

**AGREEMENT**

between the

**FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES**

and

\_\_\_\_\_

THIS AGREEMENT is made effective this \_\_\_\_\_ day of

BY AND BETWEEN the

**FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES**

(hereinafter the “Department”)

AND

\_\_\_\_\_

(hereinafter the “Third Party Administrator”)

located at \_\_\_\_\_, \_\_\_\_\_, FL \_\_\_\_\_

(Third Party Administrator address)

**WITNESSETH:**

**WHEREAS**, the Third Party Administrator seeks to operate a Third Party Driver License Examination Service for the purpose of administering Class E Knowledge Exams to the public; and

**WHEREAS**, section 322.56, Florida Statutes, provides authority for the Department to contract with third party entities to administer Class E Knowledge Exams; and

**WHEREAS**, section 322.56, Florida Statutes, also provides that the Department is authorized to adopt rules necessary to implement the law,

**NOW THEREFORE**, the Department and the Third Party Administrator, in consideration of the duties and responsibilities set forth herein, mutually agree as follows:

Chapter 322, Florida Statutes, and Rule 15A-1, Florida Administrative Code, is incorporated by reference into this agreement and each Third Party Administrator agrees to meet any and all applicable provisions of that Chapter and this agreement.

## SECTION I. DEFINITIONS

The following words and terms, when used in this document, shall have the following meanings:

- A. **APPLICANT:** A person who receives driver license examination services from a Third Party Administrator.
- B. **APPLICANT DATA:** Information on the applicant consisting of: full name, date of birth, gender, social security number, alien registration number, admissions number, Florida identification number, and all parent or guardian attestation statements.
- C. **AUTOMATED DRIVER LICENSE TESTING SYSTEM:** A web-based system that facilitates the electronic administration of Class E driver license exams and contains the official examination questions, images, scoring processes, Applicant Data and exam results.
- D. **CLASS E DRIVER LICENSE:** In Florida's classified licensing system, the non-commercial license type required to drive standard passenger vehicles and light trucks not requiring a higher license class, in accordance with Section 322.54, Florida Statutes.
- E. **CLASS E KNOWLEDGE EXAM:** An examination of an applicant's understanding of driving rules and traffic signs and signals also referenced as written examination in Rule 15A-1, Florida Administrative Code.
- F. **CONTRACT MANAGER:** The Department's representative authorized to manage this agreement on behalf of the Department. For purposes of the application, the person authorized to manage this agreement on behalf of the Third Party Administrator.
- G. **CONTRACT NUMBER:** An assigned number that identifies the Third Party Administrator's Agreement where applicable in program documents and information systems.
- H. **CORPORATE OFFICER:** A high-level management official of a corporation or an unincorporated business, hired by the board of directors of a corporation or the owner of a business, such as a President, Vice President, Secretary, Chief Financial Officer or Chief Executive Officer. Such officers have the actual or apparent authority to contract or otherwise act on behalf of the corporation or business.
- I. **DEPARTMENT:** The Florida Department of Highway Safety and Motor Vehicles.
- J. **DRIVER LICENSE EXAMINATION SERVICE:** Any activity for compensation related to administering driver license examinations for a Class E Driver License.
- K. **EMPLOYEE:** A person who is employed by a Third Party Administrator and receives annually an Internal Revenue Service Form W-2, or an independent contractor who has a Department approved contract with the Third Party Administrator and receives annually an Internal Revenue Service Form 1099.
- L. **IMMEDIATE FAMILY MEMBER:** An individual related as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister, grandparent, great grandparent, grandchild, great grandchild, step grandparent, step great grandparent, step grandchild, step great

grandchild, person who is engaged to be married to the member or who otherwise holds himself or herself out as or is generally known as the person whom the member intends to marry or with whom the member intends to form a household, or any other natural person having the same legal residence as the member.

- M. **LEARNER'S LICENSE:** In Florida's classified licensing system, the restricted non-commercial license type required to drive standard passenger vehicles and light trucks while in the company of a person 21 years or older who possesses a valid Class E Driver License.
- N. **THIRD PARTY ADMINISTRATOR:** A person, entity of the state government, subdivision of state government, public or private corporation, firm, organization, school, or entity of a local government that administers portions of an examination for driver licenses, the results of which may be accepted in lieu of the results of the examination given by the Department. The Third Party Administrator must be authorized by the Department and accept responsibility for the performance of all activities under this agreement.
- O. **THIRD PARTY EXAMINER:** An individual who is an employee of a Third Party Administrator and who is personally qualified to conduct a Class E Exam. Also referred to as "Examiner".

## SECTION II. ELIGIBILITY

- A. **APPLICATION:** Prior to entering into this agreement, the Third Party Administrator must submit to the Department a completed HSMV Form 77067, Application for Authority to Conduct Third Party Driver License Testing, including all required documentation. An incomplete application or an application lacking the necessary paperwork will result in the application being denied.
- B. **QUALIFICATIONS:** The Third Party Administrator and all Examiners must have or maintain the following qualifications:
  - 1. Be 21 years of age or older;
  - 2. Possess a high school diploma or its equivalent;
  - 3. Possess a valid Class E Driver License or its equivalent with no cancellations, suspensions, or revocations of the driving privilege for a minimum of three (3) years prior to and for the duration of this Agreement.
  - 4. Maintain a driving record with no more than three (3) chargeable motor vehicle crashes or any violations defined in Chapter 316, Florida Statutes during any consecutive three (3) year period during the term of this Agreement.
  - 5. Have no criminal convictions for offenses bearing on his or her ability to fill a position of trust as a Third Party Administrator or Examiner, including but not limited to alcohol or drug-related offenses within the ten (10) years immediately prior to the date of this Agreement, and any misdemeanor involving dishonesty or false statement or a felony at any time.
- C. **BACKGROUND CHECK:** The Third Party Administrator, each Examiner, employee, agent, corporate officer, partner, and owner must submit to a fingerprint-based background check

performed by a “Live Scan” Provider with results provided to the Department at the time of the application. The background check must be performed within the 90 days prior to the date of the application. The Department will notify the Third Party Administrator of any disqualifying background check with the denial of application.

1. Each new employee hired by the Third Party Administrator, each new corporate officer, partner or owner must submit to a fingerprint-based background check performed by a “Live Scan” Provider before commencing employment or association with the Third Party Administrator.
2. The Third Party Administrator must notify the Department’s Contract Manager in writing of hiring of employees, or the addition or replacement of corporate officers, partners or owners and provide the Department the results of such background checks within 30 days of employment.

D. **COMMERCIAL GENERAL LIABILITY:** The Third Party Administrator must secure and maintain Commercial General Liability insurance for the entire length of this agreement. This insurance will provide coverage for all claims that may arise from the operations completed under this agreement, whether such operations are by the Third Party Administrator or the Third Party Administrator’s agents, examiners, or other employees. Such insurance must include a Hold Harmless Agreement in favor of the State of Florida, Department of Highway Safety and Motor Vehicles, must name the Department as the certificate holder, and must include the State of Florida as Additional Insured for the entire length of the agreement.

Minimum Limits of Liability:	\$1,000,000 each occurrence
	\$2,000,000 Aggregate

E. **HOLD HARMLESS ENDORSEMENT:** The Third Party Administrator must indemnify and hold harmless the State of Florida, Department of Highway Safety and Motor Vehicles, and department employees from and against all losses, claims, demands, payments, suits, actions, recoveries and judgments of every nature and description brought or recoverable against it or them by reason of any act or omission of the Third Party Administrator or the Third Party Administrator’s agents, Third Party Examiners, or other employees in the execution of the work or in consequence of any negligence or carelessness in guarding the same. The Third Party Administrator must provide this endorsement signed on company letterhead as part of the application.

F. **WORKERS’ COMPENSATION:** The Third Party Administrator must secure and maintain, during the life of this agreement, Workers’ Compensation Insurance for all of its employees working in connection with this agreement.

Minimum Employers Liability Limits:	\$100,000 each accident
	\$500,000 policy limit
	\$100,000 each employee

G. **PERFORMANCE BOND:** The Third Party Administrator must secure and maintain, during the life of this agreement, a Performance Bond guaranteeing that the terms and conditions of the agreement specifications and the requirements associated with this agreement will be fulfilled. A bond meeting this requirement must explicitly stipulate the following in the language of the bonding document or by reference to this section of the agreement:

1. The amount of the bond must be \$200,000.
2. The bond will obligate payment of valid claims to the Department.
3. Valid claims against the bond may apply to any terms or conditions of this agreement in the event that the Third Party Administrator's failure to comply with the terms and conditions of this agreement may be reasonably deemed to cause defined costs to the Department or to affected driver license applicants. Payable costs associated with the Third Party Administrator's failure to comply may include, but are not limited to, compensation of drivers required to be re-examined, department administrative costs, and department legal costs. Liability for payment is not limited to circumstances in which employees or agents of the Third Party Administrator are criminally convicted for the actions deemed to violate the terms and conditions of this agreement, or to circumstances in which the Third Party Administrator conspired in such violations.
4. The Third Party Administrator must require that the bonding company notify the department's designated representative, as named in Section IX, in writing within five working days of any cancellation, failure of the Third Party Administrator to make due payment or other condition that causes discontinuation or reduction of the required coverage provided by the performance bond.
5. Failure to maintain a performance bond that meets the requirements of the Department as set forth in this agreement will constitute failure to comply with this agreement.
6. Expiration or other termination of the bond does not relieve liability for payment of valid claims associated with the Third Party Administrator's failure to comply with this agreement during the period the bond was in effect.
7. A letter of credit (LOC) meeting all substantive requirements of this section may be submitted in lieu of a performance bond. The Department will only accept LOCs issued by financial institutions organized or recognized under the laws of Florida.

### **SECTION III. CLASS E KNOWLEDGE EXAMINATION**

- A. **AUTOMATED DRIVER LICENSE TESTING SYSTEM:** The Third Party Administrator must use the Department's Automated Driver License Testing System for all Class E Knowledge Exams. No other system or examination questions may be used. In the event that the Department obtains a new examination system, the Third Party Administrator agrees to use the new examination system within 90 days of availability.

**CLASS E KNOWLEDGE EXAM QUESTION BANK:** The Third Party Administrator is prohibited from collecting, storing, banking, selling or revealing the Department's Class E Knowledge Exam questions, answers, and related images. The Third Party Administrator is prohibited from using the Department's Class E Knowledge Exam questions for practice exams, exam preparation, or any other use. The Third Party Administrator may create, store, bank or use questions developed independently of the Department's question bank for use as practice exam questions or for use in states other than Florida.

- B. **CLASS E KNOWLEDGE EXAM ADMINISTRATION:** Each applicant must be administered the unique randomly generated exam provided electronically by the Automated Driver License Testing System.

1. Prior to administering any exam, the Third Party Administrator must submit the applicant's identification information by obtaining the following:
  - a. Full name
  - b. Date of Birth
  - c. Gender
  - d. One of the following unique identifiers:
    - i. Last five-digits of the Social Security Number; or
    - ii. Alien registration number; or
    - iii. Admissions number; or
    - iv. Florida ID card number.
2. Class E Knowledge Exams must be conducted by Third Party Administrators in the same manner as those Class E Knowledge Exams given by state or tax collector driver license examiners.
3. Third Party Administrators are prohibited from administering oral exams. If an applicant requires an oral exam, the applicant must take the exam at a driver license or tax collector's office.

C. **RANDOM RE-EXAMINATION:** Prior to the exam, the Third Party Administrator must notify the applicant and parent or guardian that the applicant may be selected for re-examination at the driver license or tax collector office. The statement must appear exactly as follows: "All applicants are subject to random selection for re-examination at the driver license or tax collector office prior to the issuance of any license. Failure to pass the random re-exam will require the applicant to pass the knowledge exam prior to license issuance."

If the applicant is randomly selected for re-examination of the Class E Knowledge Exam in the driver license or tax collector office and the applicant fails the random re-exam given in that office, the Third Party Administrator may voluntarily refund to the applicant the examination price received by the Third Party Administrator.

D. **APPLICANT DATA:** The Third Party Administrator must ensure the personal information of the applicant, the personal information of the parent or guardian, and all financial information provided to the Third Party Administrator as part of this agreement is protected from unauthorized access or disclosure. Applicant Data that is retained under this agreement must be stored so that only authorized users may access the information. During the retention period, the Applicant Data must be backed up to protect against data loss and all backups must be maintained in such a way as to only allow authorized users to access the information. Transmission of Applicant Data must use encryption to protect the confidentiality of the data and must only be sent to authorized persons or entities. Applicant Data that exceeds the record retention period must be securely disposed of so that confidentiality is maintained. Further, the Third Party Administrator must comply with the provisions of Section 501.171, Florida Statutes.

E. **ON-LINE CLASS E KNOWLEDGE EXAMS:**

1. The Department must approve any online exam website prior to the Third Party Administrator offering any online examinations to the public.

2. The Third Party Administrator must ensure on-line Class E Knowledge Exams are administered only to applicants less than 18 years of age. (Section 322.56(8)(a), Florida Statutes)
3. To minimize the risk of fraud, the Third Party Administrator must not allow the same computer IP address to request exams for more than three (3) different applicants in a 24-hour period, and the Third Party Administrator must limit credit card transactions to three (3) exam transactions from the same credit card number in a 24-hour period.
4. Prior to administering the exam, the Third Party Administrator must inform both the applicant and the applicant's parent or guardian that giving false statements regarding the applicant's examination efforts constitutes fraud and can jeopardize both the applicant's and parent's or guardian's driver license. The statement must appear exactly as follows: "Any applicant or parent or guardian giving false statements regarding the applicant's examination efforts is committing fraud and subject to license cancellation for a period of one year in accordance with section 322.22 and 322.27(1)(d), Florida Statutes."
5. Before issuing any exam, the Third Party Administrator must inform and require parents or guardians to electronically certify that the applicant will be monitored, but not assisted, during the on-line examination. The statement must appear exactly as follows: "Prior to the issuance of any exam, the parent or guardian is required to electronically certify that the applicant will be monitored and not assisted during the on-line exam."
6. The Third Party Administrator must inform and require parents or guardians to provide a valid driver license number at the beginning of the on-line examination. The statement must appear exactly as follows: "The parent or guardian is required to provide a valid driver license number at the beginning of the on-line examination."
7. The Third Party Administrator must inform and require the examining applicant to answer personal security questions before and during the on-line examination. The statement must appear exactly as follows: "As an examining applicant you are required to answer personal security questions before and during the on-line examination."
8. The Third Party Administrator must inform applicant of and enforce a 60-minute limit per exam. Any questions not answered during this time limit will be marked as incorrect.
9. The Third Party Administrator must inform parents or guardians that prior to the issuance of a learner's license the parent or guardian is required to certify to the Department that the applicant was monitored during the on-line examination and that the parent or guardian was aware of and allowed the applicant to take the examination on-line. The statement must appear exactly as follows: "Prior to the issuance of a learner's license, the parent or guardian is required to certify to the Department that the applicant was monitored during the on-line examination and that the parent or guardian was aware of and allowed the applicant to take the examination on-line."

**F. PROCTORED CLASS E KNOWLEDGE EXAMS:**

1. The Third Party Administrator must provide an indoor area suitable for examination, computers, and Internet connectivity meeting specifications for the Automated Driver License Testing System.

2. The Third Party Administrator must ensure that the examination area is free from distractions or interference that would affect the examining ability of any applicant.
3. The Third Party Administrator must ensure an applicant to Third Party Examiner ratio of no more than 25:1 during any examination session.
4. The Third Party Administrator must ensure that only the actual examining applicants are allowed in the examination area.

#### **SECTION IV. PROFESSIONAL CONDUCT**

- A. **PROHIBITED HIRING PRACTICES:** The Third Party Administrator must not engage the services of any current employee of the Division of Motorist Services, or of a tax collector serving as a licensing agent of the Department, pursuant to section 322.135, Florida Statutes, as a Third Party Examiner, agent or employee.
- B. **APPLICANT ASSISTANCE:** The Third Party Administrator must not permit any Third Party Examiner, employee, or agent of the Third Party Administrator to assist any driver license applicant during the administration of the Class E Knowledge Exam covered under this agreement. The Third Party Administrator agrees that no translator or other intermediary will be permitted to interpret portions of the Class E Knowledge Exam that are scored on the basis of an applicant's verbal or written responses. Third Party Administrators may only present Class E Knowledge Exams in the languages authorized by the Department through its Automated Driver License Testing System.
- C. **SOLICITATION AND EXAM ADMINISTRATION:** The Third Party Administrator and its Third Party Examiners, employees, or agents must not solicit any individual or administer Class E Knowledge Exams on premises rented, leased, or owned by the Department or tax collectors serving as licensing agents of the Department.
- D. **GIFTS:** The Third Party Administrator and its Third Party Examiners, employees, or agents must not solicit or accept from any person, business, or organization any gift (including money, tangible or intangible personal property, food, beverage, loan, promise, service or entertainment) for business or personal benefit as related to the subject of this contract.
- E. **ADVERTISING:** The Third Party Administrator must not:
  1. Indicate that its service is in any way endorsed by the Department, except to say that it is authorized by the State or Florida or by the Department;
  2. Utilize advertising that in any way would reasonably lead the public to believe they are or were an employee or representative of the Department;
  3. Utilize advertising that indicates, in any way, that the Third Party Administrator can issue or guarantee the issuance of a driver license or imply that the Third Party Administrator can in any way influence the Department in the issuance of a driver license, or imply preferential or advantageous treatment from the Department can be obtained;
  4. Use any name in its advertising besides the name on its application and must not use the words "Department of Highway Safety and Motor Vehicles", "DMV", "DHSMV",

“FLHSMV”, “HSMV”, “BMV” or any other words or logos that are associated with the Department of Highway Safety and Motor Vehicles in any part of its name.

- F. **PROHIBITION ON SEXUAL HARASSMENT:** Third Party Administrators and its Third Party Examiners, employees or agents must not engage in any conduct that constitutes sexual harassment, as defined by Section 703 of Title VII, 29 CFR s. 1604.11. The term sexual harassment includes unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
- G. **PROHIBITION ON EXAMINING FAMILY AND FRIENDS:** The Third Party Administrator agrees that its Third Party Examiners, employees, or agents will not be permitted to conduct exams under this agreement for immediate family members or friends. The Department will have sole discretion to determine whether examining a specific applicant would violate this section. Upon request by the Third Party Administrator or Third Party Examiner, the Department will provide an advance determination.

## SECTION V. TERMS OF AGREEMENT

- A. **CONTRACT TERM AND VALIDITY:** This agreement must be for a three-year term beginning upon the date last signed and will remain in effect during this period unless it becomes subject to renewal, suspension, termination, or cancellation in accordance with this agreement. The Third Party Administrator must enter into a separate contract with the Department’s designated Automated Driver License Testing System vendor.
- B. **PLACE OF BUSINESS:** The Third Party Administrator must continuously maintain a place of business that includes a permanent, regularly occupied building located within the State of Florida and which meets all applicable safety and legal requirements of the federal, state, and local governments. A Third Party Administrator’s facility must not be established within 300 feet of any driver license or tax collector office.
- C. **MAILING ADDRESS:** The Third Party Administrator must maintain a permanent mailing address and provide this address to the Department’s Contract Manager.
- D. **THIRD PARTY EXAMINER:** The Third Party Administrator must maintain a record of each Third Party Examiner in the employ of the Third Party Administrator. Each record must contain documentation of the status as an employee; department or other official state driver record updated at least once every six months; home address; and telephone number. Each record must be maintained for at least three years after the Third Party Examiner leaves the employ of the Third Party Administrator.
- E. **REQUIRED NOTIFICATIONS:** The Third Party Administrator must submit a new application with all necessary supporting documents within ten days prior to any change to the business name, business ownership, or business model.
  - 1. Any changes to the Third Party Administrator’s principal place of business or mailing address must be submitted to the Department’s Contract Manager within ten days of the change.
  - 2. The Third Party Administrator is required to notify the Department’s Contract Manager of any criminal offenses committed by the Third Party Administrator or Third Party Examiner in its employ within 72 hours of an arrest. The notification must include the

nature of the charge, the name of the arresting agency, and a copy of the arrest warrant and/or the law enforcement report.

- F. COLLECTION AND PAYMENT OF RE-EXAM FEES:** The Third Party Administrator agrees to pay the Department for each re-exam issued to any applicant in accordance with Chapter 322, Florida Statutes. The Third Party Administrator must ensure that funds to cover all re-exam fees for license re-examination are available within 24 hours of obtaining the re-exam Class E Driving Skills Exam or be disqualified from issuing driver license exams until balance is paid in full.
1. The Third Party Administrator agrees to allow the Department to use a state-contracted vendor to automatically debit the Third Party Administrator's bank account for the payment of re-exam fees.
  2. The Third Party Administrator must submit one banking account number to the Department for the purposes of automatic debiting for the payment of transaction fees.
  3. The Third Party Administrator agrees to pay to the Department all fees associated with the set-up of automatic debiting through the state contracted vendor, if applicable.
- G. SYSTEM FAILURE AND MAINTENANCE:** In the event of a system outage, the Third Party Administrator must provide an on-screen message to applicants using the testing system that the examination system is temporarily unavailable. The Department will notify the Third Party Administrator five days prior to scheduled maintenance or any other planned outages.
- H. RECORDS RETENTION:** The Third Party Administrator must retain all Applicant Data for three years after exam issuance date. The Third Party Administrator must retain all financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to performance under this agreement for a period of three years after termination of this agreement. If an audit has been initiated and audit findings have not been resolved at the end of three years, the records must be retained until resolution of the audit findings. The Department's right of access in this section is not limited to the required retention period but lasts as long as the records are retained.
- I. STATUTORY REQUIREMENTS OF THE THIRD PARTY ADMINISTRATOR:**
1. Requirements of Section 322.56, Florida Statutes:
    - a. Allow the Federal Highway Administration, or its representative, to conduct random examinations, inspections, and audits without prior notice.
    - b. Allow the Department, or its representative, to conduct random examinations, inspections, and audits without prior notice.
    - c. Allow the Department to conduct onsite inspections at least annually.
    - d. Allow the Department to re-examine a random sample of the drivers approved by the Third Party Administrator for licensure.
    - e. Reserve to the Department the right to take prompt and appropriate action against a Third Party Administrator that fails to comply with state or federal standards for a driver's license examination or that fails to comply with any terms of the agreement.
  5. Americans with Disabilities Act: The Third Party Administrator must comply with federal and state laws related to accommodating applicants with special needs.

J. **PUBLIC RECORDS REQUEST:** The Third Party Administrator, when acting on behalf of the Department, must in addition to all other conditions of this agreement:

1. Keep and maintain public records that ordinarily and necessarily would be maintained by the Department when performing services.
2. Provide the public with access to public records on the same terms and conditions that the Department would provide the records and at a cost as set forth in the Department's Policy Number 9.03, Providing Records to the Public, which can be provided by the Department upon request.
3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.
4. Meet all requirements for retaining public records and transfer, at no cost to the Department, all public records in possession of the Third Party Administrator upon termination of the agreement and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the Department in a format that is compatible with the information technology systems of the Department.

The Department will enforce the applicable agreement provisions should the Third Party Administrator fail to comply with a public records request. The agreement provisions are as follows:

1. First violation - \$100 penalty.
2. Second violation - \$250 penalty.
3. More than two violations - \$500 penalty and/or possible agreement termination.

K. **NON-ASSIGNABILITY:** This agreement and the Third Party Administrator's authority hereunder are not assignable by the Third Party Administrator, either in whole, or in part.

L. **EXPIRED AGREEMENT:** The Third Party Administrator must not conduct business on an expired, terminated or canceled agreement.

M. **WAIVER AND SEVERABILITY:** A waiver by either party of any provision of this agreement does not act as a waiver of any other provision of this agreement. If any provision of this agreement is, for any reason, declared invalid, illegal or unenforceable, that declaration does not affect the remainder of the provision of this agreement.

N. **AMENDMENTS:** The Third Party Administrator agrees to accept any amendments to this agreement necessitated by a change in any law upon written notice by the Department. Any other amendments to this agreement must be written and acknowledged by a duly authorized representative of both parties to this agreement.

## **SECTION VI: SERVICES PROVIDED BY THE DEPARTMENT**

A. **EXAMINING AUTHORITY:** The Department agrees to permit the Third Party Administrator to administer the Class E Knowledge Exam, using the Department's approved Automated Driver License Testing System for Class E driver license exams. In the event that the Department obtains

a new examining system, the Third Party Administrator agrees to use the new examining system within 90 days of availability.

- B. **ADMINISTRATION AND ENFORCEMENT:** The Department will administer and enforce the provision of the driver license Third Party Examination program.
- C. **TECHNICAL ASSISTANCE:** The Department will provide consultation to the Third Party Administrator regarding laws, rules, and procedures for conduct of the program established under this agreement.
- D. **EXAM CONTENT AND PROCEDURES:** The Department will provide Department approved exam items, necessary forms and exam procedures for use by the Third Party Administrator.
- E. **LIST OF AUTHORIZED THIRD PARTIES:** The Department will maintain a list of all individuals who have been contracted as Third Party Administrators. The Department's list is the official roster and prevails in the event of a dispute over which individuals are contracted as Third Party Administrators and Third Party Examiners.

#### **SECTION VII: LIABILITY AND ATTORNEY FEES**

- A. The Department has no responsibility for any changes in the law by the Florida Legislature and, in no event, will the Department or the State of Florida be responsible for any damages that may be incurred as a result of reliance of the Third Party Administrator on the continuation of this agreement.
- B. It is expressly understood that the Third Party Administrator is an independent Third Party Administrator, not an agent of the Department. The Department's liability in negligence or indemnity for acts of its employees or officers will be only as provided under section 768.28, Florida Statutes.
- C. The Department will not be responsible for attorney fees except as provided by Florida Statutes.

#### **SECTION VIII: TERMINATION AND REAPPLICATION**

- A. The Department reserves the right to terminate this agreement upon determining the Third Party Administrator or Third Party Examiner in the employ of a Third Party Administrator fails to comply with the terms of this contract, including:
  - 1. Continuously maintaining the required qualifications under this agreement during the term of this agreement;
  - 2. Administering Class E Knowledge Exams honestly and without false statement, without obtaining or assisting a person in obtaining any driver license through fraudulent means or by misrepresentation, to include falsification of course completions that are required to obtain or reinstate driver license privilege;
  - 3. Obtaining or possessing materials used by the Department to administer any Class E examination only with the authorization of the Department or granting examination authority only to individuals who have obtained authorization to administer exams from the Department;

4. Using only the Department's Automated Driver License Testing System for all Class E Knowledge Exams, with no unauthorized use and security breaches;
  5. Giving Class E Knowledge Exams only to applicants who possess valid identification;
  6. Maintaining strict security and accountability of Applicant Data and examination questions and answers;
  7. Conducting or behaving appropriately, with no conduct that the Department determines endangers the health, safety and welfare or creates a hostile environment for any applicant or the general public. This includes but is not limited to: threatening, harassing, intimidating, stalking, coercing, or otherwise posing an immediate or potential danger to the safety and welfare of other Third Party Administrators or their Third Party Examiners, employees, or agents; commercial driving schools or their instructors, agents, applicants; and Department or tax collector employees as documented by an official police report or by an investigation conducted by the Department;
  8. Conducting any type of business beyond 300 feet of any premises, including the parking areas, used by the Department or tax collector for the purpose of licensing;
  9. Applying for Third Party Administration of Class E Knowledge Exams honestly, without fraud or misrepresentation;
  10. Paying driving license re-exam fees within five days as specified in the contract;
  11. Complying with any other term or condition of this agreement.
- B. **NOTICE:** Termination of this agreement is effected by furnishing the Third Party Administrator with written notice which must include a short and plain statement of the facts necessitating the termination. Any notice of termination must be given according to the procedures set forth in section 120.60, Florida Statutes, and implementing rules of that section. If the Department determines that grounds for termination exist that relate to a failure to comply with or satisfy any provision of this agreement, the Department may postpone termination and may allow the Third Party Administrator 30 days to correct the deficiency.
- C. **OTHER TERMINATION:** In the event that section 322.56, Florida Statutes, is repealed or amended by the Legislature to remove authority for this type of agreement, this agreement will terminate on the effective date of such act. This agreement may be terminated by the Third Party Administrator upon 30 days advance written notice to the Department. A copy of said notice must be posted on the exterior door of the facility so as to be visible to the general public. The Department may unilaterally terminate this agreement for refusal of the Third Party Administrator to allow public access to all documents, papers, letters or other material subject to provisions of Chapter 119 (Public Records Law), Florida Statutes, and made or received by the Third Party Administrator in conjunction with this agreement. The Third Party Administrator must protect the personal information of an applicant or their parent or guardian as set forth in section 119.0712(2), Florida Statutes, adopting the Driver Privacy Protection Act.
- D. This agreement is subject to immediate termination by the Department if the Third Party Administrator fails or refuses to comply with any provision of this agreement or any Florida Law.
- E. A Third Party Administrator or Third Party Examiner whose agreement is terminated is not eligible to reapply with the Department. A Third Party Administrator or Third Party Examiner

who has had any disciplinary warnings from the Department with respect to the provision of services under any contract/agreement with the Department is not eligible to apply for three years from the date of the last disciplinary warning.

**IX. COMMUNICATIONS**

The Third Party Administrator and the Department designate the following to receive the written notices and communications that are desired or required under this agreement:

REPRESENTING THE  
THIRD PARTY ADMINISTRATOR:

REPRESENTING THE  
DEPARTMENT:

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Address: **2900 Apalachee Pkwy,** \_\_\_\_\_

City/State: \_\_\_\_\_, **FL** \_\_\_\_\_

City/State: **Tallahassee, FL 32399**

Email Address: \_\_\_\_\_

Email Address: \_\_\_\_\_@**flhsmv.gov**

Telephone: \_\_\_\_\_

Telephone: \_\_\_\_\_

Any updates to this section must be made in writing to the other party within 14 days of the change, but does not necessitate a formal amendment to this agreement.

**SECTION X. AGREEMENT AS INCLUDED ENTIRE AGREEMENT**

This instrument embodies the whole AGREEMENT of the parties. There are no provisions, terms, conditions or obligations other than those contained herein; and this AGREEMENT must supersede all previous communications, representations or agreements, either verbal or written between the parties hereto.

IN WITNESS WHEREOF, the DEPARTMENT and the THIRD PARTY ADMINISTRATOR have executed this AGREEMENT as of the date noted on the first page of this agreement.

Third Party Administrator:

Department:

**BUREAU OF MOTORIST COMPLIANCE**

\_\_\_\_\_  
By:

\_\_\_\_\_  
By: Julie Gentry, Chief

FEID Number: \_\_\_\_\_