



**FLORIDA HOUSING FINANCE
CORPORATION**

T&M AGREEMENT

PURGED DOCUMENTS RESTORE

NOVEMBER 5, 2024



DataBank
A KYOCERA GROUP COMPANY

DATABANK "TIME AND MATERIALS" SERVICES AGREEMENT

This TIME & MATERIALS SERVICES AGREEMENT (the "Agreement") is made and entered into effective as of the date that the last party to sign this Agreement has executed the same (as indicated by the date entered by such party with its signature below) (the "Agreement Effective Date") by and between DataBank IMX, LLC, a Delaware Limited Liability Company (hereinafter referred to as "DataBank"), with its principal offices located at 458 Pike Road, Huntingdon Valley, PA 19006 and Florida Housing Finance Corporation (hereinafter referred to as "Customer") in connection with a certain project ("Project") identified below pursuant to the Master Service and Confidentiality Agreement ("MSA") between Customer and DataBank. The terms and conditions of the Agreement are hereby incorporated by reference, and any terms used but not defined herein shall have the meanings ascribed to them in the Agreement.

GENERAL TERMS AND CONDITIONS: The performance of the Services described in this Agreement by DataBank for the Customer is subject to and shall be governed by the following terms and conditions. If this Agreement is made pursuant to an MSA, the terms and conditions set forth in such MSA are incorporated herein by reference and made a part of this Agreement.

PROFESSIONAL SERVICES: The Services to be made available for the Customer shall include design and configuration of the Hyland OnBase products. This will also apply to consulting services as required for Customer. The services will be provided in an accurate, professional manner in accordance with industry standards.

CHARGE AND PAYMENT: Unless one of the following prepayment plans is purchased, Customer will be charged DataBank's standard non-contracted rate(s) for services performed. Telephone support charges (outside the maintenance contract) will be incurred at a (15) minute minimum, commencing at the time of the return call by a DataBank qualified staff.

ESTIMATED: 40 hours (\$10,000.00)*

Service Level	Contract Type	DataBank Contract Terms	Travel & Expenses
Level A	Time and Materials	\$250/hour	N/A

***Not to exceed this amount.**

Level A: DataBank Standard service fee for OnBase design and development, database work, or custom development.

SCOPE OF WORK: Approximately 15,000 documents were purged from the OnBase system that should not have been purged. DataBank will restore the documents to the production system from a backup. DataBank will also update the history table to restore the history of the documents.

PROJECT MANAGEMENT: DataBank will assign a Project Manager/Coordinator or Team Lead who will setup the project in the internal PSA system and coordinate DataBank's technical team personnel and schedules. The hours for these services are included in the overall estimate above.

NON-STANDARD TIME POLICY: Professional Services are considered non-standard time if they are performed outside of standard business hours in Customer's time zone. In certain circumstances, DataBank will perform work outside of normal business hours. DataBank will only charge a premium when Customer has requested that work be performed outside of standard business hours (see above for location and/or hours details). Premium rates are billed at 1.50 times the quoted services rate.

PAYMENT TERMS: Other than when payment terms are specifically delineated in a Master Services Agreement, Customer agrees to pay for all Services and Products within thirty (30) days upon date of invoice from DataBank.



TERMINATION: This Agreement may be terminated with or without cause by either Party with not less than thirty (30) days prior written notice. The termination, effective upon the agreed termination date, shall result in the cessation of all work. Termination shall not relieve either Party of any obligation accrued prior to the termination date.

RESPONSE TIME OF SERVICE: Standard response time for "Telephone Support" is an average time of 8 hours. This time is started once the service request is initiated with DataBank. Standard response time for "On-site Support" is an average of 1 day. This time is started once the service request is initiated with DataBank. Response to service under contract will be same day attention to problems and will be given priority over non-contracted requests. Responses to non-contracted requests will be on a first come, first serve and resource availability basis. This contract is not a guaranteed response or repair time contract.

DATA SECURITY RESPONSIBILITY: It is the responsibility of the Customer to ensure that all of their data are adequately backed up, duplicated and documented. DataBank will not be responsible for Customer's failure to do so, nor for the cost of restructuring data stored on disks, tapes, memories, etc. lost during the course of performance of services hereunder.

NON-INTERFERENCE: Customer understands and acknowledges that the Company has invested a substantial amount of time and money in training its service technicians. Accordingly, Customer agrees not to attempt to hire, nor accept a request for employment from, any systems engineer or other Company employee for a period of one year after the date any such employee has last performed any services for Customer and after termination of this agreement. In the event Customer breaches the terms of this section of the agreement, Customer shall be liable to Company in an amount equal to the applicable employee's documented contract hourly rate (listed above) multiplied by 2,000 hours.

TEST ENVIRONMENT: It is assumed that Customer will provide a test environment that closely resembles the production environment. All testing and modifications should be made in a test environment prior to implementing changes into a production environment. DataBank assumes no responsibility or liability due to changes made in a production environment without prior testing of those changes within a test environment. DataBank assumes no liability or responsibility for any changes made in the production environment that are not made by a DataBank employee.

NOTICE: Software Manufacturers occasionally publish a schedule that indicates which versions or functionality is no longer supported or being phased into an end-of-life status. DataBank assumes that the Customer is taking responsibility for monitoring such end-of-life, deprecation, or sunset schedules and taking necessary precautions. If DataBank encounters a condition in the course of its project work that requires action or modification to resolve such an issue, it may result in a change order.



ACCEPTANCE: This Time & Materials Agreement represents DataBank's offer to perform the services on the terms set forth herein; and this offer shall be accepted only upon Customer signing and delivering this Agreement to DataBank within sixty (60) days from the date of this document (the "Acceptance Deadline"). DataBank may withdraw this offer at any time prior to acceptance by Customer. In any event, this offer shall be void, and shall for all purposes be deemed to have been withdrawn by DataBank, if this offer is not accepted, in the manner provided above, by Customer on or before the Acceptance Deadline.

For purposes of this Time & Materials Agreement, a signed copy delivered by facsimile or electronically shall be treated by the parties as an original of this agreement and shall be given the same force and effect.

IN WITNESS WHEREOF, and intending to be legally bound, the parties have executed this Time & Materials Agreement as of the date(s) set forth with their respective signatures below.

DataBank IMX, LLC, a Delaware Limited Liability Company
Company Name ("DataBank")

Kendra Deutsch
Name (Printed)

By (Signature)

Kendra Deutsch - PS Director

Printed Name and Title

11/13/2024

Dated

Florida Housing Finance Corporation
Company Name ("Customer")

[Handwritten Signature]

By (Signature)

Kirstin Helms, Comptroller

Printed Name and Title

11, 20, 24

Dated

Billing Information

Anelis Figueroa, IT Services Sr. Analyst
Billing Contact and Title

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Billing City, State, Zip

