RFQ/Contract #6483654

Metropolitan Government of Nashville and Davidson County, its officials, officers, employees, and volunteers are included as Additional Insured with regard to General Liability and Hired & Non-Owned Automobile Liability coverages, when required by a written contract, but only as respects liability arising from the named insured's operations on behalf of the Additional Insured and subject to policy terms and conditions.

CERTIFICATE HOLDER

CANCELLATION

Purchasing Agent Metropolitan Government of Nashville and Davidson County Metro Courthouse, Nashville, TN 37201	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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MARKEL INSURANCE COMPANY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

AUTOMATIC ADDITIONAL INSURED WHEN REQUIRED BY CONTRACT OR AGREEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

- A.** Paragraph **A.1.** Who Is An Insured under Section **II** – Covered Autos Liability Coverage is amended to include as an additional "insured" anyone who is not otherwise an insured under this policy and who you are required by written contract, agreement or permit to name as an additional "insured", but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part by an "accident" resulting from your ownership, maintenance or use of a covered "auto". No such person or organization is an additional "insured" for any claim or "suit" arising out of:
1. Their independent acts or omissions; or
 2. Any "bodily injury" or "property damage" that occurred prior to the execution of the contract, agreement or permit.
- B.** Any lessor from whom you lease an "auto" who qualifies as an additional "insured" under Paragraph **A.** above will only be an additional "insured" until the earliest of the following times:
1. The expiration date of the lease; or
 2. When the lessor or its agent takes possession of such "auto".
- C.** The following is added to Paragraph **C.** Limit Of Insurance under Section **II** – Covered Autos Liability Coverage:
- With respect to coverage afforded to any person or organization who qualifies as an insured under Paragraph **A.** above, the most we will pay on behalf of such additional "insured" is the amount of insurance:
1. Required by the contract or agreement you have entered into with such additional "insured"; or
 2. Available under the applicable Limits Of Insurance shown in the Declarations;
- whichever is less.

This endorsement shall not increase the applicable Limits Of Insurance shown in the Declarations.

All other terms and conditions remain unchanged.

POLICY NUMBER: PAKP000656-2

COMMERCIAL GENERAL LIABILITY
CG 20 10 04 13**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.****ADDITIONAL INSURED – OWNERS, LESSEES OR
CONTRACTORS – SCHEDULED PERSON OR
ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location(s) Of Covered Operations
Any person or organization who you are required to add as an additional insured on this policy under a contract or agreement shall be an insured but only with respect to that person or organization's liability arising out of your operations as a "Staffing Service" or premises owned by or rented to you.	Jobsite/Project Name
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. Section II Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

- C. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or

2. Available under the applicable Limits of Insurance shown in the Declarations;
whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

POLICY NUMBER: PAKP0006562

COMMERCIAL GENERAL LIABILITY
CG 20 37 04 13**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.****ADDITIONAL INSURED – OWNERS, LESSEES OR
CONTRACTORS – COMPLETED OPERATIONS**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART**SCHEDULE**

Name Of Additional Insured Person(s) Or Organization(s)	Location And Description Of Completed Operations
Any person or organization who you are required to add as an additional insured on this policy under a contract or agreement shall be an insured but only with respect to that person or organization's liability arising out of your operations as a "Staffing Service" or premises owned by or rented to you.	Jobsite/Project Name
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the Schedule of this endorsement performed for that additional insured and included in the "products-completed operations hazard".

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to Section III – Limits Of Insurance:

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable Limits of Insurance shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.



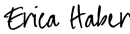
Certificate Of Completion

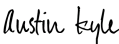
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Source Envelope:	
Document Pages: 11	Signatures: 7
Certificate Pages: 18	Initials: 5
AutoNav: Enabled	Envelope Originator:
EnvelopeId Stamping: Enabled	Procurement Resource Group
Time Zone: (UTC-06:00) Central Time (US & Canada)	730 2nd Ave. South 1st Floor
	Nashville, TN 37219
	prg@nashville.gov
	IP Address: 170.190.198.185

Record Tracking

Status: Original	Holder: Procurement Resource Group	Location: DocuSign
4/16/2024 10:40:35 AM	prg@nashville.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: Metropolitan Government of Nashville and Davidson County	Location: DocuSign

Signer Events	Signature	Timestamp
Terri L. Ray		Sent: 4/16/2024 11:04:22 AM
Terri.Ray@nashville.gov		Viewed: 4/17/2024 6:44:31 AM
Finance Manager		Signed: 4/17/2024 6:44:50 AM
Metropolitan Government of Nashville and Davidson County	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 170.190.198.185	
Electronic Record and Signature Disclosure:		
Not Offered via DocuSign		
Gregg Nicholson		Sent: 4/17/2024 6:44:52 AM
Gregg.Nicholson@nashville.gov		Viewed: 4/17/2024 12:14:04 PM
Security Level: Email, Account Authentication (None)		Signed: 4/17/2024 12:14:19 PM
	Signature Adoption: Pre-selected Style	
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ID: 5c3b48cb-c400-43bd-92dc-83a10f437fbd		
Elizabeth Jefferson		Sent: 4/17/2024 12:14:24 PM
elizabeth.jefferson@nashville.gov		Viewed: 4/17/2024 7:39:08 PM
Security Level: Email, Account Authentication (None)		Signed: 4/17/2024 7:39:49 PM
	Signature Adoption: Pre-selected Style	
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ID: f8e170f4-65ed-4e8f-9202-af1ec21194ff		
Eric Peters		Sent: 4/17/2024 7:39:52 PM
epeters@bgstaffing.com		Viewed: 4/18/2024 6:25:31 AM
Division President		Signed: 4/18/2024 9:26:40 AM
BG Staffing LLC dba Zycron	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 208.56.42.79	
Electronic Record and Signature Disclosure:		

Signer Events	Signature	Timestamp
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Dennis Rowland dennis.rowland@nashville.gov Purchasing Agent & Chief Procurement Officer Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 4/18/2024 9:26:42 AM Viewed: 4/19/2024 6:46:06 AM Signed: 4/19/2024 6:46:48 AM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Keith Durbin keith.durbin@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 4/19/2024 6:46:51 AM Viewed: 4/19/2024 8:06:51 AM Signed: 4/19/2024 8:08:07 AM
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Kevin Crumbo/tlo taliamaxod@nashville.gov Dep Dir of Finance Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 4/19/2024 8:08:13 AM Viewed: 4/19/2024 9:28:04 AM Signed: 4/19/2024 9:28:17 AM
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Sally Palmer sally.palmer@nashville.gov Security Level: Email, Account Authentication (None)	Completed Using IP Address: 170.190.198.100	Sent: 4/19/2024 9:28:20 AM Viewed: 4/19/2024 9:30:56 AM Signed: 4/19/2024 9:40:00 AM
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Balogun Cobb balogun.cobb@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 4/19/2024 9:40:04 AM Resent: 4/19/2024 9:40:44 AM Viewed: 4/19/2024 9:51:42 AM Signed: 4/19/2024 9:53:20 AM
Electronic Record and Signature Disclosure: Accepted: 4/19/2024 9:51:42 AM ID: 0ef4f3f0-f178-4339-80b0-9b8b76d4f9ef		
Erica Haber erica.haber@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 4/19/2024 9:53:23 AM Viewed: 4/20/2024 9:10:04 AM Signed: 4/20/2024 9:11:40 AM
Electronic Record and Signature Disclosure:		

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Kristin Wilson Kristin.Wilson@Nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 174.50.242.142 Signed using mobile	Sent: 4/20/2024 9:11:43 AM Viewed: 4/20/2024 10:13:39 AM Signed: 4/20/2024 10:13:57 AM
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Freddie O'Connell Mayor@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.100	Sent: 4/20/2024 10:14:00 AM Resent: 4/22/2024 8:28:56 AM Viewed: 4/22/2024 9:01:28 AM Signed: 4/22/2024 9:01:57 AM
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Austin Kyle publicrecords@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.100	Sent: 4/22/2024 9:02:00 AM Resent: 4/23/2024 8:09:03 AM Viewed: 4/24/2024 8:14:44 AM Signed: 4/24/2024 8:14:53 AM
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In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Sally Palmer sally.palmer@nashville.gov Security Level: Email, Account Authentication (None)	VIEWED Using IP Address: 170.190.198.100	Sent: 4/19/2024 9:40:03 AM Viewed: 4/19/2024 9:40:30 AM Completed: 4/24/2024 8:15:04 AM
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Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Brianna Minter brianna.minter@nashville.gov Security Level: Email, Account Authentication (None)	COPIED	Sent: 4/16/2024 11:04:22 AM Viewed: 4/16/2024 2:08:46 PM
Electronic Record and Signature Disclosure:		

Carbon Copy Events	Status	Timestamp
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Michelle A. Hernandez Lane michelle.lane@nashville.gov Deputy Director of Finance Metro Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 4/18/2024 9:26:42 AM
Jeremy Frye jeremy.frye@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 3/14/2024 8:19:38 AM ID: 81bda5e9-601f-479a-bf99-144bac270f1a	COPIED	Sent: 4/24/2024 8:14:56 AM
Larry Law larry.law@nashville.gov ITS Financial Manager Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 10/5/2023 2:11:06 PM ID: 50a3ca7d-c65e-4c81-ad12-bfb172e970f9	COPIED	Sent: 4/24/2024 8:14:57 AM
Amber Gardner amber.gardner@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 2/29/2024 8:09:04 AM ID: cd8aa37d-a7aa-4bf0-b2b8-ccdcdcbe0adb	COPIED	Sent: 4/24/2024 8:14:58 AM
Dawn Clark Dawn.Clark@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 9/15/2023 2:22:59 PM ID: 7ac1a22e-e062-4504-9444-46e1a64addcf	COPIED	Sent: 4/24/2024 8:14:59 AM
Kandy Guest contractadmin@bgsf.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 4/24/2024 8:15:01 AM
Kari Vincent kvincent@bgsf.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 4/24/2024 8:15:02 AM Viewed: 4/24/2024 9:34:07 AM
Libby Dudley ldudley@bgsf.com Security Level: Email, Account Authentication (None)	COPIED	Sent: 4/24/2024 8:15:04 AM

Carbon Copy Events	Status	Timestamp
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Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Updated	Security Checked	4/16/2024 4:40:21 PM
Envelope Updated	Security Checked	4/19/2024 9:40:45 AM
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Signing Complete	Security Checked	4/24/2024 8:14:53 AM
Completed	Security Checked	4/24/2024 8:15:04 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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1. **ACCEPTANCE OF TERMS AND CONDITIONS** These Terms and Conditions govern your ("Subscriber" or "you") use of DocuSign's on-demand electronic signature service (the "Subscription Service"), as accessed either directly through DocuSign.com, DocuSign.net, or through a DocuSign affiliate's web page offering a Service Plan (collectively, the "Site"). By depositing any document into the System (as defined below), you accept these Terms and Conditions (including your corresponding Service Plan, the DocuSign.com Terms of Use, and all policies and guidelines referenced and hereby incorporated into these Terms and Conditions) and any modifications that may be made to the Terms and Conditions from time to time. If you do not agree to these Terms and Conditions, you should not use the Subscription Service or visit or browse the Site. These Terms and Conditions constitute a binding legal agreement between you and DocuSign, Inc. ("DocuSign," "we," "us," and "our"). Please read them carefully and print a copy for your future reference.

2. **MODIFICATION OF TERMS AND CONDITIONS** We reserve the right to modify these Terms and Conditions at any time and in any manner at our sole discretion by: (a) posting a revision on the Site; or (b) sending information regarding the amendment to the email address you provide to us. **YOU ARE RESPONSIBLE FOR REGULARLY REVIEWING THE SITE TO OBTAIN TIMELY NOTICE OF ANY AMENDMENTS. YOU SHALL BE DEEMED TO HAVE ACCEPTED SUCH AMENDMENTS BY CONTINUING TO USE THE SUBSCRIPTION SERVICE FOR MORE THAN 20 DAYS AFTER SUCH AMENDMENTS HAVE BEEN POSTED OR INFORMATION REGARDING SUCH AMENDMENTS HAS BEEN SENT TO YOU.** You agree that we shall not be liable to you or to any third party for any modification of the Terms and Conditions.

3. **DEFINITIONS** "Account" means a unique account established by Subscriber to enable its Authorized Users to access and use the Subscription Service. "Authorized User" means any employee or agent of Subscriber, identified by a unique email address and user name, who is registered under the Account, provided that no two persons may register, access or use the Subscription Service as the same Authorized User. "Contract" refers to a contract, notice, disclosure, or other record or document deposited into the System by Subscriber for processing using the Subscription Service. "Envelope" means an electronic record containing one or more eContracts consisting of a single page or a group of pages of data uploaded to the System. "Seat" means an active Authorized User listed in the membership of an Account at any one time. No two individuals may log onto or use the Subscription Service as the same Authorized User, but Subscriber may unregister or deactivate Authorized Users and replace them with other Authorized Users without penalty, so long as the number of active Authorized Users registered at any one time is equal to or less than the number of Seats purchased. "Service Plan" means the right to access and use the Subscription Service for a specified period in exchange for a periodic fee, subject to the Service Plan restrictions and requirements that are used to describe the selected Service Plan on the Site. Restrictions and requirements may include any or all of the following: (a) number of Seats and/or Envelopes that a Subscriber may use in a month or year for a fee; (b) fee for sent Envelopes in excess of the number of Envelopes allocated to Subscriber under the Service Plan; (c) per-seat or per-user restrictions; (d) the license to use DocuSign software products such as DocuSign Connect Express in connection with the Subscription Service; and (e) per use fees. "Specifications" means the technical specifications set forth in the "Subscription Service Specifications" available at <http://docuSign.com/company/specifications>. "Subscription Service" means DocuSign's on-demand electronic signature service, as updated from time

to time, which provides on-line display, certified delivery, acknowledgement, electronic signature, and storage services for eContracts via the Internet. "System" refers to the software systems and programs, communication and network facilities, and hardware and equipment used by DocuSign or its agents to provide the Subscription Service. "Term" means the period of effectiveness of these Terms and Conditions, as specified in Section 12 below. "Transaction Data" means the metadata associated with an Envelope (such as transaction history, image hash value, method and time of Envelope deletion, sender and recipient names, email addresses and signature IDs) and maintained by DocuSign in order to establish the digital audit trail required by the Subscription Service.

4. SUBSCRIPTION SERVICE During the term of the Service Plan and subject to these Terms and Conditions, Subscriber will have the right to obtain an Account and register its Authorized Users, who may access and use the Subscription Service, and DocuSign will provide the Subscription Service in material conformance with the Specifications. You must be 18 years of age or older to register for an Account and use the Subscription Service. Subscriber's right to use the Subscription Service is limited to its Authorized Users, and Subscriber agrees not to resell or otherwise provide or assist with the provision of the Subscription Service to any third party. In addition, DocuSign's provision of the Subscription Service is conditioned on Subscriber's acknowledgement and agreement to the following: (a) The Subscription Service facilitates the execution of eContracts between the parties to those eContracts. Nothing in these Terms and Conditions may be construed to make DocuSign a party to any eContract processed through the Subscription Service, and DocuSign makes no representation or warranty regarding the transactions sought to be effected by any eContract; (b) Between DocuSign and Subscriber, Subscriber has exclusive control over and responsibility for the content, quality, and format of any eContract. All eContracts stored by DocuSign are maintained in an encrypted form, and DocuSign has no control of or access to their contents; (c) If Subscriber elects to use one or more of the optional features designed to verify the identity of the intended recipient of an eContract that DocuSign makes available to its subscribers ("Authentication Measures"), DocuSign will apply only those Authentication Measures selected by the Subscriber, but makes no representations or warranties about the appropriateness of any Authentication Measure. Further, DocuSign assumes no liability for: (A) the inability or failure by the intended recipient or other party to satisfy the Authentication Measure; or (B) the circumvention by any person (other than DocuSign) of any Authentication Measure; (d) Certain types of agreements and documents may be excepted from electronic signature laws (e.g. wills and agreements pertaining to family law), or may be subject to specific regulations promulgated by various government agencies regarding electronic signatures and electronic records. DocuSign is not responsible or liable to determine whether any particular eContract is subject to an exception to applicable electronic signature laws, or whether it is subject to any particular agency promulgations, or whether it can be legally formed by electronic signatures; (e) DocuSign is not responsible for determining how long any d to be retained or stored under any applicable laws, regulations, or legal or administrative agency processes. Further, DocuSign is not responsible for or liable to produce any of Subscriber's eContracts or other documents to any third parties; (f) Certain consumer protection or similar laws or regulations may impose special requirements with respect to electronic transactions involving one or more "consumers," such as (among others) requirements that the consumer consent to the method of contracting and/or that the consumer be provided with a copy, or access to a copy, of a paper or other non-electronic, written record of the transaction. DocuSign does not and is not responsible to: (A) determine whether any

particular transaction involves a “consumer”? (B) furnish or obtain any such consents or determine if any such consents have been withdrawn; (C) provide any information or disclosures in connection with any attempt to obtain any such consents; (D) provide legal review of, or update or correct any information or disclosures currently or previously given; (E) provide any such copies or access, except as expressly provided in the Specifications for all transactions, consumer or otherwise; or (F) otherwise to comply with any such special requirements; and (g) Subscriber undertakes to determine whether any “consumer” is involved in any eContract presented by Subscriber or its Authorized Users for processing, and, if so, to comply with all requirements imposed by law on such eContracts or their formation. (h) If the domain of the primary email address associated with the Account is owned by an organization and was assigned to Subscriber as an employee, contractor or member of such organization, and that organization wishes to establish a commercial relationship with DocuSign and add the Account to such relationship, then, if Subscriber does not change the email address associated with the Account, the Account may become subject to the commercial relationship between DocuSign and such organization and controlled by such organization.

5. RESPONSIBILITY FOR CONTENT OF COMMUNICATIONS As between Subscriber and DocuSign, Subscriber is solely responsible for the nature and content of all materials, works, data, statements, and other visual, graphical, video, and written or audible communications submitted by any Authorized User or otherwise processed through its Account, the Subscription Service, or under any Service Plan. Accordingly: (a) Subscriber will not use or permit the use of the Subscription Service to send unsolicited mass mailings outside its organization. The term “unsolicited mass mailings” includes all statutory or common definitions or understanding of those terms in the applicable jurisdiction, such as those set forth for “Commercial Electronic Mail Messages” under the U.S. CAN-SPAM Act, as an example only; and (b) Subscriber will not use or permit the use of the Subscription Service: (i) to communicate any message or material that is defamatory, harassing, libelous, threatening, or obscene; (ii) in a way that violates or infringes upon the intellectual property rights or the privacy or publicity rights of any person or entity or that may otherwise be unlawful or give rise to civil or criminal liability (other than contractual liability of the parties under eContracts processed through the Subscription Service); (iii) in any manner that is likely to damage, disable, overburden, or impair the System or the Subscription Service or interfere with the use or enjoyment of the Subscription Service by others; or (iv) in any way that constitutes or encourages conduct that could constitute a criminal offense. DocuSign does not monitor the content processed through the Subscription Service, but in accordance with DMCA (Digital Millennium Copyright Act) safe harbors, it may suspend any use of the Subscription Service, or remove or disable any content that DocuSign reasonably and in good faith believes violates this Agreement or applicable laws or regulations. DocuSign will use commercially reasonable efforts to notify Subscriber prior to any such suspension or disablement, unless DocuSign reasonably believes that: (A) it is prohibited from doing so under applicable law or under legal process, such as court or government administrative agency processes, orders, mandates, and the like; or (B) it is necessary to delay notice in order to prevent imminent harm to the System, Subscription Service, or a third party. Under circumstances where notice is delayed, DocuSign will provide the notice if and when the related restrictions in the previous sentence no longer apply.

6. PRICING AND PER USE PURCHASES The prices, features, and options of the Subscription Service available for an Account depend on the Service Plan selected by Subscriber. Subscriber may also purchase optional services on a periodic or per-use basis. DocuSign may add or change the prices, features or options available with a

Service Plan without notice. Subscriber's usage under a Service Plan is measured based on the actual number of Seats as described in the Service Plan on the Site. Once a per-Seat Service Plan is established, the right of the named Authorized User to access and use the Subscription Service is not transferable; any additional or differently named Authorized Users must purchase per-Seat Service Plans to send Envelopes. Extra seats, users and/or per use fees will be charged as set forth in Subscriber's Service Plan if allowed by such Service Plan. If a Services Plan defines a monthly Envelope Allowance (i.e. # Envelopes per month allowed to be sent), all Envelopes sent in excess of the Envelope Allowance will incur a per-Envelope charge. Any unused Envelope Allowances will expire and not carry over from one billing period to another under a Service Plan. Subscriber's Account will be deemed to have consumed an Envelope at the time the Envelope is sent by Subscriber, regardless of whether Envelopes were received by recipients, or whether recipients have performed any actions upon any eContract in the Envelope. Powerforms are considered Envelopes within an Envelope Allowance Service Plan, and will be deemed consumed at the time they are "clicked" by any end user regardless of whether or not any actions are subsequently performed upon such Envelope. For Service Plans that specify the Envelope Allowance is "Unlimited," Subscriber is allowed to send a reasonable number of Envelopes from the number of Seats purchased. If DocuSign suspects that the number of Envelopes sent from a particular Seat or a group of Seats is abusive and/or unduly burdensome, DocuSign will promptly notify Subscriber, discuss the use-case scenario with Subscriber and any continued monitoring, additional discussions and/or information required to make a final determination on the course of action based on such information. In the event Subscriber exceeds, in DocuSign's sole discretion, reasonable use restrictions under a Service Plan, DocuSign reserves the right to transfer Subscriber into a higher-tier Service Plan without notice. If you misrepresent your eligibility for any Service Plan, you agree to pay us the additional amount you would have been charged under the most favorable pricing structure for which you are eligible. DocuSign may discontinue a Service Plan at any time, and with prior notice to you, may migrate your Account to a similar Service Plan that may carry a different fee. You agree to allow us to charge your credit card for the fees associated with a substitute Service Plan, even if those fees are higher than those you agreed to when you registered your Account. Optional services, are measured at the time of use, and such charges are specific to the number of units of the service(s) used during the billing period. Optional services subject to periodic charges, such as additional secure storage, are charged on the same periodic basis as the Service Plan fees for the Subscription Service.

7. SUBSCRIBER SUPPORT DocuSign will provide Subscriber support to Subscriber as specified in the Service Plan selected by Subscriber, and that is further detailed on DocuSign's website.

8. STORAGE DocuSign will store eContracts per the terms of the Service Plan selected by Subscriber. For Service Plans that specify the Envelope storage amount is "Unlimited," DocuSign will store an amount of Envelopes that is not abusive and/or unduly burdensome, in DocuSign's sole discretion. Subscriber may retrieve and store copies of eContracts for storage outside of the System at any time during the Term of the Service Plan when Subscriber is in good financial standing under these Terms and Conditions, and may delete or purge eContracts from the System at its own discretion. DocuSign may, at its sole discretion, delete an uncompleted eContract from the System immediately and without notice upon earlier of: (i) expiration of the Envelope (where Subscriber has established an expiration for such Envelope, not to exceed 365 days); or (ii) expiration of the Term. DocuSign assumes no liability or responsibility for a party's failure or inability to electronically sign any eContract within such a period of time. DocuSign may retain Transaction Data for as long as it has a

business purpose to do so. 9. BUSINESS AGREEMENT BENEFITS You may receive or be eligible for certain pricing structures, discounts, features, promotions, and other benefits (collectively, "Benefits") through a business or government Subscriber's agreement with us (a "Business Agreement"). Any and all such Benefits are provided to you solely as a result of the corresponding Business Agreement and such Benefits may be modified or terminated without notice. If you use the Subscription Service where a business or government entity pays your charges or is otherwise liable for the charges, you authorize us to share your account information with that entity and/or its authorized agents. If you are enrolled in a Service Plan or receive certain Benefits tied to a Business Agreement with us, but you are liable for your own charges, then you authorize us to share enough account information with that entity and its authorized agents to verify your continuing eligibility for those Benefits and the Service Plan. 10. FEES AND PAYMENT TERMS The Service Plan rates, charges, and other conditions for use are set forth in the Site. Subscriber will pay DocuSign the applicable charges for the Services Plan as set forth on the Site. If you add more Authorized Users than the number of Seats you purchased, we will add those Authorized Users to your Account and impose additional charges for such additional Seats on an ongoing basis. Charges for pre-paid Service Plans will be billed to Subscriber in advance. Charges for per use purchases and standard Service Plan charges will be billed in arrears. When you register for an Account, you will be required to provide DocuSign with accurate, complete, and current credit card information for a valid credit card that you are authorized to use. You must promptly notify us of any change in your invoicing address or changes related to the credit card used for payment. By completing your registration for the Services Plan, you authorize DocuSign or its agent to bill your credit card the applicable Service Plan charges, any and all applicable taxes, and any other charges you may incur in connection with your use of the Subscription Service, all of which will be charged to your credit card. Each time you use the Subscription Service, or allow or cause the Subscription Service to be used, you reaffirm that we are authorized to charge your credit card. You may terminate your Account and revoke your credit card authorization as set forth in the Term and Termination section of these Terms and Conditions. We will provide you with one invoice in a format we choose, which may change from time to time, for all Subscription Service associated with each Account and any charges of a third party on whose behalf we bill. Payment of all charges is due and will be charged to your credit card upon your receipt of an invoice. Billing cycle end dates may change from time to time. When a billing cycle covers less than or more than a full month, we may make reasonable adjustments and/or prorations. If your Account is a qualified business account and is approved by us in writing for corporate billing, charges will be accumulated, identified by Account identification number, and invoiced on a monthly basis. You agree that we may (at our option) accumulate charges incurred during your monthly billing cycle and submit them as one or more aggregate charges during or at the end of each cycle, and that we may delay obtaining authorization from your credit card issuer until submission of the accumulated charge(s). This means that accumulated charges may appear on the statement you receive from your credit card issuer. If DocuSign does not receive payment from your credit card provider, you agree to pay all amounts due upon demand. DocuSign reserves the right to correct any errors or mistakes that it makes even if it has already requested or received payment. Your credit card issuer's agreement governs your use of your credit card in connection with the Subscription Service, and you must refer to such agreement (not these Terms and Conditions) with respect to your rights and liabilities as a cardholder. You are solely responsible for any and all fees charged to your credit card by the issuer, bank, or financial institution including, but not limited to, membership,

overdraft, insufficient funds, and over the credit limit fees. You agree to notify us about any billing problems or discrepancies within 20 days after they first appear on your invoice. If you do not bring them to our attention within 20 days, you agree that you waive your right to dispute such problems or discrepancies. We may modify the price, content, or nature of the Subscription Service and/or your Service Plan at any time. If we modify any of the foregoing terms, you may cancel your use of the Subscription Service. We may provide notice of any such changes by e-mail, notice to you upon log-in, or by publishing them on the Site. Your payment obligations survive any termination of your use of the Subscription Service before the end of the billing cycle. Any amount not paid when due will be subject to finance charges equal to 1.5% of the unpaid balance per month or the highest rate permitted by applicable usury law, whichever is less, determined and compounded daily from the date due until the date paid. Subscriber will reimburse any costs or expenses (including, but not limited to, reasonable attorneys' fees) incurred by DocuSign to collect any amount that is not paid when due. DocuSign may accept any check or payment in any amount without prejudice to DocuSign's right to recover the balance of the amount due or to pursue any other right or remedy. Amounts due to DocuSign under these Terms and Conditions may not be withheld or offset by Subscriber for any reason against amounts due or asserted to be due to Subscriber from DocuSign. Unless otherwise noted and Conditions are denominated in United States dollars, and Subscriber will pay all such amounts in United States dollars. Other than federal and state net income taxes imposed on DocuSign by the United States, Subscriber will bear all taxes, duties, VAT and other governmental charges (collectively, "taxes") resulting from these Terms and Conditions or transactions conducted in relation to these Terms and Conditions. Subscriber will pay any additional taxes as are necessary to ensure that the net amounts received and retained by DocuSign after all such taxes are paid are equal to the amounts that DocuSign would have been entitled to in accordance with these Terms and Conditions as if the taxes did not exist. 11.

DEPOSITS, SERVICE LIMITS, CREDIT REPORTS, AND RETURN OF BALANCES You authorize us to ask consumer reporting agencies or trade references to furnish us with employment and credit information, and you consent to our rechecking and reporting personal and/or business payment and credit history if, in our sole discretion, we so choose. If you believe that we have reported inaccurate information about your account to a consumer reporting agency, you may send a written notice describing the specific inaccuracy to the address provided in the Notices section below. For you to use the Subscription Service, we may require a deposit or set a service limit. The deposit will be held as a partial guarantee of payment. It cannot be used by you to pay your invoice or delayed payment. Unless otherwise required by law, deposits may be mixed with other funds and will not earn interest. We reserve the right to increase your deposit if we deem appropriate. You may request that we reevaluate your deposit on an annual basis, which may result in a partial or total refund of the deposit to you or credit to your account. If you default or these Terms and Conditions are terminated, we may, without notice to you, apply any deposit towards payment of any amounts you owe to us. After approximately 90 days following termination of these Terms and Conditions, any remaining deposit or other credit balance in excess of amounts owed will be returned without interest, unless otherwise required by law, to you at your last known address. You agree that any amounts under \$15 will not be refunded to cover our costs of closing your account. If the deposit balance is undeliverable and returned to us, we will hold it for you for one year from the date of return and, during that period, we may charge a service fee against the deposit balance. You hereby grant us a security interest in any deposit we require to secure the performance of your obligations under these Terms and

Conditions. 12. **TERM AND TERMINATION** The term of these Terms and Conditions for each Account begins on the date you register for an Account and continues for the term specified by the Service Plan you purchase (the "Term"). You may terminate your Account at any time upon 10 days advance written notice to DocuSign following the Notice procedures set forth in these Terms and Conditions. Unless you terminate your Account or you set your Account to not auto renew, your Service Plan will automatically renew at the end of its Term (each a "Renewal Term"), and you authorize us (without notice) to collect the then-applicable fee and any taxes for the renewed Service Plan, using any credit card we have on record for you. Service Plan fees and features may change over time. Your Service Plan for a Renewal Term will be the one we choose as being closest to your Service Plan from the prior Term. For any termination (including when you switch your Account), you will be responsible for payment of all fees and charges through the end of the billing cycle in which termination occurs. If you terminate your annual Service Plan Account within the first 30 days of the Term, you may submit written request to DocuSign following the Notice procedures set forth in these Terms and Conditions, for a full refund of the prepaid fees paid by you to DocuSign. You will be limited to one refund. You agree that termination of an annual Service Plan after the first 30 days will not entitle you to any refund of prepaid fees. You will be in default of these Terms and Conditions if you: (a) fail to pay any amount owed to us or an affiliate of ours or any amount appearing on your invoice; (b) have amounts still owing to us or an affiliate of ours from a prior account; (c) breach any provision of these Terms and Conditions; (d) violate any policy applicable to the Subscription Service; (e) are subject to any proceeding under the Bankruptcy Code or similar laws; or (f) if, in our sole discretion, we believe that your continued use of the Subscription Service presents a threat to the security of other users of the Subscription Service. If you are in default, we may, without notice to you, suspend your Account and use of the Subscription Service, withhold refunds and terminate your Account, in addition to all other remedies available to us. We may require reactivation charges to reactivate your Account after termination or suspension. The following provisions will survive the termination of these Terms and Conditions and your Account: Sections 3, 9-11, and 15-23. 13. **SUBSCRIBER WARRANTIES** You hereby represent and warrant to DocuSign that: (a) you have all requisite rights and authority to use the Subscription Service under these Terms and Conditions and to grant all applicable rights herein; (b) the performance of your obligations under these Terms and Conditions will not violate, conflict with, or result in a default under any other agreement, including confidentiality agreements between you and third parties; (c) you will use the Subscription Service for lawful purposes only and subject to these Terms and Conditions; (d) you are responsible for all use of the Subscription Service in your Account; (e) you are solely responsible for maintaining the confidentiality of your Account names and password(s); (f) you agree to immediately notify us of any unauthorized use of your Account of which you become aware; (g) you agree that DocuSign will not be liable for any losses incurred as a result of a third party's use of your Account, regardless of whether such use is with or without your knowledge and consent; (h) you will not use the Subscription Service in any manner that could damage, disable, overburden or impair the System, or interfere with another's use of the Subscription Service by others; (i) any information submitted to DocuSign by you is true, accurate, and correct; and (j) you will not attempt to gain unauthorized access to the System or the Subscription Service, other accounts, computer systems, or networks under the control or responsibility of DocuSign through hacking, cracking, password mining, or any other unauthorized means. 14. **DOCUSIGN WARRANTIES** DocuSign represents and warrants that: (a) the Subscription Service as delivered to Subscriber

and used in accordance with the Specifications will not infringe on any United States patent, copyright or trade secret; (b) the Subscription Service will be performed in accordance with the Specifications in their then-current form at the time of the provision of such Subscription Service; (c) any DocuSign Products that are software shall be free of harmful or illicit code, trapdoors, viruses, or other harmful features; (d) the proper use of the Subscription Service by Subscriber in accordance with the Specifications and applicable law in the formation of an eContract not involving any consumer will be sufficient under the Electronic Signatures in Global and National Commerce Act, 15 U.S.C. Â§Â§ 7001 et seq. (the "ESIGN Act") to ESIGN Act; (e) the proper use of the Subscription Service by Subscriber in accordance with the Specifications and applicable law in the formation of an eContract involving a consumer will be sufficient under the ESIGN Act to support the validity of such formation, to the extent provided in the ESIGN Act, so long as and provided that Subscriber complies with all special requirements for consumer eContracts, including and subject to those referenced in Section 4.(f) and (g) above; and (f) DocuSign has implemented information security policies and safeguards to preserve the security, integrity, and confidentiality of eContracts and to protect against unauthorized access and anticipated threats or hazards thereto, that meet the objectives of the Interagency Guidelines Establishing Standards for Safeguarding Subscriber Information as set forth in Section 501 (b) of the Gramm-Leach-Bliley Act.

15. DISCLAIMER OF WARRANTIES EXCEPT FOR THE REPRESENTATIONS AND WARRANTIES EXPRESSLY PROVIDED IN SECTION 14 OF THESE TERMS AND CONDITIONS, THE SUBSCRIPTION SERVICE AND THE SITE ARE PROVIDED "AS IS," AND DOCUSIGN: (a) MAKES NO ADDITIONAL REPRESENTATION OR WARRANTY OF ANY KIND WHETHER EXPRESS, IMPLIED (EITHER IN FACT OR BY OPERATION OF LAW), OR STATUTORY, AS TO ANY MATTER WHATSOEVER; (b) EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUALITY, ACCURACY, AND TITLE; AND (c) DOES NOT WARRANT THAT THE SUBSCRIPTION SERVICE OR SITE ARE OR WILL BE ERROR-FREE, WILL MEET SUBSCRIBER'S REQUIREMENTS, OR BE TIMELY OR SECURE. SUBSCRIBER WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE RESULTING FROM THE USE OF THE SUBSCRIPTION SERVICE OR SITE. SUBSCRIBER WILL NOT HAVE THE RIGHT TO MAKE OR PASS ON ANY REPRESENTATION OR WARRANTY ON BEHALF OF DOCUSIGN TO ANY THIRD PARTY. USE OF THE SUBSCRIPTION SERVICE AND SITE ARE AT YOUR SOLE RISK. Because some states and jurisdictions do not allow limitations on implied warranties, the above limitation may not apply to you. In that event, such warranties are limited to the minimum warranty period allowed by the applicable law.

16. SUBSCRIBER INDEMNIFICATION OBLIGATIONS You will defend, indemnify, and hold us, our affiliates, officers, directors, employees, suppliers, consultants, and agents harmless from any and all third party claims, liability, damages, and costs (including, but not limited to, attorneys' fees) arising from or related to: (a) your use of the Subscription Service; (b) your violation of these Terms and Conditions; (c) your infringement, or infringement by any other user of your Account, of any intellectual property or other right of any person or entity; or (d) the nature and content of all materials, works, data, statements, and other visual, graphical, written, or audible communications of any nature submitted by any Authorized User of your Account or otherwise processed through your Account.

17. LIMITATIONS OF LIABILITY NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THESE TERMS AND CONDITIONS, DOCUSIGN WILL NOT, UNDER ANY CIRCUMSTANCES, BE LIABLE TO SUBSCRIBER

FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE TRANSACTIONS CONTEMPLATED UNDER THESE TERMS AND CONDITIONS, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR LOSS OF BUSINESS, EVEN IF APPRISED OF THE LIKELIHOOD OF SUCH DAMAGES OCCURRING. UNDER NO CIRCUMSTANCES WILL DOCUSIGN'S TOTAL LIABILITY OF ALL KINDS ARISING OUT OF OR RELATED TO THESE TERMS AND CONDITIONS OR SUBSCRIBER'S USE OF THE SUBSCRIPTION SERVICE (INCLUDING BUT NOT LIMITED TO WARRANTY CLAIMS), REGARDLESS OF THE FORUM AND REGARDLESS OF WHETHER ANY ACTION OR CLAIM IS BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, EXCEED THE TOTAL AMOUNT PAID BY SUBSCRIBER TO DOCUSIGN UNDER THESE TERMS AND CONDITIONS DURING THE 3 MONTHS PRECEDING THE DATE OF THE ACTION OR CLAIM. EACH PROVISION OF THESE TERMS AND CONDITIONS THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES REPRESENTS AN AGREED ALLOCATION OF THE RISKS OF THESE TERMS AND CONDITIONS BETWEEN THE PARTIES. THIS ALLOCATION IS REFLECTED IN THE PRICING OFFERED BY DOCUSIGN TO SUBSCRIBER AND IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THESE TERMS AND CONDITIONS, AND EACH OF THESE PROVISIONS WILL APPLY EVEN IF THE WARRANTIES IN THESE TERMS AND CONDITIONS HAVE FAILED OF THEIR ESSENTIAL PURPOSE. Because some states and jurisdictions do not allow limitation of liability in certain instances, portions of the above limitation may not apply to you.

18. **CONFIDENTIALITY** "Confidential Information" means any trade secrets or other information of DocuSign, whether of a technical, business, or other nature (including, without limitation, DocuSign software and related information), that is disclosed to or made available to Subscriber. Confidential Information does not include any information that: (a) was known to Subscriber prior to receiving it from DocuSign; (b) is independently developed by Subscriber without use of or reference to any Confidential Information; (c) is acquired by Subscriber from another source without restriction as to use or disclosure; or (d) is or becomes part of the public domain through no fault or action of Subscriber. During and after the Term of these Terms and Conditions, Subscriber will: (i) use the Confidential Information solely for the purpose for which it is provided; (ii) not disclose such Confidential Information to a third party; and (iii) protect such Confidential Information from unauthorized use and disclosure to the same extent (but using no less than a reasonable degree of care) that it protects its own Confidential Information of a similar nature. If Subscriber is required by law to disclose the Confidential Information or the terms of these Terms and Conditions, Subscriber must give prompt written notice of such requirement before such disclosure and assist the DocuSign in obtaining an order protecting the Confidential Information from public disclosure. Subscriber acknowledges that, as between the parties, all Confidential Information it receives from DocuSign, including all copies thereof in Subscriber's possession or control, in any media, is proprietary to and exclusively owned by DocuSign. Nothing in these Terms and Conditions grants Subscriber any right, title, or interest in or to any of the Confidential Information. Subscriber's incorporation of the Confidential Information into any of its own materials shall not render Confidential Information non-confidential. Subscriber acknowledges that any actual or threatened violation of this confidentiality provision may cause

irreparable, non-monetary injury to the disclosing party, the extent of which may be difficult to ascertain, and therefore agrees that DocuSign shall be entitled to seek injunctive relief in addition to all remedies available to DocuSign at law and/or in equity. Absent written consent of DocuSign, the burden of proving that the Confidential Information is not, or is no longer, confidential or a trade secret shall be on Subscriber.

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1.866.219.4318. Neither party will be liable for, or be considered to be in breach of or default on account of, any delay or failure to perform as required by these Terms and Conditions as a result of any cause or condition beyond such party's reasonable control, so long as such party uses all commercially reasonable efforts to avoid or remove such causes of non-performance or delay. These Terms and Conditions are governed in all respects by the laws of the State of Washington as such laws are applied to agreements entered into and to be performed entirely within Washington between Washington residents. Any controversy or claim arising out of or relating to these Terms and Conditions, the Hosted Service, or the Site will be settled by binding arbitration in accordance with the commercial arbitration rules of the American Arbitration Association. Any such controversy or claim shall be arbitrated on an individual basis, and shall not be consolidated in any arbitration with any claim or controversy of any other party. The arbitration will be conducted in King County, Washington, and judgment on the arbitration award may be entered into any court having jurisdiction thereof. The award of the arbitrator shall be final and binding upon the parties without appeal or review except as permitted by Washington law. Notwithstanding the foregoing, either party may seek any interim or preliminary injunctive relief from any court of competent jurisdiction, as necessary to protect the party's rights or property pending the completion of arbitration. By using the Site or the Subscription Service, you consent and submit to the exclusive jurisdiction and venue of the state and federal courts located in King County, Washington. Any legal action by Subscriber arising under these Terms and Conditions must be initiated within two years after the cause of action arises. The waiver by either party of any breach of any provision of these Terms and Conditions does not waive any other breach. The failure of any party to insist on strict performance of any covenant or obligation in accordance with these Terms and Conditions will not be a waiver of such party's right to demand strict compliance in the future, nor will the same be construed as a novation of these Terms and Conditions. If any part of these Terms and Conditions is found to be illegal, unenforceable, or invalid, the remaining portions of these Terms and Conditions will remain in full force and effect. If any material limitation or restriction on the grant of any license to Subscriber under these Terms and Conditions is found to be illegal, unenforceable, or invalid, the license will immediately terminate. Except as set forth in Section 2 of these Terms and Conditions, these Terms and Conditions may not be amended except in writing signed by both you and us. In the event that we make such a change that has a material adverse impact on your rights or use of the Service, you may terminate these Terms and Conditions by giving us notice within 20 days of the date we notify you, and you will not be charged any cancellation fee. These Terms and Conditions are the final and complete expression of the agreement between these parties regarding the Subscription Service. These Terms and Conditions supersede, and the terms of these Terms and Conditions govern, all previous oral and written communications regarding these matters.

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Contract Information

Contract & Solicitation Title: Information Technology Temporary Personnel Services

Contract Summary: Contractor agrees to provide information technology temporary personnel services.

Contract Number: 6483654 Solicitation Number: 13010 Requisition Number: 143468

Replaces Expiring Contract? (Enter "No" or Expiring Contract No.): 349544, 349545, 349546, 349547, and 349548

Type of Contract/PO: IDIQ Contract Requires Council Legislation: No

High Risk Contract (Per Finance Department Contract Risk Management Policy): No

Sexual Harassment Training Required (per BL2018-1281): Yes

Estimated Start Date: 2/28/2021 Estimated Expiration Date: 2/27/2026 Contract Term: 60 months

Estimated Contract Life Value: \$9,000,000.00 Fund: 51137 BU: 14521061

Payment Terms: Net 30 Selection Method: RFP

Procurement Staff: Brad Wall BAO Staff: Jeremy Frye

Procuring Department: ITS Department(s) Served: ITS

Prime Contractor Information

Prime Contracting Firm: BG Staffing LLC DBA Zycron ISN#: 25349

Address: 5850 Granite Parkway Suite 730 City: Plano State: TX Zip: 75024

Prime Contractor is a Uncertified/Unapproved: SBE ☐ SDV ☐ MBE ☐ WBE ☐ (select/check if applicable)

Prime Company Contact: Richard Hance Email Address: rhance@zycron.com Phone #: (615) 251-9588

Prime Contractor Signatory: Eric S. Peters Email Address: epeters@bgstaffing.com

Disadvantaged Business Participation for Entire Contract

Small Business and Service Disabled Veteran Business Program:

No SBE/SDV participation Amount: \$0.00 Percent, if applicable: 0.00

Equal Business Opportunity (EBO) Program:

Program Not Applicable Amount: \$0.00 Percent, if applicable: 0.00

Federal Disadvantaged Business Enterprise:

No Amount: \$0.00 Percent, if applicable: 0.00

* Amounts and/or percentages are not exclusive.

B2GNow (Contract Compliance Monitoring): No

Summary of Offer

Offeror Name	Disadv. Bus. (Check if applicable)	Score (RFQ Only)	Evaluated Cost	Result
BG Staffing LLC dba Zycron	☐	<u>80.79</u>	<u>\$1,822,095.41</u>	<u>Awarded</u>
Cogent Infotech Corp.	☐	<u>80.91</u>	<u>\$1,690,000.00</u>	<u>Awarded</u>
Internal Data Resources, Inc	☐	<u>82.90</u>	<u>\$1,661,840.82</u>	<u>Awarded</u>
Latitude 36, Inc.	☐	<u>80.93</u>	<u>\$2,001,363.40</u>	<u>Awarded</u>
Sigman & Summerfield Asso	☒	<u>84.03</u>	<u>\$2,005,307.09</u>	<u>Awarded</u>

Contract Abstract

Continuous of Summary of Offer

Offeror Name	Disadv. Bus. (Check if applicable)	Score (RFQ Only)	Evaluated Cost	Result
TEKsystems	☐	89.64	\$1,477,585.20	Awarded
22nd Century Technologies	☐	73.98	\$3,163,504.56	Evaluated but not selected
Apex Systems, Inc.	☐	62.72	\$2,137,819.70	Evaluated but not selected
Ardent Technologies, Inc.	☐	50.23	\$2,662,803.27	Evaluated but not selected
Ask IT Consulting, Inc.	☐	52.06	\$1,987,332.15	Evaluated but not selected
BuzzClan, LLC.	☐	60.22	\$1,444,700.80	Evaluated but not selected
Computech Corporation	☐	46.31	\$2,323,297.20	Evaluated but not selected
CTD Staffing	☐	66.10	\$2,215,907.10	Evaluated but not selected
GuideSoft, Inc.	☐	72.99	\$1,995,084.04	Evaluated but not selected
Halcyon Solutions, Inc.	☐	51.77	\$2,018,751.26	Evaluated but not selected
Infojini, Inc.	☐	64.33	\$2,392,193.18	Evaluated but not selected
Information Resource Grou	☐	58.03	\$2,700,491.34	Evaluated but not selected
Inspiren Tech Solutions, LLC	☐	54.18	\$3,389,924.63	Evaluated but not selected
OST, Inc.	☐	66.94	\$2,671,578.38	Evaluated but not selected
Otterbase, Inc.	☐	73.95	\$2,110,549.89	Evaluated but not selected
Pharicode, LLC.	☐	54.24	\$4,099,418.11	Evaluated but not selected
SoftHQ, Inc.	☐	63.20	\$2,338,071.16	Evaluated but not selected
SoftSages Technology	☐	64.00	\$1,353,092.46	Evaluated but not selected
Software Information Resou	☐	51.09	\$2,893,266.65	Evaluated but not selected
Technostaff, LLC.	☐	69.66	\$1,756,126.47	Evaluated but not selected
Vaco	☐	73.90	\$2,726,360.12	Evaluated but not selected

Terms and Conditions

1. GOODS AND SERVICES CONTRACT

1.1. Heading

This contract is initiated by and between **The Metropolitan Government of Nashville and Davidson County (METRO)** and **BG Staffing LLC DBA Zycron (CONTRACTOR)** located at **5850 Granite Parkway Suite 730, Plano, TX 75024**. This Contract consists of the following documents:

- *Any properly executed contract amendment (most recent with first priority),*
- *This document, including exhibits,*
 - *Exhibit A - Solicitation Scope of Work*
 - *Exhibit B -ISA Terms and Conditions*
- *The solicitation documentation for RFQ #13010 and affidavit(s) (all made a part of this contract by reference),*
- *Purchase Orders (and PO Changes),*
- *CONTRACTOR's response to the solicitation,*

In the event of conflicting provisions, all documents shall be construed in the order listed above.

2. THE PARTIES HEREBY AGREE TO THE FOLLOWING TERMS AND CONDITIONS:

2.1. Duties and Responsibilities

CONTRACTOR agrees to provide information technology temporary personnel services. The solicitation scope of work details are included in the Exhibit A and are made a part of this contract by reference.

2.2. Delivery and/or Installation.

All deliveries (if provided by the performance of this Contract) are F.O.B. Destination, Prepaid by Supplier, Inside Delivery, as defined by METRO.

METRO assumes no liability for any goods delivered without a purchase order. All deliveries shall be made as defined in the solicitation or purchase order and by the date specified on the purchase order.

Installation, if required by the solicitation and/or purchase order shall be completed by the date specified on the purchase order.

3. CONTRACT TERM

3.1. Contract Term

Contract Purchase Agreement 6483654

The Contract Term will begin on the date this Contract is approved by all required parties and filed in the Metropolitan Clerk's Office. The Contract Term will end sixty (60) months from the date of filing with the Metropolitan Clerk's Office.

In no event shall the term of this Contract exceed sixty (60) months from the date of filing with the Metropolitan Clerk's Office.

4. COMPENSATION

4.1. Contract Value

This Contract has an estimated value of **\$9,000,000.00**. CONTRACTOR shall be paid weekly as work is satisfactorily completed and METRO is accordingly, invoiced in a format acceptable by METRO.

4.2. Other Fees

There will be no other charges or fees for the performance of this Contract. METRO will make reasonable efforts to make payments within 30 days of receipt of invoice but in any event shall make payment within 60 days. METRO will make reasonable efforts to make payments to Small Businesses within 15 days of receipt of invoice but in any event shall make payment within 60 days.

4.3. Payment Methodology

Payment in accordance with the terms and conditions of this Contract shall constitute the entire compensation due to the CONTRACTOR for all goods and/or services provided under this Contract.

Subject to these payment terms and conditions, CONTRACTOR shall be paid for delivered/performed products and/or services properly authorized by METRO in accordance with this Contract. Compensation shall be contingent upon the satisfactory provision of the products and/or services as determined by METRO.

4.4. Escalation/De-escalation

This Contract is not eligible for annual escalation/de-escalation adjustments.

4.5. Electronic Payment

All payments shall be effectuated by ACH (Automated Clearing House).

4.6. Invoicing Requirements

CONTRACTOR shall submit invoices for payment in a format acceptable to METRO and shall submit invoices no more frequently than monthly for satisfactorily and accurately performed services. CONTRACTOR shall be paid as work is completed and invoices are approved by METRO. Invoices shall detail this Contract Number accompanied by any necessary supporting documentation as required by METRO. CONTRACTOR shall submit all invoices no later than ninety (90) days after the services have been delivered/performed.

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Payment of an invoice by METRO shall not waive METRO's rights of revocation of acceptance due to non-conformity or the difficulty of discovery of the non-conformance. Such revocation of acceptance shall occur within a reasonable time after METRO discovers or should have discovered the non-conforming product and/or service but prior to any substantial change in condition of the products and/or services caused by METRO.

4.7. Subcontractor/Subconsultant Payments

When payment is received from METRO, CONTRACTOR shall within fourteen (14) calendar days pay all subcontractors, subconsultants, laborers, and suppliers the amounts they are due for the work covered by such payment. In the event METRO becomes informed that CONTRACTOR has not paid a subcontractor, subconsultant, laborer, or supplier as provided herein, METRO shall have the right, but not the duty, to issue future checks and payments to CONTRACTOR of amounts otherwise due hereunder naming CONTRACTOR and any such subcontractor, subconsultant, laborer, or supplier as joint payees. Such joint check procedure, if employed by METRO, shall create no rights in favor of any person or entity beyond the right of the named payees to payment of the check and shall not be deemed to commit METRO to repeat the procedure in the future. If persistent, this may be determined to be a material breach of this Contract.

5. TERMINATION**5.1. Breach**

Should CONTRACTOR fail to fulfill in a timely and proper manner its obligations under this Contract or if it should violate any of the terms of this Contract, METRO shall identify the breach and CONTRACTOR shall cure the performance within thirty (30) days. If CONTRACTOR fails to satisfactorily provide cure, METRO shall have the right to immediately terminate this Contract. Such termination shall not relieve CONTRACTOR of any liability to METRO for damages sustained by virtue of any breach by CONTRACTOR.

5.2. Lack of Funding

Should funding for this Contract be discontinued, METRO shall have the right to terminate this Contract immediately upon written notice to CONTRACTOR.

5.3. Notice

METRO may terminate this Contract at any time upon thirty (30) days written notice to CONTRACTOR. Should METRO terminate this Contract, CONTRACTOR shall immediately cease work and deliver to METRO, within thirty (30) days, all completed or partially completed satisfactory work, and METRO shall determine and pay to CONTRACTOR the amount due for satisfactory work.

6. NONDISCRIMINATION**6.1. METRO's Nondiscrimination Policy**

It is the policy of METRO not to discriminate on the basis of race, creed, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services,

and activities.

6.2. Nondiscrimination Requirement

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in METRO's contracted programs or activities, on the grounds of race, creed, color, national origin, age, sex, disability, or any other classification protected by federal or Tennessee State Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with METRO or in the employment practices of METRO's CONTRACTORS. **CONTRACTOR certifies and warrants that it will comply with this nondiscrimination requirement.** Accordingly, all offerors entering into contracts with METRO shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places that are available to all employees and applicants, notices of nondiscrimination.

6.3. Covenant of Nondiscrimination

All offerors have committed to the Covenant of Nondiscrimination when registering with METRO to do business. To review this document, go to METRO's website.

6.4. Americans with Disabilities Act (ADA)

CONTRACTOR assures METRO that all services provided shall be completed in full compliance with the Americans with Disabilities Act ('ADA') 2010 ADA Standards for Accessible Design, enacted by law March 15, 2012, as has been adopted by METRO. CONTRACTOR will ensure that participants with disabilities will have communication access that is equally effective as that provided to people without disabilities. Information shall be made available in accessible formats, and auxiliary aids and services shall be provided upon the reasonable request of a qualified person with a disability.

7. INSURANCE

7.1. Proof of Insurance

During the term of this Contract, for any and all awards, CONTRACTOR shall, at its sole expense, obtain and maintain in full force and effect for the duration of this Contract, including any extension(s), the types and amounts of insurance identified below. Proof of insurance shall be required naming METRO as additional insured and identifying either the project name, RFQ, Purchase Order, or Contract number on the ACORD document.

7.2. General Liability Insurance

In the amount of one million (\$1,000,000.00) dollars.

7.3. Professional Liability Insurance

In the amount of one million (\$1,000,000.00) dollars

7.4. Automobile Liability Insurance

In the amount of one million (\$1,000,000.00) dollars (if CONTRACTOR will be coming on Metro Property or making on-site deliveries)

7.5. Worker's Compensation Insurance (if applicable)

CONTRACTOR shall maintain workers' compensation insurance with statutory limits required by the State of Tennessee or other applicable laws and Employer's Liability Insurance with limits of no less than one hundred thousand (\$100,000.00) dollars, as required by the laws of Tennessee (Not required for companies with fewer than five (5) employees).

7.6. Cyber Liability Insurance

Cyber Liability Insurance in the amount of one million (\$1,000,000.00) dollars (for companies that have access to personal information (SSN's Addresses of employees, customers or students)).

7.7. Such insurance shall:

Contain or be endorsed to contain a provision that includes METRO, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of CONTRACTOR including materials, parts, or equipment furnished in connection with such work or operations. The coverage shall contain no special limitations on the scope of its protection afforded to the above-listed insureds.

For any claims related to this Contract, CONTRACTOR's insurance coverage shall be primary insurance with respects to METRO, its officers, officials, employees, and volunteers. Any insurance or self-insurance programs covering METRO, its officials, officers, employees, and volunteers shall be in excess of CONTRACTOR's insurance and shall not contribute with it.

Automotive Liability insurance shall include vehicles owned, hired, and/or non-owned. Said insurance shall include coverage for loading and unloading hazards. Insurance shall contain or be endorsed to contain a provision that includes METRO, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of automobiles owned, leased, hired, or borrowed by or on behalf of CONTRACTOR.

CONTRACTOR shall maintain Workers' Compensation insurance (if applicable) with statutory limits as required by the State of Tennessee or other applicable laws and Employers' Liability insurance. CONTRACTOR shall require each of its subcontractors to provide Workers' Compensation for all of the latter's employees to be engaged in such work unless such employees are covered by CONTRACTOR's Workers' Compensation insurance coverage.

7.8. Other Insurance Requirements

Prior to commencement of services, CONTRACTOR shall furnish METRO with original certificates and amendatory endorsements effecting coverage required by this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days' prior written notice to:

PROCUREMENTCOI@NASHVILLE.GOV (preferred method)

OR

DEPARTMENT OF FINANCE

PROCUREMENT DIVISION

730 2ND AVE SOUTH, STE 101

P.O. BOX 196300

NASHVILLE, TN 37219-6300

Provide certified copies of endorsements and policies if requested by METRO in lieu of or in addition to certificates of insurance.

Replace certificates, policies, and/or endorsements for any such insurance expiring prior to completion of services.

Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage and to provide evidence of renewal may be treated by METRO as a material breach of this Contract.

Said insurance shall be with an insurer licensed to do business in Tennessee and having A.M. Best Company ratings of no less than A-. Modification of this standard may be considered upon appeal to the METRO Director of Risk Management Services.

Require all subcontractors to maintain during the term of this Contract, Commercial General Liability insurance, Business Automobile Liability insurance, and Worker's Compensation/ Employers Liability insurance (unless subcontractor's employees are covered by CONTRACTOR's insurance) in the same manner as specified for CONTRACTOR. CONTRACTOR shall require subcontractor's to have all necessary insurance and maintain the subcontractor's certificates of insurance.

Any deductibles and/or self-insured retentions greater than \$10,000.00 must be disclosed to and approved by METRO **prior to the commencement of services.**

If CONTRACTOR has or obtains primary and excess policy(ies), there shall be no gap between the limits of the primary policy and the deductible features of the excess policies.

8. GENERAL TERMS AND CONDITONS

8.1. Taxes

METRO shall not be responsible for any taxes that are imposed on CONTRACTOR. Furthermore, CONTRACTOR understands that it cannot claim exemption from taxes by virtue of any exemption that is provided to METRO. Metro warrants that it is exempt from sales tax.

8.2. Confidentiality

Tennessee Code Annotated § 10-7-504(i) specifies that information which would allow a person to obtain unauthorized access to confidential information or to government property shall be maintained as confidential. "Government property" includes electronic information processing systems, telecommunication systems, or other communications systems of a governmental entity subject to this chapter. Such records include: (A) Plans, security codes, passwords, combinations, or computer programs used to protect electronic information and government property; (B) Information that would identify those areas of structural or operational vulnerability that would permit unlawful disruption to, or interference with, the services provided by a governmental entity; and (C) Information that could be used to disrupt, interfere with, or gain unauthorized access to electronic information or government property.

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The foregoing listing is not intended to be comprehensive, and any information which METRO marks or otherwise designates as anything other than "Public Information" will be deemed and treated as sensitive information, which is defined as any information not specifically labeled as "Public Information". Information which qualifies as "sensitive information" may be presented in oral, written, graphic, and/or machine-readable formats. Regardless of presentation format, such information will be deemed and treated as sensitive information.

CONTRACTOR, and its Agents, for METRO, may have access to sensitive information. CONTRACTOR, and its Agents, are required to maintain such information in a manner appropriate to its level of sensitivity. All sensitive information must be secured at all times including, but not limited to, the secured destruction of any written or electronic information no longer needed. The unauthorized access, modification, deletion, or disclosure of any METRO information may compromise the integrity and security of METRO, violate individual rights of privacy, and/or constitute a criminal act.

Upon the request of METRO, CONTRACTOR shall return all information in whatever form in a format chosen by METRO. In the event of any disclosure or threatened disclosure of METRO information, METRO is further authorized and entitled to immediately seek and obtain injunctive or other similar relief against CONTRACTOR, including but not limited to emergency and ex parte relief where available.

8.3. Information Ownership

All METRO information is and shall be the sole property of METRO. CONTRACTOR hereby waives any and all statutory and common law liens it may now or hereafter have with respect to METRO information. Nothing in this Contract or any other agreement between METRO and CONTRACTOR shall operate as an obstacle to such METRO's right to retrieve any and all METRO information from CONTRACTOR or its agents or to retrieve such information or place such information with a third party for provision of services to METRO, including without limitation, any outstanding payments, overdue payments and/or disputes, pending legal action, or arbitration. Upon METRO's request, CONTRACTOR shall supply METRO with an inventory of METRO information that CONTRACTOR stores and/or backs up.

Any information provided to the CONTRACTOR, including information provided by METRO customers or citizens, is only to be used to fulfill the contracted services. Any additional information that is inferred or determined based on primary information that is provided to the CONTRACTOR, i.e. "second-order data", is only to be used to fulfill the contracted services. This information is not to be used for marketing or commercial purposes and the CONTRACTOR asserts no rights to this information outside of fulfilling the contracted services. Storage of this information is not allowed outside United States' jurisdiction.

8.4. Information Security Breach Notification

In addition to the notification requirements in any Business Associate Agreement with METRO, when applicable, CONTRACTOR shall notify METRO of any data breach within 24 hours of CONTRACTOR's knowledge or reasonable belief (whichever is earlier) that such breach has occurred (Breach Notice) by contacting the METRO ITS Help Desk. The Breach Notice should describe the nature of the breach, the scope of the information compromised, the date the breach occurred, and the identities of the individuals affected or potentially affected by the breach as well as specific information about the data compromised so that METRO can properly notify those individuals whose information was compromised. CONTRACTOR shall periodically update the information contained in the Breach Notice to METRO and reasonably cooperate with METRO in connection with METRO's efforts to mitigate the damage or harm of such breach.

8.5. Virus Representation and Warranty

CONTRACTOR represents and warrants that Products and/or Services, or any media upon which the Products and/or Services are stored, do not have, nor shall CONTRACTOR or its Agents otherwise introduce into METRO's systems, network, or infrastructure, any type of software routines or element which is designed to or capable of unauthorized access to or intrusion upon, disabling, deactivating, deleting, or otherwise damaging or interfering with any system, equipment, software, data, or the METRO network. In the event of a breach of this representation and warranty, CONTRACTOR shall compensate METRO for any and all harm, injury, damages, costs, and expenses incurred by METRO resulting from the breach.

For CONTRACTOR managed systems, CONTRACTOR shall install and maintain ICSA Labs certified or AV-Test approved Antivirus Software and, to the extent possible, use real time protection features. CONTRACTOR shall maintain the Anti-virus Software in accordance with the Antivirus Software provider's recommended practices. In addition, CONTRACTOR shall ensure that:

- Anti-virus Software checks for new Anti-virus signatures no less than once per day, and;
- Anti-virus signatures are current and no less recent than two versions/releases behind the most current version/release of the Anti-virus signatures for the Anti-virus Software

8.6. Copyright, Trademark, Service Mark, or Patent Infringement

CONTRACTOR shall, at its own expense, be entitled to and shall have the duty to defend any suit that may be brought against METRO to the extent that it is based on a claim that the products or services furnished infringe a Copyright, Trademark, Service Mark, or Patent. CONTRACTOR shall further indemnify and hold harmless METRO against any award of damages and costs made against METRO by a final judgment of a court of last resort in any such suit. METRO shall provide CONTRACTOR immediate notice in writing of the existence of such claim and full right and opportunity to conduct the defense thereof, together with all available information and reasonable cooperation, assistance and authority to enable CONTRACTOR to do so. No costs or expenses shall be incurred for the account of CONTRACTOR without its written consent. METRO reserves the right to participate in the defense of any such action. CONTRACTOR shall have the right to enter into negotiations for and the right to effect settlement or compromise of any such action, but no such settlement or compromise shall be binding upon METRO unless approved by the METRO Department of Law Settlement Committee and, where required, the METRO Council.

If the products or services furnished under this Contract are likely to, or do become, the subject of such a claim of infringement, then without diminishing CONTRACTOR's obligation to satisfy the final award, CONTRACTOR may at its option and expense:

- Procure for METRO the right to continue using the products or services
- Replace or modify the alleged infringing products or services with other equally suitable products or services that are satisfactory to METRO, so that they become non-infringing
- Remove the products or discontinue the services and cancel any future charges pertaining thereto

Provided; however, that CONTRACTOR will not exercise the Remove option above until CONTRACTOR and METRO have determined that the Procure and/or Replace options are impractical. CONTRACTOR shall have no liability to METRO; however, if any such infringement or claim thereof is based upon or arises out of:

- The use of the products or services in combination with apparatus or devices not supplied or else approved

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by CONTRACTOR;

- The use of the products or services in a manner for which the products or services were neither designated nor contemplated; or,
- The claimed infringement in which METRO has any direct or indirect interest by license or otherwise, separate from that granted herein.

8.7. Maintenance of Records

CONTRACTOR shall maintain documentation for all charges against METRO. The books, records, and documents of CONTRACTOR, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of final payment and will be subject to audit, at any reasonable time and upon reasonable notice by METRO or its duly appointed representatives. The records shall be maintained in accordance with generally accepted accounting principles. In the event of litigation, working papers and other documents shall be produced in accordance with applicable laws and/or rules of discovery. Breach of the provisions of this paragraph is a material breach of this Contract.

All documents and supporting materials related in any manner whatsoever to this Contract or any designated portion thereof, which are in the possession of CONTRACTOR or any subcontractor or subconsultant shall be made available to METRO for inspection and copying upon written request from METRO. Said documents shall also be made available for inspection and/or copying by any state, federal or other regulatory authority, upon request from METRO. Said records include, but are not limited to, all drawings, plans, specifications, submittals, correspondence, minutes, memoranda, tape recordings, videos, or other writings or things which document the procurement and/or performance of this Contract. Said records expressly include those documents reflecting the cost, including all subcontractors' records and payroll records of CONTRACTOR and subcontractors.

8.8. Monitoring

CONTRACTOR's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by METRO, the Department of Finance, the Division of Internal Audit, or their duly appointed representatives.

METRO shall have the option of reviewing and performing a security assessment of the information security management practices of CONTRACTOR. METRO shall have the right, at its expense, during normal business hours and with reasonable advance notice, to evaluate, test, and review at CONTRACTOR's premises the Products and/or Services to ensure compliance with the terms and conditions of this Contract. METRO shall have the right to conduct such audits by use of its own employees and internal audit staff, or by use of outside consultants and auditors.

8.9. METRO Property

Any METRO property, including but not limited to books, records, and equipment that is in CONTRACTOR's possession shall be maintained by CONTRACTOR in good condition and repair, and shall be returned to METRO by CONTRACTOR upon termination of this Contract. All goods, documents, records, and other work product and property produced during the performance of this Contract are deemed to be METRO property. METRO property includes, but is not limited to, all documents which make up this Contract; all other documents furnished by METRO; all goods, records, reports, information, data, specifications, computer programs, technical reports, operating manuals and similar work or other documents, conceptual drawings, design documents, closeout

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documents, and other submittals by CONTRACTOR of any of its subcontractors; and, all other original works of authorship, whether created by METRO, CONTRACTOR or any of its subcontractors embodied in any tangible medium of expression, including, without limitation, pictorial, graphic, sculptural works, two (2) dimensional works, and three (3) dimensional works. Any of Contractor's or its subcontractors' works of authorship comprised within the Work Product (whether created alone or in concert with Metro or a third party) shall be deemed to be "works made for hire" and made in the course of services rendered and, whether pursuant to the provisions of Section 101 of the U.S. Copyright Act or other Applicable Law, such Work Product shall belong exclusively to Metro. Contractor and its subcontractors grant Metro a non-exclusive, perpetual, worldwide, fully paid up, royalty-free license, with rights to sublicense through multiple levels of sublicenses, to reproduce, make, have made, create derivative works of, distribute, publicly perform and publicly display by all means, now known or later developed, such rights.

Except as to Contracts involving sensitive information, CONTRACTOR may keep one (1) copy of the aforementioned documents upon completion of this Contract; provided, however, that in no event shall CONTRACTOR use, or permit to be used, any portion of the documents on other projects without METRO's prior written authorization. CONTRACTOR shall maintain sensitive information securely and if required by METRO, provide secured destruction of said information. Distribution and/or reproduction of METRO sensitive information outside of the intended and approved use are strictly prohibited unless permission in writing is first received from the METRO Chief Information Security Officer. The storage of METRO sensitive information to third-party hosted network storage areas, such as Microsoft Skydrive, Google Docs, Dropbox, or other cloud storage mechanisms, shall not be allowed without first receiving permission in writing from the METRO Chief Information Security Officer .

8.10. Modification of Contract

This Contract may be modified only by written amendment executed by all parties and their signatories hereto. All change orders, where required, shall be executed in conformance with section 4.24.020 of the Metropolitan Code of Laws.

8.11. Partnership/Joint Venture

This Contract shall not in any way be construed or intended to create a partnership or joint venture between the Parties or to create the relationship of principal and agent between or among any of the Parties. None of the Parties hereto shall hold itself out in a manner contrary to the terms of this paragraph. No Party shall become liable for any representation, act, or omission of any other Party contrary to the terms of this Contract.

8.12. Waiver

No waiver of any provision of this Contract shall affect the right of any Party to enforce such provision or to exercise any right or remedy available to it.

8.13. Employment

CONTRACTOR shall not subscribe to any personnel policy which permits or allows for the promotion, demotion, employment, dismissal or laying off of any individual due to race, creed, color, national origin, age, sex, or which is

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in violation of applicable laws concerning the employment of individuals with disabilities.

CONTRACTOR shall not knowingly employ, permit, dispatch, subcontract, or instruct any person who is an undocumented and/or unlawful worker to perform work in whole or part under the terms of this Contract.

Violation of either of these contract provisions may result in suspension or debarment if not resolved in a timely manner, not to exceed ninety (90) days, to the satisfaction of METRO.

8.14. Compliance with Laws

CONTRACTOR agrees to comply with all applicable federal, state and local laws and regulations.

8.15. Iran Divestment Act

In accordance with the Iran Divestment Act, Tennessee Code Annotated ' 12-12-101 et seq., CONTRACTOR certifies that to the best of its knowledge and belief, neither CONTRACTOR nor any of its subcontractors are on the list created pursuant to Tennessee Code Annotated ' 12-12-106. Misrepresentation may result in civil and criminal sanctions, including contract termination, debarment, or suspension from being a contractor or subcontractor under METRO contracts.

8.16. Taxes and Licensure

CONTRACTOR shall have all applicable licenses and be current on its payment of all applicable gross receipt taxes and personal property taxes.

8.17. Ethical Standards

It shall be a breach of the Ethics in Public Contracting standards in the Metropolitan Code of Laws for any person to offer, give or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter, pertaining to any program requirement of a contract or subcontract or to any solicitation or proposal therefore. It shall be a breach of the Ethics in Public Contracting standards for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or a person associated therewith, as an inducement for the award of a subcontract or order. Breach of the provisions of this paragraph is, in addition to a breach of this contract, a breach of ethical and legal standards which may result in civil or criminal sanction and/or debarment or suspension from being a contractor or subcontractor under METRO contracts.

Pursuant to Metropolitan Code of Laws, Section 4.48.02, entities and persons doing business with, or proposing to do business with, the Metropolitan Government of Nashville & Davidson County must adhere to the ethical standards prescribed in Section 4.48 of the Code. By signing this contract, you agree that you have read the standards in Section 4.48 and understand that you are obligated to follow them. Violation of any of those standards is a breach of contract and a breach of legal standards that may result in sanctions, including those set out in Section 4.48

8.18. Indemnification and Hold Harmless

CONTRACTOR shall indemnify and hold harmless METRO, its officers, agents, and employees from:

- A. Any claims, damages, costs, and attorney fees for injuries or damages arising, in part or in whole, from the negligent or intentional acts or omissions of CONTRACTOR, its officers, employees, and/or agents, including its sub or independent contractors, in connection with the performance of the contract.
- B. Any claims, damages, penalties, costs, and attorney fees arising from any failure of CONTRACTOR, its officers, employees, and/or agents, including its sub or independent contractors, to observe applicable laws, including, but not limited to, labor laws and minimum wage laws.
- C. In any and all claims against METRO, its officers, agents, or employees, by any employee of CONTRACTOR, any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, the indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for CONTRACTOR or any subcontractor under workers' compensation acts, disability acts, or other employee benefit acts.
- D. METRO will not indemnify, defend, or hold harmless in any fashion CONTRACTOR from any claims arising from any failure, regardless of any language in any attachment or other document that CONTRACTOR may provide.
- E. CONTRACTOR shall pay METRO any expenses incurred as a result of CONTRACTOR's failure to fulfill any obligation in a professional and timely manner under this Contract.
- F. The provisions of this section shall not apply to any claims, damages, costs, and attorney fees resulting from the negligent or intentional acts or omissions of METRO, its officers, agents, and employees.

8.19. Assignment--Consent Required

The provisions of this Contract shall inure to the benefit of and shall be binding upon the respective successors and assignees of the parties hereto. Except for the rights of money due to CONTRACTOR under this Contract, neither this Contract nor any of the rights and obligations of CONTRACTOR hereunder shall be assigned or transferred in whole or in part without the prior written consent of METRO. Any such assignment or transfer shall not release CONTRACTOR from its obligations hereunder.

NOTICE OF ASSIGNMENT OF ANY RIGHTS TO MONEY DUE TO CONTRACTOR UNDER THIS CONTRACT MUST BE SENT TO THE ATTENTION OF:

PRG@NASHVILLE.GOV (preferred method)

OR

METRO PURCHASING AGENT

DEPARTMENT OF FINANCE

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PROCUREMENT DIVISION

730 2ND AVENUE SOUTH

PO BOX 196300

NASHVILLE, TN 37219-6300

Funds Assignment Requests should contain complete contact information (contact person, organization name, address, telephone number, and email) for METRO to use to request any follow up information needed to complete or investigate the requested funds assignment. To the extent permitted by law, METRO has the discretion to approve or deny a Funds Assignment Request.

8.20. Entire Contract

This Contract sets forth the entire agreement between the parties with respect to the subject matter hereof and shall govern the respective duties and obligations of the parties.

8.21. Force Majeure

No party shall have any liability to the other hereunder by reason of any delay or failure to perform any obligation or covenant if the delay or failure to perform is occasioned by *force majeure*, meaning any act of God, storm, fire, casualty, unanticipated work stoppage, strike, lockout, labor dispute, civil disturbance, riot, war, national emergency, act of Government, act of public enemy, pandemic, or other cause of similar or dissimilar nature beyond its control.

8.22. Governing Law

The validity, construction, and effect of this Contract and any and all extensions and/or modifications thereof shall be governed by the laws of the State of Tennessee. Tennessee law shall govern regardless of any language in any attachment or other document that CONTRACTOR may provide.

8.23. Venue

Any action between the Parties arising from this Contract shall be maintained in the courts of Davidson County, Tennessee.

8.24. Severability

Should any provision of this Contract be declared to be invalid by any court of competent jurisdiction, such provision shall be severed and shall not affect the validity of the remaining provisions of this Contract.

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Notices and Designation of Agent for Service of Process

All notices to METRO shall be mailed or hand delivered to:

**PURCHASING AGENT
PROCUREMENT DIVISION
DEPARTMENT OF FINANCE
PO BOX 196300
NASHVILLE, TN 37219-6300
PRG@NASHVILLE.GOV**

(THE FOLLOWING MUST BE COMPLETED BY CONTRACTOR. N/A OR "X" IS NOT ACCEPTABLE)

Notices to CONTRACTOR shall be mailed or hand delivered to:

CONTRACTOR: BG Staffing LLC dba Zycron

Attention: Eric Peters

Address: 12001 North Central Expressway Ste 1000, Dallas TX 75243

Telephone: 954-790-4796

Fax: N/A

E-mail: epeters@bgstaffing.com

CONTRACTOR designates the following as the CONTRACTOR's agent for service of process and will waive any objection to service of process if process is served upon this agent:

(THIS SECTION MUST BE COMPLETED)

Designated Agent: Zycron

Attention: ROCHELLE R.TAYLOR

Address: 100 Westwood Place, Suite 110, Harpeth on the Green IV, Brentwood, TN 37027

E-mail: rtaylor@bgstaffing.com

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Effective Date

This contract shall not be binding upon the parties until it has been fully electronically approved by the supplier, the authorized representatives of the Metropolitan Government, and filed in the office of the Metropolitan Clerk.

**THE METROPOLITAN GOVERNMENT OF
NASHVILLE AND DAVIDSON COUNTY**

APPROVED AS TO PROJECT SCOPE:

Keith Durbin GN
Dept. / Agency / Comm. Head or Board Chair. Dept. Fin.

**APPROVED AS TO COMPLIANCE WITH
PROCUREMENT CODE:**

Michelle A. Hernandez Lane BW
Purchasing Agent Purchasing

APPROVED AS TO AVAILABILITY OF FUNDS:

Kevin Cumballo TE RJ
Director of Finance OMB BA

APPROVED AS TO FORM AND LEGALITY:

Tara Ladd BC
Metropolitan Attorney Insurance

FILED BY THE METROPOLITAN CLERK:

Elizabeth Waites 2/23/2021
Metropolitan Clerk Date

CONTRACTOR:

BG Staffing LLC dba Zycron
Company Name

Eric S. Peters
Signature of Company's Contracting Officer

Eric S. Peters
Officer's Name

Division President
Officer's Title

| 10:09 AM CST

Exhibit A – Solicitation Scope of Work

Scope Summary

The Metropolitan Government of Nashville and Davidson County (“Metro”) is seeking to enter into a five (5) year contract with a Contractor(s) to provide information technology temporary personnel services.

Scope Detail

Metro is looking for a Contractor(s) to provide well qualified temporary information technology services staff on an as needed basis as requested by Metro via a Request for Work/Scope Agreement (RFW/SA) form. Said staff shall be pre-screened, capable of performing the work specified, ready to work, and provided within the timeframe specified by Metro on the RFW/SA. The Contractor(s) shall complete, sign, and submit the RFW/SA form to Metro no later than the day the Contractor’s employee starts work for Metro.

- When there is a need for Information Technology (IT) personnel, Metro will issue an RFW/SA, which it reserves the right to modify at any time during the candidate search. The RFW/SA will be sent to only those Contractor(s) holding contracts for the specific Job Classification requested on each individual RFW/SA. Upon receipt of the RFW/SA, the Contractor shall acknowledge it to the Metro sender via e-mail within one (1) business day. The Contractor(s) shall then respond in writing via e-mail to the Metro contact person indicated on the RFW/SA, affirming or denying, its ability to provide the requested personnel in the required timeframe. The Contractor(s) understands and agrees that a response shall be submitted for every RFW/SA. The Contractor(s) further understands and agrees that failure to submit candidates in response to three (3) consecutive Requests for Work shall be considered a breach and may result in termination of the contract.

If the Contractor(s) is capable of providing the requested IT personnel, the email shall also state that the Contractor(s) can and will comply with the provisions of the RFW/SA, list each individual candidate offered by Functional Job Description with the proposed billing rate for each, and state the date and time the candidate signed a “right to represent” document with the Contractor (s). Said “right to represent” document shall be provided to Metro upon request. In addition, the resume(s) of the actual candidates proposed in response to the RFW/SA shall be attached to the email, clearly labeled with the Job Classification it is meant to fill. For each resume submitted, the Contractor(s) shall include the results of two (2) reference checks that the Contractor(s) has performed on the proposed individual, including the names and telephone numbers of the individuals contacted for the reference.

Candidates submitted without resumes and reference checks may be rejected and will be considered a denial of the Contractor’s ability to provide the personnel required.

- The Contractor(s) understand and acknowledge that individuals referred who have not been clearly informed that they are being submitted to Metro as candidates will not be considered as true submissions. In the event that two or more companies submit the same candidate in response to a RFW/SA, Metro reserves the right to consider the following:
 - Cost of the contractor(s)

- The first submission received.
 - The candidate's choice/preference of the companies.
- The Contractor(s) shall provide all responses and submittals electronically by the due date indicated on the RFW/SA. Metro reserves the right to extend this date if needed. If the date is modified by Metro, all Contractors initially receiving the RFW/SA will be notified.

Proposed candidates will be evaluated by Metro managers who are Subject Matter Experts (SMEs) or their designee. Said managers reserve the right to interview the individuals submitted by the Contractor(s) for best fit. Metro will contact the Contractor(s) to request an interview with the candidate(s) of interest. The Contractor(s) shall be responsible for scheduling the interview.

At Metro's discretion, the initial interview may be conducted over the telephone. However, if Metro is interested in the candidate offered, Metro may, at its discretion, request a face to-face interview. In this case, all expenses travel or otherwise, resulting from such a request shall be borne by the Contractor(s).

If an interview (telephone or otherwise) cannot be scheduled within five (5) Metro working days after Metro's request for the interview; and if the inability to set up the interview is through no fault of Metro's (i.e., Metro personnel have made themselves available during the required timeframe); Metro may disqualify that candidate. Metro, at its sole discretion, may extend the time for scheduling the interview.

Proceeding in this manner, Metro will select the candidate determined to be in Metro's best interest, based upon the qualifications listed for each, and determine the best match for the requested work needed. Contractor(s) will be notified by email or phone if their candidate is or is not appropriate for the position Metro is seeking to fill.

Metro shall send notification to the Contractor(s) of its selection of Information Technology candidates, a purchase order referencing the Contract number shall be issued. The purchase order authorizes the Contractor(s) to provide the requested services. Metro will not be liable to pay the Contractor(s) for any work performed prior to the issuance of a purchase order.

Invoicing and Payments for Service

- The services shall be provided and invoiced on an hourly basis, as used. After the services have been rendered, the Contractor(s) shall invoice Metro in a form and substance acceptable to Metro in accordance with the payment provisions of the Contract. Invoices shall be accompanied by backup documentation for each individual placement included on the invoice. Metro will not pay invoices missing said documentation.

Prices shall be firm for the duration of time specified on the RFW/SA.

- The Contractor(s) agree and understand that bill rates shall be all inclusive. Metro will not pay mileage, meals, fringe benefits, or any other costs incurred by individuals placed. Metro will not

compensate the Contractor(s) for any pre-employment activities required of individuals offered for placement.

Pricing shall be exclusive of the State and Federal Excise Tax, since the Metro government is exempt from them.

- The individuals placed by the Contractor(s) shall observe the same standard holidays as Metro Employees and will not be paid for those holidays by Metro unless he/she is called to work on the holiday. Metro will pay bill rate of time plus one/half for individuals placed who work overtime if they are working in a non-exempt status as defined by their scope of work. Metro will not pay individuals placed for time they do not work. Individuals placed by the Contractor(s) may take lunch and breaks as appropriate. Each person placed by the Contractor(s) shall make arrangements for accounting for this time with their respective Metro manager.
- Metro, at its sole discretion, reserves the right to refuse any individual offered or placed by the Contractor(s). In the event that Metro does elect to refuse the continued service by an individual already placed by the Contractor(s), it shall be the responsibility of the Contractor(s) to notify the person after he/she has departed Metro at the end of the work day. Unless requested by Metro, the Contractor(s) shall not contact the individual regarding termination of the assignment during the workday. Metro will terminate the individual's access, and it shall be the responsibility of the Contractor(s) to collect and return to Metro, within five (5) business days, the person's identification badge, parking pass, and any other items assigned by Metro. Should the Contractor(s) fail to return these items, Metro, at its sole discretion, may invoice the Contractor(s) for the cost of them.
- The Contractor(s) shall designate to Metro a single primary point of contact that is available for contact by Metro during normal business hours and shall provide telephone and email contact information for him/her. In the event that the primary point of contact is unavailable, the Contractor(s) shall notify Metro of this in advance and shall provide an alternate point of contact along with his/her telephone and email contact information.
- The Contractor understands and agrees that all individuals placed in Metro shall:
 - Be required to pass a criminal background check. Each person placed shall sign an authorization for the Metropolitan Government of Nashville and Davidson County to procure the necessary background report(s) including criminal record/fingerprint checks via Metro Nashville Police Department (MNPd)/Tennessee Bureau of Investigation and Federal Bureau of Investigation. The reports may include driving history, including any traffic citations; a social security number verification; criminal and civil history/records; any other public record. In addition, the person shall agree to submit to fingerprinting for a separate felony arrest record check covering the past ten (10) years to be performed by the MNPd. **The Contractor(s) and/or candidates will need to pay for the background checks at the time of fingerprint.**
 - Complete and pass a Criminal Justice Information Systems (CJIS) on-line training session within the time period specified by Metro.

- Follow all policies and procedures as applicable, including, but not limited to, Metro's Acceptable Use of Information Technology Assets Policy (AUP), and Dress Code Policy. **Please refer to the link provided below and the attached ITS Dress Code Policy for additional details.**
 - http://im/ism/policies/acceptable_use.asp
- The Contractor(s) understand and agree that all individuals placed in Metro shall:
 - Work according to the schedule prescribed by Metro.
 - Refrain from use of illegal drugs or alcohol during the workday, or within a window of time before reporting when such might impair quality of work. Refrain from smoking anywhere other than in designated areas, while on Metro property.
 - Demonstrate excellent interpersonal, organizational, and communication skills, both written and oral, at all levels (i.e. customer, peer-to-peer, managers, and executives).
 - Demonstrate customer service-oriented skills.
 - Possess a current, valid Driver's License.
 - Read, write, and speak English fluently.
 - Dress in an appropriate, professional manner.
- The Contractor(s) shall provide reports in a form, substance, and frequency prescribed by Metro.
- The Contractor(s) understand and agree that all individuals placed in Metro are employees of the Contractor(s) and not of the Metropolitan Government of Nashville and Davidson County. Further, the Contractor(s) shall inform each individual placed of the same, including with regard to any Equal Employment Opportunity Commission (EEOC) claims, unemployment claims, workers compensation claims, etcetera.
- The Contractor(s) agree and understand that Metro has the right to hire, through Metro's regular hiring process, an individual who is placed under the terms of this contract after 180 calendar days from the person's start date. Extensions are to be no more than 90 days with the option to hire at any time.

Metro Departmental Responsibilities

- Metro will be responsible for providing access to personnel necessary for completion of RFW/SA requirements and for providing on-site direction of the work of the individuals placed in Metro.
- As necessary, Metro will provide the individuals placed by the Contractor(s) with office space, access to telephones, office supplies, secured workstations or terminals and secure connections to the relevant Metro computing environment.
- After 90 days of working Metro will evaluate contractor(s) with a survey to the company.

Background Checks

The awarded Contractor(s) shall be required to submit a background check on each employee and/or subcontractor who will be on site performing work on this project. Employees and/or subcontractors must pass an MNPB Criminal Record Background Check prior to beginning work at Metro facilities. **All fees for this documentation are at the expense of the Contractor(s).**

Exhibit B - ISA Terms and Conditions**SECTION A-1****General Terms and Conditions**

- 1 Safeguards.** In addition to the controls specified in the exhibits to this Agreement, Contractor agrees to implement administrative, physical, and technical safeguards to protect the availability, confidentiality and integrity of Metropolitan Government of Nashville and Davison County (Metro Government) Information, information technology assets and services. All such safeguards shall be in accordance with industry-wide best security practices and commensurate with the importance of the information being protected, but in no event less protective than those safeguards that Contractor uses to protect its own information or information of similar importance, or is required by applicable federal or state law.
- 2 Inventory.** Contractor agrees to maintain at all times during the Term of this Agreement a Product and Service Inventory. Contractor shall upon request of Metro Government, which shall be no more frequently than semi-annually, provide the current Product and Service Inventory to Metro Government within thirty (30) days of the request.
- 3 Connection of Systems or Devices to the Metro Government Network.** Contractor shall not place any systems or devices on the Metro Government Network without the prior written permission of the Director of ITS, designee, or the designated Metro Government contact for this Agreement.
- 4 Access Removal.** If granted access to Metro Government Network or systems, Contractor and its Agents shall only access those systems, applications or information which they are expressly authorized by Metro Government to access, even if the technical controls in the system or application do not prevent Contractor or its Agent from accessing those information or functions outside of Metro Government's authorization. Contractor shall impose reasonable sanctions against any Agent who attempts to bypass security controls. Notwithstanding anything to the contrary in the Purchasing Agreement or other agreement between Metro Government and Contractor, Metro Government at its sole discretion, may refuse granting access right to Metro Government Network or Sensitive Information to any Agent of Contractor, and may at any time remove access rights (whether physical premise access or system access) from Contractor or any Agents, without prior notice or liability to Contractor, if Metro Government reasonably suspects a security violation by Contractor or such Agent or otherwise deems such action appropriate to protect Metro Government Infrastructure, Metro Government Network or Metro Government Information.
- 5 Subcontracting/Outsourcing.**
 - 5.1 Prior Approval.** Without Metro Government's prior written consent, Contractor may not subcontract with a third party to perform any of its obligations to Metro Government which involves access to Metro Government Information or connection to Metro Government Network. Nor shall Contractor outsource any Contractor infrastructure (physical or virtual) which Stores Sensitive Information without such consent. To obtain Metro Government's consent, Contractor shall contact the Metro Government ITS department. In addition, Metro Government may withdraw any prior consent if Metro Government reasonably suspect a violation by the subcontractor or outsource provider of this Agreement, or otherwise deems such withdraw necessary or appropriate to protect Metro Government Network, Metro Government Infrastructure or Metro Government Information.
 - 5.2 Subcontractor Confidentiality.** Contractor Agents are bound by the same confidentiality obligations set forth in this Agreement. Contractor or its Agent may not transfer, provide access to or otherwise make available Metro Government Information to any individual or entity outside of the United States (even within its own organization) without the prior written consent of Metro Government. To obtain such consent, Contractor shall send Metro Government a notice detailing the type of information to be disclosed, the purpose of the disclosure, the recipient's identification and location, and other information required by Metro Government.
 - 5.3 Contractor Responsibility.** Prior to subcontracting or outsourcing any Contractor's obligations to Metro Government, Contractor shall enter into a binding agreement with its subcontractor or outsource service provider ("Third Party Agreement") which (a) prohibits such third party to further subcontract any of its obligations, (b) contains provisions no less protective to Metro Government Network, Metro Government Infrastructure and/or Metro Government Information than those in this Agreement, and (c) expressly provides Metro Government the right to audit such subcontractor or outsource service provider to the same extent that Metro Government may audit Contractor under this Agreement. Contractor warrants that the Third Party Agreement will be enforceable by Metro Government in the U.S. against the subcontractor or outsource provider (e.g., as an intended third party beneficiary under the Third Party Agreement).

Without limiting any other rights of Metro Government in this Agreement, Contractor remains fully responsible and liable for the acts or omissions of its Agents. In the event of an unauthorized disclosure or use of Sensitive Information by its Agent, Contractor shall, at its own expense, provide assistance and cooperate fully with Metro Government to mitigate the damages to Metro Government and prevent further use or disclosure.

SECTION A-2

Definitions

Capitalized terms used in the Agreement shall have the meanings set forth in this Exhibit A-2 or in the [Metropolitan Government Information Security Glossary](#), which can be found on the Metropolitan Government of Nashville website . Terms not defined in this Exhibit A-2 or otherwise in the Agreement shall have standard industry meanings.

1. "Affiliates" as applied to any particular entity, means those entities, businesses, and facilities that are controlled by, controlling, or under common control with a stated entity, as well as (with respect to Metro Government) any entity to which Metro Government and/or any of the foregoing provides information processing services.
2. "Agent" means any subcontractor, independent contractor, officer, director, employee, consultant or other representative of Contractor, whether under oral or written agreement, whether an individual or entity.
3. "Agreement" means this Information Security Agreement, including all applicable exhibits, addendums, and attachments.
4. "Information Breach" means any actual or suspected unauthorized disclosure or use of, or access to, Metro Government Information, or actual or suspected loss of Metro Government Information.
5. "Effective Date" means the date first set forth on page 1 of the Agreement.
6. "Metro Government Information" means an instance of an information type belonging to Metro Government. Any communication or representation of knowledge, such as facts, information, or opinions in any medium or form, including textual, numerical, graphic, cartographic, narrative or audiovisual, owned by or entrusted to Metro Government.
7. "Metro Government Infrastructure" means any information technology system, virtual or physical, which is owned, controlled, leased, or rented by Metro Government, either residing on or outside of the Metro Government Network. Metro Government Infrastructure includes infrastructure obtained from an IAAS provider or systems that are provided and located on the Metro Government Network as part of a Service.
8. "Metro Government Network" means any Wide Area Network (WAN) or Local Area Network (LAN) owned, operated, managed or controlled by Metro Government.
9. "Term" means the period during which this Agreement is in effect.

SECTION AST

Agent Security and Training

- 1 Background Check.** Contractor shall perform a background check which includes a criminal record check on all Agents, who may have access to Metro Government Information. Contractor shall not allow any Agents to access Metro Government Information or perform Services under a Purchasing Agreement if Contractor knows or reasonably should know that such Agent has been convicted of any felony or has been terminated from employment by any employer or contractor for theft, identity theft, misappropriation of property, or any other similar illegal acts.
- 2 Information Security Officer.** If Agents will access or handle Metro Government Information, Contractor shall designate an Information Security Officer, who will be responsible for Contractor information security and compliance with the terms of this Agreement as it relates to Metro Government Information.
- 3 Agent Access Control.** Contractor shall implement and maintain procedures to ensure that any Agent who accesses Metro Government Information has appropriate clearance, authorization, and supervision. These procedures must include:
 - 3.1** Documented authorization and approval for access to applications or information stores which contain Metro Government Information; e.g., email from a supervisor approving individual access (note: approver should not also have technical rights to grant access to Sensitive Information); documented role-based access model; and any equivalent process which retains documentation of access approval.
 - 3.2** Periodic (no less than annually) reviews of Agent user access rights in all applications or information stores which contain Sensitive Information. These reviews must ensure that access for all users is up-to-date, appropriate and approved.
 - 3.3** Termination procedures which ensure that Agent's user accounts are promptly deactivated from applications or information stores which contain Sensitive Information when users are terminated or transferred. These procedures must ensure that accounts are deactivated or deleted no more than 14 business days after voluntary termination, and 24 hours after for cause terminations.
 - 3.4** Procedures which ensure that Agent's user accounts in applications or information stores which contain Sensitive Information are disabled after a defined period of inactivity, no greater than every 180 days.
 - 3.5** Procedures which ensure that all Agents use unique authentication credentials which are associated with the Agent's identity (for tracking and auditing purposes) when accessing systems which contain Sensitive Information.
 - 3.6** Contractor will maintain record of all Agents who have been granted access to Metro Government Sensitive Information. Contractor agrees to maintain such records for the length of the agreement plus 3 years after end of agreement. Upon request, Contractor will supply Metro Government with the names and login IDs of all Agents who had or have access to Metro Government Information.
- 4 Agent Training.**
 - 4.1** Contractor shall ensure that any Agent who access applications or information stores which contain Metro Government Information are adequately trained on the appropriate use and protection of the information or information and the security of the application. Completion of this training must be documented and must occur before Agent may access any Sensitive Information. This training must include, at a minimum:
 - 4.1.1** Appropriate identification and handling of Metro Government Information

4.1.1.1 Awareness of confidentiality requirements contained in this Agreement;

4.1.1.2 Procedures for encrypting Metro Government Information before emailing or transmitting over an Open Network, if the information classification of the information requires these controls;

4.1.1.3 Procedures for information storage on media or mobile devices (and encrypting when necessary).

4.1.2 Education about the procedures for recognizing and reporting potential Information Security Incidents;

4.1.3 Education about password maintenance and security (including instructions not to share passwords);

4.1.4 Education about identifying security events (e.g., phishing, social engineering, suspicious login attempts and failures);

4.1.5 Education about workstation and portable device protection; and

4.1.6 Awareness of sanctions for failing to comply with Contractor security policies and procedures regarding Sensitive Information.

4.1.7 Periodic reminders to Agents about the training topics set forth in this section.

4.2 Contractor shall ensure that any Agent who accesses applications or information stores which contain Metro Government Information are adequately trained on the appropriate use and protection of this information. Completion of this training must be documented and must occur before Agent may access any Metro Government Information. This training must include, at a minimum:

4.2.1 Instructions on how to identify Metro Government Information.

4.2.2 Instructions not to discuss or disclose any Sensitive Information to others, including friends or family.

4.2.3 Instructions not to take media or documents containing Sensitive Information home unless specifically authorized by Metro Government to do so.

4.2.4 Instructions not to publish, disclose, or send Metro Government Information using personal email, or to any Internet sites, or through Internet blogs such as Facebook or Twitter.

4.2.5 Instructions not to store Metro Government Information on any personal media such as cell phones, thumb drives, laptops, personal digital assistants (PDAs), unless specifically authorized by Metro Government to do so as part of the Agent's job.

4.2.6 Instructions on how to properly dispose of Metro Government Information, or media containing Metro Government Information, according to the terms in Exhibit DMH as well as applicable law or regulations.

5 Agent Sanctions. Contractor agrees to develop and enforce a documented sanctions policy for Agents who inappropriately and/or in violation of Contractor's policies and this Agreement, access, use or maintain applications or information stores which contain Sensitive Information. These sanctions must be applied consistently and commensurate to the severity of the violation, regardless of level within management, and including termination from employment or of contract with Contractor.

SECTION AV

Protection Against Malicious Software

- 1 Microsoft Systems on Metro Government Networks.** For Products which will be installed on Microsoft Windows Systems residing on Metro Government Network, Contractor warrants that the Product will operate in conjunction with Metropolitan Government Antivirus Software, and will use real time protection features.
- 2 Non-Microsoft Systems on Metro Government Networks.** For Products installed on non-Microsoft Windows Systems residing on Metro Government Network, Contractor shall allow Metro Government to install Antivirus Software on such Products where technically possible. Upon Metro Government's request, Contractor shall provide the requisite information to implement such Antivirus Software in a manner which will not materially impact the functionality or speed of the Product.

SECTION DEV**Development**

- 1 **Source Code License/Source Code Escrow.** Source code is to be provided to either Metro Government or an escrow agent as a deliverable of any software development project or any other projects which requires code to be created as a deliverable and after any updates to code. CONTRACTOR must provide proof that all source code provided to Metro Government or to escrow agent is complete, up to date and includes all components necessary to function in production environment. Said source code shall be considered the Confidential Information of CONTRACTOR or its successor and Metro Government may only use, copy and/or modify the source code consistent with the purposes of this agreement.
 - 1.1 **Source Code License.** CONTRACTOR agrees to provide Metro Government a source code license and will provide, as part of deliverable, source code that is developed as part of this contract, including any customizations. Source code to be provided in an agreed upon media and will be provided within 30 days after any updates. Any third party libraries used in the development of the software will also be included. Documentation provided must be sufficient for a developer versed in the applicable programming language to fully understand source code.
 - 1.2 **Source Code Escrow.** In the event that (i) CONTRACTOR becomes insolvent or bankrupt, (ii) CONTRACTOR makes an assignment for the benefit of creditors, (iii) CONTRACTOR consents to a trustee or receiver appointment, (iv) a trustee or receiver is appointed for CONTRACTOR or for a substantial part of its property without its consent, (v) CONTRACTOR voluntarily initiates bankruptcy, insolvency, or reorganization proceedings, or is the subject of involuntary bankruptcy, insolvency, or reorganization proceedings, or (vi) CONTRACTOR announces that it has entered into an agreement to be acquired by a then named Competitor, then CONTRACTOR will negotiate in good faith to enter into a source code escrow agreement with a mutually agreed source code escrow company setting forth source code escrow deposit procedures and source code release procedures relating to the software provided as part of this contract. Notwithstanding the foregoing, the escrow instructions shall provide for a release of the source code to Metro Government only upon the occurrence of (a) the filing of a Chapter 7 bankruptcy petition by CONTRACTOR, or a petition by CONTRACTOR to convert a Chapter 11 filing to a Chapter 7 filing; (b) the cessation of business operations by CONTRACTOR; or (c) the failure on the part of CONTRACTOR to comply with its contractual obligations to Metro Government to comply with its maintenance and support obligations for a period of more than thirty (30) days after it has received written notice of said breach. In the event of a release of source code pursuant to this section, said source code shall continue to be the Confidential Information of CONTRACTOR or its successor in interest. In the event of a release of source code to Metro Government from escrow, Metro Government may only use, copy and/or modify the source code consistent with the purposes of this agreement (or have a contractor who has agreed in writing to confidentiality provisions as restrictive as those set forth in this Agreement do so on its behalf).
- 2 **Mobile Applications Security.** CONTRACTOR shall have the ability/expertise to develop secure mobile applications. Specifically, an awareness of secure mobile application development standards, such as OWASP's Mobile Security project. Development should be able to meet at a minimum OWASP's MASVS-L1 security standard or a similar set of baseline security standards as agreed upon by Metro Government.

SECTION DMH

Device and Storage Media Handling

- 1 Portable Media Controls.** Contractor (including its Agents) shall only store Metro Government Information on portable device or media when expressly authorized by Metro Government to do so. When Contractor stores Metro Government Sensitive Information or on portable device or media, Contractor shall employ the following safeguards:
 - 1.1** Access to the device or media shall require a password or authentication;
 - 1.2** The device or media shall be encrypted using Strong Encryption;
 - 1.3** The workstation or portable device or media containing Metro Government Information must be clearly identified or labeled in such a way that it can be distinguished from other media or device which is not used to store Sensitive Information.
 - 1.4** The device or media must be accounted for by a system or process which tracks the movements of all devices or media which contain Metro Government Information.
- 2 Media Disposal.**
 - 2.1** Contractor shall only dispose of media containing Metro Government Information when authorized by Metro Government.
 - 2.2** Contractor shall dispose of any media which stores Metro Government Information in accordance with media sanitization guidelines for media destruction as described in NIST document NIST SP800-88: Guidelines for Media Sanitization. The Guidelines are currently available at <http://csrc.nist.gov/publications/PubsSPs.html>
 - 2.3** Upon Metro Government request, Contractor shall promptly provide written certification that media has been properly destroyed in accordance with this Agreement.
 - 2.4** Contractor may not transport or ship media containing Metro Government Information unless the media is Encrypted using Strong Encryption, or the information on the media has been sanitized through complete information overwrite (at least three passes); or media destruction through shredding, pulverizing, or drilling holes (e.g. breaking the hard drive platters).
- 3 Media Re-Use.**
 - 3.1** Contractor shall not donate, sell, or reallocate any media which stores Metro Government Information to any third party, unless explicitly authorized by Metro Government.
 - 3.2** Contractor shall sanitize media which stores Metro Government Information before reuse by Contractor within the Contractor facility.

SECTION ENC

Encryption and Transmission of Information

- 1** Contractor shall Encrypt Metro Government Sensitive Information whenever transmitted over the Internet or any untrusted network using Strong Encryption. Encryption of Sensitive Information within the Metro Government Network, or within Contractor's physically secured, private information center network, is optional but recommended.
- 2** Contractor shall Encrypt Metro Government Authentication Credentials while at rest or during transmission using Strong Encryption.
- 3** Contractor shall Encrypt, using Strong Encryption, all Sensitive Information that is stored in a location which is accessible from Open Networks.
- 4** If information files are to be exchanged with Contractor, Contractor shall support exchanging files in at least one of the Strongly Encrypted file formats, e.g., Encrypted ZIP File or PGP/GPG Encrypted File.
- 5** All other forms of Encryption and secure hashing must be approved by Metro Government.

SECTION IR

Incident Response

- 1 Incident Reporting.** Contractor shall report any Information Security Incident of which it becomes aware, or failure of any technical or procedural controls, which has or had a potential to affect Metro Government Network, Metro Government Infrastructure or Metro Government Information to Metro Government and according to the following timeline and procedure:

- 1.1** Contractor shall promptly report to Metro Government any successful Information Security Incident (with or without actual harm to system or information) within 24 hours of becoming aware of the incident. At a minimum, such report shall contain: (a) date and time when the Information Security Incident occurred; (b) the date and time when such incident was discovered by Contractor; (b) identification of the systems, programs, networks and/or Metro Government Information affected by such incident; (c) preliminary impact analysis; (d) description and the scope of the incident; and (e) any mitigation steps taken by Contractor. However, if Contractor is experiencing or has experienced a Information Breach or a successful Information Security Incident to systems that host or Store Sensitive Information or an Information Security Incident that is causing or has caused material disruption to the functionality or operation of Contractor systems or damage to Contractor hardware, software or information, including a successful attack by Malicious Software, Contractor shall report such security breach or incident to Metro Government both to the ITS Help Desk at (615) 862-HELP and to the Metro Government department within 24 hours from Contractor's reasonable awareness of such security breach or incident.
- 1.2** Contractor shall document any attempted but unsuccessful Information Security Incident of which it becomes aware and report to Metro Government upon its request. The frequency, content, and format of such report will be mutually agreed upon by the parties.

- 2 Incident Response.**

- 2.1** Contractor shall have a documented procedure for promptly responding to an Information Security Incidents and Information Breach that complies with applicable law and shall follow such procedure in case of an incident. Contractor shall have clear roles defined and communicated within its organization for effective internal incidence response.
- 2.2** Contractor shall designate a contact person for Metro Government to contact in the event of an Information Security Incident. This contact person should possess the requisite authority and knowledge to: (i) act as a liaison to communicate between Contractor and Metro Government regarding the incident (including providing information requested by Metro Government); (ii) perform the reporting obligations of Contractor under this exhibit; and (iii) develop a mitigation strategy to remedy or mitigate any damage to Metro Government Network, Metro Government Infrastructure, Metro Government Information or the Product or Service provided to Metro Government that may result from the Information Security Incident.

SECTION LOG

Audit Logs

- 1 Audit Log Information.** The Product or Service will provide user activity Audit Log information. Audit Log entries must be generated for the following general classifications of events: login/logout (success and failure); failed attempts to access system resources (files, directories, information bases, services, etc.); system configuration changes; security profile changes (permission changes, security group membership); changes to user privileges; actions that require administrative authority (running privileged commands, running commands as another user, starting or stopping services, etc.); and remote control sessions (session established, login, logout, end session, etc.). Each Audit Log entry must include the following information about the logged event: date and time of event; type of event; event description; user associated with event; and network identifiers (IP address, MAC Address, etc.) or logical identifiers (system name, port, etc.).
- 2 Audit Log Integrity.** Contractor shall implement and maintain controls to protect the confidentiality, availability and integrity of Audit Logs.
- 3 User Access Audit.** Upon Metro Government's request, Contractor shall provide Audit Logs of Metro Government's users of the Product or Service to Metro Government.
- 4 Audit Log Feed.** Upon request, Contractor shall implement a regular, but in no event less than daily, automated Audit Log feed via a secured, persistent connection to Metro Government Network so that Metro Government may monitor or archive Audit Log information relating to Metro Government's users on Metro Government systems.
- 5 Audit Log Availability.**
 - 5.1** Contractor shall ensure that Audit Logs for the Product or Service for the past 90 days are readily accessible online.
 - 5.2** If for technical reasons or due to an Information Security Incident, the online Audit Logs are not accessible by Metro Government or no longer trustworthy for any reason, Contractor shall provide to Metro Government trusted Audit Log information for the past 90 days within 2 business days from Metro Government's request.
 - 5.3** Contractor shall provide or otherwise make available to Metro Government Audit Log information which are 91 days or older within 14 days from Metro Government's request.
 - 5.4** Contractor shall make all archived Audit Logs available to Metro Government no later than thirty (30) days from Metro Government's request and retrievable by Metro Government for at least one (1) year from such request.
 - 5.5** Contractor shall agree to make all Audit Logs available in an agreed upon format.

SECTION NET

Network Security

1 Network Equipment Installation.

- 1.1** Contractor shall not install new networking equipment on Metro Government Network without prior written permission by the Metro Government ITS department. Contractor shall not make functional changes to existing network equipment without prior written consent of such from Metro Government ITS department.
- 1.2** Contractor shall provide the Metro Government ITS department contact with documentation and a diagram of any new networking equipment installations or existing networking equipment changes within 14 days of the new installation or change.
- 1.3** Contractor shall not implement a wireless network on any Metro Government site without the prior written approval of the Metro Government ITS contact , even if the wireless network does not connect to the Metro Government Network. Metro Government may limit or dictate standards for all wireless networking used within Metro Government facility or site.

2 Network Bridging. Contractor shall ensure that no system implemented or managed by Contractor on the Metro Government Network will bridge or route network traffic.

3 Change Management. Contractor shall maintain records of Contractor installations of, or changes to, any system on the Metro Government Network. The record should include date and time of change or installation (start and end), who made the change, nature of change and any impact that the change had or may have to the Metro Government Network, Metro Government system or Metro Government Information.

4 System / Information Access.

- 4.1** Contractor and its Agents shall only access system, application or information which they are expressly authorized by Metro Government to access, even if the technical controls in the system or application do not prevent Contractor or its Agent from accessing those information or functions outside of Metro Government's authorization. Contractor shall impose reasonable sanctions against any Agent who attempts to bypass Metro Government security controls.
- 4.2** Contractor shall only use Metro Government approved methods to configure Metro Government systems or application or grant access to systems.
- 4.3** Contractor shall use the Principle of Least Privilege when granting access to Metro Government Information, network or systems.

SECTION PAT

Patch Creation and Certification

- 1 Security Patch Required.** Unless otherwise expressly agreed by Metro Government and Contractor, for Products that are no longer under performance warranty, Contractor shall provide no less than standard maintenance and support service for the Products, which service includes providing Security Patches for the Products, for as long as Metro Government is using the Products.
- 2 Timeframe for Release.** For Vulnerabilities contained within the Product that are discovered by Contractor itself or through Responsible Disclosure, Contractor shall promptly create and release a Security Patch. Contractor must release a Security Patch: (i) within 90 days for Critical Vulnerabilities, (ii) within 180 days for Important Vulnerabilities, and (iii) within one (1) year for all other Vulnerabilities after Contractor becomes aware of the Vulnerabilities. For Vulnerabilities contained within the Product that have become publicly known to exist and are exploitable, Contractor will release a Security Patch in a faster timeframe based on the risk created by the Vulnerability, which timeframe should be no longer than thirty (30) days. For the avoidance of doubt, Contractor is not responsible for creation of Security Patches for Vulnerabilities in the Product that is caused solely by the Off-the-Shelf Software installed by Metro Government.
- 3 Timeframe for Compatibility Certification.** Contractor shall promptly Certify General Compatibility of a Security Patch for third party software which the Product is dependent upon when such patch is released. For a Security Patch for Microsoft Windows Operating Systems, Contractor shall Certify General Compatibility of a Critical Security Patch within five (5) days, and shall Certify General Compatibility of an Important Security Patch within thirty (30) days, from the release of the patch. For Security Patches for Off-the-Shelf Software (OTS), Contractor shall Certify General Compatibility of a Critical Security Patch within five (5) days and Certify General Compatibility of an Important Security Patch within thirty (30) days from its release. For Security Patch for all other third party software or system, Contractor shall Certify General Compatibility of a Critical Security Patch within five (5) days and an Important Security Patch within thirty (30) days from its release. . Contractor shall publish whether the Security Patches are generally compatible with each related Product.
- 4 Notice of Un-patchable Vulnerability.** If Contractor cannot create a Security Patch for a Vulnerability, or Certify General Compatibility of a Security Patch for OTS software, within the timeframe specified herein, Contractor shall notify Metro Government of the un-patchable Vulnerability in writing. Such notice shall include sufficient technical information for Metro Government to evaluate the need for and the extent of immediate action to be taken to minimize the potential effect of the Vulnerability until a Security Patch or any other proposed fix or mitigation is received.
- 5 Vulnerability Report.** Contractor shall maintain a Vulnerability Report for all Products and Services and shall make such report available to Metro Government upon request, provided that Metro Government shall use no less than reasonable care to protect such report from unauthorized disclosure. The Vulnerability Report should (a) identify and track all known Vulnerabilities in the Products or Services on a continuing and regular basis, (b) document all Vulnerabilities that are addressed in any change made to the Product or Service, including without limitation Security Patches, upgrades, service packs, updates, new versions, and new releases of the Product or Service, (c) reference the specific Vulnerability and the corresponding change made to the Product or Service to remedy the risk, (d) specify the critical level of the Vulnerability and the applicable Security Patch, and (e) other technical information sufficient for Metro Government to evaluate the need for and the extent of its own precautionary or protective action. Contractor shall not hide or provide un-documented Security Patches in any type of change to their Product or Service.
- 6 SCCM Compatibility for Windows Based Products.** Contractor Patches for Products that operate on the Microsoft Windows Operating System must be deployable with Microsoft's System Center Configuration Manager.

SECTION PES

Physical and Environmental Security

Contractor shall implement security measures at any Contractor facilities where Sensitive Information is stored. Such security measures must include, at a minimum:

- 1 Contingency Operations.** A documented Disaster Recovery Plan for accessing the facility and the Sensitive Information, and restoring Sensitive Information if needed, in the case of an emergency or crisis.
- 2 Environmental Safeguards.** Reasonable environmental safeguards to protect systems storing Sensitive Information from smoke, heat, water, fire, humidity, or power surge damage.
- 3 Access Control.** Appropriate controls which ensure that only authorized personnel are allowed physical access to the facility. Examples of appropriate controls include, but are not limited to: signage; personnel badges and controlled badge access; visitor sign in, escort, and sign out; security guards; and video surveillance for information centers which store Sensitive Information.
- 4 Maintenance Records.** Contractor shall conduct regular maintenance on systems which contain Sensitive Information and to facility's physical and environmental controls (e.g., temperature, physical access). Contractor shall maintain documentation of any repairs or maintenance performed on the systems or facility and shall provide Metro Government a copy of such records upon its reasonable request.
- 5 Physical Safeguards.** Contractor shall use best efforts to prevent theft or damage to Contractor systems or storage media containing Sensitive Information. Such efforts shall include, but are not limited to:
 - 5.1** Protecting systems or devices that contain un-encrypted Sensitive Information with physical barriers such as locked cabinet, floor to ceiling room, or secured cage.
 - 5.2** Not storing Un-encrypted Sensitive Information in "multi-party" shared physical environments with other entities.
 - 5.3** Not transporting or shipping un-encrypted media which stores Sensitive Information unless the information is sanitized through full media overwrite (at least one complete pass), or media destruction through shredding, pulverizing, or drive-punching (e.g., breaking the hard drive platters).
 - 5.4** In the event Products generate, store, transmit or process Sensitive Information and the Product does not support encryption, Contractor shall be solely responsible for the provision of physical security measures for the applicable Products (e.g., cable locks on laptops).

SECTION REM

Remote Access to Metro Government Network/System

1 B2B VPN or Private Circuit Requirements.

- 1.1 For Contractor's Business to Business ("B2B") or private circuit network connections which terminate on the outside of the Metro Government Network, Contractor must protect such connections by an International Computer Security Association Labs certified firewall.
- 1.2 Government may deny any traffic type due to risk and require Contractor to use a more secured protocol. Microsoft protocols such as those used in Window File Shares are considered risky and will not be allowed.
- 1.3 B2B Virtual Private Network ("VPN") connections to the Metro Government Network will only terminate on Metro Government managed network infrastructure.
- 1.4 Contractor shall authenticate the VPN to the Metro Government Network using at least a sixteen (16) character pre-shared key that is unique to the Metro Government.
- 1.5 Contractor shall secure the VPN connection using Strong Encryption.
- 1.6 Contractor shall connect to the Metro Government Network using a device capable of Site-to-Site IPSec support.
- 1.7 Contractor shall connect to the Metro Government Network using a device capable of performing policy-based Network Address Translation (NAT).
- 1.8 Contractor shall connect to the Metro Government Network through the Metro Government VPN concentrator.
- 1.9 Contractor shall not implement any form of private circuit access to the Metro Government network without prior written approval from the Metro Government ITS Department.
- 1.10 Metro Government reserves the right to install filtering or firewall devices between Contractor system and the Metro Government Network.

2 Requirements for Dial-In Modems.

- 2.1 If Contractor is using an analog line, the analog line shall remain disconnected from the modem when not in use, unless Metro Government has expressly authorized permanent connection.
- 2.2 Contractor shall provide the name of the individual(s) connecting to Metro Government Network and the purpose of the connection when requesting connectivity.

3 System / Information Access. Contractor and its Agents shall only access system, application or information which they are expressly authorized by Metro Government to access, even if the technical controls in the system or application do not prevent Contractor or its Agent from accessing those information or functions outside of Metro Government's authorization. Contractor shall impose reasonable sanctions against any Agent who attempts to bypass Metro Government security controls.

4 Remote Access Account Usage.

- 4.1 Upon request, Contractor shall provide Metro Government with a list of active Agent user accounts and access levels and other information sufficient for Metro Government to deactivate or disable system access if it deems appropriate.
- 4.2 Contractor may not share Metro Government-issued ID's, or any user accounts which grant access to Metro Government Network or Metro Government systems.

- 4.3** Contractor Agent shall use unique accounts assigned to the Agent to perform work. Service accounts (or accounts that are configured and used by systems to gain access to information or other systems) may not be used by Contractor Agents to access any system.

5 Metro Government Network Access Requirements.

- 5.1** Contractor shall only use Contractor systems which are compatible with Metro Government Remote Access technology to access Metro Government Network. If Contractor does not have a system that is compatible, it is Contractor's responsibility to obtain a compatible system.
- 5.2** Contractor shall implement security controls to protect Metro Government Network from risk when its systems or Agents connect to the Metro Government Network. Such controls include, but are not limited to:
- 5.2.1** Installing and maintaining ICSA Labs certified Anti-virus Software on Contractor system and, to the extent possible, use real time protection features. Contractor shall maintain the Anti-virus Software in accordance with the Anti-virus Software Contractor's recommended practices.
 - 5.2.2** Contractor may not access the Metro Government Network with systems that may allow bridging of the Metro Government Network to a non-Metro Government network.
 - 5.2.3** Contractor shall only access the Metro Government Network with systems that have the most current Security Patches installed.

6 Use of Remote Support Tools on Metro Government Network.

- 6.1** Contractor shall connect to the Metro Government Network using only Metro Government provided or approved Remote Access Software.
- 6.2** Contractor shall not install or implement any form of permanent Remote Access (e.g., GotoMyPC) on the Metro Government Network or Metro Government systems.

7 Remote Control Software

- 7.1** Contractor may not install any form of Remote Control Software on systems that are maintained or administered by Metro Government without Metro Government's consent. Contractor is only allowed to install Remote Control Software on Contractor Managed Systems.
- 7.2** Remote Control Software must secure all network traffic using Strong Encryption.
- 7.3** Contractor shall ensure that Remote Control Software contained within the Product supports the logging of session establishment, termination, and failed login attempts. Each log entry must include the following information about the logged event: date and time of event; type of event; event description; user associated with event; and network identifiers (IP address, MAC Address, etc.) or logical identifiers (System name, port, etc.). For Contractor Maintained Systems, Contractor shall ensure that such systems are configured to do the above.
- 7.4** Remote Control Software shall not provide escalation of user account privileges.
- 7.5** Contractor shall only access the Metro Government Network via Metro Government approved remote access methods. Contractor shall not supply Products, nor make configuration changes that introduce non-approved forms of Remote Access into the Metro Government Network.

SECTION VMGT

Contractor Managed System Requirements

1 Vulnerability and Patch Management.

- 1.1 For all Contractor Managed Systems that store Metro Government Information, Contractor will promptly address Vulnerabilities through Security Patches. Unless otherwise requested by Metro Government, Security Patches shall be applied within fourteen (14) days from its release for Critical Security Patches, thirty (30) days for Important Security Patches, and twelve (12) months for all other applicable Security Patches. Contractor may provide an effective technical mitigation in place of a Security Patch (if no Security Patch is available or if the Security Patch is incompatible) which doesn't materially impact Metro Government's use of the system nor require additional third party products.
- 1.2 If the application of Security Patches or other technical mitigations could impact the operation of Contractor Managed System, Contractor agrees to install patches only during Metro Government approved scheduled maintenance hours, or another time period agreed by Metro Government.
- 1.3 Contractor Managed Systems on the Metro Government Network or Metro Government Infrastructure, the Metro Government retains the right to delay patching for whatever reason it deems necessary.
- 1.4 Metro Government will monitor compliance and check for Vulnerabilities on all Products on the Metro Government Network or Metro Government Infrastructure. Contractor shall provide Metro Government administrative credentials upon request for the purpose of monitoring compliance of a given Product. Metro Government will not knowingly change configurations of the Contractor Managed Systems without prior approval from Contractor.
- 1.5 Government may monitor compliance of Contractor Managed Systems. Contractor agrees to allow Metro Government to check for Vulnerabilities during agreed upon times using mutually agreed upon audit methods.
- 1.6 Contractor shall use all reasonable methods to mitigate or remedy a known Vulnerability in the Contractor Managed System according to the level of criticality and shall cooperate fully with Metro Government in its effort to mitigate or remedy the same. Upon Metro Government's request, Contractor shall implement any reasonable measure recommended by Metro Government in connection with Contractor's mitigation effort.

2 System Hardening.

- 2.1 Contractor Managed Systems, Contractor shall ensure that either: (i) file shares are configured with access rights which prevent unauthorized access or (ii) Contractor shall remove or disable file shares that cannot be configured with access controls set forth in (i) hereof. Access rights to file shares that remain under (i) must use the Principle of Least Privilege for granting access.
- 2.2 In the event that Contractor is providing Products or systems that are to be directly accessible from the Internet, Contractor shall disable or allow disabling by Metro Government of all active or executed software components of the Product or system that are not required for proper functionality of the Product or system.
- 2.3 Contractor shall ensure that Contractor Managed Systems are synchronized with reliable time sources and have the proper time zone set or no time offset (e.g., GMT or UTC). In the case of systems residing on the Metro Government Network, Contractor shall ensure that all such systems are synchronized with an Metro Government corporate timeserver in their respective Regional Information Centers (RDC).
- 2.4 For Contractor Managed Systems, Contractor shall remove or disable any default or guest user accounts. Default accounts that cannot be removed or disabled must have their default password changed to a Strong Password that is unique to the respective site and Metro Government.
- 2.5 For Contractor Managed Systems, Contractor shall ensure that the system is configured to disable user accounts after a certain number of failed login attempts have occurred in a period of time less than thirty (30) minutes of the last login attempt or that system monitoring and notification is configured to alert system administrators to successive failed login attempts for the same user account.

3 Authentication.

- 3.1** Contractor shall assign a unique user ID to any Agent or end user who accesses Sensitive Information on Contractor Managed Systems. This unique ID shall be configured so that it enables tracking of each user's activity within the system.
- 3.2** Contractor agrees to require authentication for access to Sensitive Information on Contractor Managed System.
- 3.3** Contractor agrees to configure the system to support Strong Authentication for accessing Sensitive Information from any Open Network (e.g., Internet, open wireless). For avoidance of doubt, Metro Government Network is considered a trusted network.
- 3.4** Contractor shall configure the system to expire passwords at least every one-hundred and eighty (180) days and require a password change on the next successful login. For system that cannot support Strong Passwords, Contractor shall configure the system to expire passwords every ninety (90) days.
- 3.5** Unless otherwise agreed by Metro Government, Contractor shall ensure that Contractor Managed Systems will require Strong Password for user authentication.

4 Automatic Log off. Contractor shall configure systems which store Sensitive Information to automatically logoff user sessions at the most after 20 minutes of inactivity.

5 User Accountability. Contractor shall report to Metro Government, on request, all user accounts and their respective access rights within the system within five (5) business days or less of the request.

6 Information Segregation, Information Protection and Authorization. Contractor shall implement processes and/or controls to prevent the accidental disclosure of Metro Government Sensitive Information to other Contractor Metro Governments, including an Affiliates of Metro Government.

7 Account Termination. Contractor shall disable user accounts of Agents or Metro Government end users for the system within five (5) business days of becoming aware of the termination of such individual. In the cases of cause for termination, Contractor will disable such user accounts as soon as administratively possible.

8 System / Information Access.

- 8.1** Contractor and its Agents shall only access system, application or information which they are expressly authorized by Metro Government to access, even if the technical controls in the system or application do not prevent Contractor or its Agent from accessing those information or functions outside of Metro Government's authorization. Contractor shall impose reasonable sanctions against any Agent who attempts to bypass Metro Government security controls.
- 8.2** Contractor agrees to use the Principle of Least Privilege when granting access to Contractor Managed Systems or Metro Government Information.

9 System Maintenance.

- 9.1** Contractor shall maintain system(s) that generate, store, transmit or process Metro Government Sensitive Information according to manufacturer recommendations. Contractor shall ensure that only those personnel certified to repair such systems are allowed to provide maintenance services.
- 9.2** Contractor shall keep records of all preventative and corrective maintenance on systems that generate, store, transmit or process Metro Government Sensitive Information. Such records shall include the specific maintenance performed, date of maintenance, systems that the maintenance was performed on including identifiers (e.g., DNS name, IP address) and results of the maintenance. Upon request by Metro Government, Contractor shall supply such record within thirty (30) days.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/10/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION** IS **WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Odell Studner Group 200 North Warner Road, Suite 450 King Of Prussia PA 19406	CONTACT NAME: Nick Laky PHONE (A/C, No, Ext): 484-582-6033 E-MAIL ADDRESS: nlaky@odellstudner.com FAX (A/C, No): 484-582-6034														
INSURED BG Staffing, LLC dba Zycron 5850 Granite Parkway, Suite 730 Plano TX 75024	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A : Zurich American Insurance Company</td> <td>16535</td> </tr> <tr> <td>INSURER B : American Guarantee & Liability Insurance Company</td> <td>26247</td> </tr> <tr> <td>INSURER C : North American Capacity Insurance Company</td> <td>25038</td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Zurich American Insurance Company	16535	INSURER B : American Guarantee & Liability Insurance Company	26247	INSURER C : North American Capacity Insurance Company	25038	INSURER D :		INSURER E :		INSURER F :	
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INSURER D :															
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INSURER F :															

COVERAGES**CERTIFICATE NUMBER:** 535398816**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☒ LOC OTHER: ☐ SCHEDULED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY			PRA 099074203	11/1/2020	11/1/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	☐ AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY			PRA 099074203	11/1/2020	11/1/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED RETENTION \$			UMB036942203	11/1/2020	11/1/2021	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ Y ☒ N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC343491108	1/1/2021	1/1/2022	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability			PRA 099074203	11/1/2020	11/1/2021	Prof Each Claim/Agg \$5,000,000
C	Cyber			C4LRV065910	11/1/2020	11/1/2021	Each Claim \$5,000,000
A	3rd Party Crime			PRA 099074203	11/1/2020	11/1/2021	Per Occurrence \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Metropolitan Government of Nashville and Davidson County, its officials, officers, employees, and volunteers are named as additional insureds per general liability additional insured endorsement and automobile liability additional insured endorsement. RFQ #13010.

CERTIFICATE HOLDER**CANCELLATION**

Purchasing Agent,
 Metropolitan Government of Nashville and
 Davidson County,
 Metro Courthouse
 Nashville, TN 37201

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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[illegible]

JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

August 12, 2020

Kari Vincent
BG Staffing LLC dba Zycron
P.O. Box 660282
Dallas, TX 75266

Re: **RFQ #13010, Information Technology Temporary Personnel Services**

Dear Kari:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ #13010, Information Technology Temporary Personnel Services. This letter hereby notifies you of Metro's intent to award to **BG Staffing LLC dba Zycron**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally, the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact **Jeremy Frye**, BAO Representative, at **(615) 862-6638** or at Jeremy.Frye@Nashville.gov.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Buyer **Brad Wall** by email at Brad.Wall@Nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112
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Nashville, Tennessee 37219-6300

www.Nashville.gov
Phone: 615-862-6180
Fax: 615-862-6179

JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

August 12, 2020

Justin Acord
Cogent Infotech Corporation
1035 Boyce Road Suite 108
Pittsburgh, PA 15241

Re: **RFQ #13010, Information Technology Temporary Personnel Services**

Dear Justin:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ #13010, Information Technology Temporary Personnel Services. This letter hereby notifies you of Metro's intent to award to **Cogent Infotech Corporation**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

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Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in cursive script that reads "Michelle A. Hernandez Lane".

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

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JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

August 12, 2020

Danny Roberge
IDR, Inc.
25 Century Blvd. Suite 410
Nashville, TN 37214

Re: **RFQ #13010, Information Technology Temporary Personnel Services**

Dear Danny:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ #13010, Information Technology Temporary Personnel Services. This letter hereby notifies you of Metro's intent to award to **IDR, Inc.**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

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Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

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JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

August 12, 2020

Rachel Hutto
Latitude 36, Inc.
810 Crescent Centre Drive, Suite 120
Franklin, TN 37067

Re: **RFQ #13010, Information Technology Temporary Personnel Services**

Dear Rachel:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ #13010, Information Technology Temporary Personnel Services. This letter hereby notifies you of Metro's intent to award to **Latitude 36, Inc.**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally, the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact **Jeremy Frye**, BAO Representative, at **(615) 862-6638** or at Jeremy.Frye@Nashville.gov.

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Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

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JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

August 12, 2020

Scott Landsman
Sigman & Summerfield Associates, Inc.
300 E. Joppa Road, Suite 1101
Towson, MD 21286

Re: **RFQ #13010, Information Technology Temporary Personnel Services**

Dear Scott:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ #13010, Information Technology Temporary Personnel Services. This letter hereby notifies you of Metro's intent to award to **Sigman & Summerfield Associates, Inc.**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally, the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact **Jeremy Frye**, BAO Representative, at **(615) 862-6638** or at Jeremy.Frye@Nashville.gov.

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Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

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JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

August 12, 2020

Neal Rikal
TEKsystems
22 Century Blvd, Suite 140
Nashville, TN 37214

Re: **RFQ #13010, Information Technology Temporary Personnel Services**

Dear Neal:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ #13010, Information Technology Temporary Personnel Services. This letter hereby notifies you of Metro's intent to award to **TEKsystems**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally, the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact **Jeremy Frye**, BAO Representative, at **(615) 862-6638** or at Jeremy.Frye@Nashville.gov.

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Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

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RFQ #13010 - Information Technology Temporary Personnel Services					
	22nd Century Technologies, Inc.	Apex Systems, Inc.	Ardent Technologies, Inc.	Ask IT Consulting, Inc.	BG Staffing LLC dba Zycron
Contract Acceptance	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Contract exceptions
Cost (35 points)	11.98	17.72	14.23	19.06	20.79
Experience and Qualifications (30 Points)	30.00	19.00	15.00	17.00	30.00
Project Approach and Process (35 Points)	32.00	26.00	21.00	16.00	30.00
Total (100 Points)	73.98	62.72	50.23	52.06	80.79

22nd Century Technologies, Inc.

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror stated that they can respond to IT temp personnel requests within 24-hours. The offeror provided detailed information about training that is provided to candidates/employees prior to placement.

Weaknesses - The offeror's description of their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail.

Apex Systems, Inc.

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offer provided a detailed process for recruiting, screening, and placing IT temporary personnel; specifically, the offeror has an elite qualification program. The offeror provided detailed information about training that is provided to candidates/employees prior to placement; specifically, the offeror can customize training programs to meet Metro's needs.

Weaknesses - The offeror's description of the services provided on their reference projects lacked detail. The offeror's descriptions on their reference projects did not provide sufficient detail to demonstrate the offeror's ability to meet Metro's needs. The offeror's description of their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

Ardent Technologies, Inc.

Strengths - The offeror has experience in providing government entities with IT temporary personnel services. The offeror provided detailed information about training that is provided to candidates/employees prior to placement.

Weaknesses - The offeror's organizational chart lacked detail; specifically, some of the key personnel were missing. The resumes submitted exceeded the page limit length. The offeror's reference projects provided were not of similar scope as to what Metro is seeking to procure in this solicitation. The offeror stated that it takes on average about 3 to 7 business days to fill IT temp personnel positions. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's process for recruiting, screening, and placing IT temporary personnel lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

Ask IT Consulting, Inc.

Strengths - The offeror has experience in providing government entities with IT temporary personnel services.

Weaknesses - The offeror's description of their experience in providing IT temporary personnel services to clients the size of Metro lacked detail; specifically, the description of the types of positions and services offered are unknown. The offeror failed to provide a description of the services provided on one of their reference projects (Okaya Inc.) The offeror failed to identify any anticipated risk associated with this type of project. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail. The offeror's description of the training that is provided to candidates/employees prior to placement lacked detail.

BG Staffing LLC dba Zycron

Strengths - The offeror provided a detailed overview of their company. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror stated that they can respond to IT temp personnel requests within 24 to 48-hours. The offer provided a detailed process for recruiting, screening, and placing IT temporary personnel. The offeror provided a detailed description on how they would prioritize work for Metro given their current obligations.

Weaknesses - The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror took contract exceptions.

	BuzzClan, LLC.	Cogent Infotech Corporation	Computech Corporation	CTD Staffing	GuideSoft, Inc.
Contract Acceptance	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions
Cost (35 points)	26.22	25.91	16.31	17.10	18.99
Experience and Qualifications (30 Points)	17.00	23.00	15.00	27.00	30.00
Project Approach and Process (35 Points)	17.00	32.00	15.00	22.00	24.00
Total (100 Points)	60.22	80.91	46.31	66.10	72.99

BuzzClan, LLC.

Strengths - The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror stated that they can respond to IT temp personnel requests within 24 to 48-hours.

Weaknesses - The offeror's description of their experience in providing IT temporary personnel services to clients the size of Metro lacked detail; specifically, the description of the types of positions and services offered are unknown. The resumes submitted exceeded the page limit length. The offeror failed to provide beginning and end dates on their reference projects. The offeror failed to identify any anticipated risk associated with this type of project. The offeror's description of the training that is provided to candidates/employees prior to placement lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

Cogent Infotech Corporation

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror provided detailed information on their process for resourcing IT personnel to meet clients' needs. The offeror stated that they can respond to IT temp personnel requests within 24 to 48-hours. The offeror's identification and countermeasures that would be employed to minimize the anticipated risk on this type of project was detailed. The offeror provided detailed information about training that is provided to candidates/employees prior to placement.

Weaknesses - The offeror's description of the services provided on their reference projects lacked detail. The offeror failed to provide beginning and end dates on their reference projects. The offeror's response for their process for recruiting, screening, and placing IT temporary personnel was difficult to find in their proposal.

Computech Corporation

Strengths - The offeror provided a detailed overview of their company.

Weaknesses - The offeror's description of their experience in providing IT temporary personnel services to clients the size of Metro lacked detail; specifically, the offeror didn't provide any directly related examples to verify their claim of providing services to clients the size of Metro. The offeror failed to provide resumes; employee biographies were submitted instead. The offeror failed to provide a description of the services provided on one of their reference projects (State of Ohio). The offeror's description of their ability and resources to provide IT temporary personnel services to meeting the needs of a client the size of Metro lacked detail. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description of the training that is provided to candidates/employees prior to placement lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

CTD Staffing

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offer provided a detailed process for recruiting, screening, and placing IT temporary personnel. The offeror provided a detailed description on how they would prioritize work for Metro given their current obligations.

Weaknesses - The recruiters resumes lacked significant experience. The offeror's description of their ability and resources to provide IT temporary personnel services to meeting the needs of a client the size of Metro lacked detail. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description of the training that is provided to candidates/employees prior to placement lacked detail.

GuideSoft, Inc.

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation.

Weaknesses - The offeror failed to provide a timeframe on how long it would take to respond to IT temp personnel requests. The offeror's description of their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror failed to provide a description of any training that is provided to candidates/employees prior to placement.

	Halcyon Solutions, Inc.	IDR, Inc.	Infojini, Inc.	Information Resource Group, Inc.	Inspiren Tech Solutions, LLC
Contract Acceptance	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions
Cost (35 points)	18.77	22.90	16.33	14.03	18.18
Experience and Qualifications (30 Points)	16.00	28.00	23.00	28.00	16.00
Project Approach and Process (35 Points)	17.00	32.00	25.00	16.00	20.00
Total (100 Points)	51.77	82.90	64.33	58.03	54.18

Halcyon Solutions, Inc.

Strengths - The offeror stated that they can respond to IT temp personnel requests within 24 to 48-hours.

Weaknesses - The offeror provided limited information that lacked detail regarding their experience in providing IT temporary personnel services to clients the size of Metro. The offeror's description of the services provided on their reference projects lacked detail. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's process for recruiting, screening, and placing IT temporary personnel lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

IDR, Inc.

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror provided detailed information on their process for resourcing IT personnel to meet clients' needs. The offeror stated that they can respond to IT temp personnel requests within 24-hours. The offeror provided a detailed process for recruiting, screening, and placing IT temporary personnel. The offeror provided a detailed description on the types of screenings that are conducted on candidates prior to placement. The offeror provided a detailed description on how they would prioritize work for Metro given their current obligations.

Weaknesses - The offeror failed to provide resumes; employee biographies were submitted instead. The offeror's description of the training that is provided to candidates/employees prior to placement lacked detail.

Infojini, Inc.

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror provided detailed information on their ability to provide IT personnel to meet clients' needs. The offeror provided a detailed process for recruiting, screening, and placing IT temporary personnel. The offeror provided a detailed description on the types of screenings that are conducted on candidates prior to placement.

Weaknesses - The offeror didn't submit resumes for individuals that will be performing the daily operations. The offeror's identification of the anticipated risk on this type of project lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

Information Resource Group, Inc.

Strengths - The offeror has experience in providing government entities with IT temporary personnel services. The offeror provided detailed information on their ability to provide IT personnel to meet clients' needs.

Weaknesses - One of the reference projects (Missouri Department of Economic Development) was not of similar scope as to what Metro is seeking to procure in this solicitation. The offeror failed to provide a timeframe on how long it would take to respond to IT temp personnel requests. The offeror failed to specifically identify the risk associated with this type of project, along with the countermeasures that would be employed to minimize the anticipated risk. The offeror failed to provide a description on how they would prioritize work for Metro given their current obligations. The offeror's responses to the project approach and process section were difficult to locate.

Inspiren Tech Solutions, LLC

Strengths - The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation.

Weaknesses - The offeror's organizational chart lacked detail. The offeror failed to provide resumes; employee biographies were submitted instead. The offeror failed to provide beginning dates on their reference projects to demonstrate when services began with clients. The offeror failed to provide a timeframe on how long it would take to respond to IT temp personnel requests. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

	Latitude 36, Inc.	OST, Inc.	Otterbase, Inc.	Pharicode, LLC.	Sigman & Summerfield Associates, Inc.
Contract Acceptance	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions
Cost (35 points)	18.93	16.94	17.95	9.24	23.03
Experience and Qualifications (30 Points)	30.00	28.00	30.00	30.00	30.00
Project Approach and Process (35 Points)	32.00	22.00	26.00	15.00	31.00
Total (100 Points)	80.93	66.94	73.95	54.24	84.03

Latitude 36, Inc.

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror provided detailed information on their ability to provide IT personnel to meet clients' needs. The offeror stated that they can respond to IT temp personnel requests within 24 to 48-hours. The offeror provided a detailed process for recruiting, screening, and placing IT temporary personnel. The offeror provided a detailed description on how they would prioritize work for Metro given their current obligations; specifically, they stated that Metro would have a dedicated recruitment team.

Weaknesses - The offeror failed to identify the risk associated with this type of project, along with the countermeasures that would be employed to minimize the anticipated risk.

OST, Inc.

Strengths - The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror provided detailed information on their ability to provide IT personnel to meet clients' needs. The offeror provided a detailed process for recruiting, screening, and placing IT temporary personnel. The offeror provided detailed information about training that is provided to candidates/employees prior to placement; specifically, the offeror can customize training programs to meet Metro's needs.

Weaknesses - The offeror's description of their experience in providing IT temporary personnel services to clients the size of Metro lacked detail. The offeror stated that they would have a turnaround time of 5-business days to fill IT temp personnel positions. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail.

Otterbase, Inc.

Strengths - The offeror provided a detailed description of their experience in providing IT temporary personnel services to clients the size of Metro; specifically, the recent engagement of relevant examples supported their experience claimed. The offeror's reference projects were of similar scope as to what Metro is seeking to procure in this solicitation.

Weaknesses - The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description of the training that is provided to candidates/employees prior to placement lacked detail.

Pharicode, LLC.

Strengths - The offeror has experience in providing government entities with IT temporary personnel services.

Weaknesses - The offeror failed to provide a timeframe on how long it would take to respond to IT temp personnel requests. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description of the training that is provided to candidates/employees prior to placement lacked detail. The offeror's responses to the project approach and process section were difficult to locate.

Sigman & Summerfield Associates, Inc.

Strengths - The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror stated that they can respond to IT temp personnel requests within 24 to 72-hours. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project was detailed.

Weaknesses - The offeror stated that they do not provide skills training to candidates/employees prior to placement. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

	SoftHQ, Inc.	SoftSages Technology	Software Information Resource Corp.	Technostaff, LLC.	TEKsystems	Vaco
Contract Acceptance	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Accepted with no exceptions	Contract Exceptions
Cost (35 points)	16.20	28.00	13.09	22.66	25.64	13.90
Experience and Qualifications (30 Points)	22.00	14.00	16.00	22.00	29.00	28.00
Project Approach and Process (35 Points)	25.00	22.00	22.00	25.00	35.00	32.00
Total (100 Points)	63.20	64.00	51.09	69.66	89.64	73.90

SoftHQ, Inc.

Strengths - The offeror has experience in providing government entities with IT temporary personnel services. The offeror stated that they can respond to IT temp personnel requests within 2 to 24-hours. The offeror provided detailed information about training that is provided to candidates/employees prior to placement.

Weaknesses - Overall proposal seemed more focused on project and consulting related work rather than resource augmentation.

SoftSages Technology

Strengths - The offeror stated that they can respond to IT temp personnel requests within 24-hours.

Weaknesses - The resumes submitted exceeded the page limit length. The offeror's description of their experience in providing IT temporary personnel services to clients the size of Metro lacked detail; specifically, the types of services provided to clients were unclear. Two of the reference projects (Wells Fargo and State of Delaware) were not of similar scope as to what Metro is seeking to procure in this solicitation. The offeror failed to provide beginning and end dates on their reference projects. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

Software Information Resource Corp.

Strengths - The offeror stated that they can respond to IT temp personnel requests within 24 to 48-hours.

Weaknesses - The offeror's reference projects provided were not of similar scope as to what Metro is seeking to procure in this solicitation. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror's description on how they would prioritize work for Metro given their current obligations lacked detail.

Technostaff, LLC.

Strengths - The offeror provided detailed information on the resources they use to provide IT personnel to meet clients' needs. The offeror provided a detailed process for recruiting, screening, and placing IT temporary personnel. The offeror has the capability to conduct online skills testing and provides financial assistance for certification courses and higher education courses.

Weaknesses - The offeror's description of their experience in providing IT temporary personnel services to clients the size of Metro lacked detail; specifically, the types of positions fulfilled are unknown. The offeror's description of the services provided on two of their reference projects (Walmart and Ford Motors) lacked detail. The offeror failed to specifically identify the risk associated with this type of project, along with the countermeasures that would be employed to minimize the anticipated risk.

TEKsystems

Strengths - The offeror provided a detailed overview of their company. The offeror has experience in providing government entities with IT temporary personnel services. The offeror's reference projects were detailed and of similar scope as to what Metro is seeking to procure in this solicitation. The offeror provided detailed information on their ability and resources available to provide IT personnel to meet clients' needs. The offeror stated that they can respond to IT temp personnel requests within 24 to 72-hours. The offeror's identification and countermeasures that would be employed to minimize the anticipated risk on this type of project was detailed. The offeror provides over 6,500 instructor-led and computer-based technical and professional courses to candidates/employees through Skillsoft.

Weaknesses - One of the resumes submitted exceeded the page limit length.

Vaco

Strengths - The offeror has experience in providing IT temporary personnel services to clients the size of Metro. The offeror's reference projects were of similar scope as to what Metro is seeking to procure in this solicitation. The offeror stated that they can respond to IT temp personnel requests within 24-hours. The offeror holds meetings, seminars, and conferences to discuss new technologies and best practices. The offeror stated that Metro would be assigned an account manager and recruiting team.

Weaknesses - The offeror's description of services provided on the reference projects lacked detail. The offeror's identification and their countermeasures that would be employed to minimize the anticipated risk on this type of project lacked detail. The offeror took contract exceptions.

Solicitation Title & Number			RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
RFQ # 13010 Information Technology Temporary Personnel Services			28	7	35
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
22nd Century Technologies, Inc.	\$3,163,504.56	\$0.00	11.98	0.00	11.98
Apex Systems, Inc.	\$2,137,819.70	\$0.00	17.72	0.00	17.72
Ardent Technologies, Inc.	\$2,662,803.27	\$0.00	14.23	0.00	14.23
Ask IT Consulting, Inc.	\$1,987,332.15	\$0.00	19.06	0.00	19.06
BG Staffing LLC dba Zycron	\$1,822,095.41	\$0.00	20.79	0.00	20.79
BuzzClan, LLC.	\$1,444,700.80	\$0.00	26.22	0.00	26.22
Cogent Infotech Corporation	\$1,690,000.00	\$1,690,000.00	22.42	3.49	25.91
Computech Corporation	\$2,323,297.20	\$0.00	16.31	0.00	16.31
CTD Staffing	\$2,215,907.10	\$0.00	17.10	0.00	17.10
GuideSoft, Inc.	\$1,995,084.04	\$0.00	18.99	0.00	18.99
Halcyon Solutions, Inc.	\$2,018,751.26	\$0.00	18.77	0.00	18.77
IDR, Inc.	\$1,661,840.82	\$48,858.00	22.80	0.10	22.90
Infojini, Inc.	\$2,392,193.18	\$239,219.00	15.84	0.49	16.33
Information Resource Group, Inc.	\$2,700,491.34	\$0.00	14.03	0.00	14.03
Inspiren Tech Solutions, LLC.	\$3,389,924.63	\$3,389,924.63	11.18	7.00	18.18
Latitude 36, Inc.	\$2,001,363.40	\$0.00	18.93	0.00	18.93
OST, Inc.	\$2,671,578.38	\$1,335,789.19	14.18	2.76	16.94
Otterbase, Inc.	\$2,110,549.89	\$0.00	17.95	0.00	17.95
Pharicode, LLC.	\$4,099,418.11	\$0.00	9.24	0.00	9.24
Sigman & Summerfield Associates, Inc.	\$2,005,307.09	\$2,005,307.09	18.89	4.14	23.03
SoftHQ, Inc.	\$2,338,071.16	\$0.00	16.20	0.00	16.20
SoftSages Technology	\$1,353,092.46	\$0.00	28.00	0.00	28.00
Software Information Resource Corp.	\$2,893,266.65	\$0.00	13.09	0.00	13.09
Technostaff, LLC.	\$1,756,126.47	\$526,838.00	21.57	1.09	22.66
TEKsystems	\$1,477,585.20	\$0.00	25.64	0.00	25.64
Vaco	\$2,726,360.12	\$0.00	13.90	0.00	13.90

BAO Small Business Assessment Sheet

BAO Specialist: Jeremy Frye

Contract Specialist: Brad Wall

Date: 07/09/2020

Department Name: Metro ITS

RFP/ITB Number: 13010

Project Name: Information Technology Temporary Personnel Services

Primary Contractor*	Prime Bid Amount	Total Proposed SBE (\$)	The prime is not an approve	SBE (%)	Comments
BG Staffing LLC dba Zycron	\$ 1,822,095.41	\$ -	No	0%	The prime is not an approve SBE/SDV and did not propose the utilization of an approved SBE/SDV subcontractor.
Cogent Infotech Corporation	\$ 1,690,000.00	\$ -	No	0%	The prime is not an approve SBE/SDV and did not propose the utilization of an approved SBE/SDV subcontractor.
IDR, Inc.	\$ 1,661,840.82	\$ 48,858.00	Yes	3%	The prime is not an approve SBE/SDV and proposed the utilization of Small Business Services \$43,474/2% and Confirm Choice, LLC \$5,484/.33%
Latitude 36, Inc.	\$ 2,001,363.40	\$ -	No	0%	The prime is not an approve SBE/SDV and did not propose the utilization of an approved SBE/SDV subcontractor.
Sigman & Summerfield Associates, Inc.	\$ 2,005,307.09	\$ 2,005,307.09	No	100%	The prime is an approved SBE and will self-perform 100% of the work.
TEKsystems	\$ 1,477,585.20	\$ -	No	0%	The prime is not an approve SBE/SDV and did not propose the utilization of an approved SBE/SDV subcontractor.

Certificate Of Completion

Envelope Id: 79398353EF97457DA43C7F68AFCDECA9

Status: Completed

Subject: Metro Contract 6483654 with BG Staffing LLC DBA Zycron (ITS)

Source Envelope:

Document Pages: 55

Signatures: 6

Envelope Originator:

Certificate Pages: 17

Initials: 6

Procurement Resource Group

AutoNav: Enabled

730 2nd Ave. South 1st Floor

Envelopeld Stamping: Enabled

Nashville, TN 37219

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prg@nashville.gov

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prg@nashville.gov

Signer Events

Signature

Timestamp

Brad Wall

Brad.Wall@nashville.gov



Sent: 2/16/2021 2:33:21 PM

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Signed: 2/16/2021 2:49:34 PM

Metropolitan Government of Nashville and Davidson
CountySecurity Level: Email, Account Authentication
(None)

Signature Adoption: Pre-selected Style

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Sandra Walker

Sandra.Walker@nashville.gov



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Signed: 2/16/2021 2:52:18 PM

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Gregg Nicholson

Gregg.Nicholson@nashville.gov



Sent: 2/16/2021 2:52:21 PM

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Signed: 2/16/2021 2:57:53 PM

Gregg Nicholson

Security Level: Email, Account Authentication
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Signature Adoption: Pre-selected Style

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Rachel Jones

rachel.jones@nashville.gov



Sent: 2/16/2021 2:57:59 PM

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Signed: 2/18/2021 7:38:06 AM

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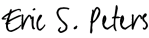
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Eric S. Peters epeters@bgstaffing.com Division President BG Staffing LLC dba Zycron Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 2/18/2021 8:52:11 AM ID: c78ab4b8-04e9-4c47-ad6c-ba9b3ff37ac2	 Signature Adoption: Pre-selected Style Using IP Address: 75.49.159.239	Sent: 2/18/2021 7:38:10 AM Viewed: 2/18/2021 8:52:11 AM Signed: 2/18/2021 10:40:27 AM
Michelle A. Hernandez Lane michelle.lane@nashville.gov Chief Procurement Officer/Purchasing Agent Metro Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 2/18/2021 10:40:30 AM Viewed: 2/18/2021 10:54:12 AM Signed: 2/18/2021 10:54:41 AM
Keith Durbin keith.durbin@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 2/18/2021 11:56:26 AM ID: 9350ed60-da9a-4900-854a-fd5fb497e756	 Signature Adoption: Pre-selected Style Using IP Address: 68.47.180.91	Sent: 2/18/2021 10:54:44 AM Viewed: 2/18/2021 11:56:26 AM Signed: 2/18/2021 11:56:44 AM
Tom Eddlemon Tom.Eddlemon@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 2/18/2021 1:01:19 PM ID: 125f6fc2-31f1-4973-930c-118e7764ab09	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 2/18/2021 11:56:47 AM Viewed: 2/18/2021 1:01:19 PM Signed: 2/18/2021 1:01:38 PM
Kevin Cumbo/tlo talia.lomaxodneal@nashville.gov Director of Finance Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 2/18/2021 1:11:31 PM ID: 20951715-1779-4ac9-8ae0-3139d8da29f2	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 2/18/2021 1:01:42 PM Viewed: 2/18/2021 1:11:31 PM Signed: 2/18/2021 1:11:46 PM
Sally Palmer sally.palmer@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 2/22/2021 12:09:38 PM ID: 7da4992b-a6d7-4d4f-8de8-4e98219e0d39	Completed Using IP Address: 170.190.198.100	Sent: 2/18/2021 1:11:49 PM Viewed: 2/22/2021 12:09:38 PM Signed: 2/22/2021 12:12:32 PM

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Tara Ladd theresa.costonis@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 2/22/2021 1:39:23 PM Resent: 2/23/2021 7:55:52 AM Viewed: 2/23/2021 9:36:31 AM Signed: 2/23/2021 9:37:32 AM
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Elizabeth Waites Elizabeth.Waites@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.100	Sent: 2/23/2021 9:37:36 AM Viewed: 2/23/2021 10:09:27 AM Signed: 2/23/2021 10:09:34 AM
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Agent Delivery Events	Status	Timestamp
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Intermediary Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
Cyndy Person cyndy.person@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 2/23/2021 10:09:38 AM Viewed: 2/23/2021 12:50:34 PM
Amber Gardner Amber.Gardner@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 2/23/2021 10:09:39 AM
Karen Kelly Karen.Kelly@nashville.gov Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 2/23/2021 10:09:41 AM
Richard Hance rhance@zycron.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 2/23/2021 10:09:42 AM
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	2/16/2021 2:33:21 PM
Certified Delivered	Security Checked	2/23/2021 10:09:27 AM
Signing Complete	Security Checked	2/23/2021 10:09:34 AM
Completed	Security Checked	2/23/2021 10:09:42 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

Certificate Of Completion

Envelope Id: 24221287-1880-4877-8219-47D92F55C4F6

Status: Sent

Subject: Metro Contract 6483654 Amendment 2 with BGSF Professional LLC (ITS)

Source Envelope:

Document Pages: 101

Signatures: 10

Certificate Pages: 17

Initials: 4

AutoNav: Enabled

Envelopeld Stamping: Enabled

Time Zone: (UTC-06:00) Central Time (US & Canada)

Envelope Originator:

Procurement Resource Group

730 2nd Ave. South 1st Floor

Nashville, TN 37219

prg@nashville.gov

IP Address: 170.190.198.185

Record Tracking

Status: Original

11/7/2025 9:48:57 AM

Holder: Procurement Resource Group

prg@nashville.gov

Location: DocuSign

Security Appliance Status: Connected

Pool: StateLocal

Storage Appliance Status: Connected

Pool: Metropolitan Government of Nashville and Davidson County

Location: Docusign

Signer Events

Signature

Timestamp

Gary Clay

gary.clay@nashville.gov

Asst. Purchasing Agent

Security Level: Email, Account Authentication (None)

Signature Adoption: Uploaded Signature Image
Using IP Address: 170.190.198.185

Sent: 11/7/2025 10:06:49 AM

Viewed: 11/7/2025 10:11:50 AM

Signed: 11/7/2025 10:11:57 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Gregg Nicholson

Gregg.Nicholson@nashville.gov

Security Level: Email, Account Authentication (None)

Signature Adoption: Pre-selected Style
Using IP Address: 170.190.198.185

Sent: 11/7/2025 10:12:00 AM

Viewed: 11/7/2025 1:42:15 PM

Signed: 11/7/2025 1:42:24 PM

Electronic Record and Signature Disclosure:

Accepted: 11/7/2025 1:42:15 PM

ID: a00b50f0-1359-4337-ba21-5557e637a589

Elizabeth Jefferson

elizabeth.jefferson@nashville.gov

Security Level: Email, Account Authentication (None)

Signature Adoption: Pre-selected Style
Using IP Address:
2600:1700:1430:8560:74cb:d068:45f4:69a1
Signed using mobile

Sent: 11/7/2025 1:42:29 PM

Viewed: 11/7/2025 1:44:03 PM

Signed: 11/7/2025 1:44:28 PM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Matt Murray

mmurray@bgsf.com

Executive Vice President

BGSG Professional LLC

Security Level: Email, Account Authentication (None)

Signature Adoption: Pre-selected Style
Using IP Address: 24.38.170.234

Sent: 11/7/2025 1:44:32 PM

Viewed: 11/8/2025 6:32:52 AM

Signed: 11/8/2025 6:33:49 AM

Electronic Record and Signature Disclosure:

Signer Events	Signature	Timestamp
Accepted: 11/8/2025 6:32:52 AM ID: cc299079-a71f-45c4-8fa7-6589fbc9b3df		
Dennis Rowland dennis.rowland@nashville.gov Purchasing Agent & Chief Procurement Officer Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 11/8/2025 6:33:53 AM Viewed: 11/10/2025 7:13:15 AM Signed: 11/10/2025 7:13:27 AM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
John Griffey John.Griffey@nashville.gov CISO Metropolitan Government of Nashville and Davidson County Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 11/10/2025 7:13:31 AM Viewed: 11/10/2025 7:22:31 AM Signed: 11/10/2025 7:22:40 AM
Electronic Record and Signature Disclosure: Accepted: 2/6/2019 12:40:06 PM ID: f2b127b9-81c3-4ffb-aca0-f80edaf9a484		
Jenneen Reed/MAL michelle.lane@nashville.gov Deputy Director of Finance Metro Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 11/10/2025 7:22:45 AM Viewed: 11/10/2025 9:48:27 AM Signed: 11/10/2025 9:55:33 AM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Jenneen Reed/mjw MaryJo.Wiggins@nashville.gov Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 11/10/2025 9:55:37 AM Viewed: 11/10/2025 10:11:36 AM Signed: 11/10/2025 10:13:19 AM
Electronic Record and Signature Disclosure: Accepted: 11/10/2025 10:11:36 AM ID: d0784bc3-9f06-4d55-86a7-f3fb3f4df309		
Sally Palmer sally.palmer@nashville.gov Security Level: Email, Account Authentication (None)	Completed Using IP Address: 170.190.198.185	Sent: 11/10/2025 10:13:24 AM Viewed: 11/10/2025 12:09:45 PM Signed: 11/11/2025 7:02:48 AM
Electronic Record and Signature Disclosure: Accepted: 11/11/2025 7:02:35 AM ID: 792d52ea-468f-4ab3-a6ec-18287711551c		
Balogun Cobb balogun.cobb@nashville.gov Insurance Division Manager Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	Sent: 11/11/2025 7:02:53 AM Viewed: 11/12/2025 10:46:41 AM Signed: 11/12/2025 10:46:49 AM
Electronic Record and Signature Disclosure:		

Signer Events	Signature	Timestamp
Accepted: 11/12/2025 10:46:41 AM ID: 60abf43c-f871-4070-91d6-0508e2523211		
Erica Haber erica.haber@nashville.gov Security Level: Email, Account Authentication (None)		Sent: 11/12/2025 10:46:55 AM Viewed: 11/12/2025 11:04:57 AM Signed: 11/12/2025 11:05:44 AM
	Signature Adoption: Pre-selected Style Using IP Address: 170.190.198.185	

Electronic Record and Signature Disclosure:
Accepted: 11/12/2025 11:04:57 AM
ID: d010c7fe-0877-4cd4-ab0d-80db800bb83d

Procurement Resource Group
prg@nashville.gov
Metropolitan Government of Nashville and Davidson
County
Security Level: Email, Account Authentication (None)

Sent: 11/12/2025 11:05:48 AM

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Jan Harvey jan.harvey@nashville.gov Security Level: Email, Account Authentication (None)	COPIED	Sent: 11/7/2025 10:06:49 AM

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Austin Kyle
publicrecords@nashville.gov
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Accepted: 11/10/2025 4:07:35 PM
ID: 7f24e6e5-44b6-4338-be69-6d929b0da8a4

Jemery Frye
jeremy.frye@nashville.gov
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Accepted: 9/3/2025 1:19:29 PM
ID: c8b64a03-4037-4339-96c4-10f36c46343a

Amber Gardner
Amber.Gardner@nashville.gov
Security Level: Email, Account Authentication (None)

Carbon Copy Events	Status	Timestamp
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Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Terri Ray
terri.ray@nashville.gov
Security Level: Email, Account Authentication
(None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	11/7/2025 10:06:49 AM
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Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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1. ACCEPTANCE OF TERMS AND CONDITIONS These Terms and Conditions govern your ("Subscriber" or "you") use of DocuSign's on-demand electronic signature service (the "Subscription Service"), as accessed either directly through DocuSign.com, DocuSign.net, or through a DocuSign affiliate's web page offering a Service Plan (collectively, the "Site"). By depositing any document into the System (as defined below), you accept these Terms and Conditions (including your corresponding Service Plan, the DocuSign.com Terms of Use, and all policies and guidelines referenced and hereby incorporated into these Terms and Conditions) and any modifications that may be made to the Terms and Conditions from time to time. If you do not agree to these Terms and Conditions, you should not use the Subscription Service or visit or browse the Site. These Terms and Conditions constitute a binding legal agreement between you and DocuSign, Inc. ("DocuSign," "we," "us," and "our"). Please read them carefully and print a copy for your future reference.

2. MODIFICATION OF TERMS AND CONDITIONS We reserve the right to modify these Terms and Conditions at any time and in any manner at our sole discretion by: (a) posting a revision on the Site; or (b) sending information regarding the amendment to the email address you provide to us. **YOU ARE RESPONSIBLE FOR REGULARLY REVIEWING THE SITE TO OBTAIN TIMELY NOTICE OF ANY AMENDMENTS. YOU SHALL BE DEEMED TO HAVE ACCEPTED SUCH AMENDMENTS BY CONTINUING TO USE THE SUBSCRIPTION SERVICE FOR MORE THAN 20 DAYS AFTER SUCH AMENDMENTS HAVE BEEN POSTED OR INFORMATION REGARDING SUCH AMENDMENTS HAS BEEN SENT TO YOU.** You agree that we shall not be liable to you or to any third party for any modification of the Terms and Conditions.

3. DEFINITIONS "Account" means a unique account established by Subscriber to enable its Authorized Users to access and use the Subscription Service. "Authorized User" means any employee or agent of Subscriber, identified by a unique email address and user name, who is registered under the Account, provided that no two persons may register, access or use the Subscription Service as the same Authorized User. "Contract" refers to a contract, notice, disclosure, or other record or document deposited into the System by Subscriber for processing using the Subscription Service. "Envelope" means an electronic record containing one or more eContracts consisting of a single page or a group of pages of data uploaded to the System. "Seat" means an active Authorized User listed in the membership of an Account at any one time. No two individuals may log onto or use the Subscription Service as the same Authorized User, but Subscriber may unregister or deactivate Authorized Users and replace them with other Authorized Users without penalty, so long as the number of active Authorized Users registered at any one time is equal to or less than the number of Seats purchased. "Service Plan" means the right to access and use the Subscription Service for a specified period in exchange for a periodic fee, subject to the Service Plan restrictions and requirements that are used to describe the selected Service Plan on the Site. Restrictions and requirements may include any or all of the following: (a) number of Seats and/or Envelopes that a Subscriber may use in a month or year for a fee; (b) fee for sent Envelopes in excess of the number of Envelopes allocated to Subscriber under the Service Plan; (c) per-seat or per-user restrictions; (d) the license to use DocuSign software products such as DocuSign Connect Express in connection with the Subscription Service; and (e) per use fees. "Specifications" means the technical specifications set forth in the "Subscription Service Specifications" available at <http://docuSign.com/company/specifications>. "Subscription Service" means DocuSign's on-demand electronic signature service, as updated from time

to time, which provides on-line display, certified delivery, acknowledgement, electronic signature, and storage services for eContracts via the Internet. "System" refers to the software systems and programs, communication and network facilities, and hardware and equipment used by DocuSign or its agents to provide the Subscription Service. "Term" means the period of effectiveness of these Terms and Conditions, as specified in Section 12 below. "Transaction Data" means the metadata associated with an Envelope (such as transaction history, image hash value, method and time of Envelope deletion, sender and recipient names, email addresses and signature IDs) and maintained by DocuSign in order to establish the digital audit trail required by the Subscription Service.

4. SUBSCRIPTION SERVICE

During the term of the Service Plan and subject to these Terms and Conditions, Subscriber will have the right to obtain an Account and register its Authorized Users, who may access and use the Subscription Service, and DocuSign will provide the Subscription Service in material conformance with the Specifications. You must be 18 years of age or older to register for an Account and use the Subscription Service. Subscriber's right to use the Subscription Service is limited to its Authorized Users, and Subscriber agrees not to resell or otherwise provide or assist with the provision of the Subscription Service to any third party. In addition, DocuSign's provision of the Subscription Service is conditioned on Subscriber's acknowledgement and agreement to the following: (a) The Subscription Service facilitates the execution of eContracts between the parties to those eContracts. Nothing in these Terms and Conditions may be construed to make DocuSign a party to any eContract processed through the Subscription Service, and DocuSign makes no representation or warranty regarding the transactions sought to be effected by any eContract; (b) Between DocuSign and Subscriber, Subscriber has exclusive control over and responsibility for the content, quality, and format of any eContract. All eContracts stored by DocuSign are maintained in an encrypted form, and DocuSign has no control of or access to their contents; (c) If Subscriber elects to use one or more of the optional features designed to verify the identity of the intended recipient of an eContract that DocuSign makes available to its subscribers ("Authentication Measures"), DocuSign will apply only those Authentication Measures selected by the Subscriber, but makes no representations or warranties about the appropriateness of any Authentication Measure. Further, DocuSign assumes no liability for: (A) the inability or failure by the intended recipient or other party to satisfy the Authentication Measure; or (B) the circumvention by any person (other than DocuSign) of any Authentication Measure; (d) Certain types of agreements and documents may be excepted from electronic signature laws (e.g. wills and agreements pertaining to family law), or may be subject to specific regulations promulgated by various government agencies regarding electronic signatures and electronic records. DocuSign is not responsible or liable to determine whether any particular eContract is subject to an exception to applicable electronic signature laws, or whether it is subject to any particular agency promulgations, or whether it can be legally formed by electronic signatures; (e) DocuSign is not responsible for determining how long any d to be retained or stored under any applicable laws, regulations, or legal or administrative agency processes. Further, DocuSign is not responsible for or liable to produce any of Subscriber's eContracts or other documents to any third parties; (f) Certain consumer protection or similar laws or regulations may impose special requirements with respect to electronic transactions involving one or more "consumers," such as (among others) requirements that the consumer consent to the method of contracting and/or that the consumer be provided with a copy, or access to a copy, of a paper or other non-electronic, written record of the transaction. DocuSign does not and is not responsible to: (A) determine whether any

particular transaction involves a “consumer”? (B) furnish or obtain any such consents or determine if any such consents have been withdrawn; (C) provide any information or disclosures in connection with any attempt to obtain any such consents; (D) provide legal review of, or update or correct any information or disclosures currently or previously given; (E) provide any such copies or access, except as expressly provided in the Specifications for all transactions, consumer or otherwise; or (F) otherwise to comply with any such special requirements; and (g) Subscriber undertakes to determine whether any “consumer” is involved in any eContract presented by Subscriber or its Authorized Users for processing, and, if so, to comply with all requirements imposed by law on such eContracts or their formation. (h) If the domain of the primary email address associated with the Account is owned by an organization and was assigned to Subscriber as an employee, contractor or member of such organization, and that organization wishes to establish a commercial relationship with DocuSign and add the Account to such relationship, then, if Subscriber does not change the email address associated with the Account, the Account may become subject to the commercial relationship between DocuSign and such organization and controlled by such organization.

5. RESPONSIBILITY FOR CONTENT OF COMMUNICATIONS As between Subscriber and DocuSign, Subscriber is solely responsible for the nature and content of all materials, works, data, statements, and other visual, graphical, video, and written or audible communications submitted by any Authorized User or otherwise processed through its Account, the Subscription Service, or under any Service Plan. Accordingly: (a) Subscriber will not use or permit the use of the Subscription Service to send unsolicited mass mailings outside its organization. The term “unsolicited mass mailings” includes all statutory or common definitions or understanding of those terms in the applicable jurisdiction, such as those set forth for “Commercial Electronic Mail Messages” under the U.S. CAN-SPAM Act, as an example only; and (b) Subscriber will not use or permit the use of the Subscription Service: (i) to communicate any message or material that is defamatory, harassing, libelous, threatening, or obscene; (ii) in a way that violates or infringes upon the intellectual property rights or the privacy or publicity rights of any person or entity or that may otherwise be unlawful or give rise to civil or criminal liability (other than contractual liability of the parties under eContracts processed through the Subscription Service); (iii) in any manner that is likely to damage, disable, overburden, or impair the System or the Subscription Service or interfere with the use or enjoyment of the Subscription Service by others; or (iv) in any way that constitutes or encourages conduct that could constitute a criminal offense. DocuSign does not monitor the content processed through the Subscription Service, but in accordance with DMCA (Digital Millennium Copyright Act) safe harbors, it may suspend any use of the Subscription Service, or remove or disable any content that DocuSign reasonably and in good faith believes violates this Agreement or applicable laws or regulations. DocuSign will use commercially reasonable efforts to notify Subscriber prior to any such suspension or disablement, unless DocuSign reasonably believes that: (A) it is prohibited from doing so under applicable law or under legal process, such as court or government administrative agency processes, orders, mandates, and the like; or (B) it is necessary to delay notice in order to prevent imminent harm to the System, Subscription Service, or a third party. Under circumstances where notice is delayed, DocuSign will provide the notice if and when the related restrictions in the previous sentence no longer apply.

6. PRICING AND PER USE PURCHASES The prices, features, and options of the Subscription Service available for an Account depend on the Service Plan selected by Subscriber. Subscriber may also purchase optional services on a periodic or per-use basis. DocuSign may add or change the prices, features or options available with a

Service Plan without notice. Subscriber's usage under a Service Plan is measured based on the actual number of Seats as described in the Service Plan on the Site. Once a per-Seat Service Plan is established, the right of the named Authorized User to access and use the Subscription Service is not transferable; any additional or differently named Authorized Users must purchase per-Seat Service Plans to send Envelopes. Extra seats, users and/or per use fees will be charged as set forth in Subscriber's Service Plan if allowed by such Service Plan. If a Services Plan defines a monthly Envelope Allowance (i.e. # Envelopes per month allowed to be sent), all Envelopes sent in excess of the Envelope Allowance will incur a per-Envelope charge. Any unused Envelope Allowances will expire and not carry over from one billing period to another under a Service Plan. Subscriber's Account will be deemed to have consumed an Envelope at the time the Envelope is sent by Subscriber, regardless of whether Envelopes were received by recipients, or whether recipients have performed any actions upon any eContract in the Envelope. Powerforms are considered Envelopes within an Envelope Allowance Service Plan, and will be deemed consumed at the time they are "clicked" by any end user regardless of whether or not any actions are subsequently performed upon such Envelope. For Service Plans that specify the Envelope Allowance is "Unlimited," Subscriber is allowed to send a reasonable number of Envelopes from the number of Seats purchased. If DocuSign suspects that the number of Envelopes sent from a particular Seat or a group of Seats is abusive and/or unduly burdensome, DocuSign will promptly notify Subscriber, discuss the use-case scenario with Subscriber and any continued monitoring, additional discussions and/or information required to make a final determination on the course of action based on such information. In the event Subscriber exceeds, in DocuSign's sole discretion, reasonable use restrictions under a Service Plan, DocuSign reserves the right to transfer Subscriber into a higher-tier Service Plan without notice. If you misrepresent your eligibility for any Service Plan, you agree to pay us the additional amount you would have been charged under the most favorable pricing structure for which you are eligible. DocuSign may discontinue a Service Plan at any time, and with prior notice to you, may migrate your Account to a similar Service Plan that may carry a different fee. You agree to allow us to charge your credit card for the fees associated with a substitute Service Plan, even if those fees are higher than those you agreed to when you registered your Account. Optional services, are measured at the time of use, and such charges are specific to the number of units of the service(s) used during the billing period. Optional services subject to periodic charges, such as additional secure storage, are charged on the same periodic basis as the Service Plan fees for the Subscription Service.

7. SUBSCRIBER SUPPORT DocuSign will provide Subscriber support to Subscriber as specified in the Service Plan selected by Subscriber, and that is further detailed on DocuSign's website.

8. STORAGE DocuSign will store eContracts per the terms of the Service Plan selected by Subscriber. For Service Plans that specify the Envelope storage amount is "Unlimited," DocuSign will store an amount of Envelopes that is not abusive and/or unduly burdensome, in DocuSign's sole discretion. Subscriber may retrieve and store copies of eContracts for storage outside of the System at any time during the Term of the Service Plan when Subscriber is in good financial standing under these Terms and Conditions, and may delete or purge eContracts from the System at its own discretion. DocuSign may, at its sole discretion, delete an uncompleted eContract from the System immediately and without notice upon earlier of: (i) expiration of the Envelope (where Subscriber has established an expiration for such Envelope, not to exceed 365 days); or (ii) expiration of the Term. DocuSign assumes no liability or responsibility for a party's failure or inability to electronically sign any eContract within such a period of time. DocuSign may retain Transaction Data for as long as it has a

business purpose to do so. 9. BUSINESS AGREEMENT BENEFITS You may receive or be eligible for certain pricing structures, discounts, features, promotions, and other benefits (collectively, "Benefits") through a business or government Subscriber's agreement with us (a "Business Agreement"). Any and all such Benefits are provided to you solely as a result of the corresponding Business Agreement and such Benefits may be modified or terminated without notice. If you use the Subscription Service where a business or government entity pays your charges or is otherwise liable for the charges, you authorize us to share your account information with that entity and/or its authorized agents. If you are enrolled in a Service Plan or receive certain Benefits tied to a Business Agreement with us, but you are liable for your own charges, then you authorize us to share enough account information with that entity and its authorized agents to verify your continuing eligibility for those Benefits and the Service Plan. 10. FEES AND PAYMENT TERMS The Service Plan rates, charges, and other conditions for use are set forth in the Site. Subscriber will pay DocuSign the applicable charges for the Services Plan as set forth on the Site. If you add more Authorized Users than the number of Seats you purchased, we will add those Authorized Users to your Account and impose additional charges for such additional Seats on an ongoing basis. Charges for pre-paid Service Plans will be billed to Subscriber in advance. Charges for per use purchases and standard Service Plan charges will be billed in arrears. When you register for an Account, you will be required to provide DocuSign with accurate, complete, and current credit card information for a valid credit card that you are authorized to use. You must promptly notify us of any change in your invoicing address or changes related to the credit card used for payment. By completing your registration for the Services Plan, you authorize DocuSign or its agent to bill your credit card the applicable Service Plan charges, any and all applicable taxes, and any other charges you may incur in connection with your use of the Subscription Service, all of which will be charged to your credit card. Each time you use the Subscription Service, or allow or cause the Subscription Service to be used, you reaffirm that we are authorized to charge your credit card. You may terminate your Account and revoke your credit card authorization as set forth in the Term and Termination section of these Terms and Conditions. We will provide you with one invoice in a format we choose, which may change from time to time, for all Subscription Service associated with each Account and any charges of a third party on whose behalf we bill. Payment of all charges is due and will be charged to your credit card upon your receipt of an invoice. Billing cycle end dates may change from time to time. When a billing cycle covers less than or more than a full month, we may make reasonable adjustments and/or prorations. If your Account is a qualified business account and is approved by us in writing for corporate billing, charges will be accumulated, identified by Account identification number, and invoiced on a monthly basis. You agree that we may (at our option) accumulate charges incurred during your monthly billing cycle and submit them as one or more aggregate charges during or at the end of each cycle, and that we may delay obtaining authorization from your credit card issuer until submission of the accumulated charge(s). This means that accumulated charges may appear on the statement you receive from your credit card issuer. If DocuSign does not receive payment from your credit card provider, you agree to pay all amounts due upon demand. DocuSign reserves the right to correct any errors or mistakes that it makes even if it has already requested or received payment. Your credit card issuer's agreement governs your use of your credit card in connection with the Subscription Service, and you must refer to such agreement (not these Terms and Conditions) with respect to your rights and liabilities as a cardholder. You are solely responsible for any and all fees charged to your credit card by the issuer, bank, or financial institution including, but not limited to, membership,

overdraft, insufficient funds, and over the credit limit fees. You agree to notify us about any billing problems or discrepancies within 20 days after they first appear on your invoice. If you do not bring them to our attention within 20 days, you agree that you waive your right to dispute such problems or discrepancies. We may modify the price, content, or nature of the Subscription Service and/or your Service Plan at any time. If we modify any of the foregoing terms, you may cancel your use of the Subscription Service. We may provide notice of any such changes by e-mail, notice to you upon log-in, or by publishing them on the Site. Your payment obligations survive any termination of your use of the Subscription Service before the end of the billing cycle. Any amount not paid when due will be subject to finance charges equal to 1.5% of the unpaid balance per month or the highest rate permitted by applicable usury law, whichever is less, determined and compounded daily from the date due until the date paid. Subscriber will reimburse any costs or expenses (including, but not limited to, reasonable attorneys' fees) incurred by DocuSign to collect any amount that is not paid when due. DocuSign may accept any check or payment in any amount without prejudice to DocuSign's right to recover the balance of the amount due or to pursue any other right or remedy. Amounts due to DocuSign under these Terms and Conditions may not be withheld or offset by Subscriber for any reason against amounts due or asserted to be due to Subscriber from DocuSign. Unless otherwise noted and Conditions are denominated in United States dollars, and Subscriber will pay all such amounts in United States dollars. Other than federal and state net income taxes imposed on DocuSign by the United States, Subscriber will bear all taxes, duties, VAT and other governmental charges (collectively, "taxes") resulting from these Terms and Conditions or transactions conducted in relation to these Terms and Conditions. Subscriber will pay any additional taxes as are necessary to ensure that the net amounts received and retained by DocuSign after all such taxes are paid are equal to the amounts that DocuSign would have been entitled to in accordance with these Terms and Conditions as if the taxes did not exist. 11.

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