



TASK ORDER NO. 6 TO CONTRACT # 12-11-0006-00

This Task Order, Task Order No. 6 for professional database administration services (the "Task Order"), is issued by and between **Citizens Property Insurance Corporation** ("Citizens"), whose principal address is 2101 Maryland Circle, Tallahassee, Florida 32303, and **CSX Technology, Inc.**, ("CSX"), whose address is 500 Water Street, Jacksonville, Florida 32202 (collectively, the "Parties").

1. **Master Agreement:** This Task Order is directly related and subject to Contract #12-11-0006-00 between Citizens and CSX (the "Master Agreement").
2. **Term:** Vendor's work related to this Task Order shall begin upon the date of the last signature between the Parties below and continue for one (1) year. This Task Order may be renewed for one (1), one (1) year renewal period by Citizens at its sole discretion.
3. **Scope of Work:** Citizens hereby orders and CSX agrees to provide remote professional database administration ("DBA") services, to support ongoing operational and project activities as requested by Citizens on an as needed (on-demand) basis, (the "Services").

The Services to be delivered will encompass three objective areas within traditional DBA Services: (1) Operational, (2) Managerial, and (3) Incident Management. The intent for Services delivered in these areas will be:

Objective Areas	Description
Operational	<ul style="list-style-type: none"> • Provide Services routine and customary to industry practices. • Provide Services to support scheduled work and planned project work.
Managerial	<ul style="list-style-type: none"> • Provide statistical and metrics based reporting for Services delivered. • Provide estimation for projects and planned work.
Incident Management	<ul style="list-style-type: none"> • Provide 24x7 active monitoring of qualified data sets or systems. • Provide 24x7 alerting of service degradation or cessation. • Provide triage, recovery, restore, and root cause analysis support for service outages or degradation. • Provide enabled tracking of incident tickets and resolution status. • Provide 24x7, on-call support via an active, staffed 'operations center' for incident support.

- 3.1. Sourcing and CSX Screening Responsibilities: At no additional cost, CSX will perform the following:
 - CSX shall actively seek out and maintain a list of contingent workers with qualifications that meet or exceed those required to provide Services as described herein.
 - CSX shall perform a background check that meets the requirements specified by Citizens on potential contingent workers.
- 3.2. Service Requirements: CSX shall perform the Services in accordance with the following terms:
 - 3.2.1. CSX will provide to the Citizens Program Manager via email a weekly status update for Services.
 - 3.2.2. Professional Competence, Ethics and Professionalism: CSX's agents are required to demonstrate the highest levels of professional competence, ethics, and professionalism. Citizens reserves the right at any time for any reason to require that a particular vendor's agent be removed from performing Services under this Task Order.
 - 3.2.3. Material Breach of Service Levels: If CSX fails to fully and satisfactorily provide or perform any Service during the term of this Task Order, such failure shall constitute a material breach of the Task Order. If such breach is not cured within seven days after written notice is provided to Vendor, Citizens may immediately pursue all available remedies under this Task Order.
 - 3.2.4. Project Tasks: CSX will perform planned project activities as described in the agreed project plans and provide status on project progress at a frequency deemed appropriate by the project plan.

Service Types	Description	Service Response	Service Delivery
Immediate (Critical) Response	Immediate Service is intended to provide the expert resources required to support incident and problem management activities, including but not limited to triage, recovery, or restoration of appropriate data Services.	CSX to respond to Citizens' support requests within 15 minutes, from the receipt of first notification.	CSX to provide DBA Services via remote connectivity. CSX must provide Services on a 24x7x365 schedule.
Scheduled	Scheduled Service is intended to provide the expert resources required to support regular operations work and fluctuations in business volume.	CSX to respond to Citizens' support requests within 1 business day (high), 3 business days (medium), or 10 business days (low) from the receipt the request. <i>Ex: physical configuration changes, performance analysis and tuning, software lifecycle management, etc.</i>	CSX to provide DBA Services via remote connectivity. CSX must provide Services on a 24x7x365 schedule.
Project	Project Service is intended to provide the expert resources required to support project related tasks as a regular function.	CSX to respond to Citizens' support requests within 1 business day (high), 3 business days (medium), or 10 business days (low) from the receipt the request. <i>Ex: physical configuration changes, performance analysis and tuning, software lifecycle management, etc.</i>	CSX to provide DBA Services via remote connectivity. CSX must provide Services on an 8x5 schedule.

<p>Remote Managed Service (RMS)</p>	<p>RMS provides core database Service to include <u>incident management</u> and <u>operational tasks</u> as described in the scope section of this document.</p>	<p>CSX to respond to critical Citizens' support requests within 15 minutes from the receipt of first notification.</p> <p>CSX to alert Citizens Technical Operations Center ("TOC") point of contact ("POC") to any monitored events within 15 minutes from the receipt of first notification. When alerting Citizens of the monitored event, CSX will provide an assessment of the severity level. Subject to validation or redesignation of the severity level by Citizens, CSX shall respond to a monitored alert, as further described in Exhibit A, within the following timeframes: Production Response Priority 1 – within 15 minutes from the receipt of first notification; Severity Level 2 - within 1 business day from the receipt of first notification; Severity Level 3 - within 3 business days from the receipt of first notification.</p> <p>Except with respect to monitored events as set forth above, any Citizens' support requests that are deemed non-critical shall be handled within the service response timeframes listed above for Scheduled Services or Project Services as applicable.</p>	<p>CSX to provide DBA Services via remote connectivity.</p> <p>Provide Services on a 24x7x365 schedule.</p>
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3.3. Service Alignment: The table below illustrates sample Services to be provided and their reference alignment to the above levels of requirement.

Service	Immediate	Scheduled/Project	RMS
Maintenance Job Failures	X		X
BI Job Monitoring & Restart		X	
Access Requests		X	X
Replication Monitoring and Maintenance		X	X
Database Refreshes		X	X
Scheduled Processes		X	X
DR Testing and Response		X	X
Backup Monitoring		X	X
Production Recovery	X	X	X
Executing DDL		X	X
Space Monitoring & Maintenance		X	X
Database/System Availability	X	X	X
Monitoring & Response	X	X	X
Database Installation & Configuration		X	X
OS and DB Patching/Upgrades and validation		X	X
Partitioning		X	X
Feature Analysis			X
ETL Support	X	X	
Root Cause Analysis	X		X
Database Tuning		X	X
Statistical Updates		X	X
Performance Analysis	X	X	X
Vacation Coverage		X	X
Encryption & other special topics		X	X
Training		X	
Project documentation	X	X	X
Incident Response	X		
Project research, testing and validation		X	

The scope of Services specifically related to RMS for the RDBMS Environment and the Oracle environments shall be:

SERVICE- RDBMS	DESCRIPTION
PERFORMANCE TUNING	<p>CSX will identify and manage database performance tuning opportunities and communicate to Citizens, at minimum, on a quarterly basis. Items reviewed will include the following:</p> <ul style="list-style-type: none"> Contention – Data Files, Redo Logs, Control Files, Locks, Latches Long-running/Problem SQL and PL/SQL Tuning Opportunities – Memory Usage, Data Storage, Statistics Init.ora Parameters Sorting Table Structures Sequence Generators Buffer Pools Top Database Resource Consumers Checkpoints Excessive Log Switches

SPACE MANAGEMENT	<p>CSX will manage any space issues in regards to the contracted database environment(s) based upon Citizens' requirements. Space management will include the following:</p> <ul style="list-style-type: none"> Tables Indexes Rollback Segments Temporary Segment Tablespaces Chained and Migrated Database Rows Freespace
TROUBLESHOOTING	<p>CSX will perform troubleshooting Services and will work in conjunction with Citizens to identify and resolve any system issues. These Services will include the following:</p> <ul style="list-style-type: none"> Service Request (SR) Management Problem Resolution Documentation Proactive Bug Alerts Problem Analysis Support
BACKUP MANAGEMENT	<p>CSX will test and validate Citizens' back up procedures. CSX will also monitor and/or perform backups and react when and if necessary. This will include the following:</p> <ul style="list-style-type: none"> Validate backups in non-Production environment Monitor successful execution of backups
RECOVERY	<p>CSX will assist with database recovery as requested by Citizens on an as-needed basis. This will include the following:</p> <ul style="list-style-type: none"> Complete Recovery Incomplete Recovery – Point-in Time Incomplete Recovery – Transaction Based
ENVIRONMENT REFRESHES	<p>CSX will support Citizens' non-production systems by refreshing database environments.</p>
DATABASE PATCHING AND CLONING	<p>CSX will apply database patches on an as needed basis with Citizens' approval. This will include the following:</p> <ul style="list-style-type: none"> Proactive Patch Research and Review On-Demand Patching Services Database Critical Patch Updates Cloning the production environment only, up to 1 time per month

REMOTE MONITORING SERVICES	<p>Automated checks of the database environment to identify system issues. Checks include and not limited to:</p> <ul style="list-style-type: none"> Database availability Alert logs for severe operational errors Database space allocations Database resources Database file system space Automated backups & maintenance <p>Additionally, CSX will provide notification to Citizens TOC in accordance with already established SLAs in Section 3.2., any new and/or resolved instances as a result of the above mentioned automated checks. CSX will provide weekly reporting, electronically and in a mutually agreeable format, by Monday at 10:00am EST of all fully engaged monitored instances, which shall include historical data in order for Citizens to establish and track normal patterns.</p> <p>*4-6 weeks to deploy monitoring on new environments. For Production environments, once CSX has the required access, monitoring setup with require 2 weeks.</p>
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3.4. **Service Delivery:** Services are to be provided via remote connectivity into Citizens facilities. For Immediate Services, agent monitoring will be considered, where appropriate, to aid in the service delivery model. Citizens' intention is to extend current monitoring tools to provide appropriate notification to CSX such that alerting and response can be achieved successfully. For Scheduled Services, tasks will be assigned by Citizens DBA management as appropriate to augment current staff.

3.5. **Resource Capabilities:** CSX will provide the following capabilities:

- Incident response
- Monitoring (performance and availability)
- Data security
- Metadata management and repository usage
- Database schema creation
- Scripting and automation
- Code reviews and walk-thru
- Backup and recovery
- General systems management
- Storage management techniques

3.6. **SLA and Key Metric Tracking:** CSX must track Service level metrics and key delivery metrics to ensure quality is measured. Data to be tracked and reported in three main categories: (1) metric tracking; (2) time tracking; and, (3) ticket volume.

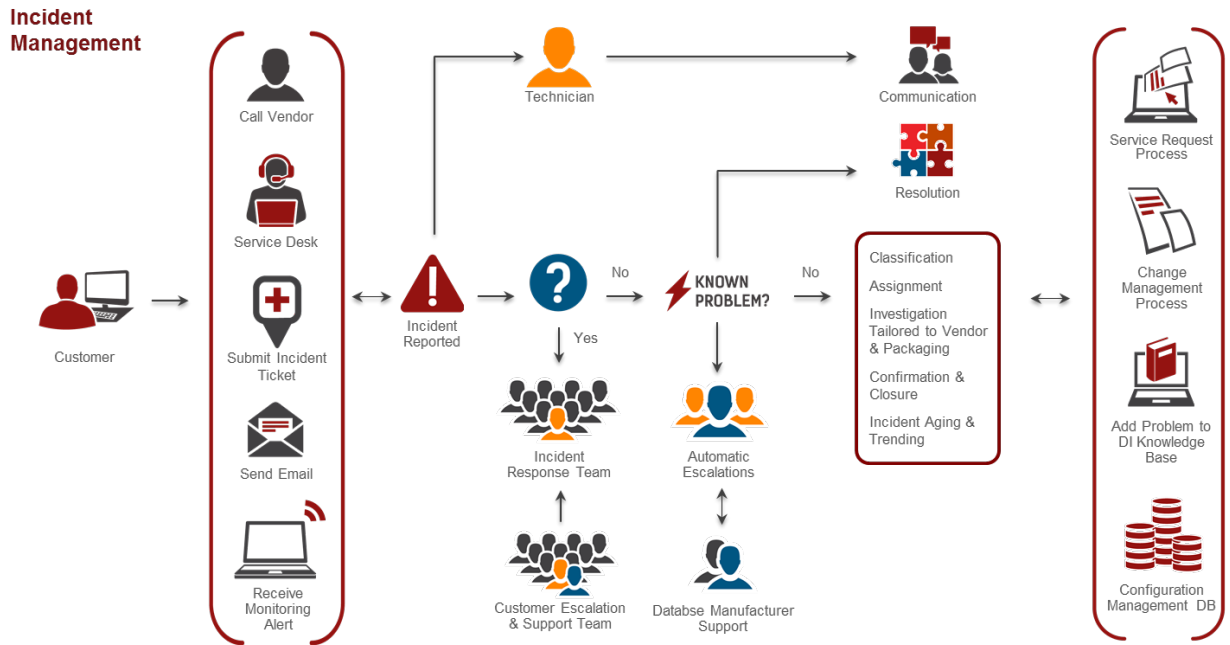
Quality Metric Tracking	CSX will measure quality of work with regard to process, communication, schedule, duration, technical proficiency, and attention to detail. A breach in any of these categories will cause a quality event to be reported. Separate measures for automated events and human generated events (i.e., service requests) enable an additional layer of measurement.	
	<u>Service Request Quality</u>	Measures the quality of human-generated requests (e.g., emails, phone calls, etc.).

	<u>Automated Event Quality</u>	Measures the quality of response to all automated (and monitored) events.
	<u>Resolved Independently</u>	Measures the percent of events that are resolved without Citizens involvement. This metric demonstrates that CSX has the proper documentation and SOP's to effectively manage Citizens' systems.
	<u>Critical Monitoring SLA</u>	Measures the elapsed time between a critical <u>automated</u> (monitored) event occurrence and the time the event has been accepted by the appropriate vendor technician.
	<u>Critical Request SLA</u>	Measures the elapsed time between a critical <u>requested</u> event and the time the event is accepted by the appropriate vendor technician.
Time Tracking	<p>CSX will measure and report time in a minimum of four categories for all tickets (requested or automated events) as follows:</p> <ul style="list-style-type: none"> • Average open ticket time • Average time in-process • Average time waiting on Citizens' • Average elapsed time 	
Ticket Volume	<p>CSX will measure ticket and/or event volume to show:</p> <ul style="list-style-type: none"> • The number of requests made • The number of monitored events and how many total events occurred • Additional detail regarding during/after hours 	

- 3.7. Audit Requirements:
 - 3.7.1. CSX must maintain an RSA (or similar technology) two factor authentication into a secure Citrix (or equivalent) environment.
 - 3.7.2. The environment must limit CSX resources from being able to download any Citizens data and limit the applications used to manage Citizens environment to industry best practice or widely accepted tools.
 - 3.7.3. CSX must provide Citizens a video playback of screen shots (or equivalent) that can be traced to every ticket or request fulfilled by CSX.
 - 3.7.4. The video file must be stored by CSX for at least one (1) year and available upon Citizens request.
- 3.8. Portal Access and Event Data:
 - 3.8.1. CSX must make available a web based portal to initiate, track all events/tickets.
 - 3.8.2. CSX must be able to receive email alerts from Citizens event monitors.
 - 3.8.3. CSX must create and maintain a common repository for tracking and billing Services.
- 3.9. SOP Documentation: CSX will maintain a Standard Operating Procedures (SOP) library as part of the service management platform. The SOP library will be immediately available to any delivery personnel vendor and Citizens personnel who are engaged in providing Services.

The SOP library will be developed as part of the Service initiation. The customized repository will maintain Citizens SOPs, documentation of critical systems, recovery procedures, contact information, escalation procedures and environment event history.
- 3.10. Incident Response Process: CSX will provide the remote managed service incident management process set forth below, in order to allow Citizens the ability to directly submit critical incidents or

allow CSX to automatically create critical incidents based on database monitors. The incident management process is as follows:



3.11. Organizational Requirements: CSX must have organized delivery teams in place to concurrently manage daily tasks, 24x365 tasks and complex issues any time of day.

3.11.1. Database Operations: CSX will have a 24x7x365 operations center manned and ready to provide communication to management and operational support to Citizens and CSX personnel.

3.11.2. Immediate Response Team: CSX will maintain a team that will be available 24x7x365 to immediately address alert or definable repeatable tasks per Citizens approved SOPs.

3.11.3. Work Management Team: Provider will assign Senior DBA** talent for routine and complex DBA and project related activities.

3.11.4. Program Manager: Provides Citizens a technical management contact for coordination and planning of resource requirements.

**See resource capabilities Section 3.5. Senior level would be defined as advanced experience in these areas.

3.12. Point of Contact: Coordination of Services will be the responsibility of CSX. Each party will designate a POC as listed below.

- **Citizens Daily Contact:**
John White
Senior Database Administrator
813-465-6178
John.white@citizensfla.com
- **Citizens TOC Contact:**
David Freeman
Operations Center Technician II
904-208-7504
David.Freeman@citizensfla.com
- **CSX Program Manager:**
Andrew Sien
CSX Vendor Manager

859-283-2520 Ext. 325

Susan Bridges
CSX
904-357-7453
Email: susan_bridges@csx.com

- 3.13. Pricing: Fees are expected to be incurred in the following service areas. Fee schedule will be hourly, on-demand and specific to service being provided.

Object Area Rate Type	Billing Rate/Hour or Monthly
Operational : Immediate (Incident Management)	\$ 148.50 per hour
Operational : Scheduled Services	\$ 119.70 per hour
Managerial	\$ 142.50 per hour
Remote Monitoring Service - RDBMS: Production (up to 1 Env.)	\$1,200 fixed monthly
Remote Monitoring Service - RDBMS: Non Prod 1 clone (up to 2 Env.)	\$1,320 fixed monthly
Remote Monitoring Service - RDBMS: Non Prod no clone (up to 6 Env.)	\$1,620 fixed monthly

***Est. Hours is a projected monthly need. It must be noted that no guarantee is made as to the number of hours required. This contract is an as needed service. Payment will be made on actual Services delivered.*

Rates shall not exceed those listed during the term of the Task Order. Actual usage will be determined/ negotiated on an as needed basis. Citizens' total expenditures under this Task Order will not exceed \$274,000.00.

Invoicing: Invoicing for the Fixed Monthly Cost will be paid monthly in advance.

For other Services, the invoicing shall be as follows: CSX will submit monthly invoices in arrears to the completion and approval of work tickets. CSX will provide monthly summary reports with all invoices for Citizens review.

**CITIZENS PROPERTY
INSURANCE CORPORATION:**

CSX TECHNOLOGY, INC.

SIGNATURE:

SIGNATURE:

KELLY BOOTEN

PRINT NAME:

PRINT NAME:

CHIEF OF SYSTEMS AND OPERATIONS

TITLE:

TITLE:

DATE:

DATE:

SIGNATURE:

JENNIFER MONTERO

PRINT NAME:

CHIEF FINANCIAL OFFICER

TITLE:

DATE: