



CONTRACT NO. 25-535B
For
Public Safety Controlled Substances

LAKE COUNTY, FLORIDA, a political subdivision of the State of Florida, through its Board of County Commissioners (hereinafter "County") does hereby accept, with noted modifications, if any, the bid of **Life-Assist, Inc.** (hereinafter "Contractor") to supply **Public Safety Controlled Substances** to the County pursuant to County Bid number 25-535 with any included addenda (hereinafter "Bid"), with an opening date of 5/7/2021, and Contractor's Bid response dated 5/5/2021, thereto with all County Bid provisions governing.

A copy of the Contractor's signed Bid is attached hereto and incorporated herein, thus making it a part of this Contract except that any items not awarded have been struck through. The attachments noted below are attached hereto and are part of this Contract.

ATTACHMENTS:

Attachment 1 – Submittal Form with General Terms & Conditions acceptance signed by Contractor

Attachment 2 – Pricing Sheet

Attachment 4 – Affidavit of Foreign Entities and Anti-Human Trafficking

Proposed Solution

Exhibit A – Scope of Work

Exhibit B – Insurance Requirements

Exhibit C – [Lake County General Terms & Conditions version 5.6.21 \(lakecountyfl.gov\)](https://www.lakecountyfl.gov)

No financial obligation under this Contract shall accrue against the County until a specific purchase transaction is completed pursuant to the terms and conditions of this Contract.

The County's Procurement Services Director shall be the sole judge as to the fact of the fulfillment of this Contract, and upon any breach thereof, shall, at his option, declare this Contract terminated, and for any loss or damage by reason of such breach, whether this Contract is terminated or not, said Contractor and their surety for any required bond shall be liable.

The Contract initial term is from 8/5/2025 through 8/4/2026 with the option for two subsequent two-year renewals. The County reserves the right to terminate this Contract immediately for cause and/or lack of funds and with thirty (30) day written notice for the convenience of the County. Renewals are contingent upon mutual written agreement.

Modifications to this Contract must be in writing signed by the County's Procurement Services Director.

LAKE COUNTY, FLORIDA

By: Amy Munday, CPPB

Contracting Officer II

Date: 8/22/2025

The undersigned hereby declares that: Life-Assist, Inc. has examined and accepts the specifications, terms, and conditions presented in this Solicitation, satisfies all legal requirements to do business with County, and to furnish **PUBLIC SAFETY CONTROLLED SUBSTANCES** for which Submittals were advertised to be received no later than 3:00 P.M. Eastern time on the date stated in the solicitation or as noted in an addenda. Furthermore, the undersigned is duly authorized to execute this document and any contracts or other transactions required by award of this Solicitation.

1.0 TERM OF CONTRACT

Contract will be awarded for an initial one (1) year term with the option for two (2) subsequent two (2) year renewals. Renewals are contingent upon mutual written agreement.

Contract will commence upon the first day of the next calendar month after approval by the authorized authority. Contract remains in effect until completion of the expressed and implied warranty periods. County reserves the right to negotiate for additional services/items similar in nature not known at time of solicitation.

2.0 PAYMENT

Contractor shall email firerescueap@lakecountyfl.gov the County's using department an accurate invoice within 30 calendar days after delivery. Invoices shall reference the: purchase/task order, delivery date, delivery location, and corresponding packing slip or delivery ticket signed by a County representative at the time of acceptance. Failure to submit invoices in the prescribed manner will delay payment.

Payments will be tendered in accordance with the Florida Prompt Payment Act, Part VII, Chapter 218, Florida Statutes. County will remit full payment on all undisputed invoices within 45 days from receipt by the appropriate County using department. County will pay interest not to exceed 1% per month on all undisputed invoices not paid within 30 days after the due date.

All pricing will be FOB Destination unless otherwise specified in this solicitation document. Pricing submitted will remain valid for a ninety (90) day period.

The County's preferred method for invoice payment is electronic remittance of invoices via virtual payment cards (ePayables) instead of paper checks. Contractor is encouraged to adopt the County's electronic payment option. ePayables is designed to deliver payables quickly and more efficiently than check payments. This procedure is consistent with the County's obligations and purpose, with an overall intent to utilize technology to provide value to the taxpayers.

Vendor requests more information about accepting ePayables for payment: NO

Vendor accepts MasterCard for payment: YES

3.0 CERTIFICATION REGARDING LAKE COUNTY TERMS AND CONDITIONS

I certify that I have reviewed the [General Terms and Conditions for Lake County Florida](#) and accept the Lake County General Terms and Conditions dated 5/6/21 as written including the Proprietary/Confidential Information section. YES

Failure to acknowledge may result in Submittal being deemed non-responsive.

4.0 CERTIFICATION REGARDING FELONY CONVICTION

Has any officer, director, or an executive performing equivalent duties, of the bidding entity been convicted of a felony during the past ten (10) years? NO

5.0 CONFLICT OF INTEREST DISCLOSURE CERTIFICATION

Except as listed below, no employee, officer, or agent of the firm has any conflicts of interest, real or apparent, due to ownership, other clients, contracts, or interests associated with this project; and, this Submittal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same services, and is in all respects fair and without collusion or fraud. N/A

6.0 CERTIFICATION REGARDING BACKGROUND CHECKS

Under any County Contract that involves Contractor or subcontractor personnel working in proximity to minors, Vendor hereby confirms that any personnel so employed will have successfully completed an initial, and subsequent annual, Certified Background Check, completed by Contractor at no additional cost to County. Vendor will comply with Florida Statutes regarding background investigations. County retains the right to request and review any associated records with or without cause, and to require replacement of any Contractor employee found in violation of this requirement. Contractor shall indemnify County in full for any adverse act of any such personnel in this regard. Additional requirements may apply in this regard as included within any specific contract award. YES

7.0 DISADVANTAGED BUSINESS ENTERPRISE PROGRAM

County does not establish specific goals for minority set-asides however, participation by minority and non-minority qualified firms is strongly encouraged. If the firm is a minority firm or has obtained certification by the State of Florida, Office of Supplier Diversity, (OSD) (CMBE), please indicate the appropriate classification(s) not applicable not applicable and enter OSD Certification Number [Click or tap here to enter text.](#) and enter effective date [Click or tap to enter a date.](#) to date [Click or tap to enter a date.](#)

8.0 ANTITRUST VIOLATOR VENDOR LISTS

A person or an affiliate who has been placed on the antitrust violator vendor list following a conviction or being held civilly liable for an antitrust violation may not submit a bid, proposal, or reply for any new contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply for a new contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on new leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a new contract with a public entity; and may not transact new business with a public entity.

9.0 FEDERAL FUNDING REQUIREMENT – N/A**10.0 LOCAL VENDOR PREFERENCE – N/A****11.0 GENERAL VENDOR INFORMATION**

Firm Name: Life-Assist, Inc.

Street Address: 11277 Sunrise Park Drive

City: Rancho Cordova State and ZIP Code: CA, 95757

Mailing Address (if different): [Click or tap here to enter text.](#)

Telephone: 800-824-6016

Purchase Order Email Address: CustomerCare@life-assist.com

Federal Identification Number / TIN: 94-2440500

12.0 SUBMITTAL SIGNATURE

I hereby certify the information indicated for this Submittal is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an authorized representative of this Vendor and/or empowered to execute this Submittal on behalf of the Vendor. I, individually and on behalf of the Vendor, acknowledge and agree to abide by all terms and conditions contained in this solicitation as well as any attachments, exhibits, or addenda.

Name of Legal Representative Submitting this Proposal: *Ali Salman*

Date: 5/5/2025

Print Name: Ali Salman

Title: Pricing Specialist II

Primary E-mail Address: Quotes@life-assist.com

Secondary E-mail Address: Ali.Salman@life-assist.com

The individual signing this Submittal affirms that the facts stated herein are true and that the response to this Solicitation has been submitted on behalf of the aforementioned Vendor.

[The remainder of this page is intentionally blank]

Life-Assist, Inc.				
SAVE AND SUBMIT AS AN EXCEL FILE				
Contractor to furnish all labor, materials, tools, transportation, and equipment necessary to provide services in accordance with specifications listed and implied. Actuals are unknown and estimated for evaluation purposes only.				
Alterations to locked cells may result in disqualification of submission.				
ITEM #	ITEM DESCRIPTION	DOSAGE	PRICE PER VIAL	PRICE PER BOX
1	FENTANYL	50mcg/mL, 2mL Vial	\$ 3.80	\$ 95.00
2	KETAMINE	10mg/mL, 20mL Vial	\$ 29.50	\$ 295.00
3	MIDAZOLAM	5mg/mL, 1mL Vial	\$ 3.00	\$ 30.00
4	QUELICIN/SUCCINYLCHOLINE	20mg/mL, 10mL Vial	\$ 6.00	\$ 150.00
5	ETOMIDATE	2mg/mL, 20mL Vial	\$ 5.30	\$ 53.00
SPECIAL PROVISIONS: NO GLASS AMPULES, MUST BE THE EXACT CONCENTRATION, AND A MINIMUM 1 YEAR EXPIRATION DATE ON ALL ITEMS				
Lake County is exempt from all taxes (Federal, State, Local). A Tax Exemption Certificate will be furnished upon request for any direct purchasing. Contractor will be responsible for payment of taxes on all materials purchased by the Contractor for the project.				
Lake County will not accept nor authorize payment for travel time or expenses of service personnel to any of Lake County's facility locations. The hourly rate must commence on the job site. Billable time will be for service work performed.				



**AFFIDAVIT OF COMPLIANCE WITH §§ 287.138, 288.0071, AND 787.06, FLA. STAT.
CONTRACTING WITH AND PROVIDING ECONOMIC INCENTIVES TO FOREIGN ENTITIES
OF CONCERN, AND COMPLIANCE WITH ANTI-HUMAN TRAFFICKING LAWS**

Before me, the undersigned authority, personally appeared (Name of affiant) Ali Salman, who, after being first duly sworn, deposes and says of his or her personal knowledge the following:

1. Affiant is the (Title) Pricing Specialist II of (Business Name) Life-Assist, Inc. which is authorized to conduct business in the State of Florida, hereinafter called the "Business."
2. *Prohibition on Providing Personal Identifying Information to Foreign Entities of Concern:* I affirm that Business is not owned by a foreign country of concern, a does a foreign country of concern does not have a controlling interest in Business, and that Business is not organized under the laws of nor does it have its principal place of business in a foreign country of concern, as defined in Section 287.138, Florida Statutes.
3. *Prohibition on Providing Economic Incentives to Foreign Entities of Concern:* I affirm that Business is not a foreign entity, as defined in Section 288.0071, Florida Statutes.
4. *Compliance with Human Trafficking Laws:* I affirm that Business does not use coercion for labor or services as defined in Section 787.06, Florida Statutes, entitled "Human Trafficking."
5. Under penalties of perjury, I declare that I am duly authorized and empowered and have sufficient knowledge to execute and deliver this Affidavit and that I have read the foregoing Affidavit and the facts stated in it are true.

Signed and Delivered on the 18th day of June, 2025.

BY:

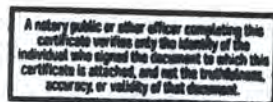

Signature of Affiant

Ali Salman

Printed Name

STATE OF California
COUNTY OF Sacramento

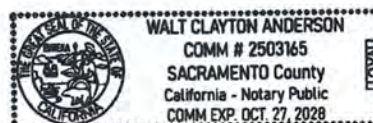
Sworn to (or affirmed) and subscribed before me by means of ☒ physical presence or ☐ online notarization, this 18th day of June, 2025, by Ali Salman, who is ☐ personally known to me or ☒ has produced identification (type): CA Driver's License.



State of California
County of SACRAMENTO
Subscribed and sworn to (or affirmed) before me on June 18, 2025 by Ali Salman
proved to me on the basis of satisfactory evidence to be (the person(s) who appeared before me.
Walt CA


(Notary Signature)

(SEAL)





OFFICE OF PUBLIC SAFETY CONTROLLED SUBSTANCES

SOLICITATION NUMBER: 25-535

CLOSING DATE & TIME:

05/07/2025

3:00 PM EASTERN

Statement of Interest & Understanding of Project

Life-Assist, Inc. is fully committed and qualified to furnish the Office of Public Safety Schedule II-V Controlled Substances for Lake County, Florida. We understand that these Controlled Substances will be utilized by the Lake County Office of Fire Rescue, and municipal fire departments.

We understand that the County reserves the right to award 'Lake County Solicitation Controlled Substances' 25-535 to the best interest of the County. All pricing submitted shall include all shipping and handling charges. We are prepared to provide quotes for the County for current pricing after the bid prior to orders being placed. No substitutes will be used for this opportunity, all items submitted shall meet the special provisions stated in the pricing form.

Life-Assist, Inc. is in good standing with the State of Florida as it pertains to any licensing for Controlled Substances. Proof of these licenses will be provided with this submittal.

We will ensure that we have ample stock of the requested items. We keep at least 30 calendar days of our standard stock items available for purchase in our warehouses. All delivery and availability will be communicated to Lake County Office of Fire Rescue.

Life-Assist, Inc. is excited to have this opportunity to serve and provide Lake County, FL with Schedule II-V Controlled Substances. We look forward to working with you all!

Ali Salman

Pricing Specialist II
800-824-6016 Customer Care
800-824-6016 x128 Direct
Life-Assist.com



A Message From Our President

Life-Assist has been supporting First Responders since 1977

This year, we are proud to celebrate 46 years of providing EMS supplies and equipment to those that administer life-saving care and treatment.

We pride ourselves on offering a unique customer experience in this age of automated phone systems and outsourced call centers. When you call us, you will always talk to a friendly, knowledgeable member of our Customer Care Team.

Life-Assist recently became an employee-owned company. This means that our employees share in our passion for Helping Heroes Save Lives and have a vested interest in making your experience special.

We invite you to experience the Life-Assist difference and look forward to the opportunity to serve you.



Bryan Holliday

Bryan Holliday

President/CEO

History of Life-Assist



1977

Stan and Judy Davis found Life-Assist

1994

Corporate headquarters established
Rancho Cordova, CA



2007

Ramona Davis becomes President/CEO

2019

Life-Assist celebrates the opening of a
second warehouse in Lenexa, KS



2021

Life-Assist receives DDA certification

2022

Bryan Holliday becomes
President/CEO. Life-Assist becomes
an Employee Stock Ownership Plan
company

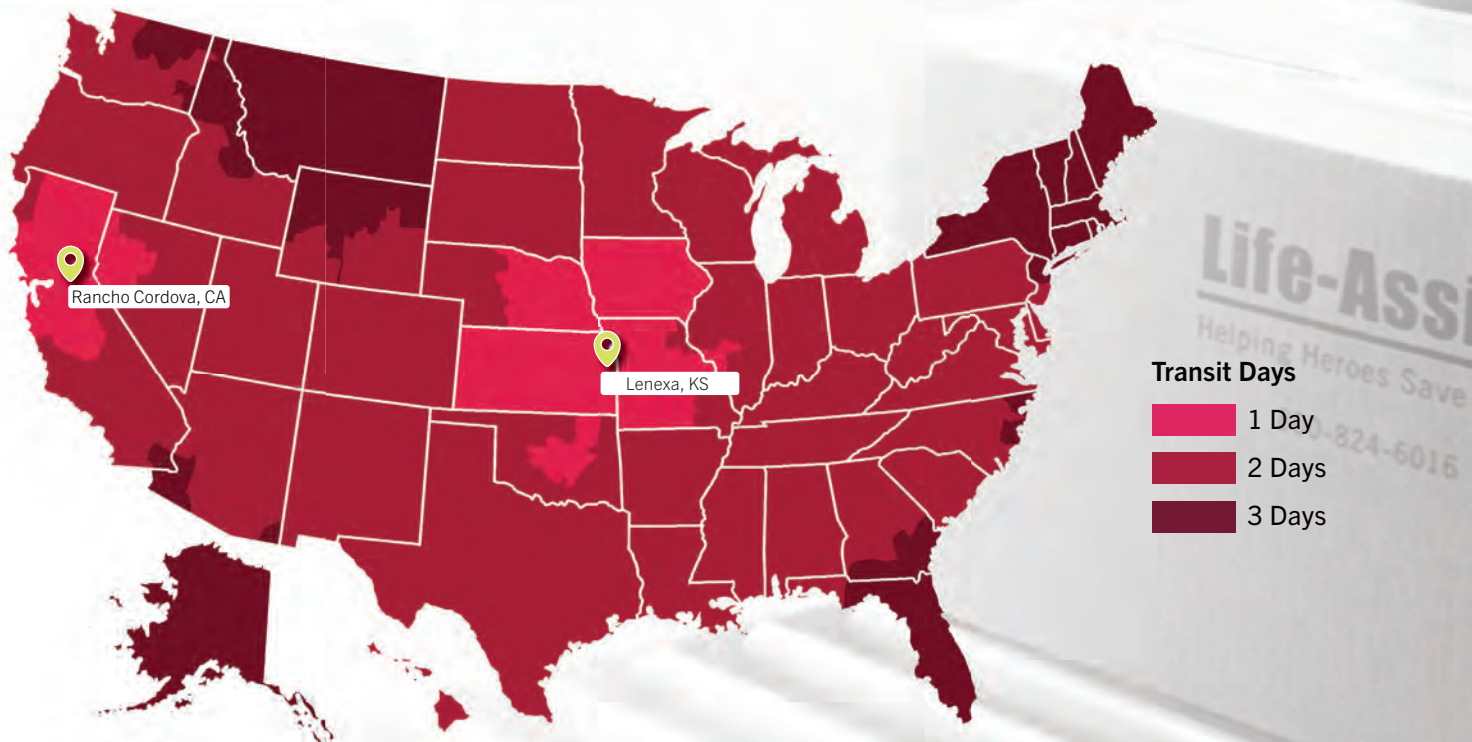


Delivery & Distribution

Locations & Shipping

With two distribution centers, one at our headquarters in Rancho Cordova, CA, and the other in Lenexa, KS, Life-Assist offers 2 to 3 business day delivery across the United States.

The Central Distribution Center in Lenexa, KS will be the primary warehouse for your agency, providing **2-day delivery**. All orders placed by 4pm CST will ship out the same day. Life-Assist primarily ships UPS, however large shipments may be sent by a trucking company. All standard ground orders are shipped with **free freight**.



01

Western Distribution Center

11277 Sunrise Park Drive
Rancho Cordova, CA 95742
Approx: 75,000 sq ft

02

Central Distribution Center

10816 Strang Line Road
Lenexa, KS 66215
Approx: 50,000 sq ft

Life-Assist's Superior Customer Experience

Customer Care Advantage

- Customers are always greeted by one of our trained and knowledgeable Customer Care Specialists when calling during business hours; no phone trees
- Full-service website, making it easy to order EMS supplies, with the opportunity to provide ordering oversight within EMS agencies

Shipping Benefits

- Orders ship complete with a 99% accuracy rate
- Same Day Shipping when orders are placed by 4 p.m. local time
- Free Shipping with no minimum order

Ordering Ease

- Easy to Use websites
- Inventory management solutions available
 - Operative IQ and VendNovation Controlled Access Solutions
- Streamlined ordering process using Smart Supply List on website

Product Value

- Full line of quality EMS and pharmaceutical products
- All manufacturer warranties honored, and any warranty issues facilitated
- Regular business reviews conducted with low-cost options provided



“*Yes, this is the best service I have received from all the companies I deal with.*”

-Dorothy B. | Moorcroft Ambulance, WY



Dedicated Support Team

Ground Support



MICHELLE LEE

Account Manager

michelle.lee@life-assist.com

Michelle has been active in the healthcare industry for many years. As a hospital liaison at LifeLink of Florida, Michelle worked alongside Trauma/ED, Critical Care and OR team members to assist with processes, education and compliance for organ and tissue donation. Her passion for helping others continued at HCA West Florida Division, as the Director/Coach for the HCA hospitals in North Tampa, where she ensured all hospital staff provided the best quality and safest care to patients. At Life-Assist, Michelle provides excellent communication and customer service, making sure your supply needs are always met.



CHRIS WILSON

Director of Sales

chris.wilson@life-assist.com

Holding an MBA from University of Tennessee, Chris, a native of the state, brings an impressive two decades of experience in medical sales and leadership. With his exceptional expertise, Chris leads his team in delivering unparalleled support to the EMS community. His goal is to exceed expectations with high-quality products and solutions, ensuring the seamless flow of daily operations. Chris is a seasoned leader who understands the unique challenges of the industry and who is committed to helping first responders fulfill their EMS product needs.



ANDY SELBY

Vice President of Sales

andy.selby@life-assist.com

Andy leads our Life-Assist sales team using his broad perspective acquired from an extensive international background in management and sales. Along with working in his native country, the UK, Andy also managed teams in New Zealand and the United States for over 10 years. Andy's main focus is helping his team support and enhance the customer experience. He is committed to providing first responders with the superior level of service that differentiates Life-Assist from others in the EMS industry.

MICHELLE V. LEE

14030 Vanguard Way
Odessa, Florida 33556
(813) 981-9731
mlealee107@gmail.com

OBJECTIVE: Professional sales manager with 10+ years of experience along with 12+ years of healthcare advisor and liaison assignments, within multiple hospital system territories. Highly efficient and excels at building and maintaining client relationships. Seeking to utilize interpersonal skills to improve the consumers' perception of customer service.

EXPERIENCE:

2018-2021 **H-CYTE Centers for Respiratory Health**
Tampa, Florida

Patient Care Specialist - Sales

- Built relationships, with potential patients, to provide the understanding of innovative autologous cellular therapy for lung disease
- Nurtured leads by using empathy, excellent listening and speaking skills, persuasion, time management healthcare knowledge and the desire to improve the lives of others
- Navigated nuanced discussions to determine qualifying criteria, scheduled therapy and followed up post clinic visit
- Utilized CRM (ZOHO) for the detailing of patients' health history and medical scheduling program AaNeel
- Interfaced with medical providers and marketing team to improve messaging and Patient Experience and championed quality and compliance

2016 - 2018 **HCA (Hospital Corporation of America) – West Florida Division Office**
Tampa, Florida

Patient Experience Coach – West Florida Division - North Market (11/16-9/18)

- Promoted to lead Patient Experience Coach of West Florida HCA facilities: Medical Center of Trinity, Regional Medical Center of Bayonet Point, Oak Hill Hospital and Citrus Memorial Hospital – Increased Patient Experience Scores at all facilities.
- Reported to Chief Nursing Executive, through Vice President of Patient Experience
- Interfaced directly with HCA West Florida Division CEO, CNE, CMO and CFO, providing updates of overall data analysis related to scores and HCAHPS for: Inpatient, Emergency, Nurse Leader Rounding, Outpatient Ambulatory Surgery and Test and Treatment
- Provided bi-weekly presentations that outlined expectations, for all new employees
- Developed weekly logistic schedule to meet with clinical and non-clinical staff members, of each hospital, to reinforce or teach best practices, to improve the culture of Patient Experience
- Engaged staff members and physicians during day, evening and weekend shifts, to provide Patient Experience coaching and mentoring
- Trained Nurse Leaders to become proficient, at Nurse Leader Rounding, to promote the safest environment and best quality of care, for all patients
- Educated and evaluated competencies of learned processes for: Hourly Rounding, Nurse Leader Rounding and AIDET, the structured patient-communication model for all HCA employees
- Created demonstrative skit, for the Leadership Development Institute, with CEO, educating over 1,500 hospital Leaders
- Submitted weekly reports to all hospital Executive Leadership team members, Vice President of Patient Experience and CNE reflecting onsite activities initiated to affect the improvement of overall patient perception of care

Michelle V. Lee

Director of Patient Experience – Medical Center of Trinity (3/16-11/16)

- Acted as lead facilitator, of patient experience process improvement, to promote optimal patient outcomes, reporting directly to hospital CEO
- Continually assessed programs for potential improvements while considering the needs of a culturally diverse population, at the main hospital, Behavioral Health facility and free-standing Emergency care campuses
- Utilized, integrated and interpreted HCAHPS data to assist hospital in the attainment of business goals through positive impact on continuous performance improvement
- Worked collaboratively with Senior Management to develop strategic patient perception initiatives
- Ensured that new staff members were oriented to specific job duties, with particular focus on patient satisfaction, through education and training
- Managed staff performance through active coaching and mentoring
- Engaged and consulted all ancillary departments for process improvement suggestions and pilots
- Interfaced with patients, directly, in an employee rounding effort to find opportunities to improve service and care
- Addressed and solved patient concerns, by acting as an advocate, then interfacing with staff members, to improve the delivery of care through specific actions and/or communication efforts

2004 - 2016

LifeLink Foundation/LifeLink Healthcare Institute
Tampa, Florida

Hospital Development Liaison (05/04 – 03/16)

- Acted as communication link between hospital staff/physicians and the vascular personnel, utilizing specific protocols to facilitate the recovery of organs and/or tissue for transplantation
- Introduced LifeLink to each critical care unit, office, administrative and executive positions, within assigned hospitals
- Educated, as the liaison, all new nursing and clinical staff, about organ and tissue recovery processes through presentations at RMCBP, Medical Center of Trinity, Oak Hill Hospital, Largo Medical Center, Morton Plant Hospital, Mease Dunedin Hospital, Mease Countryside Hospital, Morton Plant North Bay Hospital, Bayfront Brooksville Regional Hospital, Bayfront Springhill Regional Hospital, Florida Hospital North Pinellas, Tampa General Hospital, Florida Hospital Tampa, Florida Hospital Carrollwood, Memorial Hospital, St. Joseph's North
- Incorporated physician development initiatives, within marketing objectives, and participated in brain death presentations, with neurological attending physicians
- Attended national conferences, representing LifeLink, to become familiarized with best practices of other organ procurement organizations, nationwide
- Facilitated any process improvement for surgical recoveries of vital, life-saving organs, for transplantation
- Organized and facilitated organ donation committees, at assigned hospitals
- Researched all deaths occurring in critical care units through medical record review, as required by CMS
- Defined goals and objectives, for each hospital, to create individual marketing plans, based upon specific needs throughout each fiscal year
- Compiled and analyzed measureable activity data, in order to determine effectiveness and define new areas of focus

Michelle V. Lee

1999 – 2004

DESA International

Bowling Green, Kentucky (Home-based-office – Odessa, Florida)

Eastern Regional Sales Manager – National Co-Ops & Canada (11/01-04/04)

- Marketed and initiated sales of related hardware and seasonal products (lawn and garden, outdoor lighting, decorative door chimes, fastening products) for all Canadian provinces, U.S. national co-ops and customers in the northeast territory
- Selected, trained and evaluated 25 independent manufacturers' representatives
- Formulated sales goals and strategies for representatives
- Customized pricing structure and marketing programs for customers (budgeting for dollar allotments; generation of sales flyers, presentation binders and catalogs)
- Strategized and negotiated contracts with national co-ops
- Analyzed and determined product selection for customers
- Facilitated customer and sales representative product education/training
- Conducted product evaluation with buyers/customers and provided input to new product innovations
- Developed and implemented point-of-purchase signage to effectively merchandise products
- Interfaced with inside company sales staff to ensure processed of orders, resolution of customer problems and overall quality of service
- Continually reduced excess inventory through sales to liquidators
- Generated sales reports with a focus on goal attainment
- Previous duties included support to the national sales manager in driving sales at major customers including Wal-Mart, Lowe's and Target

Eastern Regional Sales Manager (3/00-11/01)

- Drove sales for distributor and retail accounts throughout the Eastern U.S.
- Provided product training and direction to twenty manufacturers' representatives

Southeastern Regional Sales Manager (4/99-3/00)

- Called on distributors and retail accounts in an eleven state region
- Directed twenty manufacturers' representatives

1993-1999

SALES MANAGERS INC. (SMI)

Atlanta, Georgia

Sales Representative

- Sold electrical, plumbing, hardware and seasonal products for a manufacturers' representative organization (generated approximately \$3.5M in sales)
- Represented thirty manufacturers including DESA in the Georgia, Tennessee and Alabama territory
- Identified key customer contacts and provided sales presentations

1992-1993

SOUTHCO METAL SERVICES, INC. (Alcoa Metals Subsidiary)

Atlanta, Georgia

EDUCATION:

GEORGIA SOUTHERN UNIVERSITY

Statesboro, Georgia

Bachelor of Science in Communication Arts (Emphasis in Public Relations/Upper Division Business)

Disaster Support Program

GET HELP IN FOUR SIMPLE STEPS

01

Sign Up

Sign up for Life-Assist's Emergency Disaster Support Program by sending an email to DisasterSupport@life-assist.com.



02

Disaster Number Provided

Once signed up, a 24-hour emergency number will be provided to use in the event of a disaster. Our emergency number is linked to those who have 24-hour access to our strategically located warehouses.



03

Mobilize Operation Teams

When a disaster occurs, we mobilize operation teams to pull, pack and ship supplies in the most expedient manner. We can also have orders available for pickup at our warehouses.



04

Expedite as Quickly as Possible

We will expedite and have orders delivered using whatever means necessary, including helicopter, airplane, UPS Express Critical and private courier services.



Our Commitment

As one of the **nation's largest distributors of emergency medical supplies, equipment and EMS pharmaceuticals**, we pride ourselves on responding to the ever-changing needs of the EMS professional and constantly strive to stay informed about the current procedures and equipment used in the pre-hospital environment. Our mission is to ensure **complete satisfaction** with the ordering experience and to provide medical equipment and supplies to EMS providers **with honesty, integrity, and outstanding customer care**. Should a problem arise, our customer care team will promptly resolve the issue.

Our Core Values



EMBRACE INNOVATION

We recognize that what we did yesterday is not enough for what is needed tomorrow, we question the status quo, look for opportunities to realize efficiencies understanding that action is the foundation for success, and we must bet on our ideas by taking calculated risks.



BE A GOOD STEWARD OF LIFE-ASSIST

We preserve those resources that are entrusted in us, build for the future, master our role today in preparation for tomorrow, value our employees and remember that we make a living by what we get, we make a life by what we give.



DELIVER A SUPERIOR CUSTOMER EXPERIENCE

We provide personalized service, appreciate that customers have a choice, go the extra mile, build trust, admit, and apologize for mistakes understanding that all of us together influence the quality of a customer's experience.



VALUE TEAMWORK

We are good listeners, we nurture safety and trust, involve others, look for diversity as our differences can lead to our best solutions, we take responsibility for our commitments and when needed, ask for help.



DO THE RIGHT THING

We have a genuine care for our customers and each other, we are honest, ethical, open, and authentic in our communications and, above all, we treat others the same way we want to be treated.

Ordering Information



INTERNET

Orders can be placed, and pricing verified **24 hours a day, 7 days a week** on our website www.life-assist.com



EMAIL

Orders may be emailed to our Customer Care Department at customercare@life-assist.com



PHONE

Our Customer Care staff is available to help you with your order from 6:30 am to 5:00 pm (PST - Monday thru Friday) at 800.824-6016.



ONLINE CHAT

Our **online chat** features allows orders to be placed and questions to be answered via our online chat.



MAIL

Orders can be mailed to our office:
Life-Assist, Inc.,
11277 Sunrise Park Drive,
Rancho Cordova, CA 95742



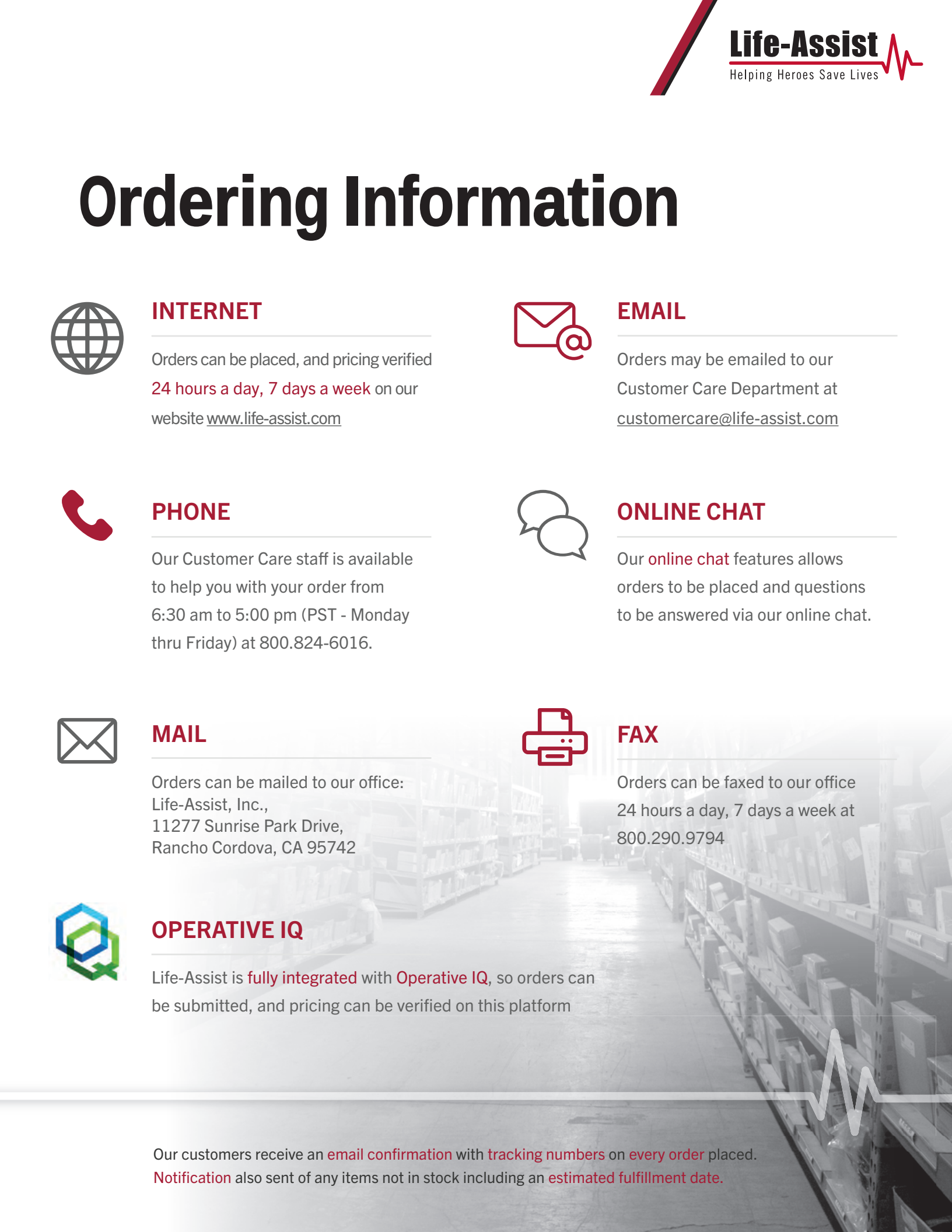
FAX

Orders can be faxed to our office 24 hours a day, 7 days a week at 800.290.9794



OPERATIVE IQ

Life-Assist is **fully integrated** with **Operative IQ**, so orders can be submitted, and pricing can be verified on this platform



Our customers receive an **email confirmation** with **tracking numbers** on **every order** placed. **Notification** also sent of any items not in stock including an **estimated fulfillment date**.

Online Ordering

To place an order online, a customer must be registered on the Life-Assist website and have an account. All pricing will be uploaded to the online account. Additional items can be added at the discount rate specified on the bid. Requests can be sent to Life-Assist for official quotes, to another individual within the ordering agency for approval or can be submitted to Life-Assist directly for processing, depending on how the agency has set up the account.

The Life-Assist website displays real-time pricing and availability for all our products. **Contract items are easily identified with a green background.** Adding to a contract is as easy as a click of the mouse.

Online account management allows a user to access and/or modify account information, receive shipments, check on backorder status, create supply lists, lock down users, access the Drug Supply Chain Portal and multiple purchasing reports.

Our website also features a **Smart Supply List**, which provides a list of all the items that have been ordered within the last 90 days for easy reordering.

Our website includes many unique features that allow users to manage their accounts 24/7:

01

View your agency's pricing on all items and request quotes online 24/7

04

Approval or review through the chain of command

02

Custom supply lists can be created to maintain continuity and eliminate ordering errors: they can also be downloaded for inventory purposes

05

Create a Master Administrator to manage all users on the account, which can make changes and/or restrict a user's ordering capabilities

03

User defined fields can be added to make ordering simple

06

View invoice history, tracking information, backorder status and account activity

A detailed presentation can be provided upon request.

Ordering through Inventory Management Systems



Life-Assist's system integrates with the Operative IQ Operations Management Software, which allows users to quickly and easily determine where their items are located, when they expire, how much is used and when supplies should be re-ordered. Operative IQ offers several different licensing options to fit the needs of EMS agencies.

Operative IQ information attached. A detailed presentation can be provided upon request.



VendNovation Controlled Access Solutions



VendNovation Controlled Access Lockers are an all-in-one inventory management solution designed to streamline distribution of supplies while simplifying the complex task of managing DEA and FDA tracking requirements. With VendNovation's suite of solutions you can control personnel access to medical supplies and narcotics using existing department keycards and have real-time logs of access and inventory levels.

- Meets DEA guidelines for Narcotic Storage and control
- 24/7 access using existing keycard credentials
- Manage inventory with alerts when stock is low
- Tracks medicine by lot number and expiration date
- Electronic checklists for managing vehicle inventory
- Dual validation to provide transaction witnesses

Delivery & Distribution

RUSH SHIPPING POLICY

Life-Assist never charges a rush fee on any order. Orders in by 4pm CST ship same day. The dedicated warehouse for the your department is in Lenexa, KS providing a 2-day ground delivery window. If Next Day Air shipping is required, additional freight charges may apply.

INVENTORY LEVELS

Life-Assist will adjust inventory levels at the time of award based on estimated annual usage provided by your agency. We use an electronic warehouse management system for inventory control and tracking customer allocations, lot numbers and expiration dates for all the products we provide. Manual adjustments are made as needed.

DISTRIBUTION AND DELIVERY PROCESS

Stock availability is clearly indicated on our website. When an order is placed, a confirmation email is sent to the email login address used to complete the order. The confirmation includes any items not in stock at the time the order is being processed (if applicable) and provides an estimated availability date. Our Customer Care Specialists can also provide stock availability by phone.

The shipping location is identified, and an order number is generated. Each order is processed independently, ensuring it is shipped to its specified address. As many of our customers have multiple locations, this system ensures multiple shipping locations are never an issue.

Once an order ships from our warehouse, an invoice is immediately generated for the items shipped. We have a 99% fill rate and adapt our inventory levels according to the needs of our customers to ensure backorders are kept to a minimum. If necessary, we also offer the ability to provide drop shipments directly from the manufacturer. Invoices are sent according to the method requested. In unlikely cases involving invoicing or product issues, backorders, mis-shipments, etc., the Customer Care Department will address them immediately.

Delivery & Distribution

SUBSTITUTIONS & ALTERNATIVE PRODUCTS

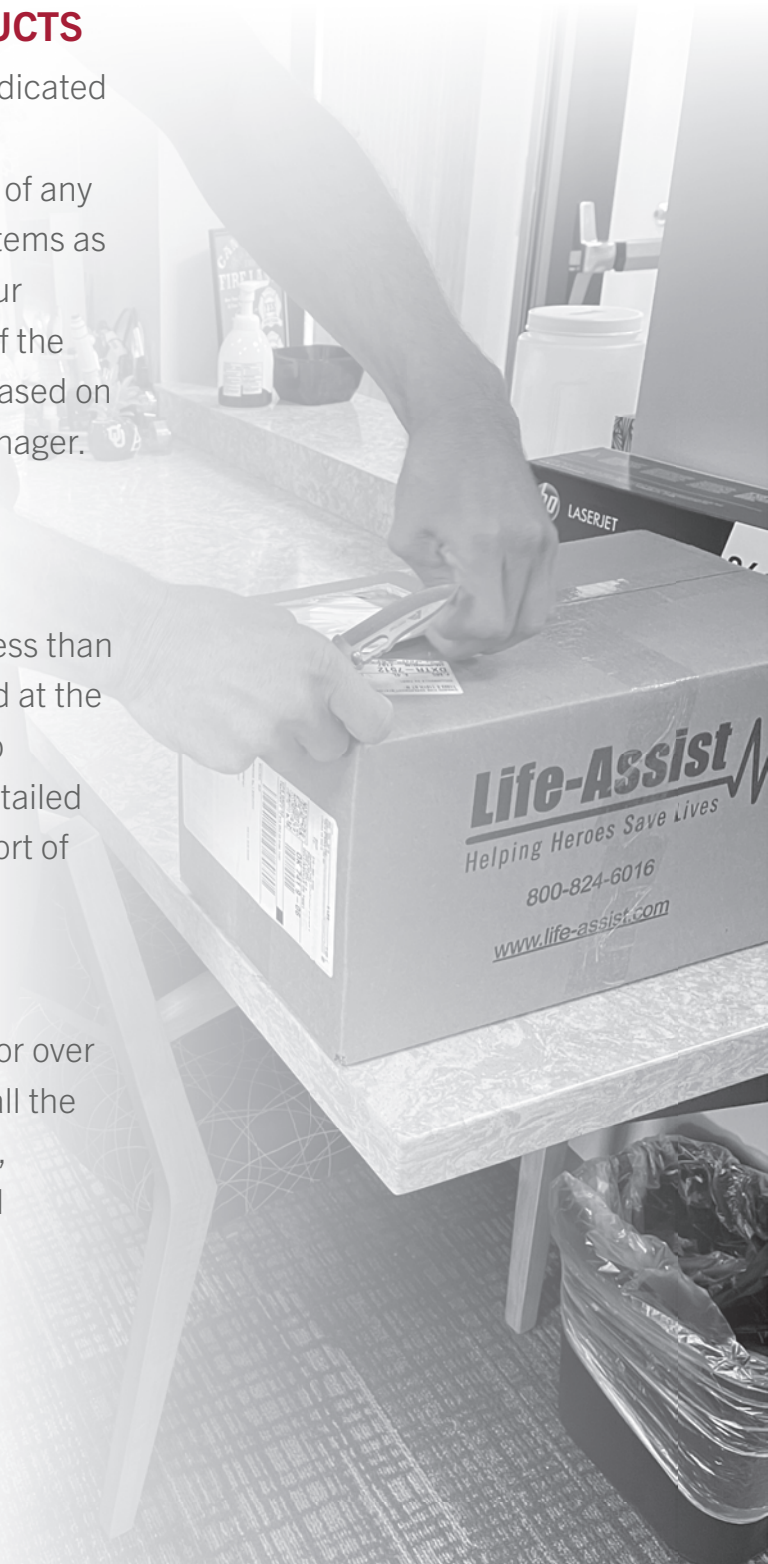
If substitutions are needed for any reason, your dedicated Account Manager will work with you directly to accommodate your needs. Customers are notified of any long-term backorder items or no longer available items as soon as the manufacturer provides information. Our Product Specialist team searches for alternatives if the manufacturer does not offer a replacement item based on the needs outlined by your dedicated Account Manager.

EXPIRATION DATES

All items are shipped with a minimum 12-month expiration date. Should an item be available with less than a 12-month expiration date, customers are notified at the time of order and their approval is required prior to shipment. The Life-Assist website also provides detailed expiration information on any products that fall short of the 12-month minimum policy.

MANUFACTURER RELATIONSHIPS

Life-Assist has been serving the EMS community for over 40 years. We have strong, loyal relationships with all the manufacturers we distribute for, such as Microflex, Laerdal, Ambu, Pulmodyne, Dukal, etc. Authorized Distributer letters from all manufacturers can be provided upon request.



Delivery & Distribution

SUBSTITUTIONS & ALTERNATIVE PRODUCTS

If substitutions are needed for any reason, your dedicated Account Manager will work with you directly to accommodate your needs. Customers are notified of any long-term backorder items or no longer available items as soon as the manufacturer provides information. Our Product Specialist Team searches for alternatives if the manufacturer does not offer a replacement item based on the needs outlined by your dedicated Account Manager.

EXPIRATION DATES

All items are shipped with a minimum 12-month expiration date. Should an item be available with less than a 12-month expiration date, customers are notified at the time of order and their approval is required prior to shipment. The Life-Assist website also provides detailed expiration information on any products that fall short of the 12-month minimum policy.



Returns & Warranty

Easy Returns and Warranty Assistance

General Return Policy

We want you to be 100% satisfied with your purchase. If a product does not meet your specifications, you may return the item in its original packaging, in resalable condition, within 30 days for full credit.

Prior to returning any purchase, please contact Customer Care at (800) 824-6016 or email CustomerCare@life-assist.com to obtain a return authorization number. To expedite the process, have your shipping or invoice document available for reference.

Returned merchandise must be sent freight prepaid and received in new, resalable condition.

If a damaged shipment is received, please note the extent of the damage to the carrier at the time of delivery. Keep all boxes and packaging materials and immediately contact Customer Care at (800) 824-6016 or email CustomerCare@life-assist.com.

Return Policy For Special Orders

Some goods, such as special-order items and items over 90 days old, etc. may not be eligible for credit. If we make an error in filling or shipping your order, we will promptly rectify the mistake at no cost to you. Please note that refrigerated items cannot be returned.

Warranty

Life-Assist is an authorized distributor for all items we provide. We honor all manufacturer warranties and will help facilitate any warranty issues that may arise. Life-Assist stands behind the products we provide and will ensure 100% satisfaction for the products purchased through us.

Hours of Operation

Time Zone	OPEN	CLOSED
Pacific Standard Time	6:30AM	5:00PM
Central Standard Time	8:30AM	7:00PM
Eastern Standard Time	9:30AM	8:00PM

We are available 24 hours a day / 7 days a week in the case of an emergency. You can contact us by phone Monday through Friday during operating hours. You will be answered by real people, no phone trees exist at Life-Assist.

See Disaster Support Program information for afterhours emergency contact.



“ *Life Assist is customer service centered with great products and quick responses. They continually work with their customers to ensure they are taken care of and put first.*

-Bryan S., CCFR | OR



Ron DeSantis, Governor

Melanie S. Griffin, Secretary



STATE OF FLORIDA
DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

FLORIDA DRUGS, DEVICES AND COSMETICS

THE Out-of-State RX Drug Wholesale Distr. HEREIN HAS REGISTERED UNDER THE
PROVISIONS OF CHAPTER 499, FLORIDA STATUTES

LIFE-ASSIST, INCORPORATED

10816 STRANG LINE ROAD
LENEXA KS 66215

LICENSE NUMBER: 232910

EXPIRATION DATE: SEPTEMBER 30, 2026

Always verify licenses online at [MyFloridaLicense.com](https://myfloridalicense.com)

ISSUED: 10/12/2024

Do not alter this document in any form.

This is your license. It is unlawful for anyone other than the licensee to use this document.





Ron DeSantis, Governor

Melanie S. Griffin, Secretary



STATE OF FLORIDA
DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

FLORIDA DRUGS, DEVICES AND COSMETICS

THE Out-of-State RX Drug Wholesale Distr. HEREIN HAS REGISTERED UNDER THE
PROVISIONS OF CHAPTER 499, FLORIDA STATUTES

LIFE-ASSIST, INCORPORATED

11277 SUNRISE PARK DR.
RANCHO CORDOVA CA 95742

LICENSE NUMBER: 232911

EXPIRATION DATE: SEPTEMBER 30, 2026

Always verify licenses online at [MyFloridaLicense.com](https://myfloridalicense.com)

ISSUED: 10/12/2024

Do not alter this document in any form.

This is your license. It is unlawful for anyone other than the licensee to use this document.





Renewal License

Wholesale Drug Permit

License No. WLS 8111

Receipt No. 41160617

Valid Until: 7/1/2025

LIFE-ASSIST, INCORPORATED
11277 SUNRISE PARK DR
RANCHO CORDOVA, CA 95742-6528

In accordance with the provisions of section 4160 of the Business and Professions Code, the firm name hereon is issued a Wholesale Drug Permit.

This permit is non-transferable. Contact the California State Board of Pharmacy within 30 days when there is a change of ownership, location, corporate officer, director, shareholder (more than 10 percent share change) manager, vice president of operations, or designated representative-in-charge.

This permit is valid only at the address shown.

The official status of this license can be verified at www.pharmacy.ca.gov

----- NON-TRANSFERABLE ----- POST IN PUBLIC VIEW -----

FORM WPHWLS (09/30/19) WLS



916

LIFE-ASSIST, INCORPORATED
11277 SUNRISE PARK DR
RANCHO CORDOVA, CA 95742-6528

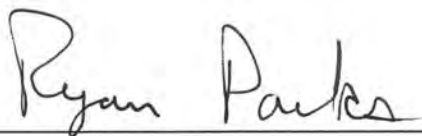
BOARD OF PHARMACY
2720 GATEWAY OAKS DR, SUITE 100
SACRAMENTO, CA 95833

To Whom It May Concern:

Life-Assist, Inc. began as a going concern in 1977 and has faithfully performed on all contracts, never filed for bankruptcy nor failed to repay any debt obligation. We receive annual financial Reviews by an independent 3rd party CPA, as well as annual independent corporate Valuations. Life-Assist, Inc. is in an increasingly strong financial position with adequate capital to continue as a going concern and fulfil our obligations at the level required by the County.

Life-Assist, Inc. is a privately held corporation and considers its financial statements to be Confidential Information, which have not been disclosed to the public.

Thank you,



Ryan Parks
Chief Financial Officer
Life-Assist, Inc.

Litigation

Section 8.5.6 of 25-503 Controlled Substances bid document does not apply to Life-Assist, Inc. as we have not been involved in any litigation or proceedings in any matter related to professional activities.

OFFICE OF PUBLIC SAFETY CONTROLLED SUBSTANCES

1. SCOPE OF WORK

- 1.1. Contractor(s) is qualified to furnish the Office of Public Safety **Schedule II-V** Controlled Substances for Lake County, Florida.
- 1.2. The Office of Public Safety Controlled Substances are utilized by the Lake County Office of Fire Rescue, and municipal fire departments.

2. PRICE EVALUATION REQUIREMENTS

- 2.1. Contractors are responsible for reading carefully and have complete understanding of all requirements and specifications of the items proposed.
- 2.2. Responses received will be evaluated and awarded on an “item-by-item” basis. The County reserves the right to make multiple awards in the best interest of the County.
- 2.3. All pricing submitted shall be inclusive of all shipping and handling charges. Contractor will not be permitted to charge a fuel surcharge, and all freight charges will be prepaid.
- 2.4. Price(s) proposed shall be per unit of measurement.
- 2.5. Due to the fluidity of the market, it is understood that Contractors cannot lock in product pricing. The product manufacturer determines and establishes the product price. As such, the County may request quotes for current pricing prior to orders being placed.

3. BRAND NAME OR EQUIVALENT/DEVIATIONS

- 3.1. Unless otherwise specified, the mention of a manufacturer’s brand name or number on the Attachment 2 Pricing FILLABLE Sheet 25-503 form does not imply this is the only brand that will be considered for purchase. The reference is intended solely to designate the type or quality of product that is acceptable.
- 3.2. Equivalent and Deviation products will be considered.
 - 3.2.1. Contractor must submit the request with descriptive literature and specifications for review during the Question-and-Answer period as notated in Solicitation 25-503, Section 6.
 - 3.2.1.1. Any requests received after this period or, any product that is not in compliance with the specifications will not be considered.
 - 3.2.1.2. Samples and possibly additional information may be requested to assist in the valuation process. Concentrations of medication should be kept “like” in alternative recommendations.
 - 3.2.2. No substitute will be considered for products marked as “No Substitute”.
 - 3.2.3. The determination as to whether any submitted equivalent product or a deviation is acceptable shall be made by the Office of Public Safety and such determination shall be made final and made known through issuance of an addendum to the Solicitation.

4. DRUG PEDIGREES

- 4.1. Contractor shall be compliant with Florida Statute 499 Drugs, Devices, and Cosmetics and FDA Pedigree requirements in accordance with the US Food and Drug Administration, Prescription Drug Marketing Act, Section 503 (e)(1)(A).

OFFICE OF PUBLIC SAFETY CONTROLLED SUBSTANCES

- 4.2. A pedigree for each shipment for controlled substances shall be included with each order/packing slip.
- 4.3. Contractor shall submit a current and in good standing, State of Florida Rx Drug Wholesaler Distribution license with the Florida Department of Business and Professional Regulations.
 - 4.3.1. Proposal received without a license may not be accepted.

5. EXPIRATION DATES

All products ordered must have an expiration date of twelve (12) months or more from the date of delivery. Shorter dates will require approval from the County before processing the order. Product received with shorter dates that do not have prior approval will not be accepted and will be returned at the Contractor's expense.

6. DELIVERY AND AVAILABILITY

- 6.1. Contractors must have a minimum of thirty (30) calendar days of products available to order before the commencement of the contract.
- 6.2. Confirmation of all orders and backordered items shall be provided by email to the ordering department within one (1) business day from the time the order is placed. Orders shall be available for delivery no later than two (2) business days from receipt of the order. Orders that total over six (6) boxes shall be delivered by freight at no additional charge to the County.
- 6.3. No minimum orders shall be required, either in quantity or cost. Contractor shall not charge the County for any shipping or freight costs for any minimum orders.
- 6.4. If an order is placed for a product that is out of stock and a substitution is available, this must be communicated to the department and approved prior to delivery. Any substituted product received that does not have prior approval will not be accepted and will be returned at Contractor's expense.
- 6.5. Non-stock product(s) shall be made available for delivery, no later than ten (10) business days from receipt of order.
- 6.6. Any items received by the County in error, wrong item proposed, equivalent was not approved by department, or equivalent is deemed not equal quality by the department, the Contractor will be required to provide a Return Merchandise Authorization (RMA) label at no charge to the County.
- 6.7. Contractor will provide a written notice within twenty-four (24) hours of any product covered by this contract that the Contractor has placed on backorder. Contractor's backorder notification will include:
 - 6.7.1. The product(s) placed on backorder
 - 6.7.2. The reason for the backorder
 - 6.7.3. The expected timeline for receipt of the backorder
- 6.8. Deliveries are to be performed during the hours of 8:00 am. To 3:00 p.m. (EST) Monday thru Friday. Contractor shall notify their freight companies of the delivery hours.

[The remainder of this page intentionally left blank]

A. CONTRACTOR will purchase and maintain at all times during the term of this Contract, without cost or expense to the COUNTY, policies of insurance as indicated below, with a company or companies authorized to do business in the State of Florida, and which are acceptable to the COUNTY, insuring the CONTRACTOR against any and all claims, demands, or causes of action, for injuries received or damage to property relating to the performance of duties, services, or obligations of the CONTRACTOR under the terms and provisions of the Contract. An original certificate of insurance, indicating that CONTRACTOR has coverage in accordance with the requirements of this section must be received and accepted by the COUNTY prior to contract execution or before any work begins. It will be furnished by CONTRACTOR to the COUNTY'S Project Manager and Procurement Services Director within five working days of such request. The parties agree that the policies of insurance and confirming certificates of insurance will insure the CONTRACTOR in accordance with the following minimum limits:

i. General Liability insurance on forms no more restrictive than the latest edition of the Occurrence Form Commercial General Liability policy (CG 00 01) of the Insurance Services Office or equivalent without restrictive endorsements, with the following minimum limits and coverage:

Each Occurrence/General Aggregate	\$1,000,000/2,000,000
Products-Completed Operations	\$2,000,000
Personal & Adv. Injury	\$1,000,000
Fire Damage	\$50,000
Medical Expense	\$5,000
Contractual Liability	Included

ii. Professional liability and specialty insurance (medical malpractice, engineers, architect, consultant, environmental, pollution, errors and omissions, etc.) as applicable, with minimum limits of \$1,000,000 and annual aggregate of \$2,000,000.

B. Lake County, a Political Subdivision of the State of Florida, and the Board of County Commissioners, will be named as additional insured as their interest may appear all applicable policies. Certificates of insurance must identify the RFP or ITB number in the Description of Operations section on the Certificate.

C. CONTRACTOR must provide a minimum of 30 days prior written notice to the County of any change, cancellation, or nonrenewal of the required insurance.

D. Certificates of insurance must evidence a waiver of subrogation in favor of the COUNTY, that coverage must be primary and noncontributory, and that each evidenced policy includes a Cross Liability or Severability of Interests provision, with no requirement of premium by the COUNTY.

E. CONTRACTOR must provide a copy of all policy endorsements, reflecting the required coverage, with Lake County listed as an additional insured along with all required provisions to include waiver of subrogation. Contracts cannot be completed without this required insurance documentation. A certificate of insurance (COI) will not be accepted in lieu of the policy endorsements.

F. Certificate holder must be:

LAKE COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA,
AND THE BOARD OF COUNTY COMMISSIONERS.

P.O. BOX 7800

TAVARES, FL 32778-7800

G. All self-insured retentions will appear on the certificates and will be subject to approval by the COUNTY. At the option of the COUNTY, the insurer will reduce or eliminate such self-insured retentions; or CONTRACTOR will be required to procure a bond guaranteeing payment of losses and related claims expenses.

H. The COUNTY will be exempt from, and in no way liable for, any sums of money, which may represent a deductible or self-insured retention in any insurance policy. The payment of such deductible or self-insured retention will be the sole responsibility of the CONTRACTOR or subcontractor providing such insurance.

I. CONTRACTOR will be responsible for subcontractors and their insurance. Subcontractors are to provide Certificates of Insurance to the COUNTY evidencing coverage and terms in accordance with the CONTRACTOR'S requirements.

J. Failure to obtain and maintain such insurance as set out above will be considered a breach of contract and may result in termination of the contract for default.

K. Neither approval by the COUNTY of any insurance supplied by CONTRACTOR, nor a failure to disapprove that insurance, will relieve CONTRACTOR of full responsibility of liability, damages, and accidents as set forth herein.

[The remainder of this page is intentionally left blank.]

TABLE OF CONTENTS

DEFINITIONS	3
INSTRUCTIONS TO VENDORS	3
PREPARATION OF PROPOSALS	4
COLLUSION.....	4
PROHIBITION AGAINST CONTINGENT FEES	4
CONTRACTING WITH COUNTY EMPLOYEES	5
INCURRED EXPENSES	5
AWARD	5
GRANT FUNDING.....	5
STATE REGISTRATION REQUIREMENTS	6
PRIME CONTRACTOR.....	6
SUBCONTRACTING	6
GENERAL CONTRACT CONDITIONS.....	6
GOVERNING LAW	6
COMPLIANCE OF LAWS, REGULATIONS, AND LICENSES.....	6
CONTRACT EXTENSION	6
MODIFICATION OF CONTRACT	7
ASSIGNMENT.....	7
NON-EXCLUSIVITY	7
OTHER AGENCIES	7
CONTINUATION OF WORK.....	7
WARRANTY	7
DEFICIENCIES IN WORK TO BE CORRECTED BY THE CONTRACTOR	7
COUNTY IS TAX-EXEMPT.....	8
SHIPPING TERMS, F.O.B. DESTINATION.....	8
ACCEPTANCE OF GOODS OR SERVICES	8
ESTIMATED QUANTITIES	8
PURCHASE OF OTHER ITEMS	9
SAFETY	9
MATERIAL SAFETY DATA SHEET (MSDS)	9
TOBACCO PRODUCTS	9
CLEAN-UP.....	9
PROTECTION OF PROPERTY	9
CERTIFICATE OF COMPETENCY/LICENSURE, PERMITS, AND FEES.....	10
TRUTH IN NEGOTIATION CERTIFICATE.....	10
COMPETENCY OF VENDORS AND ASSOCIATED SUBCONTRACTORS.....	10
RESPONSIBILITY AS EMPLOYER.....	10
MINIMUM WAGES	11
INDEMNIFICATION	11
TERMINATION FOR CONVENIENCE	11
TERMINATION DUE TO UNAVAILABILITY OF CONTINUING FUNDING.....	11
TERMINATION FOR DEFAULT.....	11
FRAUD AND MISREPRESENTATION	11

RIGHT TO AUDIT 12

PROPRIETARY/CONFIDENTIAL INFORMATION..... 12

PUBLIC ENTITY CRIMES 12

PUBLIC RECORDS LAW 12

COPYRIGHTS 14

SOVEREIGN IMMUNITY 14

COMPLIANCE WITH FEDERAL STANDARDS 14

E-VERIFY 14

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPPA) 14

FORCE MAJEURE 15

NO CLAIM FOR DAMAGES 15

CERTIFICATION REGARDING SCRUTINIZED COMPANIES 15

NOTICES 15

DEFINITIONS

Contract: The agreement to perform the services set forth in a document signed by both parties with any attachments specifically incorporated.

Contractor: The Vendor to whom award has been made.

County: Lake County, Florida, a political subdivision of the State of Florida.

Proposal: Any offer submitted in response to a solicitation.

Solicitation: The written document requesting bids, quotes, or proposals from the marketplace.

Vendor: Any entity responding to a solicitation or performing under any resulting contract.

INSTRUCTIONS TO VENDORS

- A. Vendor Qualification: The County requires Vendors provide evidence of compliance with the requirements below upon request:
1. Disclosure of Employment.
 2. Disclosure of Ownership.
 3. Drug-Free Workplace.
 4. W-9 and 8109 Forms – as required by the Internal Revenue Service.
 5. Americans with Disabilities Act (ADA).
 6. Conflict of Interest.
 7. Debarment Disclosure Affidavit.
 8. Nondiscrimination.
 9. Family Leave.
 10. Antitrust Laws – By acceptance of any contract, the Vendor agrees to comply with all applicable antitrust laws.
- B. Public Entity Crimes: Pursuant to Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction of a public entity crime may not be awarded or perform work as a contractor, supplier, subcontractor, or contractor under a contract with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.
- C. Contents of Solicitation and Vendors' Responsibilities: The Vendor shall be thoroughly familiar with the requirements of this solicitation. Ignorance of these matters by the Vendor will not be accepted as a basis for varying the requirements of the County, or the compensation to be paid.
- E. Restricted Discussions: From the date of solicitation issuance until final County action, Vendors will not discuss any part of the solicitation with any employee, agent, or other representative of the County except as expressly authorized by the designated procurement representative. The only communications that will be considered pertinent to a solicitation are appropriately signed written documents from the Vendor to the designated procurement representative and any relevant written document promulgated by the designated procurement representative.
- F. Changes to Proposal: Prior to the scheduled due date, a Vendor may change its Proposal by submitting a new one with a letter on the firm's letterhead, signed by an authorized agent stating that the new submittal replaces the original. The new submittal must contain the letter and all information as required in the solicitation.
- G. Withdrawal of Proposal: A Proposal will be irrevocable unless it is withdrawn as provided in a solicitation. A Proposal may be withdrawn, either physically or by written notice, at any time prior to solicitation award. If withdrawn by written notice, that notice must be addressed to, and received

by, the designated procurement representative. The letter must be on company letterhead and signed by an authorized agent of the Vendor.

- H. Conflicts within the Solicitation: Where there appears to be a conflict between the General Terms and Conditions, Special Conditions, the Technical Specifications, the Pricing Section, or any addendum issued, the order of precedence will be: the last addendum issued, the Proposal Price Section, the Technical Specifications, the Special Conditions, and then the General Terms and Conditions. It is incumbent upon the Vendor to identify such conflicts to the designated procurement representative prior to the Proposal due date.
- I. Prompt Payment Terms: Payment for all purchases by County agencies will be made in a timely manner and interest payments will be made on late payments in accordance with Part VII, Chapter 218, Florida Statutes, known as the Florida Prompt Payment Act. The Vendor may offer cash discounts for prompt payments; however, such discounts will not be considered in determining the lowest price during Proposal evaluation.

PREPARATION OF PROPOSALS

- A. The pricing section of a solicitation defines requirements of items to be purchased and must be completed and submitted with the Proposal. Use of any other form or alteration of the form may result in rejection of the Proposal.
- B. The Proposal submitted must be legible. Vendors shall type or use an ink to complete the Proposal. All changes must be crossed out and initialed in ink. Failure to comply with these requirements may cause the bid to be rejected.
- C. An authorized agent of the Vendor's firm must sign the Proposal. The County may reject any Proposal not signed by an authorized agent.
- D. The Vendor may submit alternate Proposals for the same solicitation provided that such offer is allowable under the terms and conditions. The alternate Proposal must meet or exceed the minimum requirements and be submitted as a separate Proposal marked "Alternate Proposal".
- E. When there is a discrepancy between the unit prices and any extended prices, the unit prices will prevail. The County reserves the right to allow for clarification of questionable entries and the correction of obvious mistakes.
- F. Any Proposal received after the designated receipt date will be considered late and will not be considered for award.

COLLUSION

Where two (2) or more related parties each submit a Proposal for the same contract, such Proposals will be presumed to be collusive. Furthermore, any prior understanding, agreement, or connection between two (2) or more corporations, firms, or persons submitting a Proposal for the same materials, supplies, services, or equipment will also be presumed to be collusive. Proposals found to be collusive will be rejected. Vendors which have been found to have engaged in collusion may be considered non-responsible and may be suspended or debarred. Any contract resulting from collusive bidding may be terminated for default.

PROHIBITION AGAINST CONTINGENT FEES

The Vendor warrants that they have not employed or retained any company or person, other than a bona fide employee working solely for the Vendor to solicit or secure the Contract and that they have not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the Vendor, any consideration contingent upon or resulting from the award or making of the Contract.

CONTRACTING WITH COUNTY EMPLOYEES

Any County employee or immediate family member seeking to contract with the County shall seek a

EXHIBIT C – GENERAL TERMS AND CONDITIONS v.2.26.24

conflict of interest opinion from the County Attorney prior to submittal of a Proposal. The affected employee shall disclose the employee's assigned function within the County and interest or the interest of his or her immediate family in the proposed contract and the nature of the intended contract.

INCURRED EXPENSES

A solicitation does not commit the County to make an award nor will the County be responsible for any cost or expense which may be incurred by any Vendor in preparing and submitting a Proposal, or any cost or expense incurred by any Vendor prior to the execution of a purchase order or contract.

AWARD

- A. The Contract resulting from a solicitation may be awarded to the responsible Vendor which submits a Proposal determined to provide the best value to the County with price, technical, and other applicable factors considered. The County reserves the right to reject any and all Proposals, to waive irregularities or technicalities, and to re-advertise for all or any part of this solicitation as deemed in its best interest. The County will be the sole judge of its best interest.
- B. When there are multiple line items in a solicitation, the County reserves the right to award on an individual item basis, any combination of items, total low bid, or in whichever manner deemed in the best interest of the County. This provision specifically supersedes any method of award criteria stated in the solicitation when such action is necessary to protect the best interests of the County.
- C. The County reserves the right to reject any and all Proposals if it is determined that prices are excessive or determined to be unreasonable, or it is otherwise determined to be in the County's best interest to do so.
- D. The County reserves the right to reject offers containing terms or conditions contradictory to the County's.
- E. Award of a solicitation will be made to firms satisfying all necessary legal requirements to do business with the County. The County may conduct a pre-award inspection of the Vendor's site or hold a pre-award qualification hearing to determine if the Vendor can perform the requirements of a solicitation.
- F. The Vendor's performance as a Contractor or subcontractor on previous County contracts will be considered in evaluating the responsibility of the Vendor.
- G. Any tie situations will be resolved in consonance with current written County procedure.
- H. The County has imposed a reciprocal match local vendor preference practice to ensure an equal procurement environment for all potential vendors unless prohibited by the funding source.
- I. Award of the contract resulting from this solicitation may be predicated on compliance with and submittal of all required documents as stipulated in the solicitation.
- J. A Vendor wishing to protest any award decision resulting from a solicitation may do so per the [Procurement Protest Procedures site](#).

GRANT FUNDING

In the event any part of a Contract is to be funded by federal, state, or other local agency monies, the Vendor hereby agrees to comply with all requirements of the funding entity applicable to the use of the monies, including full application of requirements involving the use of minority firms, women's business enterprises, and labor surplus area firms. Contractors are advised that payments under the Contract may be withheld pending completion and submission of all required forms and documents required of the Contractor pursuant to the grant funding requirements.

STATE REGISTRATION REQUIREMENTS

Any entity conducting business in Florida shall either be registered or have applied for registration with the Florida Department of State in accordance with Florida law, unless exempt from registration. A copy

of the registration may be required prior to award of a Contract. Additional information is available by visiting the [Florida Department of State home page](#).

PRIME CONTRACTOR

The Vendor awarded a Contract shall act as the Prime Contractor and will assume full responsibility for the successful performance under the Contract. The Awarded Vendor (Contractor) will be considered the sole point of contact regarding meeting all requirements of the Contract. All subcontractors may be subject to advance review by the County regarding competency and security concerns. No change in subcontractors may be made without the consent of the County after the award of the Contract. Contractor will be responsible for all insurance, permits, licenses, and related matters for any and all subcontractors. County may require the Contractor to provide any insurance certificates required by the work to be performed even if the subcontractor is self-insured.

SUBCONTRACTING

Unless otherwise stipulated in a solicitation, the Contractor shall not subcontract any portion of the work without the prior written consent of the County. Subcontracting without the prior consent of the County may result in termination of the Contract for default.

DISADVANTAGED BUSINESSES

The County has adopted policies which assure and encourage the full participation of Disadvantaged Business Enterprises (DBE) in the provision of goods and services. The County encourages joint ventures between majority-owned firms and qualified disadvantaged/minority/women-owned firms.

GENERAL CONTRACT CONDITIONS

The Contract will be binding upon and will inure to the benefit of each of the parties and respective successors and permitted assigns. The Contract may not be amended, released, discharged, rescinded or abandoned, except by a written instrument duly executed by the parties. The failure of any party at any time to enforce any of the provisions of the Contract will in no way constitute or be construed as a waiver of such provision or of any other provision of the Contract, nor in any way affect the validity of, or the right to enforce, each and every provision of the Contract. Any dispute arising during Contract performance that is not readily rectified by coordination between the Contractor and the County user department will be referred to Procurement Services.

GOVERNING LAW

The interpretation, effect, and validity of any contract will be governed by the laws and regulations of the State of Florida, and Lake County, Florida. Venue of any court action will be solely in Lake County, Florida. The Contractor hereby waives its right to a jury trial.

COMPLIANCE OF LAWS, REGULATIONS, AND LICENSES

The Contractor shall comply with all federal, state, and local laws and regulations applicable to provision of the goods or services specified in a solicitation. During the term of a Contract, the Contractor assures that it is in compliance with Title VII of the 1964 Civil Rights Act, as amended, and the Florida Civil Rights Act of 1992, in that the Contractor does not on the grounds of race, color, national origin, religion, sex, age, disability or marital status, discriminate in any form or manner against its employees or applicants for employment. The Contractor understands that any Contract is conditioned upon the veracity of this statement.

CONTRACT EXTENSION

The County has the unilateral option to extend a Contract for up to ninety (90) calendar days beyond the current Contract period. In such event, the County will notify the Contractor in writing of such extensions. The Contract may be extended beyond the initial ninety (90) day extension upon mutual agreement between the County and the Contractor. Exercise of the above options requires the prior approval of the Procurement Services Director.

MODIFICATION OF CONTRACT

Any Contract resulting from a solicitation may be modified by mutual consent of duly authorized parties, in writing through the issuance of a modification to the Contract or purchase order as appropriate. This presumes the modification itself complies with all applicable County procedures.

ASSIGNMENT

The Contractor shall not assign or transfer any Contract resulting from a solicitation, including any rights, title or interest in the Contract, or its power to execute such Contract to any entity without the prior written consent of the County. This provision includes any acquisition or hostile takeover of the Contractor. Failure to comply may result in termination of the Contract for default.

NON-EXCLUSIVITY

It is the intent of the County to enter into an agreement that will satisfy its needs as described within a solicitation. However, the County reserves the right to perform, or cause to be performed, all or any of the work and services described in a solicitation in the manner deemed to represent its best interests. In no case will the County be liable for billings in excess of the quantity of goods or services provided under the Contract.

OTHER AGENCIES

Other governmental agencies may make purchases in accordance with the Contract with Contractor consent. Purchases are governed by the Contract's terms and conditions except for the change in agency name. Each agency will be responsible and liable for its own purchases for materials or services received.

CONTINUATION OF WORK

Any work that commences prior to, and will extend, beyond the expiration date of any Contract period must, unless terminated by mutual written agreement between the County and the Contractor, continue until completion without change to the then current prices, terms and conditions.

WARRANTY

All warranties express and implied, must be made available to the County for goods and services covered by a solicitation. All goods furnished must be fully guaranteed by the Contractor against factory defects and workmanship. They will be covered by the most favorable commercial warranty given for comparable quantities of products or services and the rights and remedies provided in the Contract will be in addition to the warranty and do not limit any right afforded to the County by any other provision of a solicitation. Contractor shall correct any and all apparent and latent defects that may occur within the manufacturer's standard warranty period at no expense to the County. The special conditions of a solicitation may supersede the manufacturer's standard warranty.

DEFICIENCIES IN WORK TO BE CORRECTED BY THE CONTRACTOR

Contractor shall promptly correct all apparent and latent deficiencies or defects in work, or any work that fails to conform to the Contract documents regardless of project completion status. All corrections must be made within seven (7) calendar days after such rejected defects, deficiencies, or non-conformances are verbally reported to the Contractor by the County's project administrator. Contractor must bear all costs of correcting such rejected work. If the Contractor fails to correct the work within the period specified, the County may, at its discretion, notify the Contractor, in writing, that the Contractor is subject to contractual default provisions if the corrections are not completed to the satisfaction of the County within seven (7) calendar days of receipt of the notice. If the Contractor fails to correct the work within the period specified in the notice, the County may place the Contractor in default, obtain the services of another Contractor to correct the deficiencies, and charge the incumbent Contractor for these costs, either through a deduction from the final payment owed to the Contractor or through invoicing. If the Contractor fails to honor this invoice or credit memo, the County may terminate the contract for default.

COUNTY IS TAX-EXEMPT

When purchasing on a direct basis, the County is generally exempt from Federal Excise Taxes and all State of Florida sales and use taxes (85-8013874700C-1). Visit [Lake County Tax Exemption Certificate page](#) to print a copy of the certificate. Except for items specifically identified by the Contractor and accepted by the County for direct County purchase under the Sales Tax Recovery Program, Contractors doing business with the County are not exempt from paying sales tax to their suppliers for materials to fulfill contractual obligations with the County, nor will any Contractor be authorized to use any of the County's Tax Exemptions in securing such materials.

SHIPPING TERMS, F.O.B. DESTINATION

The F.O.B. point for any product ordered will be F.O.B.: DESTINATION – Inside Delivery, FREIGHT ALLOWED. The County will not consider any Proposal showing a F.O.B. point other than F.O.B.: Destination – Inside Delivery.

ACCEPTANCE OF GOODS OR SERVICES

The products delivered as a result of a solicitation will remain the property of the Contractor, and services rendered under a contract will not be deemed complete until a physical inspection and actual usage of the products or services is accepted by the County and is in compliance with the terms in the contract.

Any goods or services purchased as a result of a solicitation or Contract may be tested/inspected for compliance with specifications. In the event that any aspect of the goods or services provided is found to be defective or does not conform to the specifications, the County reserves the right to terminate the Contract or initiate corrective action on the part of the Contractor, to include return of any non-compliant goods to the Contractor at the Contractor's expense, requiring the Contractor to either provide a direct replacement for the item, or a full credit for the returned item. The Contractor shall not assess any additional charges for any conforming action taken by the County under this clause. The County will not be responsible to pay for any product or service that does not conform to the Contract specifications.

In addition, any defective product or service or any product or service not delivered or performed by the date specified in a purchase order or Contract, may be procured by the County on the open market, and any increase in cost may be charged against the Contractor. Any cost incurred by the County in any re-procurement plus any increased product or service cost will be withheld from any monies owed to the Contractor by the County for any Contract or financial obligation.

ESTIMATED QUANTITIES

Estimated quantities or dollars are for the Vendor's guidance only and may be used in the award evaluation process. No guarantee is expressed or implied as to quantities or dollar value that will be used during the Contract period. The County is not obligated to place any order for a given amount subsequent to the award of a solicitation. In no event will the County be liable for payments in excess of the amount due for quantities of goods or services actually ordered.

PURCHASE OF OTHER ITEMS

While the County has listed all major items within a solicitation, there may be ancillary or similar items purchased by the County during the term of a Contract. The Contractor will provide a price quote for the ancillary items. The County may request price quotes from all Contractors under Contract if there are multiple Contracts. The County reserves the right to award these ancillary items to the primary Contractor, another Contract Contractor based on the lowest price quoted, or to acquire the items through a separate solicitation.

Although a Contract may identify specific locations to be serviced, it is hereby agreed and understood that any County department or facility may be added or deleted to the Contract at the option of the County. The location change will be addressed by formal Contract modification. The County may obtain price quotes for the additional facilities from other Vendors if fair and reasonable pricing is not obtained from the Contractor, or for other reasons at the County's discretion. It is hereby agreed and understood

EXHIBIT C – GENERAL TERMS AND CONDITIONS v.2.26.24

that the County may delete service locations when such service is no longer required, upon fourteen (14) calendar days' written notice to the Contractor.

SAFETY

The Contractor will be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the work and for complying with all requirements of the Occupational Safety and Health Administration Act (OSHA). The Contractor shall take all necessary precautions for the safety of and shall provide the necessary protection to prevent damage, injury, or loss to persons or property.

The Contractor shall provide all standard equipment, work operations, safety equipment, personal protective equipment, and lighting required or mandated by State, Federal, OSHA, or Americans with Disabilities Act of 1990 (ADA) regulations.

The Contractor shall designate a competent person of its organization whose duty will be the prevention of accidents at the site. This person must be literate and able to communicate fully in the English language because of the necessity to read job instructions and signs, as well as the need for conversing with County personnel. This person must be the Contractor's superintendent unless otherwise designated in writing by the Contractor to the Contract Manager.

MATERIAL SAFETY DATA SHEET (MSDS)

The Contractor is responsible to ensure the County has received the latest version of any MSDS required by 29 C.F.R. Section 1910.1200 with the first shipment of any hazardous material. The Contractor shall promptly provide a new MSDS to the County with the new information relevant to the specific material at any time the content of an MSDS is revised.

TOBACCO PRODUCTS

Tobacco use, including both smoke and smokeless tobacco, is prohibited on County owned property.

CLEAN-UP

If applicable, all unusable materials and debris must be removed from the premises at the end of each workday and disposed of in an appropriate manner. The Contractor shall thoroughly clean up all areas where work has been involved as mutually agreed with the associated user department's project manager upon final completion.

PROTECTION OF PROPERTY

All existing structures, utilities, services, roads, trees, shrubbery, and property in which the County has an interest must always be protected against damage or interrupted services by the Contractor during the term of a Contract. The Contractor will be held responsible for repairing or replacing property to the satisfaction of the County which is damaged by reason of the Contractor's operation on the property. In the event the Contractor fails to comply with these requirements, the County reserves the right to secure the required services and charge the costs of such services back to the Contractor.

CERTIFICATE OF COMPETENCY/LICENSURE, PERMITS, AND FEES

Any Vendor that submits an offer in response to a County solicitation shall, at the time of such offer if required, hold a valid Certificate of Competency or appropriate current license issued by the State or County Examining Board qualifying the Vendor to perform the work proposed. If work for other trades is required in conjunction with a solicitation, and such work will be performed by subcontractors hired by the Vendor, an applicable Certificate of Competency/license issued to the subcontractors must be submitted with the Vendor's offer. The County may at its option and in its best interest, allow the Vendor to supply the subcontractors certificate/license to the County during the offer evaluation period. The Contractor is responsible to ensure that all required licenses, permits, and fees (to include any inspection fees) required for a project are obtained and paid for, and shall comply with all laws, ordinances, regulations, and building or other code requirements applicable to the work contemplated in a

solicitation. Damages, penalties, or fines imposed on the County or the Contractor for failure to obtain required licenses, permits, inspection or other fees, or inspections will be borne by the Contractor.

TRUTH IN NEGOTIATION CERTIFICATE

Any organization awarded a Contract must execute a truth-in-negotiation certificate stating that the wage rates and other factual unit costs are accurate, complete, and current, at the time of contracting for each Contract that exceeds \$195,000.00. Any Contract requiring this certificate will contain a provision that the original Contract price and any additions will be adjusted to exclude any significant sums by which the County determines the Contract price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs. All such Contract adjustments will be made within one (1) year following the end of the Contract.

COMPETENCY OF VENDORS AND ASSOCIATED SUBCONTRACTORS

Proposals will be considered from firms which are regularly engaged in the business of providing or distributing the goods or services described in the solicitation, and who can produce evidence of a consistent satisfactory record of performance. The County may consider any evidence available to it of the financial, technical, and other qualifications and abilities of any Vendor responding under a solicitation, including past performance with the County. Vendors must have sufficient financial support and organization to ensure satisfactory delivery under the stated solicitation terms and conditions of any Contract awarded. In the event the Vendor intends to subcontract any part of its work or will obtain the goods specifically offered under the Contract from another source of supply, the Vendor may be required to verify the competency of its subcontractor or supplier. The County reserves the right, before awarding the Contract, to require a Vendor to submit such evidence of its or its subcontractor's qualifications.

RESPONSIBILITY AS EMPLOYER

The employees of the Contractor will always be considered its employees, and not an employees or agents of the County. The Contractor shall provide employees capable of performing the work as required. The County may require the Contractor to remove any employee it deems unacceptable. All employees of the Contractor may be required to wear appropriate identification.

MINIMUM WAGES

Under the Contract, the wage rate paid to all laborers, mechanics and apprentices employed by the Contractor for the work under the Contract, must not be less than the prevailing wage rates for similar classifications of work as established by the Federal Government and enforced by the U.S. Department of Labor, Wages and Hours Division, and Florida's Minimum Wage requirements in Article X, Section 24 (f) of the Florida Constitution and enforced by the Florida Legislature by statute or the State Agency for Workforce Innovation by rule, whichever is higher.

PRICE REDETERMINATIONS

Contractor may petition for a price redetermination with documented increases in the cost of wages, fuel, or materials within 30 calendar days of the anniversary date of the Contract. Price redeterminations will be based upon changes documented by the applicable Employment Cost Index (ECI) or Producer Price Index (PPI) as published on the [U.S. Bureau of Labor Statistics \(bls.gov\)](https://www.bls.gov). Contractor may petition for price redetermination for Contractor's minimum wage employees should the minimum wage increase during the Contract. Upon verification, the County may grant an increase matching the minimum wage increase.

INDEMNIFICATION

To the extent provided by law, CONSULTANT shall indemnify, defend, and hold harmless County and the State of Florida, Department of Transportation (DEPARTMENT), including the DEPARTMENT's officers, agents, and employees, against any actions, claims, or damages arising out of, relating to, or resulting from negligent or wrongful act(s) of CONSULTANT, or any of its officers, agents, or employees, acting within the scope of their office or employment, in connection with the

rights granted to or exercised by CONSULTANT.

The foregoing indemnification shall not constitute a waiver of COUNTY's or DEPARTMENT's sovereign immunity beyond the limits set forth in Florida Statutes, Section 768.28. Nor shall the same be construed to constitute agreement by CONSULTANT to indemnify COUNTY for the negligent acts or omissions of COUNTY, its officers, agents, or employees, or third parties. Nor shall the same be construed to constitute agreement by CONSULTANT to indemnify DEPARTMENT for the negligent acts or omissions of DEPARTMENT, its officers, agents, or employees, or third parties. This indemnification shall survive the termination of this Agreement.

TERMINATION FOR CONVENIENCE

The County, at its sole discretion, reserves the right to terminate the Contract upon thirty (30) days' written notice. Upon receipt of such notice, the Contractor shall not incur any additional costs under the Contract. The County will be liable only for reasonable costs incurred by the Contractor prior to notice of termination. The County will be the sole judge of "reasonable costs."

TERMINATION DUE TO UNAVAILABILITY OF CONTINUING FUNDING

When funds are not appropriated or otherwise made available to support continuation of performance in a current or subsequent fiscal year, the Contract will be cancelled, and the Contractor will be reimbursed for the reasonable value of any non-recurring costs incurred amortized in the price of the supplies or services/tasks delivered under the contract.

TERMINATION FOR DEFAULT

The County reserves the right to terminate any Contract arising from a solicitation, in part or in whole, or affect other appropriate remedy in the event the Contractor fails to perform in accordance with the terms and conditions stated in the Contract. The County further reserves the right to suspend or debar the Contractor in accordance with the County's ordinances, resolutions and administrative orders. The Contractor will be notified by letter of the County's intent to terminate and the Contractor will be given ten (10) calendar days to cure the breach. In the event of termination for default, the County may procure the required goods and services from any source and use any method deemed in its best interest. All re-procurement costs will be borne by the Contractor.

FRAUD AND MISREPRESENTATION

Any individual, corporation or other entity that attempts to meet its contractual obligations through fraud, misrepresentation or other material misstatement, may be debarred for up to five (5) years. The County as a further sanction may terminate or cancel any other Contracts with such individual, corporation or entity with such Contractor held responsible for all direct or indirect costs associated with termination or cancellation, including attorneys' fees.

RIGHT TO AUDIT

The County reserves the right to require the Contractor to submit to an audit, by any auditor of the County's choosing. The Contractor shall provide access to all of its records, which relate directly or indirectly to the contract at its place of business during regular business hours. The Contractor shall retain all records pertaining to the contract and upon request make them available to the County for three (3) complete calendar years following expiration of the contract. The Contractor agrees to provide such assistance as may be necessary to facilitate the review or audit by the County to ensure compliance with applicable accounting and financial standards.

If the Contractor provides technology services, the Contractor must provide Statement of Standards for Attestations Engagements (SSAE) 16 or 18 and System and Service Organization Control (SOC) reports upon request by the County. The SOC reports must be full Type II reports that include the Contractor's description of control processes, and the independent auditor's evaluation of the design and operating effectiveness of controls. The cost of the reports will be paid by the Contractor.

If an audit inspection or examination pursuant to this section discloses overpricing or overcharges of any

EXHIBIT C – GENERAL TERMS AND CONDITIONS v.2.26.24

nature by the Contractor to the County in excess of one percent (1%) of the total contract billings, in addition to making adjustments for the overcharges, the reasonable actual cost of the County's audit must be reimbursed to the County by the Contractor. Any adjustments or payments which must be made as a result of any such audit or inspection of the Contractor's invoices or records must be made within a reasonable amount of time, but in no event may the time exceed ninety (90) calendar days, from presentation of the County's audit findings to the Contractor.

This provision is hereby considered to be included within, and applicable to, any subcontractor agreement entered into by the Contractor in performance of any work under the contract.

PROPRIETARY/CONFIDENTIAL INFORMATION

Vendors are hereby notified that all information submitted as part of a Proposal will be available for public inspection in compliance with Chapter 119 of the Florida Statutes (the "Public Record Act"). The Vendor should not submit any information in response to a solicitation which the Vendor considers proprietary or confidential. The submission of any information to the County in connection with a solicitation will be deemed a waiver from release of the submitted information unless such information is exempt or confidential under the Public Records Act.

PUBLIC RECORDS LAW

Pursuant to section 119.0701(2)(a), Florida Statutes, the County is required to provide Contractor with this statement and establish the following requirements as contractual obligations pursuant to the contract:

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS SOLICITATION, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 352-343-9839, PURCHASING@LAKECOUNTYFL.GOV, BY MAIL, OFFICE OF PROCUREMENT SERVICES, ATTN: RON FALANGA, P.O. BOX 7800 TAVARES, FL 32778.

By entering into the Contract, Contractor acknowledges and agrees that any records maintained, generated, received, or kept in connection with, or related to the performance of services provided under, the Contract are public records subject to the public records disclosure requirements of section 119.07(1), Florida Statutes, and Article I, section 24 of the Florida Constitution. Pursuant to section 119.0701, Florida Statutes, any Contractor entering into a contract for services with the County is required to:

- A. Keep and maintain public records required by the County to perform the services and work provided pursuant to the Contract.
- B. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.
- C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion or termination of the Contract if the Contractor does not transfer the records to the County.
- D. Upon completion or termination of the Contract, transfer, at no cost, to the County all public records in the possession of the Contractor or keep and maintain public records required by the County to perform the service. If the Contractor transfers all public records to the County upon completion or termination of the Contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and

maintains public records upon completion or termination of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County, upon request from the County's custodian of public records, in a format that is compatible with the information technology systems of the County.

Requests to inspect or copy public records relating to the County's Contract for services must be made directly to the County. If Contractor receives any such request, Contractor shall instruct the requestor to contact the County. If the County does not possess the records requested, the County shall immediately notify the Contractor of such request, and the Contractor must provide the records to the County or otherwise allow the records to be inspected or copied within a reasonable time.

Contractor acknowledges that failure to provide the public records to the County within a reasonable time may be subject to penalties under section 119.10, Florida Statutes. Contractor further agrees not to release any records that are statutorily confidential or otherwise exempt from disclosure without first receiving prior written authorization from the County. Contractor shall indemnify, defend, and hold the County harmless for and against any and all claims, damage awards, and causes of action arising from the Contractor's failure to comply with the public records disclosure requirements of section 119.07(1), Florida Statutes, or by Contractor's failure to maintain public records that are exempt or confidential and exempt from the public records disclosure requirements, including, but not limited to, any third party claims or awards for attorney's fees and costs arising therefrom. Contractor authorizes County to seek declaratory, injunctive, or other appropriate relief against Contractor from a Circuit Court in Lake County on an expedited basis to enforce the requirements of this section.

COPYRIGHTS

Any copyright derived from a Contract will belong to the author. The author and the Contractor shall expressly assign to the County nonexclusive, royalty free rights to use any and all information provided by the Contractor in any deliverable or report for the County's use which may include publishing in County documents and distribution as the County deems to be in its best interests. If anything included in any deliverable limits the rights of the County to use the information, the deliverable will be considered defective and not acceptable and the Contractor will not be eligible for any compensation.

The County owns and retains all proprietary rights in its logos, trademarks, trade names, and copyrighted images (Intellectual Property). As such, nothing in any solicitation permits or shall be construed as authorizing Vendor or Contractor to use or display County's Intellectual Property. The County has the right to redact the County Logo displayed on any submission.

SOVEREIGN IMMUNITY

County expressly retains all rights, benefits and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Nothing will be deemed as a waiver of immunity or the limitations of liability of County beyond any statutory limited waiver of immunity or limits of liability. Nothing will inure to the benefit of any third party for the purpose of allowing any claim against County, which would otherwise be barred under the law.

COMPLIANCE WITH FEDERAL STANDARDS

All items to be purchased under a Contract must be in accordance with all governmental standards to include, but not be limited to, those issued by the Occupational Safety and Health Administration (OSHA), the National Institute of Occupational Safety Hazards (NIOSH), and the National Fire Protection Association (NFPA).

E-VERIFY

Upon award of a Contract, the Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system in accordance with the terms governing use of the system to confirm the employment eligibility of all new persons hired by the Contractor during the term of the Contract.

EXHIBIT C – GENERAL TERMS AND CONDITIONS v.2.26.24

The Contractor shall include in all contracts with subcontractors performing work pursuant to any Contract, an express requirement that subcontractors utilize the U.S. Department of Homeland Security’s E-Verify system in accordance with the terms governing use of the system to confirm the employment eligibility of all new employees hired by subcontractors during the term of the subcontract.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPPA)

The Contractor may be required to execute a Business Associate Agreement, pursuant to the Health Insurance Portability and Accountability Act of 1996 (P.L. 104-191) (codified at 42 U.S.C. Section 1320d, *et. seq.*), and regulations contained in 45 C.F.R. Parts 160 and 164.

If the Contractor obtains any information governed by 42 U.S.C. Section 290dd-2 and the regulations implemented by the Substance Abuse and Mental Health Services Administration at 42 C.F.R. Part 2 (collectively referred to as the “SAMHSA regulations”), whether from the County or another source, while providing services to the County under the contract, the Contractor shall only use or disclose that information pursuant to the SAMHSA regulations.

The Contractor will also comply with any and all laws under the State of Florida governing the confidentiality of health information, including but not limited to records or other documents containing medical, mental health, or substance abuse information.

FORCE MAJEURE

The parties will exercise every reasonable effort to meet respective obligations under the Contract, but will not be liable for delayed performance or nonperformance resulting from a force majeure. A party that becomes aware of a force majeure that will significantly delay performance will notify the other party promptly, within 15 calendar days, after it discovers the force majeure. If a force majeure occurs, the parties may execute a contract modification or change order to extend the performance schedule or make accommodations that are reasonable under the circumstances.

NO CLAIM FOR DAMAGES

No claim for damages or any claim other than for an extension of time may be made or asserted against the County because of any delays. No interruption, interference, inefficiency, suspension, or delay in the commencement or progress of the work will relieve the Contractor of duty to perform or give rise to any right to damages or additional compensation from the County. The Contractor’s sole remedy will be the right to seek an extension to the Contract time. However, this provision will not preclude recovery of damages by the Contractor for hindrances or delays due solely to fraud, bad faith, or active interference on the part of the County.

CERTIFICATION REGARDING SCRUTINIZED COMPANIES

The Contractor hereby certifies that, pursuant to Section 287.135, Florida Statutes, it is not listed on the Scrutinized Companies that Boycott Israel and is not participating in a boycott of Israel. The Contractor understands that pursuant to Section 287.135, Florida Statutes, the submission of a false certification may subject it to civil penalties, attorneys’ fees, and costs. The Contractor further understands that any contract with the County for goods or services may be terminated at the option of the County if the Contractor is found to have submitted a false certification or has been listed on the Scrutinized Companies that Boycott Israel list or is participating in a boycott of Israel.

For purchases of \$1 million or more:

By submitting a response to any solicitation, the Contractor hereby certifies that, pursuant to Section 287.135, Florida Statutes, it is not listed on the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies with Activities in Sudan List, is not listed on the Scrutinized Companies that Boycott Israel and is not participating in a boycott of Israel, and is not engaged in business operations in Cuba or Syria. The Contractor understands that pursuant to Section 287.135, Florida Statutes, the submission of a false certification may subject it to civil penalties,

attorneys' fees, and costs. The Contractor further understands that any contract with the County for goods or services of \$1 million or more may be terminated at the option of the County if the Contractor is found to have submitted a false certification or has been listed on the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List or the Scrutinized Companies with Activities in Sudan List, is listed on the Scrutinized Companies that Boycott Israel list or is participating in a boycott of Israel, or is engaged in business operations in Cuba or Syria.

ANTI-TRAFFICKING RELATED ACTIVITIES

Prohibition of Trafficking Related Activities FAR 52.222-50, Combating Trafficking in Persons, prohibits "trafficking-related activities." The prohibitions include, among others, denying an employee access to his/her own identification or immigration documents, engaging in fraudulent recruitment practices, and charging recruitment fees directly to employees. These prohibitions apply to contractors, subcontractors, as well as each of their employees and agents.

The U.S. Government has adopted a policy prohibiting trafficking in persons including the trafficking-related activities listed below. These prohibitions specifically apply to come federally funded contracts and prohibit contractors, contractor employees, and their agents from:

- A. Engaging in severe forms of trafficking in persons during the period of performance of the contract;
- B. Procuring commercial sex acts during the period of performance of the contract;
- C. Using forced labor in the performance of the contract;
- D. Destroying, concealing, confiscating, or otherwise denying access by an employee to the employee's identity or immigration documents, such as passports or drivers' licenses, regardless of issuing authority;
- E. Using misleading or fraudulent practices during the recruitment of employees;
- F. Charging employees or potential employees recruitment fees;
- G. Failing to provide return transportation or paying for the cost of return transportation upon the end of employment for certain employees;
- H. Providing or arrange housing that fails to meet the host country housing and safety standards; or
- I. Failing to provide an employment contract, recruitment agreement, or other required work documents in writing, as required by law or contract.

NOTICES

All notices given by one party to the other party under a contract must be delivered to the receiving party's address set forth on the Contract either by hand, qualified courier, or e-mail and will be deemed received the day after it is transmitted. For County, it must be addressed to the Office of Procurement Services, PO Box 7800, 315 West Main Street, Suite 441, Tavares, Florida, 32778 or purchasing@lakecountyfl.gov.

[The remainder of this page intentionally left blank]