County of Los Angeles
CHIEF EXECUTIVE OFFICE
OPERATIONS CLUSTER

FESIA A. DAVENPORT
Chief Executive Officer

REVISED

DATE: December 1, 2021
TIME: 2:00 p.m. – 4:00 p.m.
LOCATION: **TELECONFERENCE CALL-IN NUMBER: 1(323)776-6996**
TELECONFERENCE ID: 605696861#

To join via phone, dial 1(323)776-6996, then press 605696861#.

YOU CAN ALSO JOIN THIS MEETING BY CLICKING ON THE FOLLOWING LINK:
Click here to join the meeting

THIS MEETING WILL CONTINUE TO BE CONDUCTED VIRTUALLY TO ENSURE THE SAFETY OF MEMBERS OF THE PUBLIC AND EMPLOYEES AS PERMITTED UNDER STATE LAW

AGENDA

Members of the Public may address the Operations Cluster on any agenda item after all Informational Items are presented.
Two (2) minutes are allowed for each item.

1. **Call to order – Tamela Omoto-Frias/Anthony Baker**

2. **INFORMATIONAL ITEM(S):**
(5 minutes)

   A) Board Letter:
   APPROVAL OF A BENEFIT PLAN ADMINISTRATION AND CONSULTING SERVICES CONTRACT WITH CONDUENT HR SERVICES, LLC
   HR – Maggie Martinez, Assistant Director

   B) Board Letter:
   MARTIN LUTHER KING JR. MEDICAL CENTER BEHAVIORAL HEALTH CENTER LICENSES TO ONE MENTAL HEALTH RESIDENTIAL TREATMENT PROGRAM PROVIDER, TWO PUBLIC HEALTH SUBSTANCE USE DISORDER TREATMENT PROVIDERS, AND HOMEBOY INDUSTRIES
   CEO/RE – Michael Rodriguez, CEO Real Estate Division

CONTINUED ON PAGE 2

C) Board Letter:
ACQUISITION OF COMPUTER EQUIPMENT TO REPLACE END-OF-LIFE HARDWARE FOR CUSTOMER HOSTED, COUNTYWIDE AUTOMATED APPLICATIONS IN LOCAL RECOVERY CENTER
ISD – Rumi Salihue, Division Manager

3. **PRESENTATION/DISCUSSION ITEMS:**

None available.

4. **Public Comment**
(2 minutes each speaker)

5. **Adjournment**

FUTURE AGENDA TOPICS

CALENDAR LOOKAHEAD:

A) CEO/BENEFITS – MEDICARE PART B PREMIUM REIMBURSEMENT PROGRAM FOR 2022

B) ISD – NOTIFICATION OF INTENT TO ENTER INTO SOLE SOURCE NEGOTIATIONS WITH MICROSOFT CORPORATION FOR HIGHLY SPECIALIZED TECHNICAL SUPPORT SERVICES

C) BOS/EO – FISH AND WILDLIFE PROPAGATION FUND GRANT AWARDS- INTERNATIONAL BIRD RESCUE

D) BOS/EO – FISH AND WILDLIFE PROPAGATION FUND GRANT AWARDS- DEPARTMENT OF PARKS AND RECREATION

E) CEO/RE – APPROVE A PROPOSED FIVE-YEAR LEASE OF THE DEPARTMENT OF PUBLIC HEALTH FOR THE USE OF EXISTING WAREHOUSE AND PARKING SPACES AT 13745 WEST SATICOY ST., PANORAMA CITY, CA 91402

BOARD LETTER/MEMO – FACT SHEET
OPERATIONS CLUSTER

☒ Board Letter ☐ Board Memo ☐ Other

OPS CLUSTER AGENDA REVIEW DATE	12/1/2021
BOARD MEETING	12/21/2021
DELEGATED AUTHORITY BOARD LETTER	☐ Yes ☒ No
SUPERVISORIAL DISTRICT AFFECTED	All Supervisorial Districts
DEPARTMENT	Department of Human Resources (DHR)
SUBJECT	Approval of a Benefit Plan Administration and Consulting Services Contract with Conduent HR Services, LLC
PROGRAM	Benefit Plan Administration and Consulting Services
SOLE SOURCE CONTRACT	☐ Yes ☒ No If Yes, please explain why:
DEADLINES/ TIME CONSTRAINTS	The current third-party administration (TPA), benefits communications and Commuter Benefit Plan (CBP) services contracts will expire on December 31, 2022. The non-discrimination testing and actuarial valuation consulting services are provided through purchase orders. The new Contract includes these five services that are currently under the separate contracts. The Initial Term for the new Contract is January 1, 2022 through December 31, 2027 with two optional two-year extensions through December 31, 2031.
COST & FUNDING	Total cost: $62,474,589 — Funding source: The costs of administrative, communication, and regulatory compliance services and materials under the contract will be partially offset by administrative fees paid by participating employees through payroll deductions. The remaining costs will be fully offset by Intrafund Transfer and Revenue billings to County departments. TERMS (if applicable): The Contract Sum for the entire Contract term, including the two optional extension terms, is $62,474,589, including administrative fees for CBP services paid by participating County employees and an annual maximum of $500,000 for Optional Work, provided at a Fixed Hourly Rate, as set forth in Exhibit B (Pricing Schedule). Explanation: Funding for the Contract will be provided by current budget allocations with on-going annual costs budgeted each fiscal year. No new net County funds are being requested for this Contract.
PURPOSE OF REQUEST	The contract services are essential to provide County employees with a benefits enrollment system (System) and administration of County benefit plans; benefits communications consulting and materials; IRS-mandated non-discrimination testing consulting for County employee benefit plans; and actuarial valuation consulting for County's Disability and Survivor Benefit Plans. Optional Work would address new business requirements and special communications projects. This contract is the result of a competitive solicitation.
BACKGROUND (include internal or external issues that may exist)	Conduent, the lead Contractor, will provide the System and administration of employee benefit plans. Conduent will administer the CBP with support from subcontractor Edenred Benefits, LLC. Subcontractor Buck Global, LLC will provide benefits communications consulting and materials, actuarial valuation consulting, and non-discrimination testing consulting.
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: • Maggie Martinez, Assistant Director, DHR Employee Benefits Division • (213) 351-2921 • mmartinez@hr.lacounty.gov

COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS
KENNETH HAHN HALL OF ADMINISTRATION
500 W. TEMPLE STREET, ROOM 579 • LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 • FAX (213) 621-0387

BRANCH OFFICE
510 S. VERMONT AVENUE, 12TH FLOOR • LOS ANGELES, CALIFORNIA 90020

LISA M. GARRETT
DIRECTOR OF PERSONNEL

December 21, 2021

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

APPROVAL OF A BENEFIT PLAN ADMINISTRATION AND CONSULTING SERVICES CONTRACT WITH CONDUENT HR SERVICES, LLC (ALL DISTRICTS – 3 VOTES)

CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ( ) DISAPPROVE ( )

SUBJECT

Approval of a new Benefit Plan Administration and Consulting Services Contract with Conduent HR Services, LLC for the countywide provision of 1) third-party administration of employee benefit plans and a benefits administration and enrollment system, 2) benefits communications consulting, 3) non-discrimination testing consulting, 4) actuarial valuation consulting, and 5) Commuter Benefit Plan services; and delegated authority to amend this Contract for various contractual actions during the term of the Contract.

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the Department of Human Resources' ("DHR") Director of Personnel ("Director"), or designee, to execute a Benefit Plan Administration and Consulting Services Contract ("Contract") with Conduent HR Services, LLC ("Conduent"), substantially similar to Attachment A, effective upon execution through December 31, 2027, and with up to two consecutive two-year options through December 31, 2031, for a total Contract Sum not to exceed $62,474,589, including up to $5,000,000 in Pool Dollars, for the term of the Contract, including the optional extensions, if exercised.

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2. Delegate authority to the Director, or designee, to exercise the extension options, and to execute future Amendments to the Contract, as necessary, to: a) add, delete, and/or change terms and conditions required by the County Board of Supervisors (Board) and/or Chief Executive Office ("CEO"), and to maintain compliance with County policy and Federal, State and local laws, rules, and regulations; b) reallocate the components comprising the Total Contract Sum; (c) align the Contract with County standards and needs, including but not limited to business workflows, protocols and policies; and (d) reduce scope of services and the Total Contract Sum, with all actions subject to review and approval of County Counsel, as to form.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The County currently contracts with Conduent HR Services, LLC for benefit plan administration and enrollment; Buck Global LLC for benefits communications, actuarial valuation and non-discrimination consulting services; and HealthEquity, Inc. (formerly "WageWorks") for commuter benefit plan services. The new Contract will replace these five contracts under one lead Contractor with two closely managed subcontractors – Buck and Edenred Benefits, LLC ("Edenred").

The current contracts expire December 31, 2022. The 12-month system implementation phase will begin upon contract execution on January 1, 2022, and the system will go live on January 1, 2023.

The Board's approval of the proposed Benefit Plan Administration and Consulting Services Contract with Conduent will allow for the uninterrupted provision of the following services under one new Contract.

Third-Party Benefits Administration ("TPA") and Communications Consulting Services

County currently contracts with Conduent for TPA services and with Buck Global, LLC ("Buck") for benefits communications consulting services and materials. Both services are essential for the County to administer and communicate its employee benefit plans, including medical, dental, life, disability, accidental death and dismemberment insurance, flexible spending accounts, and elective annual leave benefits, to over 111,000 County employees, while maintaining regulatory compliance with Affordable Care Act ("ACA") laws. TPA services also ensure provision of a benefits enrollment system ("System") for County employees to easily enroll in County benefit plans at Annual Enrollment, update life events year-round, and access online education regarding employee benefits. The TPA and communications contracts expire on December 31, 2022.

Actuarial Valuation & Non-Discrimination Testing Consulting Services

County currently contracts with Buck through the purchase order process for actuarial valuation consulting services for County's Disability and Survivor Benefit Plans and IRS-mandated non-discrimination testing consulting services for County employee benefit plans. These purchase orders are renewed on an as-needed basis.

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Commuter Benefit Plan ("CBP") Services

HealthEquity, Inc. (formerly "WageWorks") currently contracts with County to provide TPA services for the CBP, a qualified transportation benefit program under Section 132(f) of the Internal Revenue Code. CBP services are necessary for County employees to receive pre-tax payroll deductions for public transit and parking expenses. The CBP contract expires on December 31, 2022.

Justification

The recommended Contract will ensure the continued and uninterrupted administration and communication of County benefits to County employees and will allow the County to continue maintaining regulatory compliance services for all County employee benefit plans. This Contract will provide the most cost-effective, timely and efficient delivery and oversight of the five services.

A single contract with Conduent will have several specific benefits for the County: 1) Conduent has the domain knowledge necessary to apply the County's unique and complex benefit plan rules across all five services; 2) Conduent's System will contain data required to deliver all the consulting services in this Contract; 3) A single contract will allow Conduent and Buck to work together closely to deliver a System that is fully integrated with electronic benefits education and communications; 4) Including the actuarial valuation and non-discrimination testing services under this contract will eliminate the need to request new purchase orders with different vendors each time the services are required.

Recommendations

Approval of the first recommendation will allow the Director, or designee, to execute a single Contract, substantially similar to Attachment A, with Conduent, to provide Benefit Plan Administration and Consulting Services for an Initial Term of six years, with the option of two two-year Extension Terms. Conduent will provide the System, full TPA services and Affordable Care Act Compliance for all benefit plans, as well as administration of heath care and dependent care flexible spending accounts ("FSAs") and the CBP. Subcontractor Buck will provide benefits communications consulting and materials, non-discrimination testing consulting, and actuarial valuation consulting services. Conduent will also partner with subcontractor Edenred to support CBP services.

The System is a Software-as-a-Service ("SaaS") that Conduent will host within the continental United States. The Contract includes an initial 12-month System Implementation phase that will include setup, installation, customizations, testing, training, hosting, transition services, branding and design of the System's communication materials, and paperless, electronic communications.

The System will "Go Live" for County employees on January 1, 2023, with on-going System support and maintenance provided for the entire Term. In addition to its currently provided benefit enrollment capabilities, the System will feature "Integrated Electronic

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Education and Communication," a collaboration between Conduent and Buck to deliver an easy-to-use benefits enrollment website that offers education on County employees' benefits options. The enhanced website will be accessible through web browsers and smart devices and will be personalized for employees based on their specific benefit plans. The website will provide access to electronic benefits articles, life event wizards, video tutorials and other interactive communication tools and media designed to help employees make informed decisions about their benefits.

The communications consulting component of the Contract will include the design, planning and fulfillment of print and electronic communications for all County benefit plans, FSAs, and the CBP. Additionally, to align with the County's goal to transition from a primarily print-based communications program to one that leverages the power of electronic communication, Buck will promote a "go-green" opt-in program for employees to receive paperless communications. Buck will also provide communications on the advantages of participating in the CBP.

The Contract will also provide for Optional Work relating to the System and Services. Approval of the second and third recommendations will allow DHR to amend the Contract as necessary and implement Change Notices for changes that are non-material to the scope of work, contract sum or payments, or any other term or condition included under the Contract.

Implementation of Strategic Plan Goals

The recommended actions support Strategy III.2, "Embrace Digital Government for the Benefit of Our Internal Customers and Communities" and Strategy III.3, "Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability" of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The Contract Sum will not exceed $62,474,589, with the following pricing components:

(i) Benefit Plan Administration and Consulting Services (including implementation and post implementation services, maintenance, support, hosting, licensing and consulting, CBP administration, communication consulting, actuarial valuation consulting and non-discrimination testing consulting): Not to exceed $62,474,589, including extension terms if exercised;

(ii) The CBP administration fee will be a pass-through cost of $4.00 per month to each County employee utilizing CBP services; and

(iii) Pool Dollars for Optional Work to address new business requirements and special communications projects: Not to exceed $5 million.

Historical annual contract costs for these services totaled $5.52 million for FY 18-19, $5.76 million for FY 19-20, $5.42 million for FY 20-21 and $1.67 million for FY 21-22, to date. Funding for the new contract services will be included in the FY 2022-23

Recommended Budget, and funding for subsequent years will be included in each fiscal year's budget. The annual cost for all services for the new contract will range from $6.56 million to $6.92 million. See Attachment B for detailed contract costs by fiscal year.

The costs of administrative, communication, and regulatory compliance services and materials under the contract will be partially offset by administrative fees paid by participating employees through payroll deductions. The remaining costs will be fully offset by Intrafund Transfer and Revenue billings to County departments. No new net County funds are being requested for this Contract.

This Contract allows for a Cost of Living Adjustment ("COLA"), if requested by Contractor and at County's sole discretion, during the Contract's Extended Term(s), if exercised.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Chief Information Office ("CIO") recommends approval of this request and a formal CIO Analysis is attached (Attachment C).

County Counsel reviewed and approved the RFP prior to release and provided legal counsel throughout the solicitation and negotiation process. County Counsel has approved the Contract as to form.

The Contract includes all County required provisions. The Contract revises the County's unlimited liability in the indemnification clause to a liability that will not exceed two times the amount of the fees for the Initial Term (two times $36,078,874 = $72,157,747). Additionally, the Contract limits Record Retention and Inspection-Audit Settlement auditors to non-competitors in the HR industry. CEO Risk Management Branch ("RM") has reviewed and approved the insurance and indemnification provisions in the recommended Contract as to form. DHR has consulted with County Counsel, RM, CIO and DHR's Departmental Information Security Officer on any risks of including these changes to the Contract, and based on their input, DHR has concluded that it is in the best interest of the County to proceed with the Contract.

DHR has evaluated and determined that the Living Wage Program (County Code Chapter 2.201) does not apply to this recommended Contract based on its highly technical and professional services, and it is exempt from Proposition A (County Code Chapter 2.121).

CONTRACTING PROCESS

On October 1, 2020, DHR issued an RFP to identify the most qualified proposer for Benefit Plan Administration and Consulting Services. DHR posted the RFP on the County's Contracting website. DHR also emailed notices to six vendors that it identified as benefits administration providers.

Four vendors submitted proposals by the November 25, 2020 deadline, and all met the RFP minimum requirements. An evaluation committee of representatives from DHR, CEO, Auditor-Controller, CIO, SEIU Local 721 and the Coalition of County Unions ("CCU")

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evaluated the proposals using the informed averaging process. One vendor withdrew from the solicitation, and the remaining three vendors received final evaluation scores.

The evaluation committee found Conduent to be the most responsive and responsible proposer, and Conduent's proposal scored highest overall. By recommendation of the evaluation committee, and with the support and approval of SEIU Local 721 and CCU, DHR recommends Conduent for a Benefit Plan Administration and Consulting Services Contract. DHR offered debriefings to two proposers, and both requested and received debriefings. No protests were filed for this solicitation. Upon the Board's approval, the Director, or designee, will execute a Contract with Conduent substantially similar to Attachment A.

IMPACT ON CURRENT SERVICES

Approval of the recommended actions will ensure the cost-efficient provision of employee benefit plan administration, an enrollment system, communications, non-discrimination testing consulting and actuarial valuation consulting services for County employees. The County can expect to receive improved administrative services and an enhanced system and benefits enrollment website, with integrated benefits education and communication and an improved user experience. The new contract will also allow employees to "go green" and request a paperless process for annual enrollment and qualified life event changes.

CONCLUSION

Upon Board approval, please return three (3) adopted copies of this Board letter to DHR. It is requested that the Executive Officer notify DHR's Administrative Services Division at (213) 974-1454 when the documents are available.

Respectfully submitted,

LISA M. GARRETT
Director of Personnel

PETER LOO
Acting Chief Information Officer

LMG:PL:PAM
MGM:LF:MA

Attachments

c: Chief Executive Officer
County Counsel
Chief Information Officer
Executive Officer, Board of Supervisors

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ATTACHMENT A

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Contract No. HM-2022-6

CONTRACT BY AND BETWEEN

COUNTY OF LOS ANGELES

AND

CONDUENT HR SERVICES, LLC

FOR

BENEFIT PLAN ADMINISTRATION

AND

CONSULTING SERVICES

DECEMBER 2021

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STANDARD EXHIBITS

A Statement of Work

B Pricing Schedule

C Intentionally Omitted

D Contractor's EEO Certification

E County's Administration

F Contractor's Administration

G Form(s) Required at the Time of Contract Execution

H Jury Service Ordinance

I Safely Surrendered Baby Law

UNIQUE EXHIBITS

FORMS REQUIRED AT THE COMPLETION OF THE CONTRACT INVOLVING INTELLECTUAL PROPERTY DEVELOPED-DESIGNED BY CONTRACTOR

J1 Contractor's Assignment and Transfer of Copyright

J2 Notary Statement for Assignment and Transfer of Copyright

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ("HIPAA") AGREEMENT

K Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")

L Glossary

M Listing of Sub-contractors

N Information Security and Privacy Requirements

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CONTRACT BETWEEN
COUNTY OF LOS ANGELES
AND
CONDUENT HR SERVICES, LLC
FOR
BENEFIT PLAN ADMINISTRATION
AND CONSULTING SERVICES

This Contract ("Contract") is made and entered into this ___ day of _____, 2021 by and between the County of Los Angeles, hereinafter referred to as "County" and Conduent HR Services, LLC, hereinafter referred to as "Contractor." Contractor is located at 100 Campus Drive, Florham Park, New Jersey 07932.

RECITALS

WHEREAS, County may contract with private businesses for Benefit Plan Administration and Consulting Services ("Services") when certain requirements are met; and

WHEREAS, Contractor is a private firm specializing in providing Services; and

WHEREAS, this Contract is therefore authorized under California Code, Government Code Section 31000, which authorizes the Board of Supervisors to contract for special services; and

WHEREAS, the Board of Supervisors has authorized the Director of Personnel ("Director") of the Department of Human Resources ("DHR"), or designee, to execute and administer this Contract; and

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NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to the following:

1.0 APPLICABLE DOCUMENTS

1.1 Exhibits A, B, D, E, F, G, H, I, J, K, L, M and N are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the terms and conditions of the Contract and then to the Exhibits according to the following priority.

Standard Exhibits:

1.1 Exhibit A - Statement of Work

1.2 Exhibit B - Pricing Schedule

1.3 Exhibit C - Intentionally Omitted

1.4 Exhibit D - Contractor's EEO Certification

1.5 Exhibit E - County's Administration

1.6 Exhibit F - Contractor's Administration

1.7 Exhibit G - Forms Required at the Time of Contract Execution

1.8 Exhibit H - Jury Service Ordinance

1.9 Exhibit I - Safely Surrendered Baby Law

Unique Exhibits:

Intellectual Property Developed-Designed by Contractor Forms

1.10 Exhibit J - Forms Required at Completion of the Contract Involving Intellectual Property Developed-Designed by Contractor

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Health Insurance Portability and Accountability Act ("HIPAA") and the Health Information Technology for Economic and Clinical Health Act (HITECH) Agreement

1.11 Exhibit K - Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")

1.12 Exhibit L - Glossary

1.13 Exhibit M - Listing of Subcontractors

1.14 Exhibit N - Information Security and Privacy Requirements

This Contract constitutes the complete and exclusive statement of understanding between the parties, and supersedes all previous contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Paragraph 8.1 (Amendments) and signed by both parties.

This Contract does not terminate any mutually executed services agreement between the parties already in effect that is to expire under its own terms.

2.0 DEFINITIONS

2.1 The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. Words as used herein shall be construed to have the meaning set forth in Exhibit L (Glossary) attached hereto, unless otherwise apparent from the context in which they are used.

3.0 WORK

3.1 Pursuant to the provisions of this Contract, Contractor shall fully perform, complete and deliver on time, all tasks, subtasks, deliverables, goods, services, systems and other work as set forth in herein, in accordance with Exhibit A (SOW), with all SOW attachments thereto, at the applicable rates and fees set forth in Exhibit B (Pricing Schedule), with all schedules thereto. Work under this Contract is divided into Part I services and Part II services for Optional Work, as specified in Exhibit A (SOW).

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3.2 System Software Licenses

Contractor shall retain exclusive ownership of and title to all software tools used to deliver the services (hereinafter "Contractor Tools"). Contractor hereby grants County a non-exclusive and non-transferable license to use and access the functions, reports, output and other materials derived from or otherwise produced by the Contractor Tools. County may not modify, reverse engineer, decompile or otherwise disassemble the Contractor Tools. County shall have no residual rights to the Contractor Tools beyond the term of the Contract. If County elects to procure commercial software licenses through Contractor, County agrees to be bound by the manufacturer's standard licensing provisions related to such commercial software.

3.3 Optional Work (Part II Services)

3.3.1 Upon the written request of County's Project Director or designee following Go-Live of each Project Phase and mutual agreement, Contractor shall provide to County Optional Work (Part II Services) using Pool Dollars in accordance with the agreed-upon Maximum Fixed Price and Work Order. The Pool Dollars are the aggregate amount available during the term of this Contract for Optional Work requested and provided following Go-Live. Contractor's costs for Optional Work shall be based on the Fixed Hourly Rates and pricing terms set forth in Exhibit B (Pricing Schedule). Any Optional Work provided by Contractor shall not cause an increase in the service fees under this Contract unless an Amendment is executed in accordance with Paragraph 8.1 (Amendments). During the duration of the Contract, County's allowance for all such Optional Work will not exceed Five Hundred Thousand Dollars ($500,000) per year.

3.3.2 Software Modifications resulting from any Optional Work shall only include those products and services relating to the requirements not reflected on the contract effective date in the System Requirements or other System Specifications, as determined by County's Project Director or designee.

3.3.3 Upon County's request and Contractor's agreement to provide Optional Work, Contractor shall provide to County within ten (10) Business Days of such request, or such longer period as agreed to by the parties, a proposed Work Order including a quote for a Maximum Fixed Price calculated in accordance with the terms set forth in Paragraph 8.4 and

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Exhibit B (Pricing Schedule), including the Fixed Hourly Rate, if applicable. Contractor's quotation shall be valid for at least ninety (90) days from submission.

3.3.4 Contractor shall commence the Optional Work following agreement by the parties upon County's issuance of a Work Order, a Change Notice or an Amendment executed in accordance with Paragraph 8.1 (Amendments), as applicable.

3.3.5 Upon completion of Optional Work by Contractor and approval by County in accordance with the terms of this Contract, Exhibit B (Pricing Schedule), shall be updated accordingly to add the completed Optional Work.

3.4 If Contractor provides any tasks, deliverables, goods, services, or other work, other than as specified in this Contract, the same shall be deemed to be a gratuitous effort on the part of Contractor, and Contractor shall have no claim whatsoever against County.

3.5 Contractor's Services and other work required by this Contract shall, during the term of the Contract, conform to reasonable commercial standards as they exist in Contractor's profession or field of practice. If Contractor's Services or other work provided under this Contract fail to conform to such standards, upon notice from County specifying the failure of performance, Contractor, at Contractor's sole expense, shall provide the applicable remedy as specified in this Contract, including Exhibit A (SOW) and Attachment A.6 (Service Level Agreement) to Exhibit A (SOW). In addition to the remedies set forth herein, Contractor shall, at its own expense, correct any data or other issue in which (and to the extent that) errors have been caused by Contractor or malfunctions of the System or by any other tools introduced by Contractor into the System for the purpose of performing services or other work under this Contract or otherwise.

4.0 TERM OF CONTRACT

4.1 The term of this Contract shall be January 1, 2022 through December 31, 2027 (hereinafter "Initial Term"), unless sooner terminated or extended, in whole or in part, as provided in this Contract.

4.2 At the end of the Contract Initial Term, County shall have the sole option to extend the term of this Contract for up to two (2) additional two (2) year periods (each, hereinafter, an "Extended Term"), for a maximum total term of ten (10) years; however, if County elects not to exercise its option to extend at the end of the Initial Term or the First Extended Term, as applicable, the remaining option(s) shall

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lapse. County shall be deemed to have exercised each of its options automatically, without further action, unless, no later than thirty (30) days prior to the expiration of the Initial Term or the First Extended Term, as applicable, County notifies Contractor in writing that County elects not to extend the Contract pursuant to this Paragraph 4.2. The optional extensions shall be exercised at the sole discretion of the Director, or designee, as authorized by the Board of Supervisors.

As used throughout this Contract, the word "term" shall include the Initial Term and each Extended Term, to the extent County exercises any of its options under this Paragraph 4.2.

County maintains databases that track/monitor Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether County will exercise a contract term extension option.

4.3 Contractor shall notify DHR when this Contract is within six (6) months of the expiration of the term as provided for hereinabove. Upon occurrence of this event, Contractor shall send written notification to DHR at the address herein provided in Exhibit E (County's Administration).

5.0 CONTRACT SUM

5.1 Total Contract Sum

The Contract Sum shall be the total monetary amount payable by County to Contractor for supplying all tasks, subtasks, deliverables, goods, services, Optional Work and other work required or requested by County under this Contract for the term. The Contract Sum, including all applicable taxes and authorized by County hereunder, shall not exceed Sixty-Two Million, Four Hundred Seventy-Four Thousand, Five Hundred Eighty-Nine Dollars ($62,474,589) for the duration of the Contract, including the two two-year extensions, as further detailed in Exhibit B (Pricing Schedule), unless modified by an Amendment to this Contract, pursuant to Paragraph 8.1 (Amendments). The Contract Sum under this Contract shall provide for all authorized payments that County may make to Contractor for any and all work provided by Contractor under the Contract, including but not limited to all work set forth in Exhibit A (SOW) and Part I and Part II Services, as set forth in Exhibit B (Pricing Schedule).

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5.2 Written Approval for Reimbursement

Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of Contractor's duties, responsibilities, or obligations, or performance of same by any person or entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall not occur except with County's express prior written approval, whose approval shall not be unreasonably withheld. Contractor shall involve County Project Manager in selecting any replacement subcontractor upon a termination or expiration of a subcontract. When and if a subcontractor has a merger or acquisition, Contractor shall involve County in the discussions with the resultant subcontractor regarding impact to County systems and if and how a conversion would take place.

Postage and shipping costs for Cafeteria Plan Annual Enrollment packets, ACA Compliance, promotional materials for the new System and for "Go-Green" that are mailed directly to County employees, and Quarterly Wellness Newsletters shall be reimbursable to Contractor by County and shall be handled as a line item on the Contractor's invoices. Contractor shall obtain County's written approval for eligible postage and shipping expenses, as described above, prior to purchasing postage and shipping. In all other cases, postage and shipping shall be Contractor's responsibility.

County shall never reimburse Contractor for travel-related expenses.

5.3 Notification of 75% of Total Contract Sum

Contractor shall maintain a system of record keeping that will allow Contractor to determine when it has incurred seventy-five percent (75%) of the total Contract Sum under this Contract. Upon occurrence of this event, Contractor shall send written notification to DHR at the address herein provided in Exhibit E (County's Administration).

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5.4 No Payment for Services Provided Following Expiration-Termination of Contract

Contractor shall have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by Contractor after the expiration or other termination of this Contract. Should Contractor receive any such payment it shall immediately notify County and shall immediately repay all such funds to County. Payment by County for services rendered after expiration-termination of this Contract shall not constitute a waiver of County's right to recover such payment from Contractor. This provision shall survive the expiration or other termination of this Contract.

5.5 Invoices and Payments

5.5.1 Contractor shall invoice County only for providing the tasks, deliverables, goods, services, and other work specified in Exhibit A (SOW), and elsewhere hereunder. Contractor shall prepare invoices, which shall include the charges owed to Contractor by County under the terms of this Contract. Contractor's payments shall be as provided in Exhibit B (Pricing Schedule), and Contractor shall be paid only for the tasks, deliverables, goods, services and other work approved in writing by County. If County does not approve work in writing no payment shall be due to Contractor for that work.

5.5.2 Contractor's invoices shall be priced in accordance with Exhibit B (Pricing Schedule).

5.5.3 Contractor's invoices shall contain the information set forth in Exhibit A (SOW), including the County Contract Number, billing period, billing date, brief description of the tasks, deliverables, goods and services provided, number of work hours, if appropriate, volume and description of print communication material completed and sent/delivered, if applicable, unit price or hourly rates, total charges for each service category and deliverables completed and total cost for the billing period, and facility and/or other work for which payment is claimed. As requested by County, Contractor shall supply separate invoices for each type of Contract service category, along with appropriate documentation as agreed upon by County. Invoices for Part II Optional Work shall be separate from invoices for Part I services and

deliverables, and submitted only upon completion and delivery of Part II services and deliverables.

5.5.4 Contractor shall submit the monthly invoices to County by the 15th calendar day of the month following the month of service.

5.5.5 All invoices under this Contract shall be submitted in two (2) hardcopies to the following address:

County of Los Angeles
Department of Human Resources
Employee Benefits Division
510 South Vermont Avenue, 12th Floor
Los Angeles, CA 90020
Attention: Ben Kemper, Senior Human Resources Manager

Additionally, Contractor shall submit electronic copies of all invoices under this Contract to **Ben Kemper** at **bkemper@hr.lacounty.gov** and **"cc"** the following contacts:

1. Robin Urban:
   rurban@hr.lacounty.gov

2. Sandra Santana:
   ssantana@hr.lacounty.gov

3. Maria "Connie" De Los Santos:
   mdelossantos@hr.lacounty.gov

5.5.6 **County Approval of Invoices**

All invoices submitted by Contractor for payment must have the written approval of County's Project Manager prior to any payment thereof. In no event shall County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.

County's Project Manager will review each invoice for any discrepancies and will, within thirty (30) days of receipt, notify Contractor in writing of any discrepancies found upon such review and submit a list of disputed charges. Contractor shall review the disputed charges and send a written explanation detailing the basis for the charges within thirty (30) days of receipt of County's notice of

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discrepancies and disputed charges. If County's Project Manager or designee does not receive a written explanation for the charges within such thirty (30) day period, Contractor shall be deemed to have waived its right to justify the original invoice amount, and County in its sole discretion shall determine the amount due, if any, to Contractor and pay such amount in satisfaction of the disputed invoice, subject to the Notice of Dispute procedure set forth in Paragraph 8.31.

All County correspondence relating to invoice discrepancies shall be sent by email, followed by hard copy, directly to County's Project Manager with a copy to County's Project Director at the addresses specified in Exhibit E (County's Administration).

5.5.7 **Sales/Use Tax**

The Contract Sum shown in Paragraph 5.1, Total Contract Sum, shall be deemed to include all amounts necessary for County to reimburse Contractor for all applicable California and other state and local sales/use taxes on all System components and any and all work provided by Contractor to County pursuant to or otherwise due as a result of this Contract, including, but not limited to, any product of System Implementation, System Maintenance Services and any Optional Work, to the extent applicable. All California sales/use taxes shall be paid directly by Contractor to the State or other taxing authority.

Contractor shall be solely liable and responsible for, and shall indemnify, defend and hold harmless County from, any and all such California and other state and local sales/use taxes. Further, Contractor shall be solely liable and responsible for, and shall indemnify, defend and hold harmless County from, all applicable California and other state and local sales/use tax on all other items provided by Contractor pursuant to this Contract and shall pay such tax directly to the State or other taxing authority. In addition, Contractor shall be solely responsible for all taxes based on Contractor's income, gross revenue or personal property taxes levied or assessed on Contractor's personal property to which County does not hold title.

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5.5.8 **Payments**

Provided that Contractor is not in default under any provision of this Contract, County will pay all invoice amounts to Contractor within thirty (30) days of receipt of invoices that have not been disputed in accordance with Paragraph 5.5.6.

5.5.9 **County's Right to Payment**

Notwithstanding any other provision of this Contract, and in addition to any rights of County given by law or provided in this Contract, County may upon written advance notice to Contractor and opportunity to cure, as specified in said notice, withhold payment for any deliverable while Contractor, with no fault of County, is in a related default hereunder or a related default related to Services.

County's Right to Withhold Payment to Final Invoices for Incomplete Transition Services:

County may, upon written notice to Contractor, withhold payment of Contractor's final invoices if Contractor has not completed said transition services in accordance with Exhibit A (SOW), Section 14.0 (Transition Services).

5.5.11 **Local Small Business Enterprises – Prompt Payment Program** (if applicable)

Certified Local Small Business Enterprises ("LSBEs") will receive prompt payment for services they provide to County departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

5.6 **Cost of Living Adjustments ("COLA's")**

5.6.1 If requested by Contractor, the contract (hourly, daily, monthly, etc.) amount may at the sole discretion of County, be increased annually based on the most recent published percentage change in the U.S. Department of Labor, Bureau of Labor Statistics' Consumer Price Index for Urban Consumers ("CPI-U") for the Los Angeles-Long Beach-Anaheim Area for the twelve (12) month period preceding the contract anniversary date, which shall be the effective date for any COLA. However, any increase shall not exceed the general salary movement granted to County employees as determined by the Chief Executive

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Officer as of each July 1 for the prior twelve (12) month period. Furthermore, should fiscal circumstances ultimately prevent the Board from approving any increase in County employee salaries, no COLA will be granted. Where County decides to grant a COLA pursuant to this paragraph for living wage contracts, it may, in its sole discretion exclude the cost of labor (including the cost of wages and benefits paid to employees providing services under this Contract) from the base upon which a COLA is calculated, unless Contractor can show that his/her labor cost will actually increase. Further, before any COLA increase shall take effect and become part of this Contract, it shall require a written amendment to this Contract first, that has been formally approved and executed by the parties.

5.7 **Default Method of Payment: Direct Deposit or Electronic Funds Transfer ("EFT")**

5.7.1 County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/ contract with County shall be EFT or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).

5.7.2 Contractor shall submit a direct deposit authorization request via the website https://directdeposit.lacounty.gov with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.

5.7.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments.

5.7.4 At any time during the duration of the agreement/contract, Contractor may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with the

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contracting department(s), shall decide whether to approve exemption requests.

6.0 ADMINISTRATION OF CONTRACT - COUNTY

6.1 County Administration

6.1.1 A listing of all County Administration referenced in the following subparagraphs are designated in Exhibit E (County's Administration). County will notify Contractor in writing of any change in the names or addresses shown.

6.2 County's Project Director

6.2.1 The role of County's Project Director may include:

6.2.1.1 Coordinating with Contractor and ensuring Contractor's performance of the Contract; however, in no event shall Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused or limited thereby; and

6.2.1.2 Upon request of Contractor, providing direction to Contractor, as appropriate in areas relating to County policy, information requirements, and procedural requirements; however, in no event, shall Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused or limited thereby.

6.3 County's Project Manager

6.3.1 The role of County's Project Manager is authorized to include:

6.3.1.1 Meeting with Contractor's Project Manager on a regular basis; and

6.3.1.2 Inspecting any and all tasks, deliverables, goods, services, or other work provided by or on behalf of Contractor; however, in no event shall Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused or limited thereby.

County's Project Manager is not authorized to make any changes in any of the terms and conditions of this Contract

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and is not authorized to further obligate County in any respect whatsoever.

6.4 County's Contract Project Monitor

6.4.1 The role of County's Project Monitor is to oversee the day-to-day administration of this Contract; however, in no event shall Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused or limited thereby. The Project Monitor reports to County's Project Manager.

6.5 Benefit Plan Amendments

County will provide Conduent with reasonable advance written notice of any amendment to or change in any Plan document, or operating or administrative procedure that could reasonably be expected to require changes in the Services in order for Conduent to document requirements, changes and administrative Services updates. Subject to agreement of County and Conduent regarding applicable fees, Conduent will use commercially reasonable efforts to accommodate such amendment or change in Plan document or procedures, to the extent that the changed or different services required would not be materially different from the Services provided by Conduent to its clients generally. If such changes are expected to constitute a substantial material change to the Services and its ongoing related level of effort, the parties will negotiate in good faith to address such changes pursuant to Section 8.1. County will promptly provide Conduent with a copy of any final Plan amendment. County hereby authorizes, and shall cause the administrator of the Plan to authorize, Conduent to provide information to and accept instructions from Plan participants to engage in activities permitted under the Plan by use of all means specified in this Contract.

7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR

7.1 Contractor Administration

A listing of all of Contractor's Administration referenced in the following paragraphs is designated in Exhibit F (Contractor's Administration). Contractor will notify County in writing of any change in the names or addresses shown.

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7.2 Contractor's Primary Project Manager, Secondary Project Managers and Senior Analysts

7.2.1 Contractor's Primary Project Manager, Secondary Project Managers and Senior Analysts are designated in Exhibit F (Contractor's Administration). Contractor shall notify County in writing of any change in the name or address of Contractor's Project Manager, Secondary Project Managers and Senior Analysts.

7.2.2 Contractor's Primary Project Manager shall be responsible for Contractor's overall project as related to this Contract and shall meet and coordinate with County's Project Manager and County's Contract Project Monitor on a regular basis.

7.3 Approval of Contractor's Staff

County has the absolute right to approve or disapprove all of Contractor's staff performing work hereunder and any proposed changes in Contractor's staff, including, but not limited to, Contractor's Project Manager.

7.4 Intentionally Omitted

7.5 Background and Security Investigations

7.5.1 To the extent permitted by applicable law, each of Contractor's newly assigned staff and newly assigned subcontractor staff performing services under this Contract, and who have access to Personally Identifiable Information (PII) and Protected Health Information (PHI), shall undergo and pass a background investigation for potential security risks as appropriate to their role. Such newly assigned staff must pass said background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Contract. Such background investigations must be conducted by Contractor through commercially available background check providers (i.e., LiveScan providers) to determine and notify County of Contractor and subcontractor employees' past criminal convictions, future arrests and criminal convictions, and financial history to the extent permitted under the law. Contractor and subcontractor employees must provide LiveScan providers with the information, supplied by County, which is required for the County to be so notified. The fees associated with the background investigation shall be at the

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expense of Contractor, regardless of whether the member of Contractor's staff passes or fails the background investigation. Contractor, in compliance with its legal obligations, shall conduct an individualized assessment of their staff, agents, and volunteers regarding the nature and gravity of a criminal offense or conduct; the time that has passed since a criminal offense or conduct and completion of the sentence; and the nature of the access to County Information to ensure that no individual accesses County Information whose past criminal conduct poses a risk or threat to County Information.

If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be removed immediately from performing services under the Contract. Contractor shall comply with County's request at any time during the term of the Contract. County will not provide to Contractor or to Contractor's staff any information obtained through County's background investigation.

7.5.2 County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of County or whose background or conduct is incompatible with County facility access.

7.5.3 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.5 shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

7.6 Confidentiality

7.6.1 Contractor shall maintain the confidentiality of all records and information in accordance with all applicable federal, state and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information. Contractor shall take all steps possible to protect the County's Employee Database, and any and all Interface(s) to County systems. If the Employee Database, or any interface is compromised, damaged, corrupted, etc., Contractor shall notify County immediately. In no case shall Contractor fail to

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notify County within 24 hours of knowledge of any such event.

7.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses to the extent resulting from any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this Paragraph 7.6, as determined by County in its reasonable judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 7.6 shall be conducted by Contractor (which shall include Contractor's assumption of reasonable defense, legal, accounting, expert, consulting or professional costs and fees, in the event of a third party claim) and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that to the extent Contractor fails to provide County with a full and adequate defense, as determined by County in its reasonable judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval, not to be unreasonably withheld.

7.6.3 Contractor shall inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Contract.

7.6.4 Contractor shall sign and adhere to the provisions of Exhibit G1-IT (Contractor Acknowledgement, Confidentiality and Copyright Assignment Agreement).

8.0 STANDARD TERMS AND CONDITIONS

8.1 Amendments

8.1.1 For any change that affects the scope of work, term, Contract Sum, payments, or any term or condition included under this Contract, an amendment to the Contract shall be prepared and executed by Contractor and by the Director, or designee.

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8.1.2 For any change that is mutually agreed-upon by County and Contractor and that does not materially affect the scope of work, Contract Sum or payments, or any other term or condition included under this Contract, a Change Notice may be prepared in writing and signed by County's Project Director, or designee, and Contractor's Project Manager.

8.1.3 County's Board of Supervisors or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in the Contract during the term of this Contract. County reserves the right to add and/or change such provisions as required by County's Board of Supervisors or Chief Executive Officer. To implement such changes, an Amendment to the Contract shall be prepared and executed by Contractor and by Director, or designee, pursuant to this Paragraph 8.1. If any such change causes an increase or decrease in the estimated cost of, or the time required for, performance of any part of the work under this Contract, the parties will negotiate in good-faith on an equitable adjustment in the estimated cost, delivery or completion schedule, or both. Routine administrative or "no-cost" changes will not result in changes to the Contract Sum.

8.1.4 Director, or designee, may at his/her sole discretion, authorize extensions of time as defined in Paragraph 4.0 (Term of Contract). Contractor agrees that such extensions of time shall not change any other term or condition of this Contract during the period of such extensions. To implement an extension of time, an Amendment to the Contract shall be prepared and executed by Contractor and the Director, or designee.

8.2 Assignment and Delegation/Mergers or Acquisitions

8.2.1 Contractor shall notify County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If Contractor is restricted from legally notifying County of pending acquisitions/mergers, then it should notify County of the actual acquisitions/mergers as soon as the law allows and provide to County the legal framework that restricted it from notifying County prior to the actual acquisitions/mergers.

8.2.2 Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such

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consent shall be null and void. For purposes of this paragraph, County consent shall require a written Amendment to the Contract, which is formally approved and executed by the parties. Any payments by County to any approved delegatee or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which Contractor may have against County.

8.2.3 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Contract, such disposition is an assignment requiring the prior written consent of County in accordance with applicable provisions of this Contract.

8.2.4 Any assumption, assignment, delegation, or takeover of any of Contractor's duties, responsibilities, obligations, or performance of same by any person or entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

8.3 Authorization Warranty

8.3.1 Contractor represents and warrants that the person executing this Contract for Contractor is an authorized agent who has actual authority to bind Contractor to each and every term, condition, and obligation of this Contract and that all requirements of Contractor have been fulfilled to provide such actual authority.

8.4 Budget Reductions

8.4.1 In the event that County's Board of Supervisors adopts, in any fiscal year, a County Budget which provides for

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reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County contracts, County reserves the right to reduce its payment obligation under this Contract correspondingly for that fiscal year and any subsequent fiscal year during the term of this Contract (including any extensions), and the services to be provided by Contractor under this Contract shall also be reduced correspondingly. County's notice to Contractor regarding said reduction in payment obligation shall be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, Contractor shall continue to provide all of the services set forth in this Contract.

8.5 Complaints

8.5.1 Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to complaints.

8.5.2 Complaint Procedures

8.5.2.1 Within ten (10) Business Days after the Contract effective date, Contractor shall provide County with Contractor's policy for receiving, investigating and responding to user complaints.

8.5.2.2 County will review Contractor's policy and provide Contractor with approval of said plan or with requested changes.

8.5.2.3 If County requests changes in Contractor's policy, Contractor shall make such changes and resubmit the plan within ten (10) Business Days for County approval.

8.5.2.4 If, at any time, Contractor wishes to change Contractor's policy, Contractor shall submit proposed changes to County for approval before implementation.

8.5.2.5 Contractor shall preliminarily investigate all complaints and notify County's Project Manager of the status of the investigation within five (5) Business Days of receiving the complaint.

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8.5.2.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.

8.5.2.7 Copies of all written responses shall be sent to County's Project Manager within five (5) Business Days of mailing to the complainant.

8.6 Compliance with Applicable Law

8.6.1 In the performance of this Contract, Contractor shall comply with all federal, state and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures applicable to Contractor's business, and all provisions required thereby to be included in this Contract are hereby incorporated herein by reference.

8.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses to the extent resulting from any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its reasonable judgment. Any legal defense pursuant to Contractor's indemnification obligations under Paragraph 8.6 (Compliance with Applicable Law) shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that to the extent that Contractor fails to provide County with a full and adequate defense, as determined by County in its reasonable judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval, not to be unreasonably withheld.

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8.7 Compliance with Civil Rights Laws

8.7.1 Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e) (1) through 2000 (e) (17), to the end that no person shall, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract. Contractor shall comply with Exhibit D (Contractor's EEO Certification).

8.8 Compliance with County's Jury Service Program

8.8.1 **Jury Service Program:**

This Contract is subject to the provisions of County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the Los Angeles County Code, a copy of which is attached as Exhibit H and incorporated by reference into and made a part of this Contract.

8.8.2 **Written Employee Jury Service Policy.**

1. Unless Contractor has demonstrated to County's satisfaction either that Contractor is not a "contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), Contractor shall have and adhere to a written policy that provides that its Employees shall receive from Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the Employee's regular pay the fees received for jury service.

2. For purposes of this paragraph, "Contractor" means a person, partnership, corporation or other entity which has a contract with County or a subcontract with a County Contractor and has received or will receive an aggregate sum of fifty thousand dollars ($50,000) or

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more in any twelve (12) month period under one or more County contracts or subcontracts. “Employee” means any California resident who is a full-time employee of Contractor. “Full-time” means forty (40) hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of ninety (90) days or less within a twelve (12) month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform services for County under the Contract, the subcontractor shall also be subject to the provisions of this paragraph. The provisions of this paragraph shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.

3. If Contractor is not required to comply with the Jury Service Program when the Contract commences, Contractor shall have a continuing obligation to review the applicability of its “exception status” from the Jury Service Program, and Contractor shall immediately notify County if Contractor at any time either comes within the Jury Service Program’s definition of “Contractor” or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. County may also require, at any time during the Contract and at its sole discretion, that Contractor demonstrate, to County’s satisfaction that Contractor either continues to remain outside of the Jury Service Program’s definition of “Contractor” and/or that Contractor continues to qualify for an exception to the Program.

4. Contractor’s violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

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8.9 Conflict of Interest

8.9.1 No County employee whose position with County enables such employee to influence the award of this Contract or any competing Contract, and no spouse or economic dependent of such employee, shall be employed in any capacity by Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of Contractor who may financially benefit from the performance of work hereunder shall in any way participate in County's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence County's approval or ongoing evaluation of such work.

8.9.2 Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Contract. Contractor warrants that it is not now aware of any facts that create a conflict of interest. If Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this paragraph shall be a material breach of this Contract.

8.10 Consideration of Hiring County Employees Targeted for Layoff or are on a County Re-Employment List

Should Contractor require additional or replacement personnel after the effective date of this Contract to perform the services set forth herein, Contractor shall give first consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

8.11 Consideration of Hiring GAIN-GROW Participants

8.11.1 Should Contractor require additional or replacement personnel after the effective date of this Contract, Contractor shall give consideration for any such employment openings to participants in County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet

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Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that Contractor will interview qualified candidates. County will refer GAIN-GROW participants by job category to Contractor. Contractors shall report all job openings with job requirements to: GAINGROW@DPSS.LACOUNTY.GOV and BSERVICES@WDACS.LACOUNTY.GOV and DPSS will refer qualified GAIN/GROW job candidates.

8.11.2 In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

8.12 Contractor Responsibility and Debarment

8.12.1 Responsible Contractor

A responsible contractor is a contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is County's policy to conduct business only with responsible contractors.

8.12.2 Chapter 2.202 of the County Code

Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if County acquires information concerning the performance of Contractor on this or other contracts which indicates that Contractor is not responsible, County may, in addition to other remedies provided in the Contract, debar Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and terminate any or all existing contracts Contractor may have with County.

8.12.3 Non-responsible Contractor

County may debar a contractor if the Board of Supervisors finds, in its discretion, that Contractor has done any of the following: 1) violated a term of a contract with County or a nonprofit corporation created by County, 2) committed an act or omission which negatively reflects on Contractor's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation

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created by County, or engaged in a pattern or practice which negatively reflects on same, 3) committed an act or offense which indicates a lack of business integrity or business honesty, or 4) made or submitted a false claim against County or any other public entity.

8.12.4 Contractor Hearing Board

8.12.4.1 If there is evidence that Contractor may be subject to debarment, the Department will notify Contractor in writing of the evidence which is the basis for the proposed debarment and will advise Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

8.12.4.2 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Contractor and/or Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Contractor should be debarred, and, if so, the appropriate length of time of the debarment. Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

8.12.4.3 After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.4.4 If a contractor has been debarred for a period longer than five (5) years, that contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion,

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reduce the period of debarment or terminate the debarment if it finds that Contractor has adequately demonstrated one or more of the following: 1) elimination of the grounds for which the debarment was imposed; 2) a bona fide change in ownership or management; 3) material evidence discovered after debarment was imposed; or 4) any other reason that is in the best interests of County.

8.12.4.5 The Contractor Hearing Board will consider a request for review of a debarment determination only where 1) Contractor has been debarred for a period longer than five (5) years; 2) the debarment has been in effect for at least five (5) years; and 3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

8.12.4.6 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.5 **Subcontractors of Contractor**

These terms shall also apply to subcontractors of County contractors.

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8.13 Contractor's Acknowledgement of County's Commitment to Safely Surrendered Baby Law

8.13.1 Contractor acknowledges that County places a high priority on the implementation of the Safely Surrendered Baby Law. Contractor understands that it is County's policy to encourage all County contractors to voluntarily post County's "Safely Surrendered Baby Law" poster, in Exhibit I, in a prominent position at Contractor's place of business. Contractor will also encourage its subcontractors, if any, to post this poster in a prominent position in the subcontractor's place of business. Information and posters for printing are available at www.babysafela.org.

8.14 Contractor's Warranty of Adherence to County's Child Support Compliance Program

8.14.1 Contractor acknowledges that County has established a goal of ensuring that all individuals who benefit financially from County through contracts are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

8.14.2 As required by County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting Contractor's duty under this Contract to comply with all applicable provisions of law, Contractor warrants that it is now in compliance and shall during the term of this Contract maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

8.15 County's Quality Assurance Plan

County or its agent(s) will monitor Contractor's performance under this Contract on not less than an annual basis. Such monitoring will include assessing Contractor's compliance with all Contract terms and conditions and performance standards. Contractor deficiencies which County determines are significant or continuing and that may place performance of the Contract in jeopardy if not corrected will be

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reported to the Board of Supervisors and listed in the appropriate contractor performance database. The report to the Board will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate this Contract or impose other penalties as specified in this Contract.

8.16 Intentionally Omitted

8.17 Employment Eligibility Verification

8.17.1 Contractor warrants that it fully complies with all federal and state statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirements set forth in federal and state statutes and regulations. Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal and state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. Contractor shall retain all such documentation for all covered employees for the period prescribed by law.

8.17.2 Contractor shall indemnify, defend, and hold harmless, County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against Contractor or County or both in connection with any alleged violation of any federal or state statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

8.18 Counterparts and Electronic Signatures and Representations

County and Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to Paragraph 8.1 (Amendments) and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to Amendments to this Contract, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of “original” versions of such documents.

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8.19 Fair Labor Standards

Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by Contractor's employees for which County may be found jointly or solely liable.

8.20 Force Majeure

8.20.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this paragraph as "force majeure events").

8.20.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this subparagraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

8.20.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

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8.21 Governing Law, Jurisdiction, and Venue

This Contract shall be governed by, and construed in accordance with, the laws of the State of California. Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles.

8.22 Independent Contractor Status

8.22.1 This Contract is by and between County and Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between County and Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

8.22.2 Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Contract all compensation and benefits. County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, federal, state, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of Contractor.

8.22.3 Contractor understands and agrees that all persons performing work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of Contractor and not employees of County. Contractor shall be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of Contractor pursuant to this Contract.

8.22.4 Contractor shall adhere to the provisions stated in Paragraph 7.6 (Confidentiality).

8.22.5 Contractor shall have no duties, responsibilities or obligations other than those specifically set forth in this Agreement (“Contractor Services”). The parties further agree: (a) Contractor is not the plan sponsor or a fiduciary of the Plan; (b) Contractor Services are ministerial services provided at the direction of County within a framework of

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data, documents, policies, interpretations, rules, practices, and procedures provided to Contractor by County or the administrator of the Plan; (c) the of the Plan or County (and not Contractor) has the authority to make all Plan benefit determinations; (d) Contractor has no authority or control to set eligibility under the Plan; (e) Contractor does not provide investment advice with respect to Plan assets; (f) Contractor is not responsible for the interpretation of any Plan document or legal, regulatory or accounting requirements applicable thereto; (g) Contractor is not responsible or liable for verifying or determining that the Plan, or any direction or instruction of County or the administrator of the Plan, complies with or satisfies any legal, regulatory or accounting requirement applicable thereto; (h) Contractor has no discretionary authority, responsibility or control in the administration of the Plan; and (i) County (and not Contractor) are solely responsible for maintaining the qualified status of the Benefits Plan. Contractor shall be entitled to provide information to and act upon instructions received from any person representing himself or herself to be a Plan participant, including the exchange of any or all monies held in his or her account(s) under the Plan, provided that Contractor employs reasonable procedures for verifying the identity of the person to whom the information is provided or who engages in the activity. Requiring the use of the participant's Social Security number (or other unique identifying number) and a personal identification number shall be deemed reasonable for this purpose.

8.23 Indemnification

8.23.1 Contractor shall indemnify, defend and hold harmless County, its Special Districts, elected and appointed officers, employees, agents and volunteers (“County Indemnitees”) from and against any and all liability, including but not limited to demands, claims, actions, fees, costs and to the extent resulting from the negligent acts, errors or omissions, or willful misconduct of the Contractor, its officers, employees, agents, or subcontractors under this Contract, and except for such loss or damage arising from the gross negligence or willful misconduct of County Indemnitees; provided that, any legal defense pursuant to Contractor’s indemnification obligations under this Paragraph 8.23.1 shall be conducted by Contractor (which shall include Contractor’s assumption of reasonable

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defense, legal, accounting, expert, consulting or professional costs and fees in the event of a third party claim) and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that, to the extent that Contractor fails to provide County with a full and adequate defense, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval not to be unreasonably withheld. All the rights and obligations of this Paragraph 8.23 shall survive the expiration, or other termination of this Contract.

8.23.2 Notwithstanding any language to the contrary elsewhere in this Contract, neither party shall be liable for indirect, consequential, exemplary or punitive damages, regardless of the form of action, whether in law, equity, indemnity, contract, tort or otherwise, and even if such party has been advised of the possibility of such damages. Contractor's cumulative liability for any and all damages arising out of or relating to its performance of this Contract will not exceed an amount equal to two times the amount of the fees, as defined in Exhibit B (Pricing Schedule), for the Initial Term under Section 4.0. This limitation of liability shall not apply to: 1) claims for bodily injury or death, or damage to physical property; 2) claims for intellectual property infringement; or 3) claims involving gross negligence, fraud or intentional misconduct.

8.24 General Provisions for all Insurance Coverage

8.24.1 Without limiting Contractor's indemnification of County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraphs 8.24 and 8.25 of this Contract. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. County in no way

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warrants that the Required Insurance is sufficient to protect Contractor for liabilities which may arise from or relate to this Contract.

8.24.2 Evidence of Coverage and Notice to County

8.24.2.1 Certificate(s) of insurance coverage ("Certificate") satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing services under this Contract.

8.24.2.2 Renewal Certificates shall be provided to County not less than ten (10) days prior to Contractor's policy expiration dates. Upon reasonable notice, Contractor shall make available to County for review, at an agreed upon time and place or through Microsoft Teams or WebEx, the complete, certified copies of any required Contractor and/or sub-contractor insurance policies.

8.24.2.3 Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand dollars ($50,000), and list any County required endorsement forms.

8.24.2.4 Neither County's failure to obtain, nor County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by Contractor, its insurance broker(s)

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and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

8.24.2.5 Certificates and copies of any required endorsements shall be sent to:

County of Los Angeles
Department of Human Resources
Employee Benefits Division
510 S. Vermont Avenue, 12th Floor
Los Angeles, CA 90020
Attention: Ben Kemper,
Senior Human Resources Manager

8.24.2.6 Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its subcontractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County.

8.24.3 **Additional Insured Status and Scope of Coverage**

County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, employees and volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of County. County and its Agents additional insured status shall apply with respect to liability and defense of suits arising out of Contractor's acts or omissions, whether such liability is attributable to Contractor or to County. The full policy limits and scope of protection also shall apply to County and its Agents as an additional insured, even if they exceed County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

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8.24.4 **Cancellation of or Changes in Insurance**

Contractor shall provide County with, or Contractor's insurance policies shall contain a provision that County shall receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice shall be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Contract, in the sole discretion of County, upon which County may suspend or terminate this Contract.

8.24.5 **Failure to Maintain Insurance**

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach. Alternatively, County may purchase the Required Insurance, and without further notice to Contractor, deduct the premium cost from sums due to Contractor or pursue Contractor reimbursement.

8.24.6 **Insurer Financial Ratings**

Coverage shall be placed with insurers acceptable to County with A.M. Best ratings of not less than A-:VII or better unless otherwise approved by County.

8.24.7 **Contractor's Insurance Shall Be Primary**

Contractor's insurance policies, with respect to any claims related to this Contract, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

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8.24.8 **Waivers of Subrogation**

To the fullest extent permitted by law, Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Contract. Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

8.24.9 **Subcontractor Insurance Coverage Requirements**

Contractor shall include all subcontractors as insureds under Contractor's own policies, or shall provide County with each subcontractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each subcontractor complies with the Required Insurance provisions herein, and shall require that each subcontractor name County and Contractor as additional insureds on the subcontractor's General Liability policy. Contractor shall obtain County's prior review and approval of any subcontractor request for modification of the Required Insurance.

8.24.10 **Deductibles and Self-Insured Retentions (SIRs)**

Contractor's policies shall not obligate County to pay any portion of any contractor deductible or SIR. County retains the right to require contractor to reduce or eliminate policy deductibles and SIRs as respects County, or to provide a bond guaranteeing contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

8.24.11 **Claims Made Coverage**

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Contract. Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following Contract expiration, termination or cancellation.

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8.24.12 **Application of Excess Liability Coverage**

Contractors may use a combination of primary, and excess insurance policies which provide coverage as broad as ("follow form" over) the underlying primary policies, to satisfy the Required Insurance provisions.

8.24.13 **Separation of Insureds**

All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

8.24.14 **Alternative Risk Financing Programs**

County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required Insurance provisions. County and its Agents shall be designated as an Additional Covered Party under any approved program.

8.24.15 **County Review and Approval of Insurance Requirements**

County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

8.25 Insurance Coverage

8.25.1 **Commercial General Liability** insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	$2 million
Products/Completed Operations Aggregate:	$1 million
Personal and Advertising Injury:	$1 million
Each Occurrence:	$1 million

8.25.2 **Automobile Liability** insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than $1 million for bodily injury and

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property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

8.25.3 **Workers Compensation and Employers' Liability** insurance or qualified self- insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than $1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming County as the Alternate Employer. The written notice shall be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

8.25.4 **Unique Insurance Coverage**

8.25.4.1 Intentionally Omitted

8.25.4.2 Professional Liability-Errors and Omissions

Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than $1 million per claim and $2 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Agreement's expiration, termination or cancellation.

8.25.4.3 Intentionally Omitted

8.25.4.4 Crime Coverage

A Fidelity Bond or Crime Insurance policy with limits of not less than $ 1 million per occurrence. Such coverage shall protect

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against all loss of money, securities, or other valuable property entrusted by County to contractor, and apply to all of contractor's directors, officers, agents and employees who regularly handle or have responsibility for such money, securities or property. The County and its Agents shall be named as a Loss Payee as its interests may appear. This insurance shall include third party fidelity coverage, include coverage for loss due to theft, mysterious disappearance, and computer fraud/theft, and shall not contain a requirement for an arrest and/or conviction.

8.25.4.5 Technology Errors & Omissions Insurance

Insurance for liabilities arising from errors, omissions, or negligent acts in rendering or failing to render computer or information technology services and technology products. Coverage for violation of software copyright should be included. Technology services should at a minimum include (1) systems analysis; (2) systems programming; (3) data processing; (4) systems integration; (5) outsourcing including outsourcing development and design; (6) systems design, consulting, development and modification; (7) training services relating to computer software or hardware; (8) management, repair and maintenance of computer products, networks and systems; (9) marketing, selling, servicing, distributing, installing and maintaining computer hardware or software; (10) data entry, modification, verification, maintenance, storage, retrieval or preparation of data output, and any other services provided by the vendor with limits of not less than $10 million.

8.25.4.6 Cyber Liability Insurance

The Contractor shall secure and maintain cyber liability insurance coverage with limits of $ 2 million per claim and in the aggregate during the term of the Contract, including coverage for: network security liability; privacy

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liability; privacy regulatory proceeding, defense, response, expenses and fines; technology professional liability (errors and omissions); privacy breach expense reimbursement (liability arising from the loss or disclosure of County Information no matter how it occurs); system breach; denial or loss of service; introduction, implantation, or spread of malicious software code; unauthorized access to or use of computer systems; and Data/Information loss and business interruption; any other liability or risk that arises out of the Contract. The Contractor shall add the County as an additional insured to its cyber liability insurance policy and provide to the County certificates of insurance evidencing the foregoing upon the County's request. The procuring of the insurance described herein, or delivery of the certificates of insurance described herein, shall not be construed as a limitation upon the Contractor's liability or as full performance of its indemnification obligations hereunder. No exclusion/restriction for unencrypted portable devices/media may be on the policy.

8.26 Liquidated Damages

8.26.1 If, in the reasonable judgment of the acting or current Department Head, Contractor, or its subcontractors, is materially delayed or in breach of the terms and obligations assumed hereby, the acting or current Department Head, at his/her option, and in lieu of other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to Contractor from County, will be forwarded to Contractor by the Department Head, or his/her designee, in a written notice describing the reasons for said action.

8.26.2 If there are errors, deficiencies, or similar issues in the Services, for which Contractor is responsible in the performance of this Contract are correctable by Contractor over a certain time span, the Department Head, or his/her designee, will provide a written notice to Contractor to

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correct the deficiency within specified time frames. Should Contractor fail to correct deficiencies within said time frame, the Department Head, or his/her designee, may: (a) Deduct from Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum; and/or (b) Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages is (i) the amount set forth in the Performance Requirements Summary ("PRS") Chart, as defined in Exhibit A (SOW), Attachment A.2, hereunder, or (ii) $1,000 per day at County's election, and that Contractor shall be liable to County for liquidated damages in said amount subject in either case to the amount-at-risk limitations set forth on Worksheet A.2.1 of Attachment A.2 (Performance Requirements Summary "PRS" Chart). The County may only impose liquidated damages under either (i) or (ii) above for a given month, but not both, for the same deficiency in said month. Said amount shall be deducted from County's payment to Contractor and the provisions of the final sentence of the warranty in Section 3.5 shall apply.

8.26.3 The action noted in Sub-paragraph 8.26.2 shall not be construed as a penalty, but as adjustment of payment to Contractor to recover the County cost due to the failure of Contractor to complete or comply with the provisions of this Contract.

8.26.4 This Paragraph shall not, in any manner, restrict or limit County's right to damages for any breach of this Contract provided by law, equity, as specified in the PRS or Sub-paragraph 8.26.2, or as provided elsewhere herein and shall not, in any manner, restrict or limit County's right to terminate this Contract as agreed to herein.

8.27 Most Favored Public Entity

If Contractor's prices decline, or should Contractor at any time during the term of this Contract provide the same goods or services under similar quantity and delivery conditions to the State of California or any county, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices shall be immediately extended to County.

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8.28 Nondiscrimination and Affirmative Action

8.28.1 Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable federal and state anti-discrimination laws and regulations.

8.28.2 Contractor shall certify to, and comply with, the provisions of Exhibit D (Contractor's EEO Certification).

8.28.3 Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable federal and state anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

8.28.4 Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.

8.28.5 Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable federal and state laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.

8.28.6 Contractor shall allow County representatives access to Contractor's employment records on Business Days between the hours of 9:00 am and 5:00 pm to verify compliance with the provisions of this Paragraph 8.28

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(Nondiscrimination and Affirmative Action) when so requested by County.

8.28.7 If County finds that any provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) have been violated, such violation shall constitute a material breach of this Contract upon which County may terminate or suspend this Contract. While County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that Contractor has violated federal or state anti-discrimination laws or regulations shall constitute a finding by County that Contractor has violated the anti-discrimination provisions of this Contract.

8.28.8 The parties agree that in the event Contractor violates any of the anti-discrimination provisions of this Contract, County shall, at its sole option, be entitled to the sum of five hundred dollars ($500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

8.29 Non Exclusivity

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Contract shall not restrict County from acquiring similar, equal or like goods and/or services from other entities or sources.

8.30 Notice of Delays

Except as otherwise provided under this Contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party shall, within one (1) Business Day, give notice thereof, including all relevant information with respect thereto, to the other party.

8.31 Notice of Disputes

Contractor shall bring to the attention of County's Project Manager any dispute between County and Contractor regarding the performance of services as stated in this Contract. If County's Project Manager is not able to resolve the dispute, County's Project Director shall resolve it. If County's Project Director is not able to resolve the dispute, the Director, or designee, shall resolve it.

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Notwithstanding any provision to the contrary stated in this Agreement, except for limitations of specific damages types pursuant to Section 8.23.2, Contractor does not waive any and all of its rights or remedies at law or in equity, or hereunder, to make claims for non-payment for Services that were rendered during the Term of the Agreement.

In the event that either party believes that a dispute is unresolved, it may send a notice under this Contract referencing the dispute and indicating that, within ten (10) days from the date of such notice, an appropriate conference should occur with the level of official or employee, as applicable, that is involved in the day-to-day operations of the Contract. In the event that the dispute is not resolved, either party may elect to further escalate the matter to an additional level of official or employee by written notice for resolution within ten (10) days from the date of such notice. This general notice provision does not override any specific notice provisions specified elsewhere in the Contract.

8.32 Notice to Employees Regarding the Federal Earned Income Credit

Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015.

8.33 Notice to Employees Regarding the Safely Surrendered Baby Law

Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The information is set forth in Exhibit I (Safely Surrendered Baby Law). Additional information is available at www.babysafela.org.

8.34 Notices

All notices or demands required or permitted to be given or made under this Contract shall be in writing and shall be hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibits E (County's Administration) and F (Contractor's Administration).

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Addresses may be changed by either party giving ten (10) days prior written notice thereof to the other party. The Director, or designee, shall have the authority to issue all notices or demands required or permitted by County under this Contract.

8.35 Prohibition Against Inducement or Persuasion

Notwithstanding the above, Contractor and County agree that, during the term of this Contract and for a period of one year thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

8.36 Public Records Act

8.36.1 Any documents submitted by Contractor; all information obtained in connection with County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to Paragraph 8.38 (Record Retention and Inspection-Audit Settlement) of this Contract; as well as those documents which were required to be submitted in response to the Request for Proposals ("RFP") used in the solicitation process for this Contract, become the exclusive property of County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code Section 6250 et seq. (Public Records Act) and which are marked "trade secret," "confidential," or "proprietary." County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

8.36.2 In the event County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret," "confidential," or "proprietary," Contractor agrees to defend and indemnify County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

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8.37 Publicity

8.37.1 Contractor shall not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing Contractor's need to identify its services and related clients to sustain itself, County shall not inhibit Contractor from publishing its role under this Contract within the following conditions:

8.37.1.1 Contractor shall develop all publicity material in a professional manner; and

8.37.1.2 During the term of this Contract, Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of County without the prior written consent of County's Project Director. County shall not unreasonably withhold written consent.

8.37.2 Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Contract with the County of Los Angeles, provided that the requirements of this Paragraph 8.37 (Publicity) shall apply.

8.38 Record Retention and Inspection-Audit Settlement

8.38.1 Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Contract. Contractor agrees that County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract provided that service providers who are competitors in the HR industry may not serve as auditors. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records shall be kept and maintained by Contractor and, upon reasonable notice, shall be made available to County during the term of this Contract

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and for a period of five (5) years thereafter unless County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at County's option, Contractor shall pay County for travel, per diem, and other costs incurred by County to examine, audit, excerpt, copy, or transcribe such material at such other location.

8.38.2 In the event that an audit of Contractor is conducted specifically regarding this Contract by any federal or state auditor, or by any auditor or accountant employed by Contractor or otherwise, then Contractor shall file a copy of such audit report with County's A-C within thirty (30) days of Contractor's receipt thereof, unless otherwise provided by applicable federal or state law or under this Contract. Subject to applicable law, County shall make a reasonable effort to maintain the confidentiality of such audit report(s) 8.38.3 Failure on the part of Contractor to comply with any of the provisions of this subparagraph 8.38 shall constitute a material breach of this Contract upon which County may terminate or suspend this Contract subject to Section 8.43, below.

8.38.3 If, at any time during the term of this Contract or within five (5) years after the expiration or termination of this Contract, representatives of County conduct an audit of Contractor regarding the work performed under this Contract, and if such audit finds that County's dollar liability for any such work is less than payments made by County to Contractor, then the difference shall be either: a) repaid by Contractor to County by cash payment upon demand or b) at the sole option of County's Auditor-Controller, deducted from any amounts due to Contractor from County, whether under this Contract or otherwise. If such audit finds that County's dollar liability for such work is more than the payments made by County to Contractor, then the difference shall be paid to Contractor by County by cash payment, provided that in no event shall County's maximum obligation for this Contract exceed the funds appropriated by County for the purpose of this Contract.

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8.39 Recycled Bond Paper

Consistent with the Board of Supervisors' policy to reduce the amount of solid waste deposited at County landfills, Contractor agrees to use recycled-content paper to the maximum extent possible on this Contract.

8.40 Subcontracting

8.40.1 The requirements of this Contract may not be subcontracted by Contractor **without the advance approval of County** whose approval will not be unreasonably withheld. Any attempt by Contractor to subcontract without the prior consent of County may be deemed a material breach of this Contract.

8.40.2 If Contractor desires to subcontract, Contractor shall provide the following information promptly at County's request:

8.40.2.1 A description of the work to be performed by the subcontractor;

8.40.2.2 A draft copy of the proposed subcontract; and

8.40.2.3 Other pertinent information and/or certifications requested by County.

8.40.3 Contractor shall indemnify, defend, and hold County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were Contractor employees.

8.40.4 Contractor shall remain fully responsible for all performances required of it under this Contract, including those that Contractor has determined to subcontract, notwithstanding County's approval of Contractor's proposed subcontract.

8.40.5 County's consent to subcontract shall not waive County's right to prior and continuing approval of any and all personnel, including subcontractor employees, providing services under this Contract. Contractor is responsible to notify its subcontractors of this County right.

8.40.6 County's Project Director is authorized to act for and on behalf of County with respect to approval of any subcontract and subcontractor employees. After approval of the

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subcontract by County, Contractor shall forward a fully executed subcontract to County for their files.

8.40.7 Contractor shall be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding County's consent to subcontract.

8.40.8 Contractor shall obtain certificates of insurance, which establish that the subcontractor maintains all the programs of insurance required by County from each approved subcontractor. Before any subcontractor employee may perform any work hereunder, Contractor shall ensure delivery of all such documents to:

County of Los Angeles
Department of Human Resources, Employee Benefits Division
510 South Vermont Avenue, 12th Floor
Los Angeles, CA 90020
Attention: Ben Kemper
Senior Human Resources Manager

8.41 Termination for Breach of Warranty to Maintain Compliance with County's Child Support Compliance Program

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.14 (Contractor's Warranty of Adherence to County's Child Support Compliance Program) shall constitute default under this Contract. Without limiting the rights and remedies available to County under any other provision of this Contract, failure of Contractor to cure such default within ninety (90) calendar days of written notice shall be grounds upon which County may terminate this Contract pursuant to Paragraph 8.43 (Termination for Default) and pursue debarment of Contractor, pursuant to County Code Chapter 2.202.

8.42 Termination for Convenience

8.42.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by County, in its sole discretion, to be in its best interest. Termination of work hereunder shall be effected by notice of termination to Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than thirty

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(30) days after the notice is sent. If the Contract is terminated under this section effective during the Initial Term and after Go-Live, County will pay the amounts set forth in the table below to Contractor.

YEAR	1/1/2023-12/31/2023	1/1/2024-12/31/2024	1/1/2025-12/31/2025	1/1/2026-12/31/2026	1/1/2027-12/31/2027
month 1	$0	$877,810.42	$593,285.42	$308,760.42	$24,235.42
month 2	$1,138,625.00	$854,100.00	$569,575.00	$285,050.00	$525.00
month 3	$1,114,914.58	$830,389.58	$545,864.58	$261,339.58	$0
month 4	$1,091,204.17	$806,679.17	$522,154.17	$237,629.17	$0
month 5	$1,067,493.75	$782,968.75	$498,443.75	$213,918.75	$0
month 6	$1,327,783.33	$759,258.33	$474,733.33	$190,208.33	$0
month 7	$1,020,072.92	$735,547.92	$451,022.92	$166,497.92	$0
month 8	$996,362.50	$711,837.50	$427,312.50	$142,787.50	$0
month 9	$972,652.08	$688,127.08	$403,602.08	$119,077.08	$0
month 10	$948,941.67	$664,416.67	$379,891.67	$95,366.67	$0
month 11	$925,231.25	$640,706.25	$356,181.25	$71,656.25	$0
month 12	$901,520.83	$616,995.83	$332,470.83	$47,945.83	$0

If the Contract is terminated under this section effective during the Initial Term and before Go-Live, County will pay to Contractor the result of the difference between twelve and the number of months since implementation began multiplied by $110,000 prior to such termination becoming effective.

Unless otherwise mutually agreed by the parties, there will be no fully amortized implementation expenses in any of the optional years, i.e., Extended Term(s), and hence they are not shown below.

8.42.2 After receipt of a notice of termination and except as otherwise directed by County, Contractor shall:

8.42.2.1 Stop work under this Contract on the date and to the extent specified in such notice, and

8.42.2.2 Complete performance of such part of the work as shall not have been terminated by such notice.

8.42.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of Contractor under this Contract shall be maintained by Contractor in accordance with Paragraph 8.38 (Record Retention and Inspection-Audit Settlement).

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8.43 Termination for Default

8.43.1 County may, upon twenty (20) days prior written notice to Contractor and opportunity to cure, terminate the whole or any part of this Contract, if, in the judgment of County's Project Director:

8.43.1.1 Contractor has materially breached this Contract; or

8.43.1.2 Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or

8.43.1.3 Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within the notice period set forth in Section 8.43.1 (or such longer period as County may authorize in writing) after receipt of written notice from County specifying such failure.

8.43.2 In the event that County terminates this Contract in whole or in part as provided in Paragraph 8.43.1, County may procure, upon such terms and in such manner as County may deem appropriate, goods and services similar to those so terminated. Contractor shall be liable to County for any and all excess costs incurred by County, as determined by County, for such similar goods and services. Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this paragraph.

8.43.3 Except with respect to defaults of any subcontractor, Contractor shall not be liable for any such excess costs of the type identified in Sub-paragraph 8.43.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of County in either its sovereign or contractual capacity, acts of federal or state governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and

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without the fault or negligence of Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both Contractor and subcontractor, and without the fault or negligence of either of them, Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this paragraph, the term "subcontractor(s)" means subcontractor(s) at any tier.

8.43.4 If, after County has given notice of termination under the provisions of Paragraph 8.43 (Termination for Default) it is determined by County that Contractor was not in default under the provisions of Paragraph 8.43 (Termination for Default) or that the default was excusable under the provisions of Sub-paragraph 8.43.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Paragraph 8.42 (Termination for Convenience).

8.43.5 The rights and remedies of County provided in this Paragraph 8.43 (Termination for Default) shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.44 Termination for Improper Consideration

8.44.1 County may, by written notice to Contractor, immediately terminate the right of Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Contract or securing favorable treatment with respect to the award, amendment, or extension of this Contract or the making of any determinations with respect to Contractor's performance pursuant to this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

8.44.2 Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to County manager charged with the supervision of the employee or to the County

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Auditor-Controller's Employee Fraud Hotline at (800) 544-6861.

8.44.3 Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

8.45 Termination for Insolvency

8.45.1 County may terminate this Contract forthwith in the event of the occurrence of any of the following:

8.45.1.1 Insolvency of Contractor. Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not Contractor is insolvent within the meaning of the Federal Bankruptcy Code that is not withdrawn or dismissed within sixty (60) days;

8.45.1.2 The filing of a voluntary or involuntary petition regarding Contractor under the Federal Bankruptcy Code;

8.45.1.3 The appointment of a Receiver or Trustee for Contractor; or

8.45.1.4 The execution by Contractor of a general assignment for the benefit of creditors.

8.45.2 The rights and remedies of County provided in this Paragraph 8.45 (Termination for Insolvency) shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.46 Termination for Non-Adherence of County Lobbyist Ordinance

Contractor, and each County Lobbyist or County Lobbying firm as defined in County Code Section 2.160.010 retained by Contractor, shall fully comply with the County's Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of Contractor or any County Lobbyist or County Lobbying firm retained by Contractor to fully comply with the County's Lobbyist Ordinance shall constitute a material breach of this Contract, upon which County may in its sole discretion, immediately terminate or suspend this Contract.

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8.47 Termination for Non-Appropriation of Funds

Notwithstanding any other provision of this Contract, County shall not be obligated for Contractor's performance hereunder or by any provision of this Contract during any of County's future fiscal years unless and until County's Board of Supervisors appropriates funds for this Contract in County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of June 30 of the last fiscal year for which funds were appropriated. County shall notify Contractor in writing of any such non-allocation of funds at the earliest possible date. Should there be a reduction in appropriation of funds during the Term, County shall notify Contractor in writing with as much time as reasonably possible to enable discussion pursuant to the following sentence: The parties will meet and confer in good faith regarding a contract amendment pursuant to Paragraph 8.1 (Amendments) regarding commensurate reduction in contract scope related to the new funding available.

8.48 Validity

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.

8.49 Waiver

No waiver by County of any breach of any provision of this Contract shall constitute a waiver of any other breach or of such provision. Failure of County to enforce at any time, or from time to time, any provision of this Contract shall not be construed as a waiver thereof. The rights and remedies set forth in this Paragraph 8.49 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.50 Warranty Against Contingent Fees

8.50.1 Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon any Contract or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by Contractor for the purpose of securing business.

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8.50.2 For breach of this warranty, County shall have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

8.51 Warranty of Compliance with County's Defaulted Property Tax Reduction Program

8.51.1 Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this contract will maintain compliance, with Los Angeles County Code Chapter 2.206.

8.52 Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program

8.52.1 Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.51 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) shall constitute default under this Contract. Without limiting the rights and remedies available to County under any other provision of this Contract, failure of Contractor to cure such default within ten (10) days of notice shall be grounds upon which County may terminate this Contract and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

8.53 Time Off for Voting

Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten (10) days before every statewide election, every Contractor and subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

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8.54 Compliance with County's Zero Tolerance Policy on Human Trafficking

Contractor acknowledges that County has established a Zero Tolerance Policy on Human Trafficking prohibiting contractors from engaging in human trafficking.

If Contractor or member of Contractor's staff is convicted of a human trafficking offense, County shall require that Contractor or member of Contractor's staff be removed immediately from performing services under the Contract. County will not be under any obligation to disclose confidential information regarding the offenses other than those required by law.

Disqualification of any member of Contractor's staff pursuant to this paragraph shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

8.55 Intentionally Omitted

8.56 Compliance with Fair Chance Employment Practices

Contractor shall comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History. Contractor's violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract.

8.57 Compliance with the County Policy of Equity

Contractor acknowledges that County takes its commitment to preserving the dignity and professionalism of the workplace very seriously, as set forth in the County Policy of Equity (CPOE) (https://ceop.lacounty.gov/). Contractor further acknowledges that County strives to provide a workplace free from discrimination, harassment, retaliation and inappropriate conduct based on a protected characteristic, and which may violate the CPOE. Contractor, its employees and subcontractors acknowledge and certify receipt and understanding of the CPOE. Failure of Contractor, its employees or its subcontractors to uphold County's expectations of a workplace free from harassment and discrimination, including inappropriate conduct based on a protected characteristic, may subject Contractor to termination of contractual agreements as well as civil liability.

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8.58 Prohibition from Participation in Future Solicitation(s)

A Proposer, or a Contractor or its subsidiary or Subcontractor ("Proposer/Contractor"), is prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has provided advice or consultation for the solicitation. A Proposer/Contractor is also prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has developed or prepared any of the solicitation materials on behalf of the County. A violation of this provision shall result in the disqualification of the Contractor/Proposer from participation in the County solicitation or the termination or cancellation of any resultant County contract. This provision shall survive the expiration, or other termination of this Agreement.

9.0 UNIQUE TERMS AND CONDITIONS

9.1 Intentionally Omitted

9.2 Health Insurance Portability and Accountability Act of 1996 ("HIPAA")

County is subject to the Administrative Simplification requirements and prohibitions of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), and regulations promulgated thereunder, including the Privacy, Security, Breach Notification, and Enforcement Rules at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (collectively, the "HIPAA Rules"). Under this Agreement, Contractor provides services to County and Contractor creates, has access to, receives, maintains, or transmits Protected Health Information as defined in Exhibit K in order to provide those services. County and Contractor therefore agree to the terms of Exhibit K (Business Associate Under Health Insurance Portability and Accountability Act of 1996 ("HIPAA")).

9.3 Ownership of Materials, Software and Copyright and License

9.3.1 County shall be the sole owner of all right, title and interest, including copyright, in and to all software, plans, diagrams, facilities, tools, Documentation, and Deliverables which are originated or created through Contractor's work pursuant to this Contract. Contractor specifically and uniquely for County (hereafter "Materials"), for valuable consideration herein provided, shall execute all documents necessary to assign and transfer to, and vest in County all of Contractor's right, title and interest in and to such original Materials, including any copyright, patent and trade

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secret rights which arise pursuant to Contractor's work under this Contract.

9.3.2 During the term of this Contract and for five (5) years thereafter, Contractor shall maintain and provide security for all of Contractor's working papers prepared under this Contract. County shall have the right to inspect, copy and use at any time during and subsequent to the term of this Contract, any and all such working papers and all information contained therein.

9.3.3 Any and all materials, software and tools which are developed or were originally acquired by Contractor outside the scope of this Contract, which Contractor desires to use hereunder, and which Contractor considers to be proprietary or confidential ("Contractor Tools"), must be specifically identified by Contractor to County's Project Manager as proprietary or confidential, and shall be plainly and prominently marked by Contractor as "Proprietary" or "Confidential" on each appropriate page of any document containing such material. County use of Contractor Tools is subject to Section 9.3.2 above.

9.3.4 Contractor hereby conveys a non-exclusive license to County to such Contractor materials, the System, and related software and documentation for the Term of this Contract to the fullest extent necessary to enable County's full use and enjoyment of the Services provided hereunder.

9.3.5 County will use reasonable means to ensure that Contractor's proprietary and/or confidential items are safeguarded and held in confidence. County agrees not to reproduce, distribute or disclose to non-County entities any such proprietary and/or confidential items without the prior written consent of Contractor.

9.3.6 Notwithstanding any other provision of this Contract, County will not be obligated to Contractor in any way under Sub-paragraph 9.3.5 for any of Contractor's proprietary and/or confidential items which are not plainly and prominently marked with restrictive legends as required by Sub-paragraph 9.3.3 or for any disclosure which County is required to make under any state or federal law or order of court.

9.3.7 All the rights and obligations of this Paragraph 9.3 shall survive the expiration or termination of this Contract.

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9.4 Patent, Copyright and Trade Secret Indemnification

9.4.1 Contractor shall indemnify, hold harmless and defend County from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of Contractor's work under this Contract. County shall inform Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and shall support Contractor's defense and settlement thereof.

9.4.2 In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, Contractor, at its sole expense, and providing that County's continued use of the system is not materially impeded, shall either:

- Procure for County all rights to continued use of the questioned equipment, part, or software product; or
- Replace the questioned equipment, part, or software product with a County-approved non-questioned item; or
- Modify the questioned equipment, part, or software in a County-approved manner so that it is free of claims.

County's approval for said replacements or modifications, will not be unreasonably withheld, and is only to the extent necessary to ensure there are no operational or functional impacts on the County, the Services, or Users from the changes.

9.4.3 Contractor shall have no liability if the alleged infringement or unauthorized disclosure is based upon a use of the questioned product, either alone or in combination with other items not supplied by Contractor, in a manner for which the questioned product was not designed nor intended.

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9.5 County Data

Contractor shall acknowledge and agree that County is the owner of all County data files maintained by Contractor. Contractor shall be the custodian of the data and shall make such data available to County upon request in a reasonable timeframe.

Contractor's nonperformance or delay of its obligations under this Agreement (including Statements of Work) shall be excused if and to the extent as a result of (a) materially incomplete, inaccurate or untimely information provided by the County and the Plan administrator, Plan participants, their affiliates, or providers of Third Party information, (b) the failure of County to timely perform its obligations or provide resources as required by this Agreement, (c) any material act or omission of County (or its affiliates/representatives), or (d) any material failure of any systems, equipment or software provided by or through County or the Plan Administrator. Notwithstanding the foregoing or any other provision of this Contract, once Contractor is or reasonably should be aware of a potential nonperformance or delayed performance excused event under (a), (b), (c), or (d) above, Contractor shall provide written advance notice to County and an opportunity for the County to cure the issue before Contractor's nonperformance of any Services or Deliverables is excused.

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IN WITNESS WHEREOF, Contractor has executed this Contract, or caused it to be duly executed, and the County of Los Angeles, by authority of its Board of Supervisors, has caused this Contract to be executed on its behalf by the Director of Personnel of the Department of Human Resources, or designee, on the day and year first above written.

CONTRACTOR: CONDUENT HR SERVICES, LLC
Name

By DocuSigned by: Randall King 3F0BB4864AC04BA...
Name

President, Commercial Solutions, Conduent
Title

COUNTY OF LOS ANGELES

By_____
LISA M. GARRETT
Director of Personnel
Department of Human Resources

APPROVED AS TO FORM:

RODRIGO A. CASTRO-SILVA
County Counsel

By Michael D. Owens Digitally signed by Michael D. Owens Date: 2021.11.09 07:33:59 -08'00'
Michael Owens
Deputy County Counsel

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CONTRACT FOR
BENEFIT PLAN ADMINISTRATION AND CONSULTING SERVICES
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EXHIBIT A

STATEMENT OF WORK

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STATEMENT OF WORK (SOW)

1.0 SCOPE OF WORK

This Exhibit A sets forth the general terms of the Statement of Work ("SOW") for Benefit Plan Administration and Consulting Services ("Services") to be provided by Contractor pursuant to the Contract.

Contractor shall provide 1) a benefits administration and enrollment system ("System") with Software-as-a-Service ("SaaS") web-based functionality to deliver full third-party administration of County's benefit plans; 2) benefits communications consulting; 3) actuarial valuation consulting; and 4) non-discrimination testing consulting for the Los Angeles County ("County") Department of Human Resources ("DHR"), as set forth in this SOW.

The scope of work shall include the following:

1) Part I Services:

- Transition services at the start of the Contract to assume County's existing benefits administration system and upon expiration or termination of the Contract to transfer the System back to County or another vendor, based on County's needs;

- Provision, planning, implementation, hosting, operation, maintenance, and support of an innovative System that delivers web-based benefits administration and enrollment, a Direct Pay Program that allows employees to self-pay for their benefit premiums while on a leave of absence, ACA Compliance, and Integrated Electronic Communication and Education functionalities and services;

- Administration and processing of County's employee benefit plan enrollments, Flexible Spending Accounts (Health Care, Dependent Care and Commuter Benefit Plan), and COBRA notifications for County employees and their dependents (Note: Though the System should not include an Interactive Voice Response telephone system, the current enrollment system does employ such a system. In the past few years, the use of this technology has decreased; there are roughly 3,000 employees that make use of it annually and Contractor should consider their transition when creating the System.);

- Benefits communication consulting, including the design and delivery of 1) all printed and electronic benefits-related correspondence, literature and materials, and 2) web-based communication and educational tools/media that are fully integrated with the enrollment component of the System and provide benefits-related education and instruction to County employees (aka Integrated Electronic Communication and Education);

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- Non-discrimination testing for County's Cafeteria Benefit Plans and FSAs; and
- Actuarial valuation of County's Long-Term Disability, Long-Term Disability Health Insurance, and Survivor Benefits and Short-Term Disability Plans.

2) PART II Services

- Optional Work

2.0 INTENTIONALLY OMITTED

3.0 QUALITY CONTROL

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure County a consistently high level of service throughout the term of the Contract. The Plan shall be submitted to the County Contract Project Monitor for review and approval at least ten (10) Business Days prior to beginning work. The plan shall include, but may not be limited to the following:

3.1 Method of monitoring to ensure that Contract requirements are being met.

3.2 A record of all inspections conducted by Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to County upon request.

4.0 QUALITY ASSURANCE PLAN

County will evaluate Contractor's performance under the Contract using the quality assurance procedures as defined in this Contract, Section 8.0 (Standard Terms and Conditions), Paragraph 8.15 (County's Quality Assurance Plan).

4.1 Meetings

Contractor is required to attend scheduled meetings upon County's request. Failure to attend will cause an assessment of One Hundred Dollars ($100) per occurrence as liquidated damages. After sufficient initial in-person meetings at the County's sole-determination, thereafter progress meetings will typically be weekly and telephonic. County reserves the right to request in-person meetings at any time.

4.2 Contract Discrepancy Report (SOW Attachment A.1)

Verbal notification of a Contract discrepancy will be made to the Contract Project Monitor as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by County and Contractor consistent with Attachment A.6 (Service Level Agreement) of the SOW.

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The County Contract Project Monitor will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, Contractor is required to respond in writing to the County Contract Project Monitor within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Contract Project Monitor within ten (10) workdays.

4.3 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal Business Hours. However, these personnel may not unreasonably interfere with Contractor's performance.

5.0 INTENTIONALLY OMITTED

6.0 RESPONSIBILITIES

County's and Contractor's responsibilities are as follows:

COUNTY

6.1 Personnel

County will administer the Contract according to the Contract, Section 6.0 (Administration of Contract – County). Specific duties will include:

6.1.1 Monitoring Contractor's performance in the daily operation of this Contract.

6.1.2 Providing direction to Contractor in areas relating to policy, information and procedural requirements.

6.1.3 Preparing Amendments in accordance with the Contract, Section 8.0 (Standard Terms and Conditions), Paragraph 8.1 (Amendments).

6.2 Intentionally Omitted

CONTRACTOR

6.3 Project Managers and Senior Analysts

6.3.1 Primary and Secondary Project Managers

6.3.1.1 Contractor shall provide a full-time Primary Project Manager and designated alternate. Contractor shall provide a telephone number where the Primary Project Manager/alternate may be reached during regular Business Hours Pacific Time ("PT").

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6.3.1.2 Contractor's Primary Project Manager/alternate shall act as a central point of contact with County.

6.3.1.3 Contractor's Primary Project Manager/alternate, shall have full authority to act for Contractor on all matters relating to the daily operation of the Contract.

6.3.1.4 Contractor's Primary Project Manager and alternate must each have at least five (5) years' experience in the last eight (8) years in a project manager capacity in **at least** one of the following service areas:

A. Co-sourced or outsourced employee benefit plan administration systems and services, equivalent or similar in scope to the Services described in Exhibit A (SOW), Section 7.0 (Benefit Administration System Requirements), or a closely related field. This experience must include implementing and managing systems that used a hosted, web-based platform and were equivalent or similar in size and scope to the System identified in Exhibit A (SOW), Sections 7.0 (Benefit Administration System Requirements) and 8.0 (System Customization and Implementation) for public and/or private sector entities with a minimum population of 35,000 employees;

B. Administration of the measurement and reporting mandates under the Patient Protection and Affordable Care Act of 2010, including implementing and managing a system or system component for ACA Compliance, equivalent or similar in scope to the Services described in Exhibit A (SOW), Section 7.3.4 (ACA Compliance), for public and/or private sector entities with a minimum population of 20,000 employees;

C. Administration of flexible spending accounts (i.e., health care and dependent care spending accounts) and a commuter benefit plan, including implementing and managing a system or system component for flexible spending account and commuter benefit plan enrollment, equivalent or similar in scope to the Services described in Exhibit A (SOW), Section 7.3.6 (FSAs) and Section 7.3.7 (Commuter Benefit Plan Specific Services), for public and/or private sector entities with a minimum population of 20,000 employees;

D. Benefits communications consulting, equivalent or similar in scope to the Services described in Exhibit A (SOW), Section 9.0 (Benefits Communications Consulting), to

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public and/or private sector entities with multiple employee benefit plans;

E. Non-discrimination testing consulting services to public and/or private sector entities; and

F. Actuarial valuation consulting services to public and/or private sector entities.

6.3.1.5 Contractor shall ensure that a Secondary Project Manager oversees each service area listed above in sub-paragraphs A. through F. of Sub-paragraph 6.3.1.4, and that each such Secondary Project Manager has three (3) years' experience in the last five (5) years in the specific service area, as described above in Sub-paragraph 6.3.1.4 (A.-F.), they oversee. (Note: It is permissible for the Primary Project Manager to also serve as a Secondary Project Manager for a specific service area provided that they have the required experience for that service area. In addition, it is permissible for a Secondary Project Manager to oversee more than one service area, if that individual has the required experience in each applicable service area.)

6.3.2 Senior Analysts

Contractor shall ensure that a Senior Analyst, or equivalent, assists with the day-to-day activities of each of the six service areas identified in the following Sub-paragraphs A. through F., and that each such Senior Analyst has at least three (3) years' experience in the last five (5) years in the specific service area they oversee:

A. Co-sourced or outsourced employee benefit plan administration systems and services, or a closely related field;

B. Administration of systems and services for ACA Compliance;

C. Flexible spending account and commuter benefit plan administration systems and services;

D. Benefits communications consulting;

E. Non-discrimination testing consulting services; and

F. Actuarial valuation consulting services.

(Note: It is permissible for a Senior Analyst to assist with the day-to-day activities of more than one service area, if that individual has the required experience in each applicable service area.)

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6.3.3 Contractor's Primary Project Manager/alternate, Secondary Project Managers and Senior Analysts shall be able to effectively communicate, in English, both orally and in writing.

6.4 Personnel

6.4.1 Contractor shall assign a sufficient number of employees to perform the required Services. At least one (1) employee shall be authorized to act for Contractor in every detail and shall be able to effectively communicate in English, both orally and in writing.

6.4.2 Contractor shall be required to background check their employees as set forth in Paragraph 7.5 (Background and Security Investigations) of the Contract.

6.5 Uniforms

Contractor and subcontractor staff shall wear appropriate attire at all times while at County facilities.

6.6 Materials and Equipment

The purchase of all materials and equipment to provide the needed Services and System is the responsibility of Contractor. Contractor shall use materials and equipment that are safe for the environment, safe for use by the employee, and consistent with County security procedures.

6.7 Contractor's Office

6.7.1 Contractor shall maintain a physical or virtual office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 7:00 a.m. to 7:00 p.m. PT on Business Days except for County-observed holidays (hereinafter "Business Hours") by at least one (1) employee that can respond to inquiries and complaints that may be received about Contractor's performance of the Contract. At all times when the office is closed, an answering and messaging capability shall be provided to receive calls. Contractor's Primary Project Manager or designated alternate shall return County calls received by the answering/messaging capability within two (2) Business Hours of the receipt of the call for any messages regarding situations deemed emergencies by County. Contractor shall return all non-emergency calls received by the answering/messaging capability within one (1) Business Day of receipt of the call.

6.7.2 During the last three (3) calendar days of Annual Enrollment periods, Contractor's office shall be staffed during the hours of 7:00 a.m. to 12:00 a.m. PT by at least one (1) employee that can respond to inquiries and complaints regarding the database platform and/or web enabled enrollment System. Contractor shall return within two (2) Business Hours

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all calls that are received by the answering/messaging capability during the last three (3) calendar days of Annual Enrollment.

PART I SERVICES

Part I Services will include all services set forth in this SOW, Sections 7.0 through 16.0. Part I services shall be performable during the entire term of the Contract. All items and services utilized are compensable as set forth in Exhibit B (Pricing Schedule) of this Contract.

7.0 BENEFITS ADMINISTRATION SYSTEM REQUIREMENTS

Pursuant to the provisions of the Contract, Contractor shall fully perform, complete and deliver on time all Services set forth in this SOW, and specifically in this Section 7.0.

Contractor shall provide, plan, implement, test, host, operate, maintain and support a System that delivers SaaS web-based functionality, and mobile support using either apps and/or responsive web design for County's benefits plans, including four Cafeteria Benefit Plans as required under IRC, Section 125; the Commuter Benefit Plan; subsidized medical insurance for part-time and temporary non-cafeteria benefit plans; and the associated COBRA, Direct Pay, Long-Term Disability Health (LTD-H), Out-of-Service and LTD-H Survivor plans.

This Section 7.0 sets forth all System Requirements (general, technical and functional) to be provided by Contractor under this Contract. All general and technical System Requirements describe the System's required core capabilities, which Contractor shall include in the System during "System Implementation" phase of the Contract (Phase 1). Functional System Requirements include services that the System and Contractor are required to provide on an on-going basis upon System Go-Live (start of Phase 2, "Post Implementation"). Contractor shall ensure that the System meets all System Requirements set forth herein.

All milestones and deliverables under this Section 7.0 (Benefits Administration System Requirements) shall be documented in a mutually agreed upon project schedule, the deadlines of which shall in all cases, unless otherwise stated, be tied to the Performance Requirements Schedule in Exhibit A (SOW), Attachment A.2.

7.1 General System Requirements

Contractor shall ensure that the System, including all System components, as described in SOW, Section 7.0:

7.1.1 Is user-friendly in presentation, navigation, and other ease-of-use features on computers, smart phones and tablets.

7.1.2 Maintains accessibility features to allow people with different abilities to use the System effectively.

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7.1.3 Meets and maintains compliance with the ongoing requirements of all applicable laws and regulations, including, but not limited to, all applicable federal laws and regulations (including from the Department of Labor and the Internal Revenue Service); the State of California; the Los Angeles County Code; and any Memoranda of Understanding between unions and County within required deadlines specified by any changes thereto. Contractor shall ensure that all changes, customizations, and modifications based on abovementioned laws, regulations and code are timely implemented in the System and in the processing and/or administration of Services (i.e., in line with when such law, regulation or code becomes effective or as mutually agreed upon by County and Contractor).

Additionally, Contractor shall monitor federal, state and all applicable regulators for proposed laws and regulations that would impact the System and Services. Contractor shall keep County apprised of any pending federal and State laws and regulations and their effects as should be reasonably known in the industry; inform County within five (5) calendar days of the announcement and/or enactment of such laws and regulations (whichever is sooner).

7.1.4 Supports any newly related programs based on additions or changes to law or County policy.

7.1.5 Interfaces with the County of Los Angeles benefits website and any System component provided by a subcontractor (e.g., subcontractor's life insurance, flexible spending account, or commuter benefit plan component of the System) through single sign-on ("SSO") technology.

7.1.6 Provides a primary administrative portal available to administrators as allowed by administrative permission rules, which shall have the capabilities set forth in Sub-paragraphs 7.1.7 through 7.1.26.

7.1.7 Allows for Boolean searches and queries of all database fields.

7.1.8 Is capable of generating detail and summary reports that include, but are not limited to, the reports listed in SOW, Attachment A.7 (Logs and Reports), Table 1.1 (Detail and Summary Reports).

7.1.9 Is capable of generating reports that are downloadable into a non-proprietary format (including, but not limited to CSV, Excel, Word, and PDF, as appropriate and as agreed upon by County.)

7.1.10 Is capable of generating and saving custom reports.

7.1.11 Allows Administrators to generate historical and activity reports for individual County employees.

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7.1.12 Is capable of providing reports to all Administrators as required or requested by County.

7.1.13 Has appropriately labeled dropdown menus, radio buttons, function buttons or other navigation approved by County.

7.1.14 Allows for open narrative fields where appropriate and that sections of text in these fields are able to be conditional (e.g., customized text based on the specific Cafeteria Benefit Plan, bargaining unit, and past and future grandfathered groups).

7.1.15 Is capable of assigning County-designated DHR Administrators with access to all County employee records.

7.1.16 Is capable of allowing Super Administrators to grant access rights and manage credentials of other Administrators.

7.1.17 Allows DHR Administrators to tailor System-generated letters to meet County's needs and specifications.

7.1.18 Has an accompanying training site for the use of the System, which is available for all Administrators to receive ongoing training, the elements of which shall be agreed to by County.

7.1.19 Allows for attachment and storage of correspondence and documents of common image file format types such as JPEG, GIF, PNG, TIF and PDF to County employees' records.

7.1.20 Allows all Administrators to view and print System-generated correspondence.

7.1.21 Provides DHR Administrators with access to all files and the ability to view and print documents as needed.

7.1.22 Allows entry of case notes on County employee records by a DHR Administrator or Benefits Coordinator Administrator.

7.1.23 Allows all Administrators to use spellcheck and grammar check.

7.1.24 Tracks and makes available to designated DHR Administrators and Benefits Coordinator Administrators the date and time in a history log/audit trail when any document, letter, packet, etc. (including, but not limited to, COBRA notices, COBRA enrollment packets, confirmation statements, waiver letters and requests for additional dependent documentation) is mailed to County employees.

7.1.25 Provides and makes accessible to County's customer service representatives the digital images of all correspondence set forth in Sub-paragraph 7.1.24 above.

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7.1.26 Provides the following information to DHR administrators through the primary administrative portal, or, if necessary, through secondary administrative portals, if any of the Services are to be provided by a subcontractor:

1) Full Time Equivalent ("FTE") status at County employee and aggregate levels;

2) ACA Compliance data;

3) County employees' "Go-Green" (i.e., opt-in) statuses;

4) FSAs; and

5) Commuter Benefit Plan ("CBP") participant accounts.

7.1.27 Supports a County benefits enrollment website that provides seamless County employee access to both the County enrollment process and benefits education, via an SSO and without interruptions to the User's session, and is capable of customization and personalization via personalized employee web portals.

7.1.28 Interfaces with internal and external organizations through a secure file transfer protocol ("FTP"), such as County's Managed File Transfer ("MFT"), data transmission as determined by County departments, including the Department of Auditor-Controller ("A-C"), Chief Executive Office ("CEO"), Treasurer and Tax Collector ("TTC"), and DHR.

7.1.29 **DELIVERABLE 1.0**:

Provide a System that delivers all the functionality and Services and meets all the general System requirements set forth in this Paragraph 7.1 (General System Requirements).

7.2 Technical System Requirements

Contractor shall ensure that the System:

7.2.1 Maintains compatibility between all its interfaces and all current major web browsers, including, but not limited to, Internet Explorer, Microsoft Edge, Chrome, Firefox and Safari.

7.2.2 Allows County employees to "Go-Green" (opt-in to receive electronic communication for all documents, notices and statements pertaining to employee accounts via the benefits website, telephonic Benefits Hotline, a chat function or through the Employee Benefits-specific email box), as defined in Sub-paragraph 7.3.1 ("Go-Green" Opt-in and Electronic Communication) and Paragraph 9.2 ("Go-Green" Opt-in Promotion).

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7.2.3 Provides an Application Programming Interface (“API”) or a web service that enables integration of reporting services with other applications for data warehousing and advanced analytical purposes.

7.2.4 Provides an API or a web service that enables a record in employee-specific case notes or history log of the date and time a County employee/family member calls the County Benefits Hotline.

7.2.5 Notifies County employees via their chosen communication method (as allowed by applicable laws) of benefits cancellation (ineligible letter) and COBRA enrollment packet as a result of non-payment of medical, dental and/or HCSA and Direct Pay bills.

7.2.6 Allows for separate role-based access capability for County departments, restricting access for individual Departmental Benefits Administrators to County employees within their own departments or assigned departments, and allowing County-designated DHR Administrators and Super Administrators unlimited access.

7.2.7 Allows various group-types to be created by Contractor and maintained by County with different levels of security rights, including, for example, County employees, DHR Administrators, Departmental Benefits Administrators, one-on-one enrollers, and Union Plan Administrators.

7.2.8 Has SSO integration with the Life Insurance carrier for non-represented County employees and any web-based functionality Contractor delivers via a sub-contractor.

7.2.9 Complies with and supports all pertinent aspects of the Americans with Disabilities Act ("ADA"), including unassisted automated capabilities for content, LAN or Internet, or interactive applications (e.g., TTY compatibility must allow a TTY user to access information via TTY device, without needing staff intervention or relay service). In addition, as part of this ADA compliance, Contractor shall, when building and customizing elements of the System, adhere to the most recent version of the Web Content Accessibility Guidelines (currently WCAG 2.1), as published by World Wide Web Consortium (W3C). Contractor shall ensure compliance with future updates to the WCAG.

7.2.10 DELIVERABLE 2.0:

Provide a System that delivers all the functionality and Services and meets all the technical System requirements set forth in this Paragraph 7.2 (Technical System Requirements).

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7.3 Functional System Requirements

7.3.1 "Go-Green" Opt-in and Electronic Communication

Unless otherwise stated, the use of the words "electronic notification" and/or "electronically notify" in this SOW shall mean texting, e-mailing and/or app-based messaging.

Contractor shall:

7.3.1.1 Ensure that the System, including any components of the System provided by subcontractors, is capable of electronically notifying County employees, System Users, and participants of all County benefits programs and Services set forth in this SOW (i.e., Benefits Enrollment, FSAs, Commuter Benefit Plan, COBRA, Go-Green program, etc.).

7.3.1.2 Ensure that the System allows Users to "Go-Green" (i.e., opt-in to receive electronic communication for all documents, notices and statements pertaining to User accounts).

7.3.1.3 Ensure that the System allows Users to electronically attest to their elections to Go-Green and documents Users' attestations.

7.3.1.4 Ensure that the System timely sends electronic notifications to Users who have opted-in to receive electronic (paperless) communications in place of traditional mailings.

7.3.1.5 Ensure that the System allows all Administrators to view all Users' "Go-Green" statuses.

7.3.1.6 Ensure that, for Users that opt to receive electronic notifications, the System sends such automated notifications when they are triggered by User's actions, inactions or deadlines (e.g., When a User has entered a life event, but has not followed up with required documentation, System would text a reminder that the User needs to submit such documentation prior to a deadline).

7.3.1.7 Ensure that the System monitors and records Users' actions and sends follow-up electronic notifications within timeframes designated by DHR Administrators.

7.3.1.8 Ensure that the System monitors and records whether Users have opened and read County electronic notifications, to the extent that the User allows such actions to be viewed.

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7.3.1.9 Ensure that the System sends only DHR Administrator-approved content and designs.

7.3.1.10 Ensure that the System only provides DHR Administrator-approved attachments when sending electronic notifications.

7.3.1.11 Ensure that the System only provides attachments in a file format approved by a DHR Administrator (i.e., PDF) when sending electronic notifications.

7.3.1.12 Include links in the System that navigate Users to areas in the System to take required actions, access information, and download files.

7.3.1.13 Ensure that the System provides an interface for County employees to enter and update their preferred email addresses and phone numbers so they may receive paperless communication in place of traditional mailing, and utilizes these contacts to send notices and communication to the employees. (Note: County does not maintain this contact information for County employees. It will be the sole responsibility of Contractor to update and maintain this contact information.)

7.3.1.14 **DELIVERABLE 3.0**:

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.1 (“Go-Green” Opt-in and Electronic Communication).

7.3.2 Benefit Plan Administration – Benefit Plan Enrollment

Contractor shall:

7.3.2.1 Ensure that the System provides access to DHR Administrators to elections selected but not confirmed (e.g., to temporary tables pertaining to County employees’ benefits elections).

7.3.2.2 Ensure that the System provides all Administrators with access to current and historical data pertaining to County employees’ benefits elections.

7.3.2.3 Ensure that the System maintains a historical record of transactions and notes for at least twenty (20) years.

7.3.2.4 Ensure that the System contains County employee records including, but not limited to, the information listed in SOW, Attachment A.7 (Logs and Reports), Table 2.1.

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7.3.2.5 Ensure that the System meets, but is not be limited to, all functional requirements listed in SOW, Attachment A.7 (Logs and Reports), Table 2.2.

7.3.2.6 Ensure that New Hire Employee and Newly Eligible Employee data transmitted to Contractor from the A-C is processed on a daily basis.

7.3.2.7 Ensure that the System creates and updates County employee record(s) in the database and initiates the enrollment process (e.g., opens enrollment window) within twenty-four (24) hours of receipt of County's daily file for County employees eligible for cafeteria benefits, by segregating and processing the information into the two (2) following categories:

- New Hire/Newly Eligible Employees – non-represented; and

- New Hire/Newly Eligible Employees – represented by SEIU Local 721 and eligible for Options cafeteria benefits or represented by the Coalition of County Unions and eligible for Choices cafeteria benefits.

7.3.2.8 Ensure that the System creates and updates County employee record(s) in the database and initiates the enrollment process (e.g., opens enrollment window) within twenty-four (24) hours of receipt of County's file for temporary or part-time County employees that are newly eligible for subsidized medical plans associated with their bargaining units. (Note: The County file will be daily for temporary employees and monthly for part-time employees.)

7.3.2.9 Mail the following New Hire/Newly Eligible enrollment packets, as follows:

- personalized New Hire/Newly Eligible Employee Enrollment Packets to MegaFlex employees and non-represented County employees in Choices, Options, within forty-eight (48) hours of receipt of County daily file;

- temporary employee enrollment packets (including a subsidized medical personalized enrollment worksheet, Enrollment Instructions and FAQs, and comparison chart) to eligible temporary County employees within forty-eight (48) hours of receipt of County daily file; and

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- part-time employee enrollment packets (including subsidized medical personalized worksheet, Enrollment Instructions and FAQs, and comparison chart) to eligible part-time County employees within forty-eight (48) hours of receipt of County monthly file.

7.3.2.10 Ship Enrollment Packets for represented Options and Choices to union enroller prior to November 1 of each year.

7.3.2.11 Mail confirmation statements, letters and supplemental forms within two (2) Business Days of an approved enrollment or pending enrollment (Annual, New Hire and Newly Eligible).

7.3.2.12 Ensure that the System initializes, no later than September 15th each year, the Annual Enrollment files and records based on a securely transferred payroll file received from the A-C and scrubs the file against the national address change database for the mailing of packets. Notwithstanding the foregoing, if September 15th falls on a weekend, then the Contractor shall ensure that the initialization shall occur no later than the last Business Day falling before September 15th.

7.3.2.13 Ensure that the System accommodates and adjusts enrollment periods and performs multiple enrollment processes such as New Hire Employee enrollment and life event changes that occur during the Annual Enrollment period. (Note: The annual benefits enrollment usually occurs October 1st through October 31st for all eligible County employees.)

7.3.2.14 Ensure that the System has the capability to handle multiple types of Annual Enrollments simultaneously (e.g., one for Cafeteria Benefit Plans, one for subsidized medical, and one for elevated survivors).

7.3.2.15 Ensure that, for all eligible full-time permanent employees, the System meets the functional requirements listed in SOW, Attachment A.7 (Logs and Reports), Table 2.3.

7.3.2.16 Ensure that, for all eligible temporary and part-time employees, the System meets the functional requirements listed in SOW, Attachment A.7 (Logs and Reports), Table 2.4.

7.3.2.17 Ensure that, for all Long-Term Disability Health (“LTDH”) Out-of-Service Employees, the System meets the functional requirements listed in SOW, Attachment A.7 (Logs and Reports), Table 2.5.

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7.3.2.18 Ensure that, for all LTDH survivors, the System meets the functional requirements listed in SOW, Attachment A.7 (Logs and Reports), Table 2.6.

7.3.2.19 Ensure that Contractor's staff or employees verify life event enrollments and subsequently initiate the System processes described in SOW, Attachment A.7 (Logs and Reports), Table 2.7.

7.3.2.20 Ensure that the System identifies and tracks Long-Term Disability ("LTD") employees (County employees that are receiving LTD benefits from the LTD TPA, have purchased the Medical Coverage Protection benefit (LTDH), and are on leave of absence without pay), as described in SOW, Attachment A.7 (Logs and Reports), Table 2.8.

7.3.2.21 Ensure that the System identifies and updates the following information in LTD employee record(s), within twenty-four (24) hours of receipt of LTD TPA's secure data transmission:

- start date of disability,
- start date of disability benefit, and
- end date of disability benefit.

7.3.2.22 Monitor, on a monthly basis, LTD employees' continued eligibility for LTDH either using an automated method within the System or manually.

7.3.2.23 Ensure that the System allows for the exchange and transmission of enrollment data and deduction codes as necessary (via secure connections) with the A-C and the TTC, as well as with all County's health plans, insurance carriers, and County third-party administrators.

7.3.2.24 Ensure that the System submits appropriate transactions to County's payroll system and the insurance carriers to activate benefit elections and enrollments in accordance with the established input schedule.

7.3.2.25 Perform monthly audits of enrollments records by comparing the benefits records against the payroll file from the County's Auditor-Controller and report discrepancies to County (See Enrollment and Payroll Discrepancy Reconciliation Report, as referenced in SOW, Attachment A.7 (Logs and Reports), Table 1.1.

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7.3.2.26 **DELIVERABLE 4.0:**

Provide County with the Enrollment and Payroll Discrepancy Reconciliation Report monthly, by the 1st of the month following the audit.

7.3.2.27 Ensure that the System facilitates a smooth and seamless phasing out of the Interactive Voice Response telephone system employed by County's current benefits enrollment system. (Note: Though the Interactive Voice Response telephone system is expected to phase out, roughly 3,000 County employees utilize it annually.)

7.3.2.28 **DELIVERABLE 5.0:**

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.2 (Benefit Plan Administration – Benefit Plan Enrollment).

7.3.3 Benefit Plan Administration – Direct Billing Program

Contractor shall:

7.3.3.1 Ensure that the System reviews and processes, within two (2) Business Days of receipt, mid-month transmission of necessary data for direct bills from the A-C. Contractor shall ensure that all Direct Bill statements are mailed within four (4) Business Days of receipt of A-C monthly file.

7.3.3.2 Ensure that the System identifies County employees that do not have insurance premiums (including medical, dental, life insurance and spending accounts) automatically deducted from their paychecks and generate bills (statements to collect), taking into account each employee's eligibility to receive the LTDH benefit.

7.3.3.3 Work with DHR to determine County employees' eligibility for LTDH, and if eligible, whether at 75% or 100% coverage.

7.3.3.4 Ensure that the System generates and mails statements (direct bills) to collect the total amount of medical premiums (for County employees deemed ineligible for LTDH and for County employees deemed eligible for 75% or 100% LTDH coverage), as well as all other insurance premiums.

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7.3.3.5 **DELIVERABLE 6.0:**

Provide direct bills to County employees deemed ineligible for LTDH and for those deemed eligible for 75% or 100% LTDH coverage.

7.3.3.6 Ensure that the System sends direct bills, on a monthly basis, to LTD employees that lose LTDH eligibility, in accordance with the Direct Billing Program set forth in this Sub-paragraph 7.3.3 of this SOW.

7.3.3.7 **DELIVERABLE 7.0:**

Provide direct bills on a monthly basis to LTD employees that lose LTDH eligibility.

7.3.3.8 Ensure that all direct bill statements referenced in this Sub-paragraph 7.3.3 include instructions to remit payment directly to the TTC via mail.

7.3.3.9 Ensure that the System identifies County employees that do not submit payments and processes these employees as ineligible for benefits by sending an ineligibility letter and COBRA Notice to each such employee's address of record, by the 10th of the month following the due date for payment.

7.3.3.10 **DELIVERABLE 8.0:**

Provide an ineligibility letter and COBRA Notice to County employees that do not submit payments and that are ineligible for benefits.

7.3.3.11 Ensure that the System produces all Direct Pay reports required for Direct Pay reconciliation, monthly and as needed by DHR Administrators.

7.3.3.12 **DELIVERABLE 9.0:**

Provide all Direct Pay reports required for Direct Pay reconciliation to DHR Administrators, monthly and as needed.

7.3.3.13 Ensure that the System uploads a daily file from TTC to update billing records no later than noon of the next Business Day.

7.3.3.14 Ensure that the System allows DHR Administrators to record the amount and date of walk-in payments of Direct Pay bills in a County employee's record.

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7.3.3.15 **DELIVERABLE 10.0**:

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.3 (Benefit Plan Administration – Direct Billing Program).

7.3.4 ACA Compliance

Contractor shall:

7.3.4.1 Ensure that the System includes a centralized database platform that delivers web-based ACA Compliance and documentation for access by County employees, Administrators and coordinators.

7.3.4.2 Ensure that the System supports an ACA Compliance component, as set forth in this Sub-paragraph 7.3.4, which includes the following:

1) A user experience that provides an SSO link from the main System, should the ACA component be housed on a server or platform that is separate from the System; and

2) An administrative portal that is seamless with the System's administrative portal for DHR Administrators to access County employee records to verify full-time and measurement period status for County employees.

7.3.4.3 Ensure that the System determines full-time employee status of every County employee during County's one-year initial (New Hires) and one-year standard (ongoing employees) measurement periods using the Look-Back Measurement Method, as defined within the ACA and IRS laws and regulations. *(*Note: While County currently utilizes the Look-Back Measurement Method to determine full-time employee status, Contractor should anticipate the possibility of a change to the 98% Offer Method. County currently uses the Rate-of-Pay Safe Harbor but may choose another safe harbor.)

7.3.4.4 Ensure that the System calculates the percentage of full-time County employees that have received an offer of minimum essential coverage ("MEC") and verifies County's compliance with IRS requirements to offer affordable coverage to 95% of its full-time employees.

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7.3.4.5 Ensure that the System tracks and maintains County employee data required for ACA Compliance using the ACA Look-Back Measurement Method.

7.3.4.6 Ensure the System annually generates IRS Form 1095-C (Parts I and II) for all full-time County employees that are waiving medical coverage and those enrolled in County's fully insured medical plans, and print and mail these completed Forms 1095-C to the employees by the IRS deadline.

7.3.4.7 **DELIVERABLE 11.0:**

Annually provide all full-time County employees that are waiving medical coverage and those enrolled in County's fully insured medical plans with IRS Form 1095-C (Parts I and II) by mail and by the IRS deadline.

7.3.4.8 Ensure the System annually generates IRS Form 1095-C (Parts I, II, and III) for all full- and part-time County employees, COBRA participants and others enrolled in County's self-funded medical plans, documenting any dependents covered, and print and mail these completed Forms 1095-C to the employees by the IRS deadline.

7.3.4.9 **DELIVERABLE 12.0:**

Annually provide all full- and part-time County employees, COBRA participants and others enrolled in County's self-funded medical plans with IRS Form 1095-C (Parts I, II and III) by mail and by the IRS deadline.

7.3.4.10 Transmit/upload County's Form 1094-C to the IRS on or before the annual IRS deadline.

7.3.4.11 Reconcile IRS-generated discrepancy files resulting from the transmission of County's Form 1094-C to the IRS, and answer IRS questions by the IRS deadline.

7.3.4.12 Ensure that the System makes available electronic copies of Form 1095-C for County employees to view and download through an Employee Self Service page available via SSO from the System.

7.3.4.13 Ensure that the System maintains a record of the date that Form 1095-C is generated and mailed for County employees in a history or audit trail accessible to DHR Administrators.

7.3.4.14 Ensure that the System provides an administrative interface for DHR Administrators to view FTE status at the County

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employee and aggregate levels and other ACA Compliance data.

7.3.4.15 Ensure that the System creates all required compliance reports for ACA Compliance and has robust ad-hoc reporting capabilities, agreed upon by County and Contractor.

7.3.4.16 **DELIVERABLE 13.0:**

Provide County with all required compliance reports for ACA Compliance, by a deadline(s) agreed upon by County and Contractor.

7.3.4.17 Annually print and mail Form 1095-B to COBRA, Direct Pay and LTD Survivors enrolled in self-funded medical plans by the IRS deadline.

7.3.4.18 **DELIVERABLE 14.0:**

Provide Form 1095-B to COBRA, Direct Pay and LTD Survivors enrolled in self-funded medical plans by the IRS deadline.

7.3.4.19 Transmit County's Form 1094-B to the IRS on or before the annual IRS deadline.

7.3.4.20 **DELIVERABLE 15.0**:

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.4 (ACA Compliance).

7.3.5 COBRA Administration

Contractor shall:

7.3.5.1 Ensure that the System generates and mails initial COBRA notices to each newly hired County employee eligible for benefits by Monday of the following week for hire dates processed the prior week.

7.3.5.2 Ensure that the COBRA notices referenced in Sub-paragraph 7.3.5.1 above explain the COBRA rights of covered County employees and dependents.

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7.3.5.3 **DELIVERABLE 16.0:**

Provide newly hired County employees with initial COBRA notices within the time period set forth in sub-paragraph 7.3.5.1.

7.3.5.4 Ensure that the System generates and mails COBRA enrollment packets, to each covered County employee and dependents based on a qualifying COBRA event, including but not limited to those described below in sub-paragraphs 7.3.5.5 - 7.3.5.7, by Monday of the following week for events processed the prior week.

7.3.5.5 Ensure that the System generates and mails COBRA enrollment packets to a County employee when that employee terminates employment, a spouse loses coverage due to a divorce or termination of domestic partnership, an overage dependent child becomes ineligible for coverage, a part-time employee loses coverage after the annual qualification period, or due to the death of an employee.

7.3.5.6 Ensure that the System generates and mails COBRA enrollment packets to County employees when they become eligible for County's Direct Billing Program and when they do not pay for their medical and/or dental coverage.

7.3.5.7 Ensure that the System generates and mails COBRA enrollment packets to part-time and temporary County employees that are promoted to a benefits eligible position and that will have a lapse in medical coverage during the transition period.

7.3.5.8 **DELIVERABLE 17.0:**

Provide covered County employees and dependents with COBRA enrollment packets based on qualifying COBRA events (described in Sub-paragraphs 7.3.5.5 – 7.3.5.7) by Monday the following week based on qualifying COBRA events processed the prior week.

7.3.5.9 Ensure that the System generates electronic copies of the COBRA notices and COBRA enrollment packets and associates these electronic copies with the County employee's database record.

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7.3.5.10 **DELIVERABLE 18.0:**

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.5 (Cobra Administration).

7.3.6 Flexible Spending Accounts ("FSAs")

Contractor shall:

7.3.6.1 Ensure that the System provides ongoing administration of the following FSAs:

- Health Care Spending Accounts (HCSA), under Internal Revenue Code (IRC), Section 125; and
- Dependent Care Spending Accounts (DCSA), under IRC Section 125.
- Please note that this System will also include a Commuter Benefit Plan. See details in Sub-paragraph 7.3.7 of this SOW.

  (Note: HCSAs and DCSAs require maintenance and processing of 18 months of claim submissions for each 12-month plan year.)

7.3.6.2 Ensure that Users are able to access, monitor and manage HCSAs and DCSAs through an SSO connection from the System, as set forth in Sub-paragraph 7.2.8 of Paragraph 7.2 (Technical Requirements) and via smartphone or tablet, as set forth in Sub-paragraph 7.1.1 of Paragraph 7.1 (General System Requirements).

7.3.6.3 Ensure that the System provides administrative functionality that allows DHR Administrators to generate statistical reports on FSA activities, such as total spending, account enrollments, number of claims filed, overall fund balances, number of claims processed, funds distributed, and amounts forfeited.

7.3.6.4 Ensure that the System provides DHR Administrators with the ability to access and view participant FSA account funds and balances, but not claims information.

7.3.6.5 Ensure that the System mails/electronically notifies HCSA/DCSA kits to each County employee within seven (7) calendar days of Contractor's approval of enrollment.

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7.3.6.6 **DELIVERABLE 19.0:**

Provide County employees with HCSA/DCSA kits (both electronic and printed).

7.3.6.7 Ensure that the System annually calculates the County contribution for each DCSA employee, includes the contribution amounts on personalized worksheets for Annual Enrollment, and makes information available to the employee during electronic enrollment.

7.3.6.8 Ensure that the System mails/electronically notifies the annual DCSA County contribution letter to all current plan year participants and the DCSA subsidy end letter to all relevant participants upon County request.

7.3.6.9 **DELIVERABLE 20.0:**

Provide DCSA County contribution letter (electronic and printed) to all current plan year participants and the DCSA subsidy end letter (electronic and printed) to all relevant participants upon County request.

7.3.6.10 Allow County employees whose DCSA subsidy has ended to complete a life event through Internet-enabled enrollment System to increase their DCSA contribution.

7.3.6.11 Ensure that the System provides and maintains electronic FSA kits that can be downloaded from the Internet-enabled enrollment system.

7.3.6.12 Ensure that the System provides educational materials through web and smart-device app(s) on all benefits plans and FSAs.

7.3.6.13 Ensure that the System manages and maintains multiple plan year DCSA and HCSA participant accounts.

7.3.6.14 Ensure that the System allows carryover amounts for the HCSA from one plan year to the next in accordance with IRS Rules.

7.3.6.15 Ensure that the System provides participants access to view the following account activity information online: DCSA and HCSA year, start/end dates, claim submission dates, claim submission status, historical claim submission data, account funds, claim substantiation images, account balances, reimbursement amounts, reimbursement issued date, and pending claims.

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7.3.6.16 Ensure that the System provides DHR Administrators access to view any County employee's elections for their HCSA and DCSA, as well as any County contribution towards the employee's DCSA.

7.3.6.17 Ensure that the System provides appropriate data for the Contractor to bill DHR to cover approved claims.

7.3.6.18 Ensure that the System provides DCSA and HCSA participants with the option to be reimbursed by a Contractor-printed and Contractor-mailed check or direct deposit (or debit card in the case of HCSAs).

7.3.6.19 Ensure that the System mails/electronically notifies quarterly statements of account activity, balances, and additional information to each HCSA and DCSA participant in the month following the end of each quarter.

7.3.6.20 **DELIVERABLE 21.0:**

Provide quarterly statements of account activity, balances, and additional information to each HCSA and DCSA participant in the month following the end of each quarter.

7.3.6.21 Ensure that the System allows potential FSA participants to download FSA booklets for use by potential FSA participants.

7.3.6.22 Ensure that the System provides FSA participants with the ability to make elections and/or submit claims and claim substantiations electronically using an Internet-enabled computer, smartphone or tablet, and by email, fax or mail.

7.3.6.23 Ensure that the System processes all complete claims within two (2) Business Days and distributes funds to HCSA and DCSA participants at least three (3) times a week.

7.3.6.24 Ensure that the System determines eligibility for DCSA subsidies based on bargaining unit and salary level.

7.3.6.25 Provide daily toll-free phone customer service and electronic customer service via e-mail and chat that is accessible via the System from at least 7:00 a.m. to 7:00 p.m. PT to provide assistance to and answer FSA-related questions for all FSA participants and prospective FSA participants. Upon County's request, Contractor shall make available to County, within two (2) Business Days of request, a recording of customer service call(s) between the FSA participant and Contractor.

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7.3.6.26 Provide County employees with HCSA Debit Card without prefunding requirement from the County.

7.3.6.27 **DELIVERABLE 22.0:**

Provide County employees with HCSA Debit Card within seven (7) calendar days of Contractor's approval of HCSA enrollment.

7.3.6.28 Perform monthly reconciliation of all bank accounts with full disclosure provided to DHR.

7.3.6.29 Conduct periodic internal audits, on a schedule approved by County, to ensure that FSAs are being administered and maintained correctly and in accordance with IRC Section 125 rules and regulations and County rules and guidelines.

7.3.6.30 Provide to DHR full disclosure of the audits, referenced immediately above in Sub-paragraph 7.3.6.29.

7.3.6.31 **DELIVERABLE 23.0:**

Provide County with periodic internal FSA audit reports, on a schedule approved by County.

7.3.6.32 Request reimbursement from County for mailed checks only after checks have been cashed by HCSA and DCSA participants.

7.3.6.33 **DELIVERABLE 24.0**:

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.6 (FSAs).

7.3.7 Commuter Benefit Plan ("CBP") Specific Services

Contractor shall ensure that the System provides ongoing administration of the CBP under IRC Section 132f – Qualified Transportation Fringe, which allows County employees that participate in the CBP program ("CBP participants") to designate pre-tax dollars for their qualified Commuter Services, and, if ever requested by County, for expenses incurred for Other Commuter Options.

I. <u>Implementation of Commuter Services</u>

Contractor shall:

7.3.7.1 Implement Commuter Services that include but are not limited to the following:

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1. Identify and include eligible pre-tax and after-tax (if applicable) transit and parking services throughout Los Angeles County and/or nearby counties to aid CBP participants in commuting to and from work;

2. Allow CBP participants to apply for or purchase Transit Products through the CBP;

3. Utilize Commuter Cards or other forms of debit payment to pay for or reimburse CBP participants for eligible Commuter Expenses;

4. Provide County with the ability to select which Section IRC 132f benefits to offer CBP participants, and which, if any, to exclude; and

5. Request reimbursement from County and the County-owned separate trust account of funds used to purchase of CBP participants' Transit Products. (Note: County shall only pay up to the monthly balance collected from CBP participants through monthly payroll deductions for that month, unless for additional expenses incurred by Contractor due to a gross error solely on County's part.)

II. CBP Coordination with County and Other Agencies

Contractor shall:

7.3.7.2 Ensure that the CBP system or CBP component of the System integrates with the A-C, the TTC, and all transportation authorities available to all County employees, using batch interface and MFT.

7.3.7.3 Send to A-C the CBP file including the full amount of payroll deductions elected by CBP participants. (Note: The payroll system will calculate and apply pre- and after-tax deductions, not to exceed the maximum allowable pre-tax limit established by IRC Section 132(f) and applicable after-tax amounts.)

7.3.7.4 Coordinate and develop work plans and schedules for meeting various timeframes involved in the administration of the CBP.

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7.3.7.5 **DELIVERABLE 25.0:**

Provide work plans and schedules for the administration of the CBP, two (2) weeks before starting CBP services, and as needed and requested by County.

7.3.7.6 Collaborate with County to create and deliver electronically to DHR all required logs and reports, including, but not limited to, those referenced in SOW Attachment A.7 (Logs and Reports), Table 2.9, using any data in either County-provided reports or Contractor-maintained databases, as requested and scheduled by County.

7.3.7.7 **DELIVERABLE 26.0:**

Provide required logs and reports.

7.3.7.8 Import and process the A-C's weekly demographic file that identifies all County employees eligible for the CBP. See SOW, Attachment A.8.5 (Employee Commuter Demographic File).

7.3.7.9 Provide the CBP enrollment file with County employee deduction information to the A-C; ensure that the file conforms to the data input specifications as defined by County; transmit the file via MFT to County's server, upon enrollment with initial deduction choice(s), upon suspending participation, or when employee deduction amounts are changed, once a month per established timeframes; and update the file format as needed to ensure that the file conforms to any changes in data input specifications as defined by County.

7.3.7.10 Ensure that, if Contractor's file ever fails to accurately reflect an employee(s) election choice(s), and if that file fails to conform to County data input specifications, and such failure(s) cannot be remedied timely by sending replacement file(s) to County, then Contractor shall be responsible for the following steps as directed by County: 1) inform County within twenty-four (24) hours of occurrence; 2) inform every affected employee within seventy-two (72) hours of the problem(s); 3) handle any subsequent employee notification updates; 4) answer all employee questions and provide all affected employees with an updated resolution(s); 5) develop new file submissions to preserve any employee pre-tax and after-tax benefits that were lost through such failure(s), even if such submissions are outside of the scope of Contractor's normal operation; 6) individually assist all County employees affected by the file failure to adjust future monthly

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contributions to recoup as possible any lost pre-tax and after-tax benefits; 7) prepare briefing materials, charts and informational memos that County can use to brief management and/or employees about any such failure(s); and 8) submit a corrective action plan per Sub-paragraph 7.3.7.27. [Note: County will notify Contractor via email if an enrollment file (see inbound interface file in SOW Attachment A.8.3 - Benefits Enrollment File) fails to load and/or if any individual enrollments are rejected.]

7.3.7.11 Ensure the System is capable of producing an employee elections exception report that includes County employee elections that are mitigated/cancelled by County payroll shortfall, and mistakes triggered by either Contractor's or County's systems. In addition, to assist in identifying potential file failures, as discussed above in Sub-paragraph 7.3.7.10, Contractor shall have a monthly reconciliation process that compares the actual payroll deductions taken from County paychecks ("Payroll Information") with requested monthly payroll deductions originally submitted by Contractor; any variance must be reported to County and investigated. Contractor shall complete the reconciliation and notification process that identifies any variance after receiving Payroll Information and within a timeframe as agreed upon with County.

7.3.7.12 Correct exception transactions per agreed upon timeframes, identify the exceptions that can only be corrected within County managed systems, and notify County within three (3) Business Days of discovery. (Note: County will communicate the guidelines for all such exceptions. Contractor can access the Data Conversion System via the Internet.)

7.3.7.13 Receive the monthly Deduction Activity File from A-C via MFT after payroll processing. (Note: The Deduction Activity File will reflect deductions that were taken and not taken from County employees, whether subsidy was provided, as well as any adjustments and cancellations made during the month outside of regular payroll. The total deduction amount will reflect the amount that was posted to the trust account for that payroll.)

7.3.7.14 Ensure that the System produces and provides to DHR a reconciliation report that shows the difference between the amounts of a CBP participant's election choice(s) as logged on Contractor's system as of the monthly deadline, and what County actually deducted from the CBP participant's paycheck to pay Contractor for the election choice(s). County will provide Contractor with deduction data for the Contractor

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to compare with its payments to CBP transportation providers (i.e., local, regional and/or national CBP transit agencies, transit companies, parking companies and vanpool providers, herein "Providers"). Contractor's reconciliation report shall provide the billing detail for Contractor's monthly invoice.

7.3.7.15 Suspend all CBP participant orders that do not have a complete payroll deduction, including the administration fee.

7.3.7.16 Provide County with a quarterly summary of customer service contacts, which includes highlights of specific issues whether re-occurring or unique.

7.3.7.17 DELIVERABLE 27.0 – QUARTERLY CUSTOMER SERVICE REPORT

Provide County with quarterly customer service reports.

7.3.7.18 Develop, maintain and operate procedures approved by County for receiving, tracking investigating and responding to CBP participant complaints and issues, including but not limited to an issues log, as set forth in SOW, Attachment A.7 (Logs and Reports), Table 2.9 that is discussed in monthly and periodic meetings, in accordance with this Contract, Section 8.5 (Complaints).

7.3.7.19 **DELIVERABLE 28.0:**

Provide the issues log to County at least one (1) Business Day prior to each monthly meeting.

7.3.7.20 **DELIVERABLE 29.0**

Provide summary reports as requested by County. Such summary reports may include, but are not limited to, any and all telephone and/or written complaints, and/or correspondence by employees, when requested by County. Material to be provided may include, but is not limited to, e-mails, faxes, and written correspondence, as well as Contractor's file notations and any response(s).

7.3.7.21 Provide timely solutions to CBP issues in accordance with federal, State and County laws and regulations, County agreements, and IRS regulations, including those in IRC Section 132(f).

7.3.7.22 Resolve any concerns and issues directly with CBP participants. Within fifteen (15) calendar days of receipt from employee, Contractor shall report to County proposed

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response and resolution. Within thirty (30) calendar days of receipt from employee, Contractor shall resolve and answer employee concerns and issues. (Note: County shall not require Contractor to inform County of routine and informational answers given to County employees.)

7.3.7.23 Provide County with reports on the problems, issues and solution options in the event that there is either a widespread error(s) affecting five (5) or more CBP participants in the distribution of any benefits in the CBP, in payroll deductions taken from a CBP participant's account, or in any other changes to a County employee's participation in the CBP. Contractor shall provide such reports within twenty-four (24) hours of discovery.

7.3.7.24 **DELIVERABLE 30.0:**

Provide County with report on problems, issues and solutions as set forth above in Sub-paragraph 7.3.7.23.

7.3.7.25 Obtain County agreement on subsequent steps to resolve the errors referenced immediately above in Sub-paragraph 7.3.7.23, and inform every affected CBP participant within twenty-four (24) hours of County approval via the CBP participant's chosen method of communication of the problem/solutions and set up timely customer service options to handle current and prospective CBP participants' questions and complaints, in accordance with mutually agreed upon guidelines.

7.3.7.26 Provide County with a detailed corrective action plan within fifteen (15) Business Days of the initial occurrence of any errors related to Sub-paragraphs 7.3.7.22, 7.3.7.23 and 7.3.7.25 above that were caused by County systems, Contractor systems, Contractor procedures and/or Contractor staff.

7.3.7.27 **DELIVERABLE 31.0:**

Provide County with corrective action plan within fifteen (15) Business Days of each initial occurrence of errors.

7.3.7.28 Conduct reconciliations to ensure that the CBP participant is charged only one (1) administration fee for each month in which participant makes at least one (1) monthly contribution through County payroll to their CBP, regardless of how many individual transactions CBP participant has made.

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7.3.7.29 Ensure the administration fee is deducted in the same payroll cycle that a CBP participant's contribution is withdrawn from their paycheck. If County is unable to deduct a participant's administration fee, Contractor shall ensure that the CBP contribution(s) for that month is/are cancelled. In addition, Contractor shall adjust a CBP participant's account whenever an administration fee is mistakenly charged to that account, and whenever a Provider increases or decreases the price of a Transit Product. Contractor shall reimburse itself, provide a credit to the CBP participant's account, or provide County with instructions to perform these actions as applicable, within two (2) months of a mistaken charge or Transit Product's price change. Contractor shall forfeit any rights to a Contractor reimbursement if Contractor fails to initiate that reimbursement with the two-month time period described hereinabove. Contractor shall double a credit to a CBP participant's account if Contractor fails to initiate that credit within the two-month time period described hereinabove.

7.3.7.30 In preparation for invoicing the County, Contractor must reconcile, in a manner to be approved by County, County employees' CBP elections versus actual employee payroll deductions. (Note: County will reimburse Contractor for CBP program expenses through a monthly invoice.)

7.3.7.31 Ensure that CBP participants receive their chosen CBP benefits 1) if any CBP participant's order is mistakenly altered or cancelled and 2) if any agency serviced through the CBP changes its fees.

7.3.7.32 Rectify a CBP participant's order mistakenly altered or cancelled within three (3) Business Days and assign an account representative to stay in contact with the CBP participant as the order is rectified.

7.3.7.33 Ensure that the System is capable of calculating and applying credits that result from any errors identified by the System or Contractor staff.

7.3.7.34 Ensure that any credit issued/owed to the CBP participant or extra payment charged to recover Contractor's expenses must occur within two (2) months of the occurrence. Occurrence is defined as the date when the action happened that triggered any credits or caused additional amounts to be owed (e.g., a transit system increases or decreases its monthly pass rate, or an employee is somehow mistakenly over or undercharged). Contractor shall either carry out all

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necessary steps or request assistance from County to enact such credits or charges.

7.3.7.35 Ensure that both County and every affected CBP participant is notified of any Commuter Services fee increase/decrease through their stated communication preferences (electronically or through US mail), with such notification occurring within three (3) Business Days of Contractor receiving such notice.

7.3.7.36 **DELIVERABLE 32.0:**

Provide notification of fee increases/decreases to CBP participants (electronically or via US mail) within three (3) Business Days of receiving notice.

7.3.7.37 Charge the CBP participant for any Commuter Services fee increase (after an election is processed), ensuring that the charge posts to the CBP participant's payroll record within two (2) months after the increase is paid by Contractor. (Note: After the two months' period, Contractor is liable for the additional sum due to increase. If the employee has left County service, County will be liable for such payment. A separate administration fee will not be charged for such a payment.)

7.3.7.38 Ensure that Contractor's customer service operation either contacts CBP participants or responds to CBP participants' inquiries related to anything in Sub-paragraph 7.3.7 of this SOW. This includes communicating to CBP participants the resolution of a matter.

III. <u>Employee CBP Enrollment Processes</u>

Contractor shall:

7.3.7.39 Provide a convenient, readily available, and easy-to-use System for County employee enrollment in the CBP and for submission of CBP account changes. Contractor shall ensure that the System allows County employees to enroll, make account changes or suspend participation during any month of the year. Contractor shall ensure that the System has the following monthly deadline for all such changes: 11:59:59 pm Pacific Standard Time on the 10th of each month for a change that becomes effective on the 1st of the following month (e.g. January 10th for choices effective February 1st).

7.3.7.40 Ensure that the System allows CBP participants using both pre-tax and applicable after-tax dollars to purchase all

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transportation services allowed under IRC Section 132(f) – Qualified Transportation Fringe related to public transportation, carpool, vanpool and parking, and allows (at County's discretion) the implementation of all Other Commuter Options (such as a bicycle).

7.3.7.41 Ensure that Contractor bills a monthly administration fee, as set forth in Exhibit B (Pricing Schedule), for each month that a CBP participant makes a purchase through the CBP, with the following conditions:

1. The administration fee is only charged both in and for the month when a County employee's election is reimbursed, partially or in whole, through the County payroll process;

2. The administration fee will not be charged if an employee's election is completely reimbursed through a credit;

3. An administration fee can be charged if the employee's election is completely fulfilled by a subsidy provided by County; and

4. No matter how many transactions an employee has in a month, the fee will only be charged once, with the exception that Contractor may require an additional fee for each additional service that County may add in the future through Other Commuter Options.

7.3.7.42 Ensure that no administration fee will be charged to the CBP participant if there are no deductions from that participant's paycheck.

7.3.7.43 Ensure that Users are able to access and change elections in their CBP accounts through an SSO connection from the System, as set forth in Sub-paragraph 7.2.8 of Paragraph 7.2 (Technical Requirements) and via smartphone or tablet, as set forth in Sub-paragraph 7.1.1 of Paragraph 7.1 (General System Requirements). (Note: Enrollment for the CBP is year-round, i.e. 24/7 and 365 days a year.)

7.3.7.44 Ensure that the System provides CBP participants access to view the following account activity information online: all personal information, start/end dates, all transaction history (i.e., enrollment, claims, all changes and/or suspension, herein called "transactions"), transaction submission dates and transaction submission status, historical transaction data for the life of the account, transaction substantiation images, current and historical account balances, reimbursement

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amounts, reimbursement issued date, status of pending transactions, and any other account activity needed to give a complete history of the account.

7.3.7.45 Ensure that the System provides CBP participants with the ability to make elections and/or submit claims and claim substantiations electronically using an Internet-enabled computer, smartphone, or tablet, and by email, fax or mail.

7.3.7.46 Create/update County employee records in the Employee Database and determine County employees' eligibility for the CBP subsidy. (Note: The A-C shall transmit to Contractor employee demographic data on a weekly basis.)

7.3.7.47 Provide online confirmation of all CBP elections, as well as confirmation via the employee's chosen communication method within twenty-four (24) hours of election.

7.3.7.48 Initialize and maintain CBP participants' monthly elections.

7.3.7.49 Ensure that all electronic Commuter Services are processed, and all Transit Products are delivered on a monthly basis to CBP participants. Transit Products are delivered on a monthly basis to CBP participants via 1) mail or special delivery, 2) electronic loading/reloading to commuter cards, TAP cards, debit cards, and/or other County-approved cards or applications, 3) and/or any other method agreed to by County.

Contractor shall ensure that tangible Transit Products are delivered at least three (3) days prior to the first day of the benefit month and that funds are available on the first day of the benefit month, unless otherwise agreed to or directed by County.

Contractor shall ensure that funds for use on electronic Transit Products are available on the first day of the benefit month.

7.3.7.50 **DELIVERABLE 33.0:**

Provide all Transit Products to CBP participants on a monthly basis.

7.3.7.51 Provide daily toll-free phone customer service and electronic customer service via e-mail and chat that is accessible via the System from at least 7:00 a.m. to 7:00 p.m. PT to provide assistance to and answer CBP-related questions for all CBP participants and prospective CBP participants, within one (1)

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Business Day of receipt of questions. Contractor shall provide a written resolution to any questions and issues that prospective and current CBP participants make in writing (email, chat, message via mobile app, etc.) within one (1) Business Day of the receipt of questions. Contractor shall seek assistance from County for escalated customer service inquiries. Upon County's request, Contractor shall make available to County, within two (2) Business Days of request, a recording of customer service call(s) between a CBP participant and Contractor.

7.3.7.52 **DELIVERABLE 34.0:**

Provide prospective and current CBP participants with written resolutions when these participants submit questions and issues to Contractor in writing.

7.3.7.53 Support the County's negotiated transit subsidy programs with the Coalition of County Unions (CCU), SEIU Local 721, and any other subsidy program authorized by County. Contractor shall apply and remove all transit subsidies using authorized guidelines provided by County.

7.3.7.54 Provide and remove County-authorized CBP subsidies as appropriate, and reconcile payment of subsidy with actual CBP participant use of the subsidy to ensure it is being used for the benefit month awarded.

7.3.7.55 Be the first point of contact to handle all communications from CBP participants concerning subsidy guidelines, an individual's eligibility to qualify for a subsidy and any problems or questions concerning the subsidy program and applicable transactions.

7.3.7.56 Administer, disseminate and/or cancel the CBP subsidy according to guidelines periodically provided and/or updated by County to ensure that the annual subsidy budget set by County is not exceeded, and that all applicable funds are distributed to CBP participants in the annual (12 month) subsidy period defined by County.

7.3.7.57 Reconcile eligible CBP participant subsidies with County's payroll process, and address all subsidy payments that were missed, underpaid or overpaid. Contractor shall request County assistance when necessary. Contractor shall have a mechanism to audit the subsidy every month to ensure it is being spent by CBP participants. Contractor shall suspend a CBP participant's receipt of such subsidy whenever they fail to qualify for it, as defined by County. Contractor shall also

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forward any inquiries about union subsidies to relevant union(s), according to guidelines provided by County.

7.3.7.58 Ensure that the CBP subsidy amount never exceeds or falls below County's designated monthly amount, and that, if the CBP participant has a previously unused subsidy on record as a credit, then that credit shall first be used before payment of an additional subsidy, according to County provided guidelines.

7.3.7.59 Ensure that the System includes County-specific data points and business rules to determine and administer County's union-negotiated transit subsidy program.

7.3.7.60 Continue to provide customer service and account management services as specified in this Contract to County employees that leave County employment until their unspent, pre-tax account balance (if any) is returned to County and the unspent, after-tax account balance (if any) is returned to the former County employee. Contractor shall return all such pre-tax and after-tax account balances within three (3) months of employee leaving County or as required by law. If Contractor cannot locate a former employee, then Contractor shall ask County's assistance in returning a former employee's after-tax account balance (e.g., providing a mailing address or other contact information for a refund check). In the event any after-tax dollars cannot be returned, then Contractor shall return all such monies to County. See forfeiture report in SOW, Attachment A.7 (Logs and Reports), Table 2.9.

IV. CBP Records Maintenance

Contractor shall:

7.3.7.61 Ensure that the System provides a history log, referenced in SOW, Attachment A.7 (Logs and Reports), Table 2.9, that records all actions taken on a CBP participant's account, including but not limited to records maintenance, administration of the CBP, and CBP transactions.

7.3.7.62 Ensure that the System provides the capability for manually entered case notes.

7.3.7.63 Ensure that the System provides administrative functionality for the CBP that allows DHR Administrators to generate reports, such as reconciliation reports of enrollments, in comparison to funds received, distribution reports of Transit Products mailed, customer service reports of issues or

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complaints, and survey result reports, and procedures to recover lost and stolen Transit Products. [Note: A list of reports is set forth in SOW, Attachment A.7 (Logs and Reports), Table 2.9.]

7.3.7.64 Ensure that the System provides DHR Administrators with the ability to access and view participant CBP enrollments.

7.3.7.65 Ensure that the System submits detailed requests for funds to DHR to cover approved CBP claims.

7.3.7.66 Conduct internal audits, annually and as requested by County, as well as any external audits (e.g. audits from IRS and other governing bodies) to ensure that the CBP is being administered in accordance with IRC Section 132(f) rules and regulations and County rules and guidelines.

7.3.7.67 Provide to DHR full disclosure of the internal and external audits, referenced in Sub-paragraph 7.3.7.66 above, within six (6) months of the date of County's request.

7.3.7.68 **DELIVERABLE 35.0:**

Provide DHR with full disclosure of internal and external audits.

7.3.7.69 Provide real time online access seven (7) days per week to CBP participants.

7.3.7.70 Provide an administrative portal that allows approved Administrators to view history logs and case notes that document all aspects of the participant's CBP enrollment and elections.

7.3.7.71 Perform scheduled database maintenance during hours of 12:00 midnight to 5:00 a.m. PT unless other times are pre-approved in writing by DHR.

7.3.7.72 Ensure that the System provides real time online update capability to ensure County's access to current data maintained by Contractor.

7.3.7.73 Provide the capability to generate ad hoc reports with specialized reporting requirements, as requested by County.

7.3.7.74 Provide an administrative interface for County that provides the following data to County: enrollment by CBP election (by both Commuter Service and by Provider), pre- and after-tax election amounts, pre- and after-tax (actual) payroll

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deduction amounts (by both Commuter Service and by Provider), monthly average and YTD cumulative amounts spent for every category, department employee is enrolled in, estimated tax savings, along with new employees who join the CBP and existing employees who discontinue the CBP. Contractor shall ensure that this data is available for any combination of months. As part of the conversion, Contractor shall load historical data from the previous CBP contractor prior to the start date of this Contract. To the extent possible, Contractor shall integrate this historical data in the administrative interface to be available at System Go-Live.

V. Distribution of Transit Products to Obtain Commuter Services

Contractor shall:

7.3.7.75 Provide to CBP participants available Providers as approved by County and at the numbers at or above industry average. In addition, Contractor shall add any other Providers as directed by County. Contractor shall use these Providers to provide Commuter Services. Contractor shall ensure that the CBP participant can use all available options to participate in Commuter Services. Contractor shall provide the Provider list to County, within two (2) Business Days of County's request, in the form of a written report, for County review and approval, including the name of each Provider, along with the scope of each Provider's operations and all services they will provide to County. Contractor shall periodically update its list of Providers to provide timely access to additional Providers or to remove Providers, as approved by County. (Note: County will have the option of allowing or disallowing various transportation options for its employees.)

7.3.7.76 **DELIVERABLE 36.0:**

Provide Provider report to County.

7.3.7.77 Provide to each CBP participant a debit card(s) (or similar) for the CBP participant to directly purchase qualified Commuter Services on a monthly, weekly or per-use basis. These debit cards (or similar) will use electronic reload of funds for the CBP participant. Contractor shall deliver debit cards (or similar) to CBP participants using the United States Postal Service and ensure receipt before the first day it could be used. Additionally, Contractor shall ensure that CBP participants may purchase Commuter Services using the same transit payment methods that Providers have made available to the general public. For example, if Providers allow the general public to pay for and board a Metropolitan

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Transit Authority ("MTA") bus using tokens and electronic payment methods, such as tap cards and smartphone applications, Contractor shall make these same payment methods available to CBP participants with written approval from County. In addition and subject to County approval, Contractor may also propose and develop other payment methods not generally available to the general public.

7.3.7.78 Ensure that, as allowable by law, CBP participants have the maximum flexibility to transfer unused funds between different services offered through Commuter Services. Contractor shall effect such a transfer within two (2) months of a request from a CBP participant and/or the County liaison.

7.3.7.79 Provide measures to ensure secure delivery of Transit Products and secure handling of all other payment options.

7.3.7.80 Work with County to prepare a procedure for County review and approval for handling lost or stolen Transit Products and all other payment options.

7.3.7.81 Allow CBP participants' pre-tax deductions of any amount up to the established maximum allowable by law and CBP participants' after-tax deductions of any amount as authorized by County.

7.3.7.82 **DELIVERABLE 37.0**:

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.7 (Commuter Benefit Plan ("CBP") Specific Services).

7.3.8 Payroll

Contractor shall:

7.3.8.1 Ensure that the System supports County's business rules for processing employees' elections based on changes in eligibility and requirements provided in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.1 (Payroll Business Requirements) and Attachment A.8.2.1 (Deduction Codes Listing).

7.3.8.2 Make modifications and/or adjustments to the System's interface with the County payroll system whenever County makes payroll system enhancements and/or changes (e.g., when County eliminates or modifies existing files or makes

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changes to formatting and procedural changes of Inbound and Outbound Interface Files).

7.3.8.3 Inbound Interface Files

Contractor shall:

7.3.8.3.1 Establish and maintain a Benefits Enrollment ("ENRL") file that conforms to the data input specifications identified in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.3 (Benefits Enrollment).

7.3.8.3.2 Transmit/upload Benefits Enrollment ("ENRL") file to County's server using the required MFT platform.

7.3.8.3.3 Ensure that the System's transmission of files adheres to County's payroll schedule.

7.3.8.3.4 Ensure that enrollments for cafeteria benefits must be transmitted to County's server prior to each month-end pay period payroll cycle.

7.3.8.3.5 Ensure that enrollments for the Commuter Benefit Plan must be transmitted prior to each month's 15th pay period payroll cycle.

7.3.8.4 **Outbound Interface Files**

7.3.8.4.1 Ensure that the System has the ability to process, store and retain two different County-generated Employee Information (demographic) files (i.e., a daily file used for cafeteria benefits and a weekly file used for commuter benefits). These files contain records for County employees along with information used to determine eligibility. The files include both current active employees and employees who have separated from County service. County will report termination dates on the files for thirty (30) days unless subsequent employment action occurs. Data specifications for these files are shown in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.4 (Employee Information-Cafeteria) and Attachment A.8.5 (Employee Information-Commuter).

7.3.8.4.2 Upon completion of payroll processing, County will provide Contractor with the following payroll files

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that correspond to each business practice. Contractor shall ensure that the System has the ability to process, store and retain these payroll files, which are set forth as follows:

1. Part-Time Health Eligibility File – This monthly file identifies part-time employees who qualify for the Subsidized Medical Plan per County Code. Data specifications for this file are shown in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.6 (Part-Time Health Eligibility).

2. Employee Cafeteria Plan Enrollment File – This monthly file includes both current active employees and employees who have separated from County service. The file identifies an employee's current Cafeteria Plan enrollment. Data specifications for this file are shown in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.7 (Employee Cafeteria Plan Enrollment).

3. Employee Cafeteria Deduction-Flexible Spending Accounts File – This monthly file contains employee deduction amounts for Healthcare Spending Account and Dependent Care Spending Account, and applicable employer subsidy contribution amount for the Dependent Care Spending Account. Data specifications for this file are shown in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.8 (Employee Cafeteria Deduction-Flexible Spending Accounts).

4. Employee Deduction Activity File – Separate monthly files are provided for cafeteria plan deductions and commuter benefit plan deductions. This file contains County employee deduction amounts taken, employer contribution amounts provided, and deduction/contribution amounts that were not processed during the current payroll cycle and supplemental/cancellation (off-cycle) payroll cycles. Data specifications for this file are shown in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.9 (Employee Deduction Activity).

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5. Employee Deduction Not Taken File – This monthly file reports cafeteria plan employee deductions not taken (non-deduct status) and employer contribution amounts not applied. Data specifications for this file are shown in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.10 (Employee Cafeteria Deduction Not Taken).

6. Employee Affordable Care Act (ACA) Eligibility File – This semi-monthly file reports hours that qualify for health benefits in accordance to ACA reporting requirements. The file includes both current active County employees and County employees who have separated from County service. Data specifications for this file are shown in SOW, Attachment A.8 (Payroll Attachments), Attachment A.8.11 (Employee ACA Eligibility).

7.3.8.5 **DELIVERABLE 38.0:**

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.8 (Payroll).

7.3.9 Integrated Electronic Communication and Education

Contractor shall provide, administer, maintain, support and update, upon County's request and any changes in laws and regulations, a County benefits website that provides User access to the System's benefits enrollment functionality and context-sensitive benefits education, as further described in Section 9.0, Paragraph 9.5 (Integrated Electronic Communication and Education) of this SOW.

Contractor shall:

7.3.9.1 Ensure that all System functionality is available via the Internet via user-driven technologies, including browsers, responsive web design and/or apps, and smart devices.

7.3.9.2 Ensure that the System has the flexibility to add new Cafeteria Benefit Plans, additional benefits and other functionality and tools in the future.

7.3.9.3 Ensure that the System supports a website that is structured around web portals personalized for Users based on the various types of benefits offered to them.

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7.3.9.4 Ensure that the System supports a website that provides context-sensitive, electronic and web-based benefits-related educational content (described in further detail in Paragraph 9.5 (Integrated Electronic Communication and Education), Sub-paragraph 9.5.5, which is accessible to Users directly within the enrollment session, and includes but is not limited to the following:

7.3.9.4.1 Education and definitions available during the enrollment process (e.g., If given the choice of an HMO, POS and PPO, have a Lightbox, or equivalent, which provides definitions and comparisons allowing a User to make the best choice for their family without leaving the enrollment session);

7.3.9.4.2 Electronic articles in tiered levels of detail; and

7.3.9.4.3 Electronic tools and media, including but not limited to the following:

1. Short videos and video clips, video tutorials, and on-line video presentations with animation and voiceovers;

2. Lightbox images;

3. Life Event wizard to help employees understand all the implications of a life event, even those not strictly part of the Cafeteria Benefit Plan (e.g., add beneficiaries to deferred income plans); and

4. Calculators and tools for computing various costs and savings (e.g., out-of-pocket cost calculator, tax savings calculator, and cost and savings plan comparison charts based on elections in benefits, FSAs and the CBP).

7.3.9.5 Ensure that all the electronic-based communications referenced above in Sub-paragraph 7.3.9.4 are effective on computer browsers, smart phones and tablets.

7.3.9.6 Ensure that the System supports a website that makes all printed communication materials set forth in Paragraph 9.4 (Communication Materials), Sub-paragraph 9.4.1 easily accessible in an electronic format (e.g., PDFs) via hyperlinks on the website.

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7.3.9.7 Maintain and update the website based on County requests and any changes in regulations.

7.3.9.8 **DELIVERABLE 39.0**:

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.9 (Integrated Electronic Communication and Education).

7.3.10 Training

Contractor shall provide the following training services and Deliverables:

7.3.10.1 Administrator Training

1. Provide live trainings on all components of the System (both employee-facing and administrative portal) for up to forty (40) County Super Administrators along with self-paced electronic tutorials for County Super Administrators' future use, as requested by County.

2. Provide live trainings on the System (both employee-facing and required sections of the administrative portal) for Countywide Departmental Benefits Coordinators and other DHR staff, along with self-paced electronic tutorials for the Departmental Benefits Coordinators' future use, as requested by County.

7.3.10.2 User Training

Provide self-paced electronic training tutorials to educate all Users on the features and benefits of the employee-facing System.

7.3.10.3 **DELIVERABLE 40.0:**

Provide County with all training schedules for the live trainings three (3) months before System Go-Live (with details on the number of Users to be trained).

7.3.10.4 **DELIVERABLE 41.0:**

Provide County with all final, County-approved self-paced electronic training tutorials for the trainings set forth in this Sub-paragraph 7.3.10 prior to System Go-Live.

7.3.10.5 Ensure that the System provides links to System training tutorials.

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7.3.10.6 **DELIVERABLE 42.0**:

Provide a System that delivers all the functionality and Services set forth in this Sub-paragraph 7.3.10 (Training).

8.0 SYSTEM CUSTOMIZATION AND IMPLEMENTATION

This Section 8.0 describes in detail the process that Contractor shall use to implement the System described in this SOW, Section 7.0 (Benefits Administration System Requirements). Unless otherwise specified herein, the Services and deliverables in this Section must meet the System Requirements, as set forth in this SOW, Section 7.0 (Benefits Administration System Requirements), and shall be subject to County approval, as further specified in the Contract. Unless otherwise specified as an obligation of County, Contractor shall provide all Services and deliverables as defined herein. For the purpose of this Contract, a deliverable shall be deemed complete only upon County's written approval and acceptance thereof, subject to the provisions of the Contract and irrespective of the number of attempts it takes Contractor to provide a successful deliverable.

8.1 Project Planning and Management

8.1.1 Contractor shall provide full project management, planning, monitoring, supervision, tracking and control for all System implementation activities, including but not limited to setup, installation, testing, training, Data Migration (including transition services), Customizations and/or interfaces, implementation of System hosting and other Services through each Final Acceptance, as required for the successful implementation by Contractor of the Services and System (i.e., System customization and implementation, as well as any subsequent enhancements) during the term of the Contract. Contractor shall employ project management standards and practices in the performance of all work.

8.1.2 **Develop Project Plan**

8.1.2.1 Contractor shall develop a Project Plan that includes 1) a Detailed Work Plan with target dates for tasks and subtasks to be performed during the design, development, implementation, testing, operation and support of the System and 2) a Milestone Chart. Contractor shall formally present a draft Project Plan and any necessary changes to the Project Plan in writing to County's Project Manager for approval within fourteen (14) Business Days of the Effective Date of the Contract.

8.1.2.2 Contractor shall update the Project Plan with the County's Project Manager's review and approval.

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8.1.2.3 **DELIVERABLE 43.0 – PROJECT PLAN:**

Within fourteen (14) Business Days of the Effective Date of the Contract, Contractor shall provide to County's Project Manager for approval a Project Plan with deliverable completion due dates. Contractor shall update and maintain the Project Plan throughout the life of the System implementation phase with the County's Project Manager's review and approval. Any changes to the tasks and due dates in the Project Plan shall be subject to County's approval. The Project Plan shall be the basis for a Project Schedule, which shall be attached as Attachment A.3 (Project Schedule) to the SOW.

8.1.3 **Develop Project Control Document**

8.1.3.1 Contractor shall develop a Project Control Document ("PCD") based on the Project Plan, which shall include at a minimum a Detailed Work Plan, GANNT Chart, Milestone Chart and Risk Management sections. Specifically, Contractor shall include and address in the PCD each task and subtask to be performed during the design, development, implementation, test, operation and support of the System. Contractor shall formally present the PCD in writing to County's Project Manager for approval within fourteen (14) Business Days of the Effective Date of the Contract together with the Project Plan. Contractor shall update the PCD on a weekly basis with written Status Reports of the Detailed Work Plan, GANNT Chart, Milestone Chart and Risk Management sections.

8.1.3.2 **DELIVERABLE 44.0 – PROJECT CONTROL DOCUMENT:**

Contractor shall provide County's Project Manager with a PCD within fourteen (14) Business Days of the Effective Date of the Contract. Contractor shall update and maintain the PCD throughout the life of the System implementation phase with the County Project Manager's review and approval. Contractor shall ensure that the PCD lists and provides progress information on the various parts of the System implementation phase, including items 2 through 4 hereunder.

1. Assumptions – A listing of all relevant assumptions made in the development of the Detailed Work Plan. All estimated assumptions which have been calculated must be clearly documented here.

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2. Change Management Process – A description of the change management process that will be used in order to mitigate any negative impact on County as a result of System implementation and ongoing enhancements.

3. Communication Plan – A description of the primary means of communication that will be used throughout the System implementation phase. This should include a description of any recurring tasks (e.g. status meetings, etc.) and the date and time of such meetings.

4. Detailed Work Plan – A detailed narrative description of all System implementation tasks, roles and responsibilities of project team members by task, timeframe to complete each task and any dependencies on other tasks.

5. Escalation Procedures – A description of the process to be used to resolve System implementation project conflicts, including a diagram of the process and key project team members responsible for decision-making and conflict resolution.

6. GANTT Chart – A chart showing the tasks, subtasks, milestones, critical path, start/end dates and dependencies organized by deliverables, as appropriate, and in accordance with the Detailed Work Plan.

7. Milestone Chart – A list of key System implementation project milestones, including deliverables, the target completion date and action completion date.

8. Project Scope and Objectives – A brief statement of the scope and objectives of the System implementation project.

9. Project Organization, Roles and Responsibilities – A hierarchical structure depicting the organization of the System implementation project team and its reporting relationships. This should include County's project team and key personnel and any additional relevant organizational relationships, as well as a description of the primary roles and responsibilities of the project team members.

10. Risk Management – A description of the risk management process, including a tracking mechanism

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for potential System implementation project risks, the probability of those risks becoming issues, potential impact of those risks and risk mitigation strategies.

11. System Description – A statement describing the SaaS functionality and related components and any and all work to be provided by Contractor as part of the System.

12. Testing Strategies – A description of the various Acceptance Tests that will be conducted against any System Software and the approach to be used, including the roles and responsibilities of each team member, plan component development processes and testing aspects, including those set forth in SOW, Sub-paragraph 8.3.7.

13. Training Strategies – A description of the training approach addressing the System, including non-technical and technical training for Users and train-the-trainer for County staff.

14. Standing Meetings – Contractor shall work with the County's Project Manager to set up a schedule for mandatory standing meetings to review and address System implementation progress. Contractor and County Project Managers shall ensure that all key personnel are present to provide work updates and information.

8.1.4 **Provide Project Management**

8.1.4.1 Under the direction of County's Project Manager, Contractor shall provide full project management and control of System implementation project activities for each task described in this Sub-paragraph 8.1.4.1. Full project management shall include, but not be limited to:

1. Planning and direction;

2. Evaluation of results and status reporting;

3. Incorporation of County's business processes, security and technical requirements;

4. Management and tracking of all issues and their resolution;

5. Management of the change control process; and

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6. Related details to provide and ensure comprehensive project management.

8.1.4.2 Commencing upon the Effective Date of the Contract, Contractor's Project Manager shall provide written status reports to County's Project Manager and participate in standing meetings until the System's Final Acceptance by County. The status reports shall at a minimum:

1. Compare actual progress for the preceding week against the Detailed Work Plan;

2. Address any variances;

3. Include the work schedule for the next work period; and

4. Be used as a mechanism for Contractor to report any and all System implementation project risks or problems identified as part of the quality assurance process.

8.1.4.3 **DELIVERABLE 45.0 – STATUS REPORTS AND MEETINGS:**

Contractor shall prepare and present to County's Project Manager a weekly Project Status Report to report System implementation project progress, plans and outstanding issues. Contractor shall provide the Project Status Report to County at least twenty-four (24) hours prior to weekly meeting. Contractor shall meet in person with the County's Project Manager at least weekly to review Project Status Reports and any related matters. Contractor shall present all variance requests for approval at the status meeting. Diligent Contractor Project Management shall be expected with limited variance requests. Recommendations by Contractor shall include how the variance will be addressed in order to bring the project back on schedule. Subsequent to County's approval of variances, Contractor shall update the Detailed Work Plan, Milestone Chart and Risk Management sections of the Project Control Document to reflect the changes and send an updated copy of those sections to County's Project Manager within five (5) Business Days. Although weekly status meetings will be required, it is expected that coordination between Contractor's Project Manager and County's Project Manager will occur on a more frequent basis.

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Contractor shall present the first status report to County's Project Manager fourteen (14) Business Days following the Effective Date of the Contract in a format as required by County's Project Manager. At a minimum include the following:

1. Project Overview

2. Project Status

3. Legend

The System implementation Work set forth in this SOW is deliverable-based and includes any and all project management expenses. A project management format will be followed for Project Management purposes to track the Deliverables.

8.2 Set Up System Environment

Contractor shall:

8.2.1 Host and maintain the System off premises and at an external hosting facility within the continental United States, or as otherwise approved by County.

Contractor shall notify County if and when it plans to relocate to a new data center within forty-five (45) days of the relocation, and demonstrate appropriate preparations and due diligence to ensure that the System meets SLA requirements, as set forth in Attachment A.6 (Service Level Agreement), during and after the relocation, except for changes pursuant to the SOW Attachment A.6 (Service Level Agreement), Section 4.4 (Backup and Disaster Recovery).

8.2.2 Provide detailed diagrams, plans and other supporting documents regarding the System hosting infrastructure, security, compliance and disaster recovery of the System environment.

8.2.3 Provide all System environment components, including Operating Software, Hardware and Hardware Upgrades, in order to meet the System Requirements as such may be revised during the term of the Contract as specified in Paragraph 9.3, Ownership of Materials, Software and Copyright and License.

8.2.4 Ensure that the System environment meets all the requirements in set forth in SOW Attachment A.6 (Service Level Agreement) and Exhibit N (Information Security and Privacy Requirements) to the Contract.

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8.2.5 **DELIVERABLE 46.0 – SYSTEM ENVIRONMENT CERTIFICATION:**

Contractor shall certify in writing that the recommended System hosting infrastructure configuration will, during the term of the Contract, satisfy all applicable required County Information Security Policies (*see, e.g.*, County Board of Supervisors Policy 6.100) and those additionally agreed upon between the parties and functional System Requirements as specified in Section 7.0 (Benefits Administration System Requirements) of this SOW. On an annual basis, County may request from Contractor written certification that the System hosting infrastructure complies with Attachment A.6 (Service Level Agreement) and Exhibit N (Information Security and Privacy Requirements) to the Contract.

8.3 Implement System

8.3.1 Analyze System Requirements

Contractor shall:

8.3.1.1 Conduct a thorough analysis and validation, as applicable to the benefit administration, ACA Compliance, and Integrated Electronic Communication and Education components of the System, of the following:

1. County's current web-based system for TPA, ACA Compliance, and Benefits Communication and Consulting;

2. All System Requirements set forth in SOW, Section 7.0 (Benefits Administration System Requirements) for the new System; and

3. Functional and technical requirements for the new System for benefit administration, ACA Compliance, and Integrated Electronic Communication and Education.

8.3.1.2 Conduct the system analysis described in Sub-paragraph 8.3.1.1 as follows:

1. Review business, functional, and technical requirements and all other System Requirements set forth in Section 7.0 (Benefits Administration System Requirements).

2. Review all other pertinent material (i.e.: Organizational Charts, etc.); and

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3. Conduct ten (10) meetings, at County's discretion, with County staff for benefits administration, ACA Compliance and Integrated Electronic Communication and Education System components, to ensure mutual understanding of the System Requirements. (Note: Meetings may be conducted on-site, or via video-conference or conference call, at the discretion of County.)

8.3.1.3 Make recommendations on the approach to implementing the System for benefit administration, ACA Compliance, and the Integrated Electronic Communication and Education as follows:

1. Propose industry best practices;

2. Develop implementation plan;

3. Provide training to identified staff;

4. Assess existing data; and

5. Conduct data mapping.

8.3.1.4 Identify business process improvement opportunities while following the analysis and validation of County's general, functional and technical System Requirements and current plan status.

8.3.1.5 **DELIVERABLE 47.0 – SYSTEM REQUIREMENTS DOCUMENT:**

Upon completion of the business analysis and validation, Contractor shall submit a summary report documenting its understanding of the general, functional and technical System Requirements and business process improvement opportunities, including Specifications, protocols, and standards to ensure compatibility and interoperability with integrated systems. Contractor will analyze and document any additional requirements identified beyond those specified in this SOW and/or the agreed upon System Requirements on the Effective Date of the Contract and provide the same to the County for review and approval. Any such additional identified requirements will be subject to the change control process identified in the Contract and will result in an agreed upon final set of System Requirements attached to and incorporated into the Contract.

Contractor, in conjunction with County's Project Manager, shall develop a Requirements Traceability Matrix ("RTM")

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document based on the agreed upon System Requirements as provided in Sub-paragraph 8.3.1 (Analyze System Requirements). Contractor shall incorporate the RTM document as an attachment to the PCD, as further provided in Sub-paragraph 8.1.3 (Develop Project Control Document).

The RTM document will be created by associating the requirements with the work products (e.g., the System components) that satisfy them. Subsequent Acceptance Tests will utilize the RTM for testing the System's compliance with the applicable System Requirements.

The RTM and associated Acceptance Tests shall be designed to provide assurance to County and Contractor that the completed effort meets the final agreed upon User System Requirements as set forth in the Contract.

8.3.2 **Configure System**

8.3.2.1 Contractor shall configure the System using a test environment, including its core benefits administration system with any internal or external system applications (e.g., ACA Compliance, Flexible Spending Accounts, etc.), together with all Contractor-developed interfaces and Customizations, if any, and Third-party Applications, if any, all in accordance with the applicable System Requirements and any other Specifications set forth herein.

The configuration tasks under this Sub-paragraph 8.3.2 (Configure System) shall include, without limitation:

1. Configuration of the System;

2. Configuration of any applicable client applications;

3. Configuring the System in compliance with the applicable System Requirements including Information Security Requirements; and

4. Performing validation tests using data selected by Contractor, in conjunction with County, to verify proper functionality.

5. Providing County's system administrator with installation knowledge transfer ("Knowledge Transfer"), describing the basic architecture, configuration and interfacing of the System.

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8.3.2.2 **DELIVERABLE 48.0 – CONFIGURED SYSTEM:**

Contractor shall certify to County, in writing on a corporate letterhead, signed by Contractor's Project Director, that the System has been successfully configured in accordance with Sub-paragraph 8.3.2 (Configure System) and is operating properly and meets all the applicable System Requirements and Specifications. Contractor shall prepare and deliver to County a certification report that shall include, without limitation, (i) the summary of the System configuration and testing process, including Knowledge Transfer, and (ii) the documentation on the System setup and basic troubleshooting.

8.3.3 Migrate and Import Data

Contractor shall:

8.3.3.1 Work with County to migrate and import data (County employee records, etc.) from external sources that include County's electronic Human Resources System ("eHR"), TTC, Existing Benefits Administration System TPA, Flexible Spending Account Administration TPA, Commuter Benefit Plan TPA, Short-Term Disability TPA, Long-Term Disability TPA, unions, union enrollment company, insurance carriers, and any other appropriate entities named by County.

8.3.3.2 Map the data and import the data from Existing Systems and other external sources into the System. Contractor shall perform the necessary tests to ensure that the data is structured properly and can be used to meet all applicable System Requirements.

8.3.3.3 Subsequent to the System configuration, Contractor may be required, at no additional cost to County, to work with County to update the System and related information pertaining to the benefit administration component of the Services, as needed, including a second round of Data Migration to update data prior to Go-Live.

8.3.3.4 **DELIVERABLE 49.0 – IMPORTED DATA:**

Contractor shall provide to County a written Data Import Report and Certification to confirm and validate that all necessary data has been successfully loaded into the System in accordance with this Sub-paragraph 8.3.3 (Migrate and Import Data) and can be used to meet the agreed upon applicable System Requirements. Contractor

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shall implement the System following successful completion of its installation and Data Migration.

8.3.4 **Implement System**

8.3.4.1 Contractor shall work collaboratively with County's project team and other Key Stakeholders to set up and configure the System to fully meet the applicable System Requirements as set forth in Section 7.0 (Benefits Administration System Requirements) by the date specified in the Project Plan. This includes, but is not limited to, configuring the System, developing and implementing the required interfaces, conversions and security measures and providing such other services as are necessary for the System to meet the applicable System Requirements.

8.3.4.2 **DELIVERABLE 50.0 – IMPLEMENTED SYSTEM:**

Contractor shall implement System to fully meet all applicable System Requirements by completing the tasks set forth in Sub-paragraph 8.3.1 (Analyze System Requirements), Sub-paragraph 8.3.2 (Configure System), Sub-paragraph 8.3.3 (Migrate and Import Data), and Sub-paragraph 8.3.4 (Implement System).

8.3.5 **Provide System Training and Documentation**

Contractor shall:

8.3.5.1 Develop a comprehensive training program, which shall include live and online modules targeted for different Users, including but not limited to Countywide Departmental Benefits Coordinators, DHR Administrators, and T-t-T sessions for on-going training needs. Contractor shall conduct training at County-provided locations.

8.3.5.2 Provide to County a detailed, phased plan for training staff on the use and implementation of all aspects of the System, including benefits administration, ACA Compliance and Integrated Electronic Communication and Education. Contractor shall conduct training sessions and provide training materials for all such training sessions as indicated by County.

8.3.5.3 As part of the training, Contractor shall provide the designated County groups with extensive working knowledge of how to use the System, including benefits administration, ACA Compliance, and Integrated Electronic Communication and Education. Training shall include administration mode

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and problem-solving of the System for DHR Administrators, to ensure users will become acquainted with error messages, on-line support and corrective actions. Training data will be created and incorporated in the training manuals, which shall include participant materials, T-t-T Instructional materials, presentation slides and notes, training videos, virtual meeting capabilities, on-line assistance, etc. to ensure a baseline of training is provided addressing all components of the System, technical training, end-user training and T-t-T instruction.

On-Site Training Program shall be conducted in a series of classes, as agreed to by County and Contractor, over an eight-week period and shall include:

1. Step-by-step instructions on benefits administration, ACA Compliance, and Integrated Electronic Communication and Education;

2. Step-by-step instruction to achieve understanding and proficiency on the use of the System; and

3. Comprehensive T-t-T instructions.

8.3.5.4 **DELIVERABLE 51.0 – SYSTEM DOCUMENTATION**

Contractor shall provide and/or make available to County documentation for the System, which shall, at a minimum, include reference documentation, instructions, guidance, manuals, training materials and on-line training modules providing County with a comprehensive reference source of all System functionalities, including for benefits administration, ACA Compliance, and Integrated Electronic Communication and Education.

Contractor shall provide to County documentation for a comprehensive T-t-T training program for all County levels as described in Sub-paragraph 8.3.5.3, which shall include reference documentation of all System functionalities, data definitions and technical support program. Contractor shall also provide training materials to support on-going T-t-T training requirements. Contractor shall also provide documentation to support operation of the System and User reference. Contractor shall provide all documentation to County at a minimum in an editable electronic format. Contractor shall also provide to DHR Administrators electronic links to any on-line help and documentation files for the System, as available.

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Contractor shall prepare and provide additional user reference documentation, including, without limitation, material that references any post-implementation enhancements, revisions, improvements, bug fixes, patches, upgrades, updates, Deficiency corrections, functionalities, data definitions, etc. Contractor shall make additional user reference documentation in an editable electronic format.

This deliverable includes those activities associated with the delivery to County of technical support, both on-site and remote access (telephone, video conferencing and internet), for the purpose of troubleshooting user problems and System error resolution.

8.3.6 System Testing and Acceptance

8.3.6.1 Contractor shall conduct Acceptance Tests for the System, in conjunction with County staff. Each Acceptance Test shall be conducted at the conclusion of each major set of testing activities.

8.3.6.2 Contractor shall, during performance of the System testing and Acceptance, provide the following services:

A. Create a test environment to execute all stages of System testing;

B. Develop test plans for Acceptance Tests [“Test Plan(s)”] (with County input and approval) and procedures for all stages of System testing that shall ensure that all applicable System Requirements and Specifications are being tested and verified;

C. Test all stages of System implementation, evaluate results, correct problems and re-test; and

D. Develop, maintain and/or execute the System Software, as applicable, at all stages of System testing.

8.3.7 Develop Test Plans

8.3.7.1 Contractor, in consultation with County’s Project Manager, shall prepare a Test Plan and test cases/scripts in direct coordination with County for each Acceptance Test, which shall include, without limitation, module testing, integration testing, stress and load testing and regression testing. Among other items, the Test Plan shall include the components listed below:

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A. Introduction;

B. Assumptions;

C. Testing plan;

D. Testing objectives;

E. Testing acceptance criteria;

F. Testing schedule;

G. Responsibilities;

H. Resource requirements;

I. Procedures;

J. Test cases/scripts; and

K. Performance testing.

8.3.7.2 **DELIVERABLE 52.0 – TEST PLANS:**

Contractor shall develop a comprehensive Test Plan for each Acceptance Test, in accordance with Sub-paragraph 8.3.6 (System Testing and Acceptance), which shall, at a minimum:

A. Develop/provide a repository of test cases/scripts/scenarios (with County input and approval) to cover the scope of the System implementation project.

B. Address coverage of business processes by test cases/scripts before starting the Test Plan phase.

C. Develop, in coordination with County, pre-defined Acceptance criteria.

D. Address each test case/scripts for the defined scope in the Test Plans before commencing the Acceptance Test execution phase. Test Plans are created while selecting test cases/scripts/scenarios from the System implementation project to be part of the Test Plan. Test Packages are created with a subset of test cases/scripts/scenarios to be assigned to a relevant tester.

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E. Provide related reports frequently during the Acceptance Test phase as well as for sign-off to obtain full transparency regarding test status and related messages.

Contractor shall assist County in preparing multiple scenarios for each Test Plan, which shall include, but not be limited to:

A. Detailed descriptions of the purpose and expected results of each Acceptance Test;

B. Development of test scenarios, including ad-hoc testing, (to test existing plans and create new plans);

C. Testing objectives;

D. Description of Contractor and County roles in conducting the Acceptance Test;

E. Problem resolution strategy; and

F. A method for documenting and reporting compliance with the System Requirements.

Contractor shall submit the Test Plans to County's Project Manager for approval.

8.3.8 Conduct Acceptance Tests

8.3.8.1 Contractor, in conjunction with County staff, shall perform each of the Acceptance Tests, which includes integration with external sources that include County's electronic eHR, Existing Benefits Administration TPA System, TTC, STD TPA and LTD TPA systems, Flexible Spending Account TPA system, Commuter Benefit Plan TPA system, and any other appropriate external sources named by County, in accordance with the County-approved Test Plans developed as provided in this Sub-paragraph 8.3.6 (System Testing and Acceptance). All Acceptance Tests shall be deemed completed and be accepted only following County approval. All Acceptance Tests shall be repeated as necessary in order to meet pre-defined Acceptance criteria prior to reaching Acceptance.

8.3.8.2 Prior to commencing Acceptance Tests, Contractor shall create a controlled test environment, which shall include, but not be limited to:

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A. Test preparation of benefit administration, ACA Compliance, and Integrated Electronic Communication and Education System Documentation, including obtaining sign-off on test scope.

B. Test Execution including:

1. Monitoring and reporting on test status and progress

2. Detecting and reporting errors and related messages

3. Obtaining approval from County to apply recommended changes to Production Environment

4. Obtaining sign-off on Test Execution phase

C. Development of Change Impact Analysis related to test cases/scripts, including obtaining sign-off on Test Plans.

8.3.8.3 Contractor, in coordination with County, shall lead, conduct and modify all aspects of the testing process to include all components of the System, including benefit administration, ACA Compliance, and Integrated Electronic Communication and Education, and related procedures and controls in this test environment. All System functionalities shall be successfully tested at least once with no subsequent modifications before County is able to render its approval and Acceptance. Acceptance Test data shall be developed for testing each functionality with the execution of the test cases/scripts.

8.3.8.4 DELIVERABLE 53.0 – COMPLETED ACCEPTANCE TESTS:

Contractor shall document the expected results of each Acceptance Test case/script prior to conducting the applicable Acceptance Test and shall resolve all differences in the Acceptance Test results report. Contractor shall present documentation that confirms the resolution of all Acceptance Test result variances to County's Project Manager for approval prior to continuing with the Acceptance Tests pursuant to the Test Plan.

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8.3.9 Conduct User Acceptance Test "UAT"

8.3.9.1 Contractor, with County oversight, shall conduct the UAT with a simulated full load created by Contractor. Contractor shall perform several cycles of the test before completing the UAT. Contractor shall document and review all results of the UAT, which shall be subject to County's written approval. In the event of missing or improperly operating functions, Contractor, following written notification by County's Project Manager or alternate, shall correct all deficiencies within five (5) calendar days from the date of notification. Contractor shall correct all deficiencies prior to Go-Live. During this phase, all personnel designated by County's Project Manager to participate in the UAT shall have unlimited access to the System.

8.3.9.2 The UAT shall not be considered completed until all applicable System Requirements have been successfully tested and County's Project Manager has accepted the final results. In the event the UAT results do not meet all System Requirements, as determined by County, Contractor shall:

A. Provide a written proposal and schedule for satisfying all applicable System Requirements, which shall be subject to the written approval of County; and

B. Implement and test the proposal recommendations upon receipt of County's written approval.

8.3.9.3 **DELIVERABLE 54.0 – ACCEPTANCE TEST RESULTS AND GO-LIVE:**

Each Acceptance Test shall be successfully conducted under Sub-paragraph 8.3.6 (System Testing and Acceptance) when all identified variances of documentation and project results against pre-defined Acceptance criteria have been successfully resolved and Contractor has corrected all Deficiencies identified by County to ensure that each component of the System meets all agreed upon applicable System Requirements. The System shall successfully transition to Production and achieve Go-Live following certification and County's Acceptance of the results of the UAT. Contractor shall deliver to County a UAT Results Report within one (1) week of successful completion of the UAT.

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8.3.10 Conduct Post Implementation Review

8.3.10.1 Upon Go-Live of the System, County project staff will review the configuration effort at check points that will be agreed to by both County's Project Manager and Contractor's Project Manager, as specified in the PCD. Contractor, at no cost to County, shall support the System in Production Use with no Deficiencies, as determined in the sole judgment of County's Project Manager, for forty-five (45) consecutive days following such Go-Live ("Warranty Period" or "BPA Warranty Period"). Upon occurrence of a Deficiency, Contractor shall correct each such Deficiency and restart the forty-five (45) consecutive day cycle.

8.3.10.2 **DELIVERABLE 55.0 – SYSTEM ACCEPTANCE:**

The System shall achieve Final Acceptance upon completion of a complete Deficiency-free thirty (30) consecutive day cycle of Production Use of the System as provided in Sub-paragraph 8.3.10 (Conduct Post Implementation Review).

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9.0 BENEFITS COMMUNICATIONS CONSULTING

This Section 9.0 includes all communications consulting and production supervision services that Contractor shall provide to ensure high quality, effective County employee benefit communication services, as follows:

County envisions a communications program in which County employees initially rely primarily on print communication, but due to a new strategy that provides a compelling electronic “go green” option, over the time of the Contract, County expects that to shift to a primary reliance on electronic communication. County’s workforce includes many employees that do not have a computer at their workstation and therefore, in keeping with Department of Labor Regulations, anyone that wishes to use solely electronic communication will have to opt in and have that election recorded in the System. A key objective of the Contractor will be to create an electronic communication program so appealing that employees will want to use it via home computers and internet-connected smart devices. That said, it is certain that a subset of employees will always opt for printed communication materials.

It is essential that messaging, education, definitions, etc. be consistent throughout the printed and electronic media. For instance, all definitions of a term such as “deductible,” or messages concerning why County chose to adopt a plan design change, should be consistent across all media; though, in some cases, in differing levels of detail. One aspect of what County refers to as, “Integrated Electronic Communication and Education,” referred to below in Sub-paragraph 9.5, should be that context-sensitive education is available to employees while they are logged in and enrolling in benefits. For example, if an employee may enroll in “Optional Group Term Life Insurance,” a definition of the benefit must be available from within the enrollment webpage, via a Light Box or similar technology. Employees must be able to access this education without leaving the enrollment session or needing to log in again to complete their enrollment. Also, in keeping with the paragraph above, any information provided in this format must be consistent with definitions in other electronic and printed media.

To achieve this requirement, County anticipates that the Contractor’s System (see Section 7.0, Sub-paragraph 7.3.9) and Communication Consulting teams will need to coordinate their deliverables, and ongoing content maintenance, more closely than is sometimes typical within the benefits consulting industry. A key measure of satisfaction for County will be the extent to which the County’s Project Manager and internal team feel that the Contractor’s different practice groups and/or Subcontractors work and present to County as one team that shares goals and information, as it executes one project plan.

All milestones and deliverables under this Section 9.0 shall be documented in a mutually agreed upon project schedule, the deadlines of which shall in all cases, unless otherwise stated, be tied to the Performance Requirements Schedule in Exhibit A (SOW), Attachment A.2.

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9.1 Communications Development Process

Contractor shall:

9.1.1 Attend one or more kickoff sessions and meetings, as required by County, present the new strategy and come to fully understand County's Benefits Communications Consulting needs and to provide County with an initial project plan and schedule.

9.1.1.1 **DELIVERABLE 56.0 – PROJECT PLAN AND SCHEDULE:**

Provide an initial project plan and schedule to review, edit and approve all of County's digital and print materials.

9.1.2 Collaborate with County to analyze all proposed elements of the new strategy and develop an on-going approach to improve design and layout and create content that is comprehensive and clear and uses plain and easy-to-follow language.

9.1.3 Meet with County through successive rounds of senior leadership and later joint labor management committees to receive input that allows Contractor to refine the graphical approach, including, but not limited to, design, typefaces, colors, photographic approach and other elements of branding.

9.1.3.1 **DELIVERABLE 57.0 – BRANDING APPROACHES**:

Provide branding approaches for the new strategy displayed visually via electronic or printed media (boards).

9.1.3.2 **DELIVERABLE 58.0 – INITIAL STRATEGY DOCUMENT AND STYLE GUIDE**:

Provide an initial strategy document and style guide that will serve as a cornerstone through the development process of all materials, print or electronic.

9.1.4 Meet, consult and collaborate with County and County-approved organizations to discuss and approve the content and design for specific communication materials, including print and electronic/digital formats.

9.1.4.1 **DELIVERABLE 59.0 – INITIAL DESIGNS AND CONTENT FOR ALL COMMUNICATIONS ELEMENTS OF THE NEW STRATEGY**

Provide to County's Project Manager and designated alternate all communication materials to be reviewed by County within a minimum of five (5) days and a maximum of

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two (2) weeks, or within another time frame mutually agreed upon by County and Contractor, prior to any face-to-face, WebEx or teleconference review meetings.

9.1.5 Provide materials in color and black & white print, and electronic/digital formats to County's Project Manager and alternate upon County's request.

9.1.6 Provide high-quality, easy-to-read designs and layouts of all materials, including graphics, photos and text.

9.1.7 Ensure all communication materials' compliance with federal and State laws and consistency with insurance carrier rates and descriptions of benefits.

9.1.8 Obtain County's approval and sign-off prior to distribution of all printed and electronic materials.

9.1.9 Print and distribute all materials to County-designated organizations and County employees, and print materials for all benefit plans using union printers.

9.1.10 Provide, upon County's request, any Contractor-developed communication content and media to County in formats that DHR staff can modify, personalize and provide to County employees via mail, email and text.

9.1.10.1 All elements of the process above, save the creation of the cornerstone document described in Sub-paragraph 9.1.3.2, shall be used for all print and electronic communications for the first year and all subsequent years of the Contract. The process shall include, but not be limited to:

- Hold planning meetings;
- Deliver project plans created by Contractor;
- Conduct multiple design and content reviews by County and other stakeholders (and their corresponding Deliverables);
- Provide refined drafts after each review; and
- Review and sign-off on final pre-production drafts (electronic) and final color and black & white proofs of printed communication materials.

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9.1.11 **DELIVERABLE 60.0 – FINAL COLOR AND BLACK & WHITE PROOFS OF PRINTED COMMUNICATION MATERIALS**:

Provide to County's Project Manager and designated alternate all final color and black & white proofs of all communication materials described in this Section 9.0 (Benefits Communication Consulting) to be reviewed by County within a maximum of one (1) Business Day of the delivery of the proof to the County's Project Manager, or within another time frame mutually agreed upon by County and Contractor.

9.1.12 **DELIVERABLE 61.0 – FINAL ELECTRONIC COMMUNICATION MEDIA AND CONTENT**

Provide to County's Project Manager and designated alternate all final drafts of all electronic communication media and content described in this Section 9.0 (Benefits Communication Consulting) to be reviewed by County upon delivery to the County's Project Manager within a time frame mutually agreed upon by County and Contractor.

9.2 "Go-Green" Opt-in Promotion

Contractor shall:

9.2.1 Provide consulting on and plan, design, develop, and implement print and electronic-based communication strategies to promote County employees' opt-in to "Go-Green" (i.e., receive paperless, electronic educational and enrollment communications, as well as administrative communications, and electronic notifications, at a minimum), in accordance with the Department of Labor guidelines.

9.2.2 Collect and keep up to date the preferred email addresses and phone numbers of County employees that opt-in to receive paperless communication in place of traditional mailing and utilize these contacts to send notices and communication to the employees.

9.2.3 Ensure that the print and electronic-based communication strategies for "Go-Green," described above in Sub-paragraph 9.2.3, are designed to accomplish the following objectives:

9.2.3.1 Promote County employee understanding of and increasing participation in County's new opt-in to "Go-Green";

9.2.3.2 Develop an easy process to opt in to the "Go-Green" option; and

9.2.3.3 Ensure County employees understand the sequence of the "Go-Green" option and alert them to the new communication methods and process.

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9.3 Commuter Benefit Plan ("CBP") Promotion

This Paragraph 9.3 of the SOW encompasses third-party administration of County's CBP governed under IRC Section 132(f). The CBP will include a program to permit County employees the benefit of using pre-tax dollars for payment of their Commuter Expenses. Contractor shall develop and implement a CBP program to communicate and market to County employees the benefits of using pre-tax dollars for their Commuter Expenses.

Contractor shall:

9.3.1 Meet with County, at least monthly or more frequently as needed, to discuss communication deliverables, develop an education and outreach marketing strategy, and address any issues.

9.3.2 Develop CBP print and electronic communication materials for County review and approval including, but not limited to the following:

1) Information and commentary concerning the tax, lifestyle and any other positive advantages to County employees for participating in the CBP;

2) Information highlighting each separate CBP benefit (e.g., parking, vanpool and public transit), as well as other information that highlights some or all the benefits together;

3) Online video tutorials to explain to County employees all the advantages of participating in the CBP;

4) Both written information and online video tutorials showing County employees how to enroll, make changes and suspend participation in the CBP;

5) Both written information and online video tutorials to train County coordinators who are responsible to promote and encourage County employees to participate in every aspect of the CBP;

6) Both written information and online video tutorials explaining any subsidy programs the County may offer; and

7) CBP Reference Guide.

9.3.3 Conduct a CBP participant satisfaction survey, developed with and approved by County, on an annual basis to obtain CBP participants opinions on topics including, but not limited to, the current level of CBP services, tools on the website, education, suggestions to improve the CBP, and satisfaction with Contractor; and provide survey results report with recommended actions.

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9.3.4 **DELIVERABLE 62.0 – PARTICIPANT SATISFACTION SURVEY REPORT**

Provide a report of the results, analysis and recommendations of the CBP participant satisfaction survey, as set forth above in Sub-paragraph 9.3.3.

9.3.5 Provide County with quarterly custom-designed e-mails (forward ready e-blasts that County will send to County employees) that educate County employees about the CBP benefits and include links to the CBP website and PDF attachments of CBP flyers and brochures.

9.3.6 Provide supplies, agency personnel, advertisements, flyers, posters, forms, postage and correspondence required to administer the CBP.

9.3.7 Attend County promotional events (e.g., County health and wellness fairs), as directed by County. Contractor shall print and distribute up to 2,000 CBP flyers/brochures at each such event (up to an estimated 10,000 per year), as directed by County and depending upon attendance anticipated by County.

Additionally, Contractor shall provide CBP supplies, agency personnel, advertisements, posters and enrollment materials at County promotional events, as directed by County. Contractor shall ensure that all CBP communication and enrollment materials to be provided at County promotional events are pre-approved by County.

9.3.8 Mail and/or provide through electronic notification the CBP Reference Guide, CBP educational materials, and other CBP information to each CBP participant upon enrollment, upon request from potential and current CBP participants, and upon County's request, within five (5) Business Days of the enrollment or request.

9.3.9 Ensure that no product or service other than the CBP is marketed or communicated in connection with the CBP unless County provides prior written authorization.

9.4 Communications Materials

9.4.1 Contractor shall provide consulting, planning, design, and content development for, as well as production and printing of, the following required materials:

9.4.1.1 Annual Enrollment packets for each of four Cafeteria Benefit Plans, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items:

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- personalized enrollment worksheet;
- medical and dental plan comparison chart; and
- notice of pensionability (for a limited number of MegaFlex and Flex participants).

9.4.1.2 New Hire/Newly Eligible Employee enrollment packets for non-represented New Hire/Newly Eligible Employees in Choices, Options and MegaFlex, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items:

- personalized enrollment worksheet;
- medical and dental plan comparison chart;
- Summary Plan Description ("SPD"); and
- notice of pensionability, for a limited number of MegaFlex participants.

9.4.1.3 New Hire/Newly Eligible Employee enrollment packets for represented New Hire/Newly Eligible Employees in Choices and Options that must enroll during a union-sponsored, one-on-one enrollment, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items:

- rate sheet;
- medical and dental plan comparison chart;
- SPD; and
- flyer to explain optional union-sponsored universal life insurance benefits.

9.4.1.4 Non-Cafeteria Plan New Hire/Newly Eligible Employee Subsidized Medical Plan enrollment packets for part-time employees, providing in each packet all elements of the new strategy, which must include the following items:

- enrollment instructions with FAQs;
- personalized enrollment worksheet;

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- medical plan comparison chart;
- and legal notices.

9.4.1.5 Non-Cafeteria Plan New Hire/Newly Eligible Employee Subsidized Medical Plan enrollment packets for temporary employees, providing in each packet all the elements of the new strategy, which must include the following items:

- enrollment instructions with FAQs;
- personalized enrollment worksheet;
- medical plan comparison chart; and
- legal notices.

9.4.1.6 Non-Cafeteria Plan Annual Enrollment Subsidized Medical Plan enrollment packets for part-time employees, providing in each packet all elements of the new strategy, which must include the following items:

- enrollment instructions with FAQs;
- personalized enrollment worksheet;
- medical plan comparison chart; and
- legal notices.

9.4.1.7 Non-Cafeteria Plan Annual Enrollment Subsidized Medical Plan enrollment packets for temporary employees, providing in each packet all the elements of the new strategy, which must include the following items:

- enrollment instructions with FAQs;
- personalized enrollment worksheet;
- medical plan comparison chart; and
- legal notices.

9.4.1.8 FSA packets, which must include an envelope, spending account guide, spending account claim forms (for HCSAs and DCSAs), and HIPAA notice.

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9.4.1.9 Two separate Choices and Options Annual Enrollment newsletters that announce Annual Enrollment and benefit changes for the next plan year. Contractor shall pay postage for the Annual Enrollment newsletters and shall be allowed to sell ads to carriers to defray cost. (Note: No newsletters are produced for Flex and MegaFlex.)

9.4.1.10 Two separate versions of Choices and Options Annual Enrollment posters in two sizes.

9.4.1.11 CBP posters, flyers and all other CBP communication and promotional materials.

9.4.1.12 Quarterly wellness newsletters that include targeted messaging in the beginning of “Post Implementation” (Phase 2 of the Contract).

9.4.1.13 Promotional materials for the new System.

9.4.1.14 “Go-Green” opt-in promotional materials.

9.4.2 Contractor shall produce an electronic PDF of the SPD for Flex employees. (Note: Flex is closed to new employees, so no SPDs will be printed.)

9.4.3 Contractor shall deliver to designated locations identified by County, the following printed materials:

9.4.3.1 New Hire/Newly Eligible Employee Enrollment packets for County to give to represented New Hire/Newly Eligible Employees participating in one-on-one enrollment meetings;

9.4.3.2 Choices and Options Annual Enrollment posters;

9.4.3.3 “Go-Green” opt-in promotional materials (e.g., posters and flyers); and

9.4.3.4 CBP posters, flyers and other CBP-related communication and promotional materials.

9.4.4 Contractor shall mail the following items directly to County employees:

9.4.4.1 Annual Enrollment packets for each Cafeteria Benefit Plan;

9.4.4.2 Annual Enrollment newsletters, on an annual basis;

9.4.4.3 New Hire/Newly Eligible Employee Enrollment Packets (including personalized enrollment worksheet) to all New

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Hire and Newly Eligible Employees in MegaFlex and non-represented Choices and Options.

9.4.4.4 Annual Enrollment packets for eligible part-time and temporary employees (including personalized enrollment worksheet) for non-cafeteria plan subsidized medical plans.

9.4.4.5 Annual Enrollment packets for LTDH Survivors (including personalized enrollment worksheet).

9.4.4.6 New Hire/Newly Eligible Enrollment Employee packets (including personalized enrollment worksheet) to all part-time and temporary New Hire/Newly Eligible Employees for non-cafeteria plan subsidized medical plans.

9.4.4.7 Quarterly wellness newsletters in the beginning of "Post Implementation" (Phase 2 of the Contract).

9.4.4.8 "Go-Green" opt-in promotional materials.

9.4.4.9 FSA packets.

9.4.4.10 Promotional materials for the launch of the new System.

9.4.5 Contractor shall provide and print County's return address on 5,000 plain window envelopes for the non-cafeteria plan annual and ongoing New Hire/Newly Eligible subsidized medical plan enrollment packets for part-time and temporary employees, and deliver to Contractor's distribution center by September 15th, on an annual basis.

9.4.6 Contractor shall provide, as applicable, consulting, planning, design, and content development for, as well as production, printing and mailing/delivering of, the communications materials listed in SOW, Attachment A.9 (Communications Materials), including any optional communications materials as needed and as approved by County.

9.4.7 Contractor shall ensure that it does not use or display the official County seal or any County logo on any of its letterheads or other communications without prior County written approval.

9.5 Integrated Electronic Communication and Education

Contractor shall facilitate County's transition from primarily print-based communications to electronic-based communications by providing Integrated Electronic Communication and Education that is fully integrated with the System, educates County employees on employee benefits-related topics, and allows County employees to access benefits information electronically, as set forth in this Paragraph 9.5, in accordance with the project schedule and deadlines mutually agreed upon by County and Contractor.

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Contractor shall:

9.5.1 Provide consulting for, and the planning, design, and development of, a County benefits website that has educational functionality for the largest number of County employees, including those that do not have regular access to e-mail, to access benefit plan information, education, and System enrollment via the Internet via user-driven technologies, including browsers, responsive web design and/or apps, and smart devices, as set forth in SOW, Sub-paragraph 7.3.9.1.

9.5.2 Ensure that the website is structured around web portals that are personalized for County employees based on the various types of benefits offered to them.

9.5.3 Provide testing, project and production management and implementation of the personalized web portals described in Sub-paragraph 9.5.2.

9.5.4 Ensure that the website provides context-sensitive, electronic, and web-based benefits-related educational content, which is accessible to Users directly within the enrollment session, and includes but is not limited to the following:

9.5.4.1 Education and definitions available during the enrollment process (e.g., If given the choice of an HMO, POS and PPO, have a Lightbox, or equivalent that provides definitions and comparisons that allows a County employee to make the best choice for their family without leaving the enrollment session).

9.5.4.2 Electronic articles in tiered levels of detail; and

9.5.4.3 Electronic tools and media, including but not limited to the following:

1. Short videos and video clips, video tutorials, and on-line video presentations with animation and voiceovers;

2. Lightbox images;

3. Life Event wizard to help employees understand all the implications of a life event, even those not strictly part of the Cafeteria Benefit Plan (e.g., add beneficiaries to deferred income plans); and

4. Calculators and tools for computing various costs and savings (e.g., out-of-pocket cost calculator, tax savings calculator, and cost and savings plan

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comparison charts based on elections in benefits, FSAs and the CBP).

9.5.5 Ensure the electronic educational articles, tools, and media set forth in Sub-paragraph 9.5.4 provide education to County employees on the following subject matter:

9.5.5.1 Eligibility for County benefits;

9.5.5.2 County's benefits enrollment process;

9.5.5.3 Medical plans (HMO, POS, and PPO);

9.5.5.4 Life events (e.g., divorce, marriage, arrival of a child, death, and so forth);

9.5.5.5 County's four Cafeteria Benefit Plans;

9.5.5.6 Annual Enrollment for LTDH Out-of-Service employees and LTDH Survivors;

9.5.5.7 Basic website procedures, such as how to reset a password and log into the website;

9.5.5.8 Dual coverage with a spouse/partner and how to handle coordination of coverage issues; and

9.5.5.9 Specific content areas based on employee focus group responses.

9.6 DELIVERABLE 63.0:

Provide all the Services and materials set forth in this Section 9.0 (Integrated Electronic Education and Communication).

10.0 NON-DISCRIMINATION TESTING CONSULTING

All milestones and deliverables under this Section 10.0 shall be documented in a mutually agreed upon project schedule, the deadlines of which shall in all cases, unless otherwise stated, be tied to the Performance Requirements Schedule in Exhibit A (SOW), Attachment A.2.

Contractor shall:

10.1 Contractor shall conduct Internal Revenue Code (IRC) non-discrimination testing for County's Options, Choices, Flex, and MegaFlex Cafeteria Benefit Plans, based on County benefits enrollment data contained within the System and supplemented by County-provided salary and compensation data. (Note: Flex is

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closed to new participants and may be folded into MegaFlex in the next four years.)

10.1.1 Conduct non-discrimination testing for the following plans based on employee data compiled for the period to be chosen by County:

- Code Section 125 testing for the Flex and MegaFlex Cafeteria Benefit Plans;
- Code Section 105 testing for Health Care Spending Accounts (HSAs) for all Cafeteria Benefit Plans; and
- Code Section 129 testing for the Dependent Care spending Accounts (DSAs) for all Cafeteria Benefit Plans.

10.1.2 Identify highly compensated employees (HCEs) for all cafeteria plans.

10.1.3 Determine whether any of the Code Section 125(g)(2) safe harbors can be applied and provide an assessment of the impact of County's "taxable cash cap" on County employees that have not waived pensionability under the Flex or MegaFlex plans.

10.1.4 Consult with County to determine the best approach to the testing, run preliminary tests and produce preliminary report for discussion with County. Note that County's plans typically include represented, non-represented, professional and non-professional employees in the same plan.

10.1.5 DELIVERABLE 64.0:

Provide preliminary report to County.

10.1.6 Make necessary adjustments to testing protocols, conduct final tests and produce a final report for County.

10.1.7 DELIVERABLE 65.0:

Provide final report to County

10.1.8 Conduct testing for County, LACERA and Superior Court employees. Contractor shall ensure that it conducts tests separately for County and Superior Court employees.

11.0 ACTUARIAL VALUATION CONSULTING

Contractor shall perform full actuarial valuation studies of County's Disability and Survivor Benefit Plans in accordance with generally accepted principles of practice prescribed by the Governmental Accounting Standards Board ("GASB"), comprising present and historical benefit payment experience for the 2022 Plan Year through the

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2027 Plan Year. Contractor shall ensure that the actuarial valuation study for each Plan Year calculates, projects, and/or estimates paid losses, expenses, and outstanding or ultimate liabilities to provide three (3) subsequent plan years, and future projections for 30 years of paid expenses, allocated by County department.

Under GASB 75, all employers must conduct a full actuarial valuation study every two (2) years. However, during the interim year, in accordance with generally accepted principles prescribed by GASB update procedures, Contractor shall roll-forward the total Other Post-Employment Benefits ("OPEB") liability to the measurement date amounts based on the prior full actuarial valuation study of County's Disability and Survivor Benefits Plans including its corresponding GASB 75 Disclosure and measurement date.

Contractor shall provide actuarial valuation studies to cover the 2022 Plan Year through 2027 Plan Year periods noted below:

- Full Actuarial Valuation Study for 2022 Plan Year
- Roll-Forward Actuarial Valuation Study for 2023 Plan Year
- Full Actuarial Valuation Study for 2024 Plan Year
- Roll-Forward Actuarial Valuation Study for 2025 Plan Year
- Full Actuarial Valuation Study for 2026 Plan Year
- Roll-Forward Actuarial Valuation Study for 2027 Plan Year

All milestones and deliverables under this Section 11.0 shall be documented in a mutually agreed upon project schedule, the deadlines of which shall in all cases, unless otherwise stated, be tied to the Performance Requirements Schedule in Exhibit A (SOW), Attachment A.2.

11.1 Entrance Conference

Contractor shall attend an entrance conference with County staff within five (5) Business Days on a date as agreed to by DHR, to discuss the project.

11.2 Project Work Schedule

11.2.1 DELIVERABLE 66.0 – DRAFT PROJECT WORK SCHEDULE

Contractor shall provide a draft Project Work Schedule, identifying the work and the dates that the work will be completed for the project, for County approval at the entrance conference.

11.3 Final Project Work Schedule

11.3.1 DELIVERABLE 67.0 – FINAL PROJECT WORK SCHEDULE

Contractor shall modify the draft Project Work Schedule as requested by County and provide County a Final Project Work Schedule within two (2) Business Days of County's requested changes, if any.

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11.4 Project Work Plan

11.4.1 DELIVERABLE 68.0 – DETAILED PROJECT WORK PLAN

Contractor shall provide a detailed Project Work Plan, identifying the responsibility of each audit team member, to County for its approval within ten (10) business days of the issuance of the Annual Engagement Letter, and modify the Project Work Plan as requested by County.

11.5 Contractor shall be available for and participate in teleconferences with DHR, A-C, and other County staff to discuss the reports, objectives, work or service progress, Contractor's recommendations, or other matters as requested by County.

11.6 Contractor shall submit a written status report to the County's Project Manager, every other Friday (bi-weekly) to provide County with status of the project elements in the approved Project Work Plan and Project Work Schedule. The status reports will contain the following information; County reserves the right to request additional information in the status reports during the project:

a) Overview of the reporting period;

b) Summary of project status as of the reporting date;

c) Tasks, deliverables, services and other work scheduled for the reporting period that were completed;

d) Tasks, deliverables, services and other work scheduled for the reporting period that were not completed;

e) Tasks, deliverables, services and other work completed in the reporting period that were not scheduled;

f) Tasks, deliverables, services and other work to be completed in the next reporting period;

g) Issues to be resolved;

h) Any difficulties encountered by Contractor that could jeopardize the completion of the year's study or any agreed upon interim of deliverables within the schedule's terms;

i) Updated Milestone Chart;

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j) Any other information that requested by County.

11.7 Contractor shall provide oral briefings as requested by County.

11.8 Contractor shall document all work in properly documented working papers, which will be made available to County upon request.

11.9 Contractor shall submit draft interim reports to County's Project Manager if significant matters requiring immediate attention arise during the project and shall finalize such interim reports at County's Project Manager's or designee's request. Issues addressed in any interim reports must also be included in the draft actuarial report.

11.10 **Project Work**

Contractor shall:

11.10.1 Meet with County staff prior to proceeding with the actuarial valuation, to discuss the recommended actuarial assumptions required for compliance with GASB 75.

11.10.2 Conduct a full actuarial valuation study of County's LTD, LTDH, SB, and STD Plans in accordance with generally accepted principles of practice prescribed by GASB, and determine which benefits are subject to the accounting and reporting requirements of GASB 75.

11.10.3 Provide the following services during the interim roll-forward years, after a full valuation study.

11.10.4 Perform all applicable GASB 75 update procedures necessary to roll-forward the total OPEB liability to the measure date amounts based on the prior full valuation study.

11.10.5 Apply the necessary discount rate for the applicable fiscal year, year-end index rate based on the 20-year, tax-exempt general obligation municipal bond yield, as provided by County.

11.10.6 Conduct the necessary research and analysis and make recommendations for funding requirements to ensure the financial integrity of the LTD, LTDH, SB, and STD Plans; utilize data and information readily available through County and the third-party administrator of the LTD, SB and STD Plans, and the third-party that administers County's Cafeteria Benefit Plans, and augment such data and information with "industry" data and information. (Note: Existing and proposed federal and State of California statutory and legal requirements and limitations, as well as the scope of current and future County budgets shall also be considered as appropriate and relevant.)

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11.10.7 Review County's present and historical liability payment experience, calculate, project or estimate paid losses and expenses and outstanding or ultimate liabilities for the 2022 Plan Year through 2027 Plan Year.

11.10.8 Consult with County's third-party administrator for the STD, LTD, and SB plans that processes and approves STD, LTD, and SB claim applications, determines eligibility for benefits, approves benefit claims/cases; provides tax reporting functions; acts as County's advocate in appeals of claim decisions, and assists County Return-To-Work ("RTW") efforts. (Note: The third-party administrator of the STD, LTD, and SB plans also provides County with an Annual Disability Plan Performance Report that will be included as one of the exhibits for the actuarial valuation project.)

11.10.9 Identify, evaluate, and collaborate with LACERA's Board of Investments, when required to integrate relevant data from assumptions unique to OPEB for LACERA's actuarial valuation of the retiree medical, dental/vision, and life insurance benefits covering the retired Los Angeles County workers that also participate in LACERA's retirement benefit plan.

11.10.10 Obtain all applicable active census data from a third-party contractor who currently administers County's payroll automation system contract (i.e., also known as "e-HR"), and identify and request any other relevant and related data required to complete the actuarial study from County.

11.10.11 Maintain contact with all applicable County Departments that have an active role in administrative and support services, including 1) DHR staff that administer the Disability Benefit Plans and process LTD Health Insurance premium plan payments; 2) CEO Risk Management Branch fiscal unit that provide cash balance reports; 3) A-C; and 4) the TTC that provide continual advice concerning the fiscal aspects of the plans, including Electronic Fund Transfers ("EFT") and the CashPro - Check Positive Pay – Exceptions.

11.10.12 Customize calculations specific to each individual County employee and analyze County's current disabled claimants and survivors and for the disabled individuals for whom claims have been Incurred but Not Reported ("IBNR").

11.10.13 Model and recommend a reserve level and funding approval, based on Contractor's recommended disability reserve model, which is consistent with industry trends.

11.10.14 Calculate ultimate or outstanding liability projections, with and without the effect of discounting, for future investment income at an annual rate of return, as provided by County.

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11.10.15 Ensure that the scope of the actuarial valuation study is conducted in accordance with generally accepted accounting standards and the actuarial standards of practice, and ensure that the valuation will meet all requirements of GASB 75, which set forth standards for financial reporting and accounting for governmental employers with OPEB plans.

11.10.16 Ensure that all information necessary for implementation of GASB 75 is provided in the valuation and that assumptions are consistent with the assumptions used for the Retiree Healthcare Valuation prepared by actuaries on behalf of LACERA.

11.10.17 Issue a draft report and meet with County personnel twice (during each year's valuation project) at County's office to review and discuss, draft and issue final actuarial valuation report.

11.11 **Actuarial Report**

11.11.1 Contractor's actuarial report shall:

1) Set forth the scope of the examination and state that the study was conducted in accordance with generally accepted accounting standards (including GASB Statement No. 75) and actuarial standards of practice;

2) Include an explanation of the reserve model used by Contractor and other explanatory notes, as considered necessary to disclose all material findings;

3) Include a list of individual findings and funding projections for future obligations for LTD, LTDH, SB, and STD benefits, in accordance with the County of Los Angeles Flexible Benefit Plan's guidelines and the Project Work described under Paragraph 11.10 (Project Work) of this SOW;

4) Include the STD Plan as part of the reserve calculations in the liability report, depicting 3-year STD Current Liabilities and Projections with "**Expected Payment by Fiscal Year**";

5) Include all the necessary disclosures and information required for implementation of GASB 75, and describe the methodology to be employed in performing and completing its responsibilities; and

6) Provide recommendations to improve future actuarial study process, considering the fact GASB Statement No. 75

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became effective for fiscal years beginning after June 15, 2017, and requires government employers to record liabilities equal to present value of projected benefit payments to be provided to current active and inactive employees attributable to those employees' past periods of service on their financial statements.

11.11.2 **Draft Actuarial Report**

11.11.2.1 Contractor shall provide a draft actuarial report to County's Project Manager no later than **September 15th of each Contract year** for County approval; due date may be adjusted based on the mutual agreement of parties and as approved in writing by County's Project Manager.

11.11.2.2 **DELIVERABLE 69.0 – DRAFT ACTUARIAL REPORT**

Contractor shall provide County with eight (8) copies of the Draft Actuarial Report.

11.11.3 Contractor shall meet with County representatives as requested by DHR at County's offices or by phone, as determined by County, to review and discuss the Draft Actuarial Report; it is anticipated that there will be at least two (2) such meetings requested.

11.11.4 Contractor shall conduct an exit conference with DHR, A-C and representatives from other County departments as designated by County's Project Manager, and as requested by County to discuss the Final Actuarial Report.

11.11.5 **Final Actuarial Report**

11.11.5.1 Contractor shall provide the Final Actuarial Report to County's Project Manager no later than **September 30th of each Contract year**; due date may be adjusted based on the mutual agreement of parties and as approved in writing by County's Project Manager.

11.11.5.2 **DELIVERABLE 70.0 – FINAL ACTUARIAL REPORT**

Contractor shall provide County with eight (8) bound copies of the Final Actuarial Report, one (1) unbound copy, and one (1) electronic copy.

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12.0 SYSTEM MAINTENANCE AND SERVICE LEVELS

12.1 Contractor shall provide to County System Maintenance services relating to the hosting, maintenance and support of the System, including but not limited to Maintenance Services, Support Services, System hosting and Disaster Recovery, as provided in, and in accordance with, the Contract, including this SOW and Attachment A.6 (Service Level Agreement) to the SOW. System Maintenance obligations shall commence upon Go-Live of each Project Phase and shall continue during the Production Use of the System through Final Acceptance and during the Maintenance Period until the end of the term of this Contract.

12.2 Contractor shall provide all Service Levels as described in Attachment A.6 (Service Level Agreement) to the SOW.

13.0 COLLABORATION

To accomplish the work and Services under the Contract, if required by County, Contractor shall work collaboratively with key stakeholders, including Users and external agencies that may interface with the System.

14.0 TRANSITION SERVICES

(Note: For information on the initial transition services from the Existing System to the new System, see Section 8.0 of this SOW.)

14.1 Transition Plan – Responsibilities Upon Termination

Contractor shall:

14.1.1 Cooperate fully with County, upon expiration or termination of the Contract, to provide for a smooth transition from Contractor-provided Services to whatever service replacement method County determines to be in County's best interest (i.e., back to County or another vendor).

14.1.2 Make reasonable provisions for the inspection and observation of work procedures of Contractor personnel during the following transition periods:

14.1.2.1 Two (2) months prior to expiration or non-renewal of the Contract in the ordinary course of business;

14.1.2.2 Two (2) months following the effective date of termination of the Contract upon County's termination pursuant to Paragraph 8.43 (Termination for Default) of the Contract; and

14.1.2.3 Two (2) months following the effective date of notice of termination by County for any reason other than a

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termination pursuant to Paragraph 8.43 (Termination for Default) of the Contract.

14.1.3 Provide County with up to forty (40) hours per month of general consulting services, in connection with a transition of Contractor-provided Services to County or to a third party, upon County's request under Sub-paragraph 14.1.2.1 during the two-month period prior to the expiration or non-renewal of the Contract, and under Sub-paragraphs 14.1.2.2 or 14.1.2.3 of this SOW.

14.1.4 Explain and return to County, as requested by County, all County reports, documents, data files and other County Materials as defined in Paragraph 9.5 (County Data) of the Contract, generated for or provided by County to service this Contract. Contractor will provide all data in formats mutually agreed upon by County and Contractor. County will pay shipping costs related to the return of the following requested materials, if formatted differently from Conduent's standard format, including but not limited to: paper documents (e.g., beneficiary or enrollment forms); excess communication materials if requested (e.g., SPDs, enrollment guides); mail received after the transition date; and hard copy legal documents such as death certificates, marriage licenses, etc.

14.1.5 Provide the following data requirements to effect the transition/conversion to a new third-party administrator, including, but not limited to the following:

14.1.5.1 Make available an extract of participant source data in an industry standard nonproprietary deconversion format, including file layouts for the successor vendor. Source data will not include derived data elements calculated or stored by Contractor for internal use in supporting Plan participants; (ii) extracts of all imaged forms maintained for Plan participants in Contractor's standard format; (iii) hard copy or images of all Client Information as then in Contractor's possession; and (iv) documentation of all open Plan participant issues at deconversion

14.1.5.2 Provide all information that resides in Contractor's computer files in relation to County participant records, including individual participant record history County requires for the transition and for the permanent records of County.

14.1.5.3 Provide i) non-proprietary and non-confidential documentation of sub-contracted procedures or third-party agreements to the extent permissible; and ii) County files and source documents.

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(Note: Contractor shall not be entitled to any compensation or other fees for transition services provided following the expiration, non-renewal or termination of the Contract for any reason.)

15.0 GREEN INITIATIVES

15.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

15.2 Contractor shall notify County’s Project Manager of Contractor’s new green initiatives prior to the commencement of Contract services.

16.0 PERFORMANCE REQUIREMENTS SUMMARY

A Performance Requirements Summary (“PRS”) chart, Attachment A.2 of Exhibit A (SOW), lists required Services that will be monitored by County during the term of this Contract.

All listings of Services used in the PRS are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between Services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.

PART II SERVICES

17.0 OPTIONAL WORK

County’s Project Manager may direct Contractor to provide Optional Work relating to the System or Services using Pool Dollars, including additional software licenses, additional training, consulting services and/or other goods or professional services requested by County. Optional Work shall also be known as “Part II Services,” as set forth in the Contract, Section 3.0 (Work).

Upon request by County and during the term of the Contract, Contractor shall submit to County for approval a proposed Work Order for Optional Work, including a not-to-exceed Maximum Fixed Price calculated, if applicable using the Fixed Hourly Rate. County and Contractor shall agree on the Work Order for the tasks and deliverables to be performed, the schedule of completion and the Maximum Fixed Price, if applicable, for such Optional Work.

Contractor shall provide Optional Work upon execution of a Change Notice for an agreed upon Work Order for such Optional Work. Following County’s Acceptance of Optional Work provided pursuant to an agreed upon Work Order, Contractor, at no cost

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to County, shall support the System with Optional Work in Production Use with no Deficiencies, as determined in the sole judgment of County's Project Manager, for a period agreed to in the Work Order following such Production Use (with respect to Optional Work, "Warranty Period"). County will pay Contractor for the completed Optional Work upon Final Acceptance, to the extent applicable, and County's acceptance and approval of such Optional Work.

18.0 ASSUMPTIONS

The following assumptions shall apply to the Services:

- County will supply reasonably timely approvals and assistance necessary for Conduent to perform any and all the Services. Any unreasonable delay in the fulfillment of such approvals and assistance may impact delivery.

- Contractor will perform Services according to business requirement documentation or written acceptance criteria agreed upon by the parties. In the absence of the foregoing, Conduent will perform services to the extent possible and further request final instructions and sign off from County, subject to the immediately above assumption regarding timeliness of approvals.

- County acknowledges that actuarial calculations are estimates regarding uncertain future events.

- Any erroneous payment will be subject to reasonable recovery or mitigation efforts by County.

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EXHIBIT A

ATTACHMENTS A.1 - A.9
SOW ATTACHMENTS

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EXHIBIT A

STATEMENT OF WORK

ATTACHMENTS

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ATTACHMENT A.1

CONTRACTOR DISCREPANCY REPORT

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EXHIBIT A, Attachment A.1

CONTRACT DISCREPANCY REPORT

TO:

FROM:

DATES: **Prepared:** _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS:_____

_____

_____

_____ _____

Signature of County Representative Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

_____

_____

_____ _____

Signature of Contractor Representative Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

_____

_____

_____ _____

Signature of Contractor Representative Date

COUNTY ACTIONS:_____

_____

_____

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

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ATTACHMENT A.2

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

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PRS Guidelines

County shall be entitled to use the remedies in this PRS for the Services set forth herein. For Service Performance Deficiencies as defined in Attachment A.6 (Service Level Agreement), County is entitled to use Service Credits as a sole and exclusive remedy, as set forth in Attachment A.6.

In the event of a discrepancy between any requirement listed in the Specific Performance Reference column herein and the referenced Contract section, the referenced Contract section will control.

Worksheet A.2.2 (Performance Requirements) includes each Performance Requirement ("Requirement"), its corresponding Performance Requirement Category ("Category"), Service Description, and the applicable Fee at Risk (Fee for Violation and/or Fee for Additional Days Late, as applicable), and the Standard that the Contractor must meet in fulfilling each Requirement under the Contract.

A breach (i.e., not excused by the non-occurrence of an Exhibit A [SOW], Section 18.0 [Assumptions]) of a single Requirement in any given Category triggers the applicable Fee. Should Contractor breach additional Requirements in that same Category within the same month, no additional Fee for Violation will be applied for that specific Category in that month. For Requirements that have a "per Additional Day(s) Late" Standard, Fees for any Additional Days Late are additive. However, if more than one Requirement within the same Category is breached in the same month, resulting in additional days late, the Requirement with the greater or greatest number of days late would be the only Requirement for which late fees are applied for that month.

If a Requirement is breached in month one and is additional days late in months one, two, three, etc., the Fee for Violation will only be applied for month one, while the Fee for Additional Days Late will be applied for late days in months one, two, three, etc.

At Risk Caps

Notwithstanding any provision in this Attachment A.2 or the remainder of the Contract:

(1) **PRS/SLA Maximums:** With respect to Paragraph 8.26 (Liquidated Damages), sub-paragraph 8.26.2 (i) of the Contract, Contractor shall not be at risk in excess of 10% (ten percent) of its monthly fees under the Contract in the aggregate, but if such 10% (ten percent) maximum is reached for three consecutive months, then, for any future consecutive month(s) of such condition, Contractor shall not be at risk in excess of 35% (thirty-five percent), in the aggregate (such amount-at-risk maximums shall be defined as "PRS/SLA Maximums"). Such amounts will no longer apply after such condition has been remedied. This limitation applies to any and all SLA service credits in Attachment A.6 (Service Level Agreement), as well as PRS remedies in this Attachment A.2, as a consolidated at-risk limitation, in the event the applicable percentage thresholds have been met for any such issues in the respective time periods notwithstanding any provision to the contrary in any provision of this Contract.

(2) **Amount at Risk Limitation for Liquidated Damages, Contract sub-paragraph 8.26.2 (ii):** Separately, with respect to Paragraph 8.26 (Liquidated Damages), sub-paragraph 8.26.2 (ii) of the Contract, Contractor shall not be at risk for in excess of $1,000 (One Thousand Dollars) per day, in the aggregate, regardless of the number of deficiencies, but such amount may increase to a maximum of $2,000 (Two Thousand Dollars) per day, in the aggregate, regardless of the number of deficiencies, if the specific condition has not been remedied after eighty-nine (89) consecutive days. Such amounts will no longer apply after such condition has been remedied.

Worksheet A.2.3 (Roll Up Categories) provides a summary of all Categories with their corresponding Fees at Risk for Violation and Fees for Additional Day(s) Late.

Worksheet A.2.4 (Termination for Default Performance Requirements) includes each Performance Requirement ("Requirement") that not only has Fees but also a possible termination for default. These Requirements do not roll up to Categories, and County can still apply a Fee for each breach of these Requirements no matter how many breaches occur in a month.

Each "Fee at Risk for Violation" for one month ranges from $100 to $1,000 in regular Failure Mode and from $300 to $3,000 in Critical Failure Mode, for which Contractor would be liable if it breached all Categories in Worksheet A.2.3 and all "term for default" Requirements in Worksheet A.2.4 in that month. These amounts exclude Fees for any Additional Days Late, violations for multiple CBP participants, employees or packets, and any penalties assessed by the IRS. See table below for details.

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	Failure Mode[1]	Critical Failure Mode[2]
Performance Requirements	Performance Requirements	Performance Requirements
Summary (PRS)	$100-$1,000 per breach of a Requirement*	$300-$3,000 per breach of a Requirement*
	** PRS remedies accrued for any additional days late and/or violations for multiple CBP participants, employees or packets may increase this amount but in no event in excess of the PRS Maximums defined in the At Risk Cap state (1) above.*	

[1]**Failure Mode:** Contractor fails to meet any Requirement in this Attachment A.2 per month, for no more than three (3) consecutive months.

[2]**Critical Failure Mode:** For any Requirement in this Attachment A.2 that has only a “Fee at Risk for Violation” and that Contractor fails to meet for three (3) consecutive months, the “Fee at Risk for Violation” assessed for each consecutive month thereafter (e.g., months four, five, etc.) is increased by a three times multiplier. For example, if Contractor fails to meet the Requirement to ensure that the System provides an administrative interface for DHR Administrators (see Worksheet A.2.2, ACA Administrative Interface), a $500 "Fee at Risk for Violation" will be assessed in months 1, 2 and 3 that the interface is not provided. In months four, five, etc. that the Contractor does not provide the interface, the "Fee at Risk for Violation" will be $1,500 per month.

Subject to the At Risk Caps (1) & (2) set forth above, for any Requirement in this Attachment A.2 that has a “Fee at Risk for Violation” AND a “Fee for Additional Days Late," and that Contractor fails to meet for three (3) consecutive months, only the “Fee for Additional Days Late” assessed for days in each consecutive month thereafter (e.g., months four, five, etc.) is increased by the three times multiplier. For example, if Contractor fails to meet the Requirement to mail the Direct Bill statement to Auditor-Controller by the due date (see Worksheet A.2.4), a $1,000 “Fee at Risk for Violation” will be assessed once on the first day late and $100 will be assessed per each additional day late for the first three (3) months. Starting the first day of the fourth month and for everyday thereafter, the “Fee for Additional Days Late” will be $300 per day late.

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	ACA Administrative Interface	**Service Description**	**$500 for violation**
SOW: Sub-paragraph 7.3.4.14	ACA Administrative Interface	Contractor shall ensure that the System provides an administrative interface for DHR Administrators to view FTE status at the County employee and aggregate levels and other ACA Compliance data.	
	ACA Compliance Reporting	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraphs 7.3.4.15 and 7.3.4.16, Deliverable 13.0	ACA Compliance Reporting	Contractor shall provide County with all required compliance reports for ACA Compliance, by a deadline(s) agreed upon by County and Contractor, as further described in SOW 7.3.4.15.	
	Account Team	**Service Description**	**$1,000 for violation**
Contract: Paragraph 7.1 – Contractor Administration	Account Team	Contractor will notify County in writing of any change in the names or addresses shown.	
Contract: Paragraph 7.2, Contractor's Primary Project Manager, Secondary Project Managers and Senior Analysts	Account Team	Contractor shall notify County in writing of any change in the name or address of Contractor's Project Manager, Secondary Project Managers and Senior Analysts.	
SOW, Sub-paragraph 6.3.1 – Primary and Secondary Project Managers, Sub-paragraph 6.3.1.1	Account Team	Contractor shall provide a full-time Primary Project Manager and designated alternate.	
SOW: Sub-paragraph 6.3.1 – Primary and Secondary Project Managers, Sub-paragraph 6.3.1.1	Account Team	Contractor shall provide a telephone number where the Primary Project Manager/alternate may be reached during regular Business Hours Pacific Time ("PT").	
SOW: Sub-paragraph 6.3.1 – Primary and Secondary Project Managers, Sub-paragraph 6.3.1.2	Account Team	Contractor's Primary Project Manager/alternate shall act as a central point of contact with County.	
SOW: Sub-paragraph 6.3.1 – Primary and Secondary Project Managers, Sub-paragraph 6.3.1.4	Account Team	Contractor's Primary Project Manager and alternate must each have at least five (5) years' experience in the last eight (8) years in a project manager capacity in at least one of the service areas set forth in SOW, Sub-paragraph 6.3.1.4.	
SOW: Sub-paragraph 6.3.1 – Primary and Secondary Project Managers, Sub-paragraph 6.3.1.5.	Account Team	Contractor shall ensure that a Secondary Project Manager oversees each service area listed in SOW, Sub-paragraph 6.3.1.4, as described in SOW, Sub- paragraph 6.3.1.5.	
SOW: Sub-paragraph 6.3.1 – Primary and Secondary Project Managers, Sub-paragraph 6.3.1.5.	Account Team	Contractor shall ensure that each Secondary Project Manager has three (3) years' experience in the last five (5) years in the specific service area they are overseeing. See SOW, Sub-paragraph 6.3.1.4 for the descriptions of the service areas.	
SOW: Sub-paragraph 6.3.2 – Senior Analysts.	Account Team	Contractor shall ensure that a Senior Analyst, or equivalent, oversees the day- to-day activities of each of the service areas listed in SOW, as set forth in SOW, Sub-paragraph 6.3.2 (Senior Analysts).	

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PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

EXHIBIT A, Attachment A.2
Worksheet A.2.2 (Performance Requirements)

Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 6.3.2 – Senior Analysts.	Account Team	Contractor shall ensure that each Senior Analyst, or equivalent, has at least (3) years' experience in the last five (5) years in the specific service area they are overseeing, as listed in Sub-paragraph 6.3.2 (Senior Analysts).	
SOW: Sub-paragraph 6.3.3	Account Team	Contractor's Primary Project Manager/alternate, Secondary Project Managers and Senior Analysts shall be able to effectively communicate, in English, both orally and in writing.	
SOW: Paragraph 6.4 – Personnel, Sub-paragraph 6.4.1	Account Team	Contractor shall assign a sufficient number of employees to perform the required Services. At least one (1) employee shall be authorized to act for Contractor in every detail and shall be able to effectively communicate in English, both orally and in writing.	
SOW: Paragraph 6.5 – Uniforms and Identification, Sub-paragraph 6.5.1	Account Team	Contractor and subcontractor staff shall wear appropriate attire at all times while at County facilities.	
SOW: Paragraph 6.7 – Contractor's Office, Sub- paragraph 6.7.1	Account Team	Contractor shall maintain a physical or virtual office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 7:00 a.m. to 7:00 p.m. Pacific Time on Business Days (hereafter "Business Hours") except for County-observed holidays by at least one (1) employee that can respond to inquiries and complaints that may be received about Contractor's performance of the Contract.	
	Account Team - Background Check	**Service Description**	**$500 for violation**
SOW: Paragraph 6.4.2 – Personnel, Sub-paragraph 6.4.2	Account Team - Background Check	Contractor shall be required to background check their employees as set forth in Paragraph 7.5 (Background and Security Investigations) of the Contract.	
	Account Team - Project Management	**Service Description**	**$500 for violation**
SOW: Sub-paragraph 8.1.4.3, Deliverable 45.0 – Status Report and Meetings	Account Team - Project Management	Contractor shall meet to present to County's Project Manager a weekly Project Status Report to report project progress, plans and outstanding issues.	
SOW: Sub-paragraph 9.1.4.1, Deliverable 59.0 – Initial Designs and Content for All Communications Elements of the New Strategy	Account Team - Project Management	Contractor shall provide to County's Project Manager and designated alternate all communication materials to be reviewed by County within a minimum of five (5) days and a maximum of two (2) weeks, or within another time frame mutually agreed upon by County and Contractor, prior to any face-to-face, WebEx or teleconference review meetings.	
	Account Team - Responsiveness	**Service Description**	**$500 for violation**
SOW: Paragraph 6.7 – Contractor's Office, Sub- paragraph 6.7.1	Account Team - Responsiveness	Contractor's Primary Project Manager or designated alternate shall return County calls received by the answering/messaging capability within two (2) Business Hours of receipt of the call for any messages regarding situations deemed emergencies by County, except during the last three (3) days of Annual Enrollment periods.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Paragraph 6.7, Contractor's Office, Sub- paragraph 6.7.1	Account Team - Responsiveness	Contractor shall return all non-emergency calls received by the answering/messaging capability within one (1) Business Day of receipt of the call.	
	Accuracy of Data Transmissions	**Service Description**	**$500 for violation and $100 per additional day late**
SOW: Sub-paragraph 7.3.7, Commuter Benefit Plan ("CBP") Specific Services, Sub- paragraph 7.3.7.2	Accuracy of Data Transmissions	Contractor shall ensure that the CBP system or CBP component of the System integrates with the A-C, the TTC, and all transportation authorities available to all County employees, using batch interface and MFT. *Violation: A file(s) fails to correctly transfer employee election/enrollment choices substantially due to Contractor error. *Additional Day Late: Each additional day past the initial day late that a file(s) fails to correctly transfer employee election/enrollment choices substantially due to Contractor error.	
SOW: Sub-paragraph 7.3.7, Commuter Benefit Plan ("CBP") Specific Services, Sub- paragraph 7.3.7.3	Accuracy of Data Transmissions - for violation and per additional day late	Contractor shall send A-C the CBP file including the full amount of payroll deductions elected by CBP participants. (Note: The payroll system will calculate and apply pre- and after-tax deductions, not to exceed the maximum allowable pre- tax limit established by IRC Section 132(f) and applicable after-tax amounts.) *Violation: A file(s) fails to transfer employee election/enrollment choices substantially due to Contractor error. *Additional Day Late: Each additional day past the initial day late that a file(s) fails to transfer employee election/enrollment choices substantially due to Contractor error.	
SOW: Sub-paragraph 7.3.7.9	Accuracy of Data Transmissions - for violation and per additional day late	Contractor shall provide the CBP enrollment file with County employee deduction information to the A-C; ensure that the file conforms to the data input specifications as defined by County; transmit the file via MFT to County's server, upon enrollment with initial deduction choice(s), upon suspending participation, or when employee deduction amounts are changed, once a month per established timeframes; and update the file format as needed to ensure that the file conforms to any changes in data input specifications as defined by County. *Violation: A file(s) fails to transfer employee election/enrollment choices substantially due to Contractor error. *Additional Day Late: Each additional day past the initial day late that a file(s) fails to transfer employee election/enrollment choices substantially due to Contractor error.	
SOW: Sub-paragraph 7.3.7.78	Accuracy of Data Transmissions - for violation and per additional day late	Contractor shall ensure that, as allowable by law, CBP participants have the maximum flexibility to transfer unused funds between different services offered through Commuter Services. Contractor shall effect such a transfer within two (2) months of a request from a CBP participant and/or the County liaison. *Violation: Contractor does not transfer the unused funds within two (2) months of request. *Additional Day Late: Each additional day past the initial day late.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Accuracy of Data Transmissions - for violation only	**Service Description**	**$500 for violation**
SOW: Sub-paragraph 8.3.3, Migrate and Import Data	Accuracy of Data Transmissions - for violation only	Contractor shall work with County to migrate and import data (County employee records, etc.) from external sources that include County's electronic Human Resources System ("eHR"), TTC, Existing Benefits Administration System TPA, Flexible Spending Account Administration TPA, Commuter Benefit Plan TPA, Short- Term Disability TPA, Long-Term Disability TPA, unions, union enrollment company, insurance carriers, and any other appropriate entities named by County.	
SOW: Sub-paragraph 8.3.3, Migrate and Import Data	Accuracy of Data Transmissions - for violation only	Contractor shall map the data and import the data from County's Existing Systems and other external sources into the System, as set forth in SOW, Sub-paragraph 8.3.3.	
	CBP Administration Fees	**Service Description**	**$100 for violation per CBP participant** **Contractor shall double a credit to a CBP participant's account if Contractor fails to initiate that credit within the two-month time period described hereinabove.**
SOW: Sub-paragraph 7.3.7.29	CBP Administration Fees	Conduct reconciliations to ensure that the CBP participant is charged only one (1) administration fee for each month in which participant makes at least one (1) monthly contribution through County payroll to their CBP, regardless of how many individual transactions CBP participant has made. *Violation: Contractor fails to reimburse the CBP participant within two (2) months of the mistakenly charged administration fee.	
	COBRA Packet Production #1	**Service Description**	**$100 per day late, per employee**
SOW: Sub-paragraphs 7.3.5.1, 7.3.5.2 and 7.3.5.3, Deliverable 16.0	COBRA Packet Production #1	Contractor shall provide newly hired County employees with initial COBRA notices by Monday of the following week for hire dates processed the prior week, as described in SOW, Sub-paragraphs 7.3.5.1 and 7.3.5.2.	
	COBRA Packet Production #2	**Service Description**	**$100 per day late, per employee**
SOW: Sub-paragraphs 7.3.5.4, 7.3.5.5, 7.3.5.6, 7.3.5.7 and 7.3.5.8, Deliverable 17.0	COBRA Packet Production #2	Contractor shall provide covered County employees and dependents with COBRA enrollment packets based on qualifying COBRA events, as described in SOW, Sub- paragraphs 7.3.5.4 – 7.3.5.7, by Monday of the following week for events processed the prior week.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Communication Requirements - Strategy and Design	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraph 7.3.7.4 and Sub-paragraph 7.3.7.5, Deliverable 25.0	Communication Requirements, Strategy and Design	Contractor shall provide work plans and schedules for the administration of the CBP, as described in SOW, Sub-paragraph 7.3.7.4.	
SOW: Sub-paragraph 9.1.1	Communication Requirements, Strategy and Design	Contractor shall attend one or more kickoff sessions and meetings, as required by County, to present the new strategy and come to fully understand County's Benefits Communications Consulting needs and to provide County with an initial project plan and schedule.	
SOW: Sub-paragraph 9.1.3	Communication Requirements, Strategy and Design	Contractor shall meet with County through successive rounds of senior leadership and later joint labor management committees to receive input that allows Contractor to refine the graphical approach, including, but not limited to, design, typefaces, colors, photographic approach and other elements of branding.	
SOW: Sub-paragraph 9.1.3.1, Deliverable 57.0 – Branding Approaches	Communication Requirements, Strategy and Design	Contractor shall provide branding approaches for the new strategy displayed visually via electronic or printed media (boards).	
SOW: Sub-paragraph 9.1.3.2, Deliverable 58.0 – Strategy Document and Style Guide	Communication Requirements, Strategy and Design	Contractor shall provide an initial strategy document and style guide that will serve as a cornerstone through the development process of all materials, print or electronic.	
SOW: Sub-paragraph 9.1.4	Communication Requirements, Strategy and Design	Contractor shall meet, consult and collaborate with County and County- approved organizations to discuss and approve the content and design for specific communication materials, including print and electronic/digital formats.	
SOW: Sub-paragraph 9.3.2	Communication Requirements, Strategy and Design	Contractor shall develop Commuter Benefit Plan print and electronic communication materials for County review and approval, as set forth in SOW, Sub-paragraph 9.3.2.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 9.3.6	Communication Requirements, Strategy and Design	Contractor shall provide supplies, agency personnel, advertisements, flyers, posters, forms, postage and correspondence required to administer the CBP.	
	Communication Requirements - Promotional Events & Materials	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.8	Communications Fulfillment	Contractor shall mail directly to County employees “Go-Green” opt-in promotional materials. *Violation: "Go-Green" opt-in promotional materials are mailed past the date mutually agreed upon.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.10	Communications Fulfillment	Contractor shall mail directly to County employees promotional materials for the launch of the new System. *Violation: Promotional materials for the new System are mailed past the date mutually agreed upon.	
SOW: Sub-paragraph 9.3.5	Communication Requirements - Promotional Events & Materials	Contractor shall provide County with quarterly custom-designed e-mails (forward ready e-blasts that County will send to County employees) that educate County employees about the CBP benefits and include links to the CBP website and PDF attachments of CBP flyers and brochures. *Violation: Contractor does not provide the email as directed by County.	
SOW: Sub-paragraph 9.3.7	Communication Requirements - Promotional Events & Materials	Contractor shall provide CBP supplies, agency personnel, advertisements, posters and enrollment materials at County promotional events, as directed by County. *Violation: Contractor does not provide supplies, personnel, advertisements, posters and enrollment materials at a County promotional event, as directed by County.	
SOW: Sub-paragraph 9.3.7	Communication Requirements - Promotional Events & Materials	Contractor shall ensure that all CBP communication and enrollment materials to be provided at County promotional events are pre-approved by the County. *Violation: Contractor does not get County’s pre-approval of CBP materials before providing them at a promotional event.	
SOW: Sub-paragraph 9.3.7	Communication Requirements - Promotional Events & Materials	Contractor shall attend County promotional events (e.g., County health and wellness fairs), as directed by County. Contractor shall print and distribute up to 2,000 CBP flyers/brochures at each such event (up to an estimated 10,000 per year), as directed by County and depending upon attendance anticipated by County. *Violation: Contractor does not attend County promotional event, as directed by County. Contractor does not provide flyers for a County promotional event, as directed by County.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Communication Requirements - personalized enrollment worksheets (Annual Enrollment Packets)	**Service Description**	**$500 for violation**
SOW, Sub-paragraph 9.4.1.1	Communication Requirements - personalized enrollment worksheets (Annual Enrollment Packets)	Contractor shall provide consulting, planning, design and content development for, as well as production and printing of, the following required printed materials: Annual Enrollment packets for each of four Cafeteria Benefit Plans, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items: personalized enrollment worksheet *Violation: Personalized enrollment worksheets are not provided on schedule.	
	Communication Requirements - personalized enrollment worksheets (New Hire/Newly Eligible Employee enrollment packets)	**Service Description**	**$500 for violation**
SOW, Sub-paragraph 9.4.1.2	Communication Requirements - personalized enrollment worksheets (New Hire/Newly Eligible Employee enrollment packets)	Contractor shall provide consulting, planning, design and content development for, as well as production and printing of, the following required printed materials: New Hire/Newly Eligible Employee enrollment packets for non-represented New Hire/Newly Eligible Employees in Choices, Options and MegaFlex, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items: personalized enrollment worksheet *Violation: Personalized enrollment worksheets are not provided on schedule.	
	Communication Requirements - Printed Materials	**Service Description** **Contractor shall provide consulting, planning, design and content development for, as well as production and printing of, the following required printed materials:**	**$1,000 for violation**
SOW: Sub-paragraph 9.4.1, Sub-paragraphs 9.4.1.1	Communication Requirements - Printed Materials	Annual Enrollment packets for each of four Cafeteria Benefit Plans, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items: · medical and dental plan comparison chart; and · notice of pensionability (for a limited number of MegaFlex and Flex participants)	
SOW, Sub-paragraph 9.4.1.2	Communication requirements - Printed Materials	New Hire/Newly Eligible Employee enrollment packets for non-represented New Hire/Newly Eligible Employees in Choices, Options and MegaFlex, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items:medical and dental plan comparison chart; Summary Plan Description ("SPD"); and notice of pensionability, for a limited number of MegaFlex participants. *Violation: Printed materials are not provided on schedule.	
SOW, Sub-paragraph 9.4.1.3	Communication requirements - Printed Materials	New Hire/Newly Eligible Employee enrollment packets for represented New Hire/Newly Eligible Employees in Choices and Options that must enroll during a union-sponsored, one-on-one enrollment, providing in each packet all elements of the new strategy, which must include, but shall not be limited to, the following items: rate sheet; medical and dental plan comparison chart; SPD; and flyer to explain optional union- sponsored universal life insurance benefits.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW, Sub-paragraph 9.4.1.4	Communication requirements - Printed Materials	Non-Cafeteria Plan New Hire/Newly Eligible Employee Subsidized Medical Plan enrollment packets for part-time employees, providing in each packet all elements of the new strategy, which must include the following items: enrollment instructions with FAQs; medical plan comparison chart; and legal notices.	
SOW, Sub-paragraph 9.4.1.5	Communication requirements - Printed Materials	Non-Cafeteria Plan New Hire/Newly Eligible Employee Subsidized Medical Plan enrollment packets for temporary employees, providing in each packet all the elements of the new strategy, which must include the following items: enrollment instructions with FAQs; medical plan comparison chart; and legal notices.	
SOW, Sub-paragraph 9.4.1.6	Communication requirements - Printed Materials	Non-Cafeteria Plan Annual Enrollment Subsidized Medical Plan enrollment packets for part-time employees, providing in each packet all elements of the new strategy, which must include the following items: enrollment instructions with FAQs; medical plan comparison chart; and legal notices.	
SOW, Sub-paragraph 9.4.1.7	Communication requirements - Printed Materials	Non-Cafeteria Plan Annual Enrollment Subsidized Medical Plan enrollment packets for temporary employees, providing in each packet all elements of the new strategy, which must include the following items: enrollment instructions with FAQs; medical plan comparison chart; and legal notices.	
SOW, Sub-paragraph 9.4.1.8	Communication requirements - Printed Materials	FSA Claim packets, which must include an envelope, spending account guide, spending account claim forms (for HCSAs and DCSAs), and HIPAA notice.	
SOW, Sub-paragraph 9.4.1.9	Communication requirements - Printed Materials	Two separate Choices and Options Annual Enrollment newsletters that announce Annual Enrollment and benefit changes for the next plan year. Contractor shall pay postage for the Annual Enrollment newsletters and shall be allowed to sell ads to carriers to defray cost. (Note: No newsletters are produced for Flex and MegaFlex.)	
SOW, Sub-paragraph 9.4.1.10	Communication requirements - Printed Materials	Two separate versions of Choices and Options Annual Enrollment posters in two sizes.	
SOW, Sub-paragraph 9.4.1.11	Communication requirements - Printed Materials	CBP posters, flyers and all other CBP communication and promotional materials.	
SOW, Sub-paragraph 9.4.1.12	Communication requirements - Printed Materials	Quarterly wellness newsletters that include targeted messaging in the beginning of "Post Implementation" (Phase 2 of the Contract).	
SOW, Sub-paragraph 9.4.1.13	Communication requirements - Printed Materials	Promotional materials for the new System.	
	Communications Fulfillment - HCSA/DCSA Kits	**Service Description**	**$50 per day late, per employee**
SOW: Sub-paragraph 7.3.6.5 and Sub-paragraph 7.3.6.6, Deliverable 19.0	Communications Fulfillment - HCSA/DCSA Kits	Ensure that the System mails/electronically notifies, HCSA/DCSA kits to each County employee within seven (7) calendar days of Contractor's approval of enrollment.	
	Communications Fulfillment (Ongoing) - Medium	**Service Description**	**$750 for violation and $100 per additional day late**
SOW: Sub-paragraph 7.3.1.4	Communications Fulfillment (Ongoing) - Medium	Contractor shall ensure that the System timely sends electronic notifications to Users who have opted-in to receive electronic (paperless) communications in place of traditional mailings. *Violation: Electronic notifications are not sent by the date mutually agreed upon by County and Contractor. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.2.9	Communications Fulfillment (Ongoing) - Medium	Contractor shall mail confirmation statements, letters and supplemental forms within two (2) Business Days of an approved enrollment or pending enrollment (Annual, New Hire and Newly Eligible). *Violation: Documents are not mailed within two (2) Business Days of an approved or pending enrollment. *Additional Day Late: Each additional day past the initial day late.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 7.3.6.8 and Sub-paragraph 7.3.6.9, Deliverable 20.0	Communications Fulfillment (Ongoing) - Medium	Contractor shall provide DCSA County contribution letter (electronic and printed) to all current plan year participants and the DCSA subsidy end letter (electronic and printed) to all relevant participants upon County request. *Violation: Contractor does not provide the DCSA contribution letter upon County request; Contractor does not provide the DCSA subsidy end letter upon County request. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.6.19 and Sub-paragraph 7.3.6.20, Deliverable 21.0	Communications Fulfillment (Ongoing) - Medium	Contractor shall provide quarterly statements of account activity, balances, and additional information to each HCSA and DCSA participant in the month following the end of each quarter, as described in SOW, Sub- paragraph 7.3.6.19. *Violation: Contractor does not provide quarterly report in the month following the end of each quarter. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.1.5	Communications Fulfillment (Ongoing) - Medium	Contractor shall provide materials in color and black & white print, and electronic/digital formats to County's Project Manager and alternate upon County's request. *Violation: Printed materials and electronic/digital formats are not provided by the date of County's request. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.1.11, Deliverable 60.0 – Final Color and Black & White Proofs of Printed Communication Materials	Communications Fulfillment (Ongoing) - Medium	Contractor shall provide to County's Project Manager and designated alternate all final color proofs of all communication materials described in SOW, Section 9.0 (Benefits Communication Consulting) to be reviewed by County within a maximum of one (1) Business Day of the delivery of the proof to the County's Project Manager, or within another time frame mutually agreed upon by County and Contractor. *Violation: All final color proofs of all communication materials are not provided to County's Project Manager/alternate by County and Contractor's mutually agreed upon date. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.3.8	Communications Fulfillment (Ongoing) - Medium	Contractor shall mail and/or provide through electronic notification the CBP Reference Guide, CBP educational materials, and other CBP information and communication materials to each CBP participant upon enrollment, upon request from potential and current CBP participants, and upon County's request, within five (5) Business Days of the enrollment or request. *Violation: Contractor does not mail/provide the information to a CBP participant within five (5) Business days of enrollment or request. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.1, Sub-paragraph 9.4.2	Communications Fulfillment (Ongoing) - Medium	Contractor shall produce an electronic PDF of the SPD for Flex employees. (Note: Flex is closed to new employees, so no SPDs will be printed.) *Violation: PDF is not delivered be date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 9.4.3, Sub-paragraph 9.4.3.1	Communications Fulfillment (Ongoing) - Medium	Contractor shall deliver to designated locations identified by County, the following printed materials: New Hire/Newly Eligible Employee Enrollment packets for County to give to represented New Hire/Newly Eligible Employees participating in one-on-one enrollment meetings. *Violation: Packets are not delivered be date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.3, Sub-paragraph 9.4.3.2	Communications Fulfillment (Ongoing) - Medium	Contractor shall deliver to designated locations identified by County, the following printed materials: Choices and Options Annual Enrollment posters. *Violation: Poster are not delivered be date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.3, Sub-paragraph 9.4.3.3	Communications Fulfillment (Ongoing) - Medium	Contractor shall deliver to designated locations identified by County, the following printed materials: "Go-Green" opt-in promotional materials (e.g., posters and flyers). *Violation: Go-Green materials are not delivered by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.3, Sub-paragraph 9.4.2.4	Communications Fulfillment (Ongoing) - Medium	Contractor shall deliver to designated locations identified by County, the following printed materials: CBP posters, flyers and other CBP- related communication and promotional materials. *Violation: CBP materials are not delivered by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.7	Communications Fulfillment (Ongoing) - Medium	Contractor shall mail directly to County employees the Quarterly wellness newsletters in the beginning of "Post Implementation" (Phase 2 of the Contract). *Violation: Newsletters are mailed past the date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
	Communications Fulfillment (Ongoing) - High	**Service Description**	**$1,000 for violation and $200 per additional day late**
SOW: Sub-paragraph 7.3.7.35 and Sub-paragraph 7.3.7.36, Deliverable 32.0	Communications Fulfillment (Ongoing) - High	Contractor shall provide notification of fee increases/decreases to CBP participants (electronically or via US mail) within three (3) Business Days of receiving notice, as further described in SOW, Sub-paragraph 7.3.7.35. *Violation: Failure to notify CBP participants within three (3) Business Days of receiving notice. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.1.1.1, Deliverable 56.0 – Project Plan and Schedule	Communications Fulfillment (Ongoing) - High	Contractor shall provide an initial project plan and schedule to review, edit and approve all of County's digital and print materials. *Violation: Failure to provide the documents by the kickoff session or meeting indicated in the SOW. *Additional Day Late: Each additional day past the initial day late.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 9.1.12, Deliverable 61.0 – Final Electronic Communication Media and Content	Communications Fulfillment (Ongoing) - High	Contractor shall provide to County's Project Manager and designated alternate all final drafts of all electronic communication media and content described in SOW, Section 9.0 (Benefits Communication Consulting) to be reviewed by County upon delivery to the County's Project Manager within a time frame mutually agreed upon by County and Contractor. *Violation: all final drafts of electronic communication media and content are not provided by County and Contractor's mutually agreed upon date. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.1.	Communications Fulfillment (Ongoing) - High	Contractor shall mail directly to County employees the Annual Enrollment packets for each Cafeteria Benefit Plan. *Violation: Packets are not mailed by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.2.	Communications Fulfillment (Ongoing) - High	Contractor shall mail directly to County employees the Annual Enrollment newsletters, on an annual basis. *Violation: Newsletters are not mailed by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.3	Communications Fulfillment (Ongoing) - High	Contractor shall mail directly to County employees the New Hire/Newly Eligible Employee Enrollment Packets (including personalized enrollment worksheet) to all New Hire and Newly Eligible Employees in MegaFlex and non-represented Choices and Options. *Violation: Packets are not delivered by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.4	Communications Fulfillment (Ongoing) - High	Contractor shall mail directly to County employees the Annual Enrollment packets for eligible part-time and temporary employees (including personalized enrollment worksheet) for non-cafeteria plan subsidized medical plans. *Violation: Packets are not delivered by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.5	Communications Fulfillment (Ongoing) - High	Contractor shall mail directly to County employees the Annual Enrollment packets for LTDH Survivors (including personalized enrollment worksheet). *Violation: Packets are not delivered by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.6	Communications Fulfillment (Ongoing) - High	Contractor shall mail directly to County employees the New Hire/Newly Eligible Employee Enrollment packets (including personalized enrollment worksheet) to all part-time and temporary New Hire/Newly Eligible Employees for non-cafeteria plan subsidized medical plans. *Violation: Packets are not delivered by date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.4.4, Sub-paragraph 9.4.4.9	Communications Fulfillment (Ongoing) - High	Contractor shall mail directly to County employees Flexible Spending Account ('FSA") packets. *Violation: FSA packets are mailed past the date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 9.4.5	Communications Fulfillment (Ongoing) - High	Contractor shall provide and print County's return address on 5,000 plain window envelopes for the non-cafeteria plan annual and ongoing New Hire/Newly Eligible subsidized medical plan enrollment packets for part-time and temporary employees, and deliver to Contractor's distribution center by September 15th, on an annual basis. *Violation: Envelopes are delivered to Contractor's distribution center past the September 15th deadline.	
	Communications Fulfillment - New Hire/Newly Eligible Enrollment Packets	**Service Description**	**$100 for violation, per enrollment packet**
SOW: Sub-paragraph 7.3.2.8	Communications Fulfillment - New Hire/Newly Eligible Enrollment Packets	Contractor shall mail the personalized New Hire/Newly Eligible Employee enrollment packets within forty-eight (48) hours of receipt of County daily file.	
	Customer Service - Commuter Benefit Plan	**Service Description**	**$500 for violation and $100 per additional day late**
SOW: Sub-paragraph 7.3.7.51 and Sub-paragraph 7.3.7.52, Deliverable 34.0	Customer Service - Commuter Benefit Plan	Contractor shall provide daily toll-free phone customer service and electronic customer service via e-mail and chat from at least 7:00 a.m. to 7:00 p.m. PT to provide assistance to and answer CBP-related questions for all CBP participants and prospective CBP participants, within one (1) Business Day of receipt of questions. Contractor shall provide a written resolution to any questions and issues that prospective and current CBP participants make in writing (email, chat, message via mobile app, etc.) within one (1) Business Day of receipt of questions. Upon County's request, Contractor shall make available to County, within two (2) Business Days of request, a recording of customer service call(s) between a CBP participant and Contractor. *Violation: Contractor fails to provide answer within one (1) Business Day/ Contractor fails to make recording available to County within two (2) Business Days. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.7.51 and Sub-paragraph 7.3.7.52, Deliverable 34.0	Customer Service - Commuter Benefit Plan	Upon County's request, Contractor shall make available to County, within two (2) Business Days of request, a recording of customer service call(s) between a CBP participant and Contractor. *Violation : Contractor fails to provide County with a recording within two (2) Business Days of County's request. *Additional Day Late: Each additional day past the initial day late.	
	Customer Service - FSAs	**Service Description**	**$500 for violation**
	Customer Service - FSAs	Contractor shall provide daily toll-free phone customer service and electronic customer service via e-mail and chat from at least 7:00 a.m. to 7:00 p.m. PT to provide assistance to and answer FSA-related questions for all FSA participants and prospective FSA participants within a reasonable timeframe. *Violation: Contractor fails to provide answer within a reasonable timeframe.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Escalation Management	**Service Description**	**$500 for violation and $100 per additional day late**
SOW: Sub-paragraph 7.3.7.22	Escalation Management	Contractor shall resolve any concerns and issues directly with CBP participants. Within fifteen (15) days of receipt from employee, Contractor shall report to County proposed response and resolution. Within thirty (30) days of receipt from employee, Contractor shall resolve and answer employee concerns and issues. *Violation: Contractor does not report to County a response and resolution within fifteen (15) calendar days. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.7.26 and Sub-paragraph 7.3.7.27, Deliberable 31.0	Escalation Management	Contractor shall provide County with a detailed corrective action plan within fifteen (15) Business Days of the initial occurrence of any errors, as described in SOW, Sub-paragraph 7.3.7.26. *Violation: Corrective action plan is not provided within 15 Business Days of the initial occurrence of any errors. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.7.32	Escalation Management	Contractor shall rectify a CBP participant's order mistakenly altered or cancelled within three (3) Business Days and assign an account representative to stay in contact with the CBP participant as the order is rectified. *Violation: Participant's order is not rectified within three (3) Business Days and/or account representative is not assigned to the participant as the order is rectified. *Additional Day Late: Each additional day past the initial day late.	
	Implementation / Client Acceptance Testing	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraph 8.3.6, – System Testing and Acceptance	Implementation / Client Acceptance Testing	Contractor shall, during performance of testing and Acceptance, provide the following services: A. Create a test environment to execute all stages of System testing; B. Develop test plans for Acceptance Tests ["Test Plan(s)"] (with County input and approval) and procedures for all stages of System testing that shall ensure that all applicable System Requirements and Specifications are being tested and verified; C. Test of all stages of System implementation, evaluate results, correct problems and re-test; and D. Develop, maintain and/or execute the System Software, as applicable, at all stages of System testing.	
SOW: Sub-paragraph 8.3.7.2, Deliverable 52.0 – Test Plans	Implementation / Client Acceptance Testing	Contractor shall develop a comprehensive Test Plan for each Acceptance Test, in accordance with SOW: Sub-paragraph 8.3.6, – System Testing and which shall, at a minimum, meet all the components in Sub-paragraph 8.3.7.2, Deliverable 52.0 – Test Plans.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 8.3.8 – Conduct Acceptance Tests, Sub- paragraph 8.3.8.1	Implementation / Client Acceptance Testing	Contractor, with assistance from County where applicable, shall perform each of the Acceptance Tests, which includes integration with external sources that include County's electronic eHR, Existing Benefits Administration TPA System, TTC, STD TPA and LTD TPA systems, Flexible Spending Account TPA system, Commuter Benefit Plan TPA system, and any other appropriate external sources named by County, in accordance with the County-approved Test Plans developed as provided in SOW, SOW: Sub-paragraph 8.3.6, – System Testing and Acceptance.	
SOW: Sub-paragraph 8.3.8 – Conduct Acceptance Tests, Sub- paragraph 8.3.8.2	Implementation / Client Acceptance Testing	Contractor shall create a controlled test environment, which shall include, but not be limited to the components set forth in lines A., B., and C. of SOW, Sub-paragraph 8.3.8.2.	
SOW: Sub-paragraph 8.3.8 – Conduct Acceptance Tests, Sub- paragraph 8.3.8.3	Implementation / Client Acceptance Testing	Contractor, in coordination with County, shall lead, conduct and modify all aspects of the testing process to include all components of the System, including benefit administration, ACA Compliance, and Integrated Electronic Communication and Education, and related procedures and controls in this test environment, as detailed in SOW, Sub-paragraph 8.3.8.	
SOW: Sub-paragraph 8.3.8.4, Deliverable 53.0 – Completed Acceptance Tests	Implementation / Client Acceptance Testing	Contractor shall document the expected results of each Acceptance Test case/script prior to conducting the applicable Acceptance Test and shall resolve all differences in the Acceptance Test results report, as set forth in SOW, Sub-paragraph 8.3.8.4.	
SOW: Sub-paragraph 8.3.8.4, Deliverable 53.0 – Completed Acceptance Tests	Implementation / Client Acceptance Testing	Contractor shall present documentation that confirms the resolution of all Acceptance Test result variances to County's Project Manager for approval prior to continuing with the Acceptance Tests pursuant to the Test Plan.	
SOW: Sub-paragraph 8.3.9 – Conduct User Acceptance Test "UAT"	Implementation / Client Acceptance Testing	Contractor, with County oversight, shall conduct the UAT with a simulated full load created by Contractor, as detailed in SOW, Sub-paragraph 8.3.9 (Conduct User Acceptance Test "UAT").	
SOW: Sub-paragraph 8.3.9 – Conduct User Acceptance Test, Sub-paragraph 8.3.9.2	Implementation / Client Acceptance Testing	In the event the UAT results do not meet all System Requirements, as determined by County, Contractor shall: A. Provide a written proposal and schedule for satisfying all applicable System Requirements, which shall be subject to the written approval of County; and B. Implement and test the proposal recommendations upon receipt of County's written approval.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 8.3.9.3, Deliverable 54.0 – Acceptance Test Results and Go-Live	Implementation / Client Acceptance Testing	Each Acceptance Test shall be successfully conducted under SOW, SOW: Sub-paragraph 8.3.6, – System Testing and Acceptance) when all identified variances of documentation and project results against pre-defined Acceptance criteria have been successfully resolved and Contractor has corrected all deficiencies identified by County to ensure that each component of the System meets all agreed upon applicable System Requirements.	
	Implementation / Live Date	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraph 8.3.9.3, Deliverable 13.0 – Acceptance Test Results and Go-Live	Implementation / Live Date	The System shall successfully transition to Production and achieve Go-Live following certification and County's Acceptance of the results of the UAT. Contractor shall deliver to County a UAT Results Report within one (1) week of successful completion of the UAT.	
	Implementation/ Milestone Achievement	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraph 3.0 – Quality Control Plan	Implementation/ Milestone Achievement	Contractor shall establish and utilize a comprehensive Quality Control Plan (as described in SOW, Sub-paragraphs 3.1 and 3.2) to assure County a consistently high level of service throughout the term of the Contract. The Plan shall be submitted to the County Contract Project Monitor for review and approval at least ten (10) Business Days prior to beginning work. *Violation: Quality Control Plan is not submitted at least ten (10) Business Days prior to beginning work.	
SOW: Sub-paragraph 8.1.2.3, Deliverable 43.0 – Project Plan	Implementation/ Milestone Achievement	Within fourteen (14) Business Days of the Effective Date, Contractor shall provide to County's Project Manager for approval a Project Plan with Deliverable completion due dates, which shall be based on the proposed Project Plan in response to the RFP. *Violation: Project Plan with Deliverable completion due dates is not provided within fourteen (14) Business Days of Effective Date.	
SOW: Sub-paragraph 8.1.3 – Develop Project Control Document	Implementation/ Milestone Achievement	Contractor shall formally present the PCD in writing to County's Project Manager for approval within fourteen (14) Business Days of the Effective Date of the Contract together with the Project Plan. *Violation: PCD is not provided within fourteen (14) Business Days of Effective Date.	
SOW: Sub-paragraph 8.1.3.2, Deliverable 44.0 – Project Control Document	Implementation/ Milestone Achievement	PCD shall list and provide progress information on the various parts of the System implementation phase, in accordance with SOW, Sub- paragraph 8.1.3 and as detailed in Sub-paragraph 8.1.3.2. This document shall be updated and maintained throughout the life of the System implementation phase in accordance with Sub-paragraph 8.1.3.2. *Violation: PCD is not provided within fourteen (14) Business Days of Effective Date.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 8.3.1.5, Deliverable 47.0 – System Requirements Document	Implementation/ Milestone Achievement	Contractor shall submit a summary report documenting its understanding of the general, functional and technical System Requirements and business process improvement opportunities, including Specifications, protocols, and standards to ensure compatibility and interoperability with integrated systems, in accordance with SOW, Sub-paragraph 8.3.1.5. *Violation: Summary report is not provided as specified in the SOW.	
SOW: Sub-paragraph 8.3.3, Migrate and Import Data	Implementation/ Milestone Achievement	Subsequent to the System configuration, Contractor may be required, at no additional cost to County, to work with County to update the System and related information pertaining to the benefit administration component of the Services, as needed, including a second round of data migration to update data prior to Go-Live. *Violation: Contractor does not work with County to update the System and perform a second round of data migration prior to Go-Live, as needed and as set forth in the SOW.	
SOW: Sub-paragraph 8.3.7 – Develop Test Plans, Sub- paragraph 8.3.7.1	Implementation/ Milestone Achievement	Contractor, in consultation with County's Project Manager, shall prepare a Test Plan and test cases/scripts in direct coordination with County for each Acceptance Test, which shall include, without limitation, the components listed in SOW, Sub-paragraph 8.3.7 (Develop Test Plans). *Violation: Test Plan and test cases/scripts are not prepared for each Acceptance Test, as set forth in the SOW.	
	Implementation / Requirements and Data Conversion Completion	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraph 8.3.1.5, Deliverable 47.0 – System Requirements Document	Implementation / Requirements and Data Conversion Completion	Contractor in conjunction with County's Project Manager shall develop a Requirements Traceability Matrix ("RTM") based on the agreed upon System Requirements as provided in SOW, Sub-paragraph 8.3.1 (Analyze System Requirements).	
SOW: Sub-paragraph 8.3.4 – Implement System, Sub- paragraph 8.3.4.1	Implementation / Requirements and Data Conversion Completion	Contractor shall work collaboratively with County's project team and other Key Stakeholders to set up and configure the System to fully meet the applicable System Requirements as set forth in SOW, Section 7.0 (Benefits Administration System Requirements) by the date specified in the Project Plan.	
SOW: Sub-paragraph 8.3.9 – Conduct User Acceptance Test, Sub-paragraph 8.3.9.1	Implementation / Requirements and Data Conversion Completion	In the event of missing or improperly operating functions, Contractor, following written notification by County's Project Manager or alternate, shall correct all deficiencies within five (5) calendar days from the date of notification. During this phase, all personnel designated by County's Project Manager to participate in the UAT shall have unlimited access to the System.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Low Severity Level Deficiencies	**Service Description**	**$1,000 for violation**
SOW, Exhibit A.7 – Service Level Agreement, Section 5.2.1	Low Severity Level Deficiencies	Contractor shall respond to Low Severity Level Deficiencies as defined in SOW, Attachment A.6 (Service Level Agreement) within the time period specified in Section 5.2.1 (Problem Correction Priorities) of Attachment A.6.	
	Meetings	**Service Description**	**$100 for violation**
SOW: Sub-paragraph 4.1 - Meetings	Meetings	Contractor is required to attend scheduled meetings upon County's request, as specified in Paragraph 4.1 (Meetings).	
	Ongoing Requirements - General	**Service Description**	**$500 for violation**
Contract: Paragraph 8.38 - Record Retention & Inspection- Audit Settlement	Ongoing Requirements - General	Contractor to maintain all required documents as specified in Contract, Paragraph 8.38.	
SOW: Sub-paragraph 7.1.3	Ongoing Requirements - General	Contractor shall keep County apprised of any pending federal and State laws and regulations and their effects; inform County within five (5) calendar days of the announcement and/or enactment of such laws and regulations (whichever is sooner).	
SOW: Sub-paragraph 8.3.1 – Analyze System Requirements	Ongoing Requirements - General	Contractor shall conduct a thorough analysis and validation, as applicable to the benefit administration, ACA Compliance, and the Integrated Electronic Communication and Education components of the System, of the following: 1. County's current web-based system for TPA, ACA Compliance and Benefits Communication and Consulting components of the System; 2. All System Requirements set forth in SOW (Benefits Administration System Requirements) for the new System; and 3. Functional and technical requirements for the new benefit administration, ACA Compliance, and Integrated Electronic Communication and Education components of the System.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Ongoing Requirements - Insurance	**Service Description**	**$100 for violation and $100 per additional day late**
Contract: Paragraph 8.24 - General Provisions for All Insurance Coverage and Paragraph 8.25 - Insurance Coverage	Ongoing Requirements - Insurance	Contractor shall provide insurance, as specified in Contract, Paragraphs 8.24 and 8.25.	
	Ongoing Requirements - Integrated Electronic Communication and Education	**Service Description**	**$1,000 for violation and $100 per additional day late**
SOW: Paragraph 9.5 Integrated Electronic Communication and Education	Ongoing Requirements - Integrated Electronic Communication and Education	Contractor shall provide all Services set forth in SOW, Paragraph 9.5 in accordance with the project schedule and deadlines mutually agreed upon by County and Contractor. *Violation: Contractor does not provide all Services set forth in SOW, Paragraph 9.5 in accordance with the project schedule and deadlines mutually agreed upon by County and Contractor. *Additional Day Late: Each additional day past the initial day late.	
	Ongoing Requirements - Laws and Regulations	**Service Description**	**$100 per day late**
SOW: Sub-paragraph 7.1.3	Ongoing Requirements - Laws and Regulations	Contractor shall ensure that the System meets and maintains compliance with the ongoing requirements of all applicable laws and regulations, including, but not limited to, all applicable federal laws and regulations (including from the Department of Labor and the Internal Revenue Service); the State of California; the Los Angeles County Code; and any Memoranda of Understanding between unions and County within required deadlines specified by any changes thereto. Contractor shall ensure that all changes, customizations, and modifications based on abovementioned laws, regulations and code are timely implemented in the System and in the processing and/or administration of Services (i.e., on or before such law, regulation or code becomes effective). *Per Day Late: Each day late past legal deadline or each day late past date mutually agreed upon by County and Contractor.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Reports/Audits	**Service Description**	**$1,000 for violation and $100 per additional day late.**
SOW: Sub-paragraphs 7.3.2.25 and 7.3.2.26. Deliverable 4.0	Reports/Audits	Contractor shall provide County with the Enrollment and Payroll Discrepancy Reconciliation Report monthly, as described in SOW, Sub-paragraph 7.3.2.25. *Violation: Contractor does not provide the report monthly, by the 1st of the month following the audit. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraphs 7.3.3.1	Reports/Audits	Contractor shall ensure that all Direct Bill statements are mailed within four (4) Business Days of receipt of A-C monthly file. *Violation: Contractor does not provide all Direct Bill statements within four (4) Business Days of receipt of A-C monthly file. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraphs 7.3.3.11 and 7.3.3.12, Deliverable 9.0	Reports/Audits	Contractor shall provide all Direct Pay reports required for Direct Pay reconciliation to DHR Administrators, monthly and as needed. *Violation: Contractor does not provide the DHR Administrator any of the reports involved in the Direct Pay reconciliation monthly and as needed. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.6.30 and Sub-paragraph 7.3.6.31, Deliverable 23.0	Reports/Audits	Contractor shall provide County with periodic internal FSA audit reports, on a schedule approved by County, as described in SOW, Sub-paragraph 7.3.6.30. *Violation: Contractor does not provide reports according to dates on the schedule approved by the County. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.7.6 and Sub-paragraph 7.3.7.7, Deliverable 26.0	Reports/Audits	Contractor shall provide required logs and reports, as described in SOW, Sub-paragraph 7.3.7.6. *Violation: Contractor does not provide the reports by the date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.7.16 and Sub-paragraph 7.3.7.17, Deliverable 27.0 – Quarterly Customer Service Report	Reports/Audits	Contractor shall provide County with quarterly customer service reports, as described in SOW, Sub-paragraph 7.3.7.16. *Violation: Contractor does not provide the reports by the date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 7.3.7.18 and Sub-paragraph 7.3.7.19, Deliverable 28.0	Reports/Audits	Contractor shall provide issues log to County at least one (1) Business Day prior to each monthly meeting, as described in SOW, Sub-paragraph 7.3.7.18. *Violation: Contractor does not provide issues log at least one (1) Business Day prior to each monthly meeting. *Additional day late: Contractor does not provide issues log at the time of the meeting.	
SOW: Sub-paragraph 7.3.7.20, Deliverable 29.0	Reports/Audits	Contractor shall provide summary reports as requested by County, as described in SOW, Sub-paragraph 7.3.7.20. *Violation: summary reports are not provided on due date. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.7.23 and Sub-paragraph 7.3.7.24, Deliverable 30.0	Reports/Audits	Contractor shall provide County with reports on the problems, issues and solution options in the event that there is either a widespread error(s) affecting five (5) or more CBP participants in the distribution of any benefits in the CBP, in payroll deductions taken from a CBP participant's account, or in any other changes to a County employee's participation in the CBP. Contractor shall provide such reports within twenty-four (24) hours of discovery. *Violation: when Contractor fails to report within twenty-four (24) hours of discovery. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraphs 7.3.7.66, 7.3.7.67 and 7.3.7.68, Deliverable 35.0	Reports/Audits	Contractor shall provide DHR with full disclosure of internal and external audits, as described in Sub- paragraphs 7.3.7.66 and 7.3.7.67, within six (6) months of the date of County's request. *Violation: Audit(s) not provided within six (6) months of the date of County's request. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 7.3.7.75 and Sub-paragraph 7.3.76, Deliverable 36.0	Reports/Audits	Contractor shall provide Provider report to County, as further described in Sub-paragraph 7.3.7.75. *Violation: Report not provided within two (2) Business Days of County's request. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 9.3.3, Deliverable 62.0 – Participant Satisfaction Survey Report	Reports/Audits	Contractor shall provide a report of the results, analysis and recommendations of the CBP participant satisfaction survey, as set forth in SOW, Sub-paragraph 9.3.3. *Violation: first day report is not provided on date mutually agreed upon by County and Contractor. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 10.1.5, Deliverable 64.0	Reports/Audits	Contractor shall provide preliminary report to County. *Violation: initial day late past date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
SOW: Sub-paragraph 10.1.7, Deliverable 65.0	Reports/Audits	Contractor shall provide final report to County. *Violation: initial day late past date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Paragraph 11.6	Reports/Audits	Contractor shall submit a written status report to the County's Project Manager, every other Friday (bi- weekly) to provide County with status of the project elements in the approved Project Work Plan and Project Work Schedule, as described in SOW, Paragraph 11.6. *Violation: Contractor fails to submit status report every other Friday. *Additional day late: Each additional day late past that Friday that Contractor does not provide status report.	
SOW: Sub-paragraph 11.11.2, Sub-paragraph 11.11.2.2, Deliverable 69.0 – Draft Actuarial Report	Reports/Audits	Contractor shall provide County with eight (8) copies of the Draft Actuarial Report, as set forth in SOW, Sub-paragraph 11.11.2. *Violation: initial day late past date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
SOW: Sub-paragraph 11.11.5, Sub-paragraph 11.11.5.2, Deliverable 70.0 – Final Actuarial Report	Reports/Audits	Contractor shall provide County with eight (8) bound copies of the Final Actuarial Report, as set forth in Sub-paragraph 11.11.5. *Violation: initial day late past date mutually agreed upon. *Additional Day Late: Each additional day past the initial day late.	
	Training for Go-Live	**Service Description**	**$250 for violation and $100 per additional day late**
SOW: Sub-paragraph 7.3.10.3, Deliverable 40.0	Training for Go-Live	Contractor shall provide County with all training schedules for the live trainings three (3) months before System Go-Live (with details on the number of Users to be trained).	
SOW: Sub-paragraph 7.3.10.4, Deliverable 41.0	Training for Go-Live	Contractor shall provide County with all final, County-approved self-paced electronic training tutorials for the trainings set forth in this Sub-paragraph 7.3.10 prior to System Go- Live.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Training Programs & Plans	**Service Description**	**$1,000 for violation**
SOW: Sub-paragraph 8.3.1 – Analyze System Requirements, Sub-paragraph 8.3.1.2, line 3.	Training Programs & Plans	Contractor shall conduct up to ten (10) meetings, at County's discretion, with County staff for benefits administration, ACA Compliance and Integrated Electronic Communication and Education System components, to ensure mutual understanding of the System Requirements. Meetings may be conducted on-site, or via video-conference or conference call at the discretion of County.	
SOW: Sub-paragraph 8.3.5 – Provide System Training and Documentation, Sub-paragraph 8.3.5.1.	Training Programs & Plans	Contractor shall develop a comprehensive training program, which shall include live and online modules targeted for different Users, including but not limited to County- wide Departmental Benefits Coordinators, DHR Administrators, and T-t-T sessions for on-going training needs, as detailed in SOW, Sub-paragraph 8.3.5.1.	
SOW: Sub-paragraph 8.3.5 – Provide System Training and Documentation, Sub-paragraph 8.3.5.2	Training Programs & Plans	Contractor shall provide to County a detailed, phased plan for training staff on the use and implementation of all aspects of the System, including benefits administration, ACA Compliance and Integrated Electronic Communication and Education, as detailed in SOW, Sub- paragraph 8.3.5.2.	
SOW: Sub-paragraph 8.3.5.3	Training Programs & Plans	Contractor shall provide the designated County groups with extensive working knowledge of how to use the System, including benefits administration, ACA Compliance and Integrated Electronic Communication and Education, as detailed in SOW, Sub-paragraph 8.3.5.3.	
SOW: Sub-paragraph 8.3.5.3	Training Programs & Plans	On-Site Training Program shall be conducted in a series of classes, as agreed to by County and Contractor, over an eight-week period and shall include: o Step-by-step instructions on benefit administration, ACA Compliance, and Integrated Electronic Communication and Education Program; o Step-by-step instruction to achieve understanding and proficiency on the use of the System; and o Comprehensive T-t-T instructions.	
SOW: Sub-paragraph 8.3.5.4, Deliverable 51.0 – System Documentation	Training Programs & Plans	Contractor shall prepare and provide additional user reference documentation, including, without limitation, material that references any post-implementation enhancements, revisions, improvements, bug fixes, patches, upgrades, updates, deficiency corrections, functionalities, data definitions, etc., as detailed in SOW, Sub-paragraph 8.3.5.4.	

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Specific Performance Reference	Performance Requirement Category	Service Description	Fee at Risk[1 & 2]
	Transaction Processing - Timeliness	**Service Description**	**$500 for violation and $100 per additional day late**
SOW: Sub-paragraph 7.3.6.23	Transaction Processing - Timeliness	Contractor shall ensure that the System processes all complete claims within two (2) Business Days and distributes funds to HCSA and DCSA participants at least three (3) times a week. *Violation: System does not process all complete claims within two (2) Business Days. System does not distribute funds to HCSA and DCSA participants at least three (3) times a week. *Additional Day Late: Each day late following initial day late.	
SOW: Sub-paragraph 7.3.6.26 and Sub-paragraph 7.3.6.27, Deliverable 22.0	Transaction Processing - Timeliness	Contractor shall mail County employees with HCSA Debit Card within seven (7) calendar days of Contractor's approval of HCSA enrollment, as described in SOW, Sub- paragraph 7.3.6.26. *Violation: HCSA Debit Card is not mailed within seven (7) calendar days of Contractor's approval of HCSA enrollment. *Additional Day Late: Each day following the inital day late.	
SOW: Sub-paragraphs 7.3.3.9 and 7.3.3.10, Deliverable 8.0	Transaction Processing - Timeliness	Contractor shall provide an ineligibility letter and COBRA Notice to County employees that do not submit payments and that are ineligible for benefits, by the 10th of the month following the due date for payment, as described in SOW, Sub-paragraph 7.3.3.9. *Violation: Ineligibility letter and COBRA Notice are not provided to County employees by the 10th of the month following the due date for payment. *Additional Day Late: Each day late following the initial day late.	
SOW: Sub-paragraph 7.3.7.49 and Sub-paragraph 7.3.7.50, Deliverable 33.0	Transaction Processing - Timeliness	Contractor shall ensure that all electronic Commuter Services are processed and all Transit Products are delivered on a monthly basis to CBP participants. For all Transit Products that need to be mailed to the CBP participant, Contractor shall ensure that these Transit Products are delivered at least three (3) Business Days before they are needed by the CBP participant. Contractor shall ensure that the electronic loading of funds to electronic Transit Products are processed within one (1) day of the order/transaction. *Violation: Contractor does not deliver Transit Product at least three (3) Business Days before they are needed by the CBP participant. Violation applies per CBP participant. *Additional Day Late: Each Business Day late following the initial day late, per participant, that the Transit Product is not delivered.	
SOW: Sub-paragraph 7.3.7.49 and Sub-paragraph 7.3.7.50, Deliverable 33.0	Transaction Processing - Timeliness	Contractor shall ensure that all electronic Commuter Services are processed and all Transit Products are delivered on a monthly basis to CBP participants. For all Transit Products that need to be mailed to the CBP participant, Contractor shall ensure that these Transit Products are delivered at least three (3) Business Days before they are needed by the CBP participant. Contractor shall ensure that the electronic loading of funds to electronic Transit Products are processed within one (1) day of the order/transaction. *Violation: Contractor does not electronically load funds within one (1) Business Day of the order/transaction. *Additional Day Late: Each Business Day late following the initial day late.	

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Performance Requirement Category	Standard	Frequency	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
ACA Administrative Interface	For violation	Monthly	$500	
ACA Compliance Reporting	For violation	Monthly	$1,000	
Account Team	For violation	Monthly	$1,000	
Account Team - Background Check	For violation	Monthly	$500	
Account Team - Project Management	For violation	Monthly	$500	
Account Team - Responsiveness	For violation	Monthly	$500	
Accuracy of Data Transmissions (for violation and additional days late)	For violation and per additional day late	Monthly	$500	$100
Accuracy of Data Transmissions (for violation only)	For violation	Monthly	$500	
CBP Administration Fees	For violation per CBP participant Contractor shall double a credit to a CBP participant's account if Contractor fails to initiate that credit within the two-month time period described hereinabove.	Monthly	$100	

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Performance Requirement Category	Standard	Frequency	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
COBRA Packet Production #1	Per day late, per employee	Monthly	$100	
COBRA Packet Production #2	Per day late, per employee	Monthly	$100	
Communication requirements - Strategy and Design	For violation	Monthly	$1,000	
Communication requirements - Promotional Events and Materials	For violation	Monthly	$1,000	
Communication requirements - Personalized Enrollment Worksheets (Annual Enrollment Packets)	For violation	Monthly	$500	
Communication requirements - Personalized Enrollment Worksheets (New Hire/Newly Eligible Employee Enrollment Packets)	For violation	Monthly	$500	
Communication requirements - Printed Materials	For violation	Monthly	$1,000	
Communications Fulfillment - HCSA/DCSA Kits	Per day late, per employee	Monthly	$50	
Communications Fulfillment (Ongoing) - Medium	For violation and per additional day late	Monthly	$750	$100
Communications Fulfillment (Ongoing) - High	For violation and per additional day late	Monthly	$1,000	$200

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Performance Requirement Category	Standard	Frequency	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
Communications Fulfillment - New Hire/Newly Eligible Enrollment Packets	For violation, per enrollment packet	Monthly	$100	
Customer Service - Commuter Benefit Plan	For violation and per additional day late	Monthly	$500	$100
Customer Service - FSAs	For violation	Monthly	$500	
Escalation Management	For violation and per additional day late	Monthly	$500	$100
Implementation / Client Acceptance Testing	For violation	Monthly	$1,000	
Implementation / Live Date	For violation	Monthly	$1,000	
Implementation/ Milestone Achievement	For violation	Monthly	$1,000	
Implementation / Requirements and Data Conversion Completion	For violation	Monthly	$1,000	

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Performance Requirement Category	Standard	Frequency	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
Low Severity Level Deficiencies	For violation	Monthly	$1,000	
Meetings	For violation	Monthly	$100	
Ongoing Requirements - General	For violation	Monthly	$500	
Ongoing Requirements - Insurance	For violation and per additional day late	Monthly	$100	$100
Ongoing Requirements - Integrated Electronic Communication and Education	For violation and per additional day late	Monthly	$1,000	$100
Ongoing Requirements - Laws and Regulations	Per day late	Monthly	$100	
Reports/Audits	For violation and per additional day late	Monthly	$1,000	$100
Training for Go-Live	For violation and per additional day late	Monthly	$250	$100
Training Programs and Plans	For violation	Monthly	$1,000	
Transaction Processing - Timeliness	For violation and per additional day late	Monthly	$500	$100
		Monthly Total:	$22,250	

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Specific Performance Reference	Performance Requirement	Service Description	Standard	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
SOW: Sub-paragraphs 7.3.4.6 and 7.3.4.7, Deliverable 11.0	Possible Termination for Default - ACA / Fulfillment/Transaction Timeliness	Contractor shall ensure the System annually generates IRS Form 1095-C (Parts I and II) for all full-time County employees that are waiving medical coverage and those enrolled in County's fully insured medical plans, and print and mail these completed Forms 1095- C to the employees by the IRS deadline.	For violation; possible termination for default of contract; Contractor will also pay penalty assessed by IRS to the extent Contractor is the sole cause of the penalty.	$1,000	
SOW: Sub-paragraphs 7.3.4.8 and 7.3.4.9, Deliverable 12.0	Possible Termination for Default - ACA / Fulfillment/Transaction Timeliness	Contractor shall ensure the System annually generates IRS Form 1095-C (Parts I, II, and III) for all full- and part-time County employees, COBRA participants and others enrolled in County's self-funded medical plans, documenting any dependents covered, and print and mail these completed Forms 1095-C to the employees by the IRS deadline.	For violation; possible termination for default of contract; Contractor will also pay penalty assessed by IRS to the extent Contractor is the sole cause of the penalty.	$1,000	
SOW: Sub-paragraph 7.3.4.10	Possible Termination for Default - ACA / Fulfillment/Transaction Timeliness	Contractor shall transmit/upload County's Form 1094-C to the IRS on or before the annual IRS deadline.	For violation; possible termination for default of contract; Contractor will also pay penalty assessed by IRS to the extent Contractor is the sole cause of the penalty.	$1,000	
SOW: Sub-paragraph 7.3.4.11	Possible Termination for Default - ACA / Fulfillment/Transaction Timeliness	Contractor shall reconcile IRS-generated discrepancy files resulting from the transmission of County's Form 1094-C to the IRS, and answer IRS questions by the IRS deadline.	For violation; possible termination for default of contract; Contractor will also pay penalty assessed by IRS to the extent Contractor is the sole cause of the penalty.	$1,000	
SOW: Sub-paragraphs 7.3.4.17 and 7.3.4.18, Deliverable 14.0	Possible Termination for Default - ACA / Fulfillment/Transaction Timeliness	Contractor shall provide Form 1095-B to COBRA, Direct Pay and LTD Survivors enrolled in self-funded medical plans by the IRS deadline.	For violation; possible termination for default of contract; Contractor will also pay penalty assessed by IRS to the extent Contractor is the sole cause of the penalty.	$1,000	
SOW: Sub-paragraph 7.3.4.19	Possible Termination for Default - ACA / Fulfillment/Transaction Timeliness	Contractor shall transmit County's Form 1094-B to the IRS on or before the annual IRS deadline.	For violation; possible termination for default of contract; Contractor will also pay penalty assessed by IRS to the extent Contractor is the sole cause of the penalty.	$1,000	

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Specific Performance Reference	Performance Requirement	Service Description	Standard	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
SOW: Sub-paragraph 7.3.2.23	Possible Termination for Default - Accuracy of Data Transmissions	Contractor shall ensure that the System allows for the exchange and transmission of enrollment data and deduction codes as necessary (via secure connections) with the A-C and the TTC, as well as with all County's health plans, insurance carriers, and County third-party administrators.	For violation; possible termination for default of contract.	$1,000	
SOW: Sub-paragraph 9.2.1 – "Go-Green" Opt-in Promotion	Possible Termination for Default - Communication requirements, Strategy and Design	Contractor shall provide consulting on and plan, design, develop, and implement print and electronic-based communication strategies to promote County employees' opt-in to "Go- Green" (i.e., receive paperless, electronic educational and enrollment communications, as well as administrative communications, and notifications via e-mail and/or text, at a minimum), in accordance with the Department of Labor guidelines.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Paragraph 6.7 – Contractor's Office, Sub-paragraph 6.7.2	Possible Termination for Default -Contractor's Office - Annual Enrollment	During the last three (3) calendar days of Annual Enrollment periods, Contractor's office shall be staffed during the hours of 7:00 a.m. to 12:00 a.m. PT by at least one (1) employee that can respond to inquiries and complaints regarding the database platform and/or web enabled enrollment System. Contractor shall return within two (2) Business Hours all calls that are received by the answering/messaging capability during the last three (3) calendar days of Annual Enrollment.	For violation; possible termination for default of contract.	$1,000	
SOW: Sub-paragraph 8.3.10 – Conduct Post Implementation Review	Possible Termination for Default - Implementation / Live Date	Contractor, at no cost to County, shall support the System in Production Use with no Deficiencies, as determined in the sole judgment of County's Project Manager, for forty-five (45) consecutive days following such Go-Live ("Warranty Period" or "BPA Warranty Period"). Upon occurrence of a Deficiency, Contractor shall correct each such Deficiency and restart the forty-five (45) consecutive day cycle.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.3.10.2, Deliverable 55.0 – System Acceptance	Possible Termination for Default - Implementation / Live Date	The System shall achieve Final Acceptance upon completion of a complete Deficiency-free thirty (30) consecutive day cycle of Production Use of the System as provided in SOW: Sub-paragraph 8.3.10 – Conduct Post Implementation Review.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	

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Specific Performance Reference	Performance Requirement	Service Description	Standard	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
SOW: Sub-paragraph 8.3.2 – Configure System	Possible Termination for Default - Implementation / Requirements Completion	Contractor shall configure the System in the System environment using a test environment, including all the components listed in SOW, Sub-paragraph 8.3.2 (Configure System).	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.3.2.2, Deliverable 48.0 – Configured System	Possible Termination for Default - Implementation / Requirements Completion	Contractor shall certify to County, in writing on a corporate letterhead, signed by Contractor's Project Director, that the System has been successfully configured in accordance with SOW, Sub- paragraph 8.3.2 (Configure System) and is operating properly and meets all of the applicable System Requirements and Specifications.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.3.3.4, Deliverable 49.0 – Imported Data	Possible Termination for Default - Implementation / Requirements Completion	Contractor shall provide to County a written Data Import Report and Certification to confirm and validate that all necessary data has been successfully loaded into the System in accordance with SOW, Sub-paragraph 8.3.3 (Migrate and Import Data) and can be used to meet the agreed upon applicable System Requirements.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.3.4.2, Deliverable 50.0 – Implemented System	Possible Termination for Default - Implementation / Requirements Completion	Contractor shall implement System to fully meet all applicable System Requirements by completing the following tasks set forth in SOW, Sub-paragraph 8.3.1 (Analyze System Requirements), Sub- paragraph 8.3.2 (Configure System), Sub-paragraph 8.3.3 (Migrate and Import Data), and Sub-paragraph 8.3.4 (Implement System).	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.1.2 – Develop Project Plan	Possible Termination for Default - Implementation/ Milestone Achievement	Contractor shall develop a Project Plan that includes 1) a Detailed Work Plan with target dates for tasks and subtasks to be performed during the design, development, implementation, operation and support of the System and 2) a Milestone Chart, as described in Sub-paragraph 8.1.2 (Develop Project Plan).	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	

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Specific Performance Reference	Performance Requirement	Service Description	Standard	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
SOW: Sub-paragraph 8.1.4 – Provide Project Management	Possible Termination for Default - Implementation/ Milestone Achievement	Contractor shall provide full project management and control of System implementation project activities for each task described within SOW, Sub-paragraph 8.1.4.1, including but not limited to components 1-6 listed in Sub-paragraph 8.1.4.1.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.3.2.2, Deliverable 48.0 – Configured System	Possible Termination for Default - Implementation/ Milestone Achievement	Contractor shall prepare and deliver to County a certification report that shall include, without limitation, (i) the summary of the System configuration and testing process, including Knowledge Transfer, and (ii) the documentation on the System setup and basic troubleshooting.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.2.5, Deliverable 46.0 – System Environment Certification	Possible Termination for Default - Reports/Audits	On an annual basis, the Contractor shall provide written certification that the System hosting infrastructure complies with SOW Attachment A.6 (Service Level Agreement) and Exhibit N (Information Security and Privacy Requirements) to the Contract.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 8.3.5.4, Deliverable 51.0 – System Documentation	Possible Termination for Default - Reports/Audits	Contractor shall provide and/or make available to County documentation for the System, which shall, at a minimum, include reference documentation, instructions, guidance, manuals, training materials and online training modules providing County with a comprehensive reference source of all System functionalities, including for benefit administration, ACA Compliance, and Integrated Electronic Communication and Education.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
Contract: Paragraph 8.40 - Subcontracting	Possible Termination for Default - Subcontractor Management	Contractor shall obtain County's written approval prior to subcontracting any work.	For violation; possible termination for default of contract.	$1,000	

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Specific Performance Reference	Performance Requirement	Service Description	Standard	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
SOW: Sub-paragraph 7.3.2.12	Possible Termination for Default -Systems Availability	Contractor shall ensure that the System initializes, no later than September 15th, the Annual Enrollment files and records based on a securely transferred payroll file received from the A-C and scrubs the file against the national address change database for the mailing of packets. Notwithstanding the foregoing, if September 15th falls on a weekend, then the Contractor shall ensure that the initialization shall occur no later than the last Business Day falling before September 15th.	$1,000 initial fee on first day late if Contractor does not initialize System by September 15th; and $100 per additional day late; possible termination for default of Contract.	$1,000	$100
SOW: Paragraph 8.2 – Set Up System Environment, Sub-paragraph 8.2.1	Possible Termination for Default -Systems Availability	The System shall be hosted and maintained by Contractor off premise at an external hosting facility within the continental United States or as otherwise approved by the County.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Paragraph 8.2 – Set Up System Environment, Sub-paragraph 8.2.2	Possible Termination for Default -Systems Availability	Contractor shall provide detailed diagrams, plans and other supporting documents regarding the System hosting infrastructure, security, compliance and disaster recovery of the System environment.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Paragraph 8.2 – Set Up System Environment, Sub-paragraph 8.2.3	Possible Termination for Default -Systems Availability	Contractor shall provide all System environment components, including Operating Software, Hardware and Hardware Upgrades, in order to meet the System Requirements as such may be revised during the term of the Contract as specified in Paragraph 9.3, Ownership of Materials, Software and Copyright and License.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Paragraph 8.2 – Set Up System Environment, Sub-paragraph 8.2.4	Systems Availability	The System environment shall meet all the requirements set forth in SOW Attachment A.6 (Service Level Agreement) and Exhibit N (Information Security and Privacy Requirements) to the Contract.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	

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Specific Performance Reference	Performance Requirement	Service Description	Standard	Fee at Risk for Violation[1&2]	Fee for Additional Day(s) Late[1&2]
SOW: Sub-paragraph 8.3.5.4, Deliverable 51.0 – System Documentation	Possible Termination for Default -Training	Contractor shall provide and/or make available to County documentation for a comprehensive T-t-T training program for all County levels as described in SOW, Sub- paragraph 8.3.5.3, which shall include reference documentation of all System functionalities, data definitions and technical support program, as detailed in SOW, Sub-paragraph 8.3.5.4.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 7.3.3.1, Sub-paragraph 7.3.3.5 (Deliverable 6.0), and Sub-paragraph 7.3.3.7 (Deliverable 7.0)	Possible Termination for Default -Transaction Processing - Timeliness	Contractor shall ensure that the System reviews and processes, within two (2) Business Days of receipt, mid-month transmission of necessary data for direct bills from County Auditor-Controller. Contractor shall ensure that all Direct Bill statements are mailed within four (4) Business Days of receipt of A-C monthly file.	Initial fee on first day late when Direct Bill statement is not mailed within four (4) Business Days of receipt of Auditor-Controller monthly file; and $100 per additional day late; Possible termination for default of Contract.	$1,000	$100
SOW: Sub-paragraph 14.1.1	Possible Termination for Default -Transition	Contractor shall fully cooperate with County, upon expiration or termination of the Contract, to provide for a smooth transition from Contractor-provided Services to whatever service replacement method County determines to be in its best interest (i.e. back to County or another vendor).	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 14.1.2	Possible Termination for Default -Transition	Contractor shall make reasonable provisions for the inspection and observation of work procedures of Contractor personnel during the following transition periods until all data has been transferred and the new vendor and County have signed off: (a) prior to expiration or non-renewal of the Contract in the ordinary course of business; (b) following the effective date of termination of the Contract upon County's termination pursuant to Section 20.0 (Termination for Default) of the Contract; and (c) following the effective date of notice of termination by County for any reason other than a termination pursuant to Section 20.0 (Termination for Default) of the Contract.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	
SOW: Sub-paragraph 14.1.3	Possible Termination for Default -Transition	Contractor shall provide County with up to forty (40) hours per month of general consulting services, in connection with a transition of Contractor-provided Services to County or to a third party, upon County's request under SOW, Sub-paragraph 14.1.2.1 during the two-month period prior to the expiration or non-renewal of the Contract, and under SOW, Sub-paragraphs 14.1.2.2 or 14.1.2.3.	For violation; possible termination for default of contract. Termination for default is subject to the notice and cure provision of Section 8.43.	$1,000	

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ATTACHMENT A.3

PROJECT SCHEDULE

To be provided by Contractor for County approval.

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ATTACHMENT A.4

SYSTEM CONFIGURATION

To be provided by Contractor for County approval.

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ATTACHMENT A.5

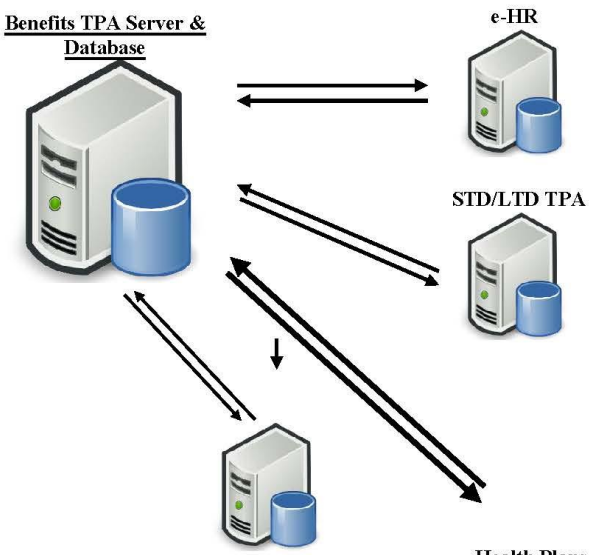
EMPLOYEE BENEFITS
SERVER DIAGRAM

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Employee Benefits Servers Diagram

EXHIBIT A.6

Note: This diagram of current interfaces is provided for reference only.
New Contractor may provide recommendations to modify interfaces.



Files from Auditors to Benefits TPA:

- Import demographics/eligibility file to create/update records for benefits enrollments (daily)
- Import employee non-deduct file to create/update billing records for the direct pay program (monthly)
- Import part-time employee eligibility file used to create enrollment record and generate enrollment packet (monthly)
- Import Employee Cafeteria Enrollment File (monthly)
- Import payroll deduction files used to upload benefit contribution information to employee records (monthly)
- Import ACA employee data and hours (semi-monthly)

File from Benefits TPA to Auditor:

- Export payroll transactions file to e-HR used to initiate/modify premium deductions based on enrollments (monthly)

Files from STD/LTD TPA to Benefits TPA:

- Import file of employees receiving LTD benefits used to identify eligibility for LTDH benefits (monthly)
- Import file of employees receiving STD & LTD benefits (monthly)

Files from Benefits TPA to STD/LTD TPA:

- Export file of STD & LTD enrollments (monthly)

File from Anthem Blue Cross Medical Plan to Benefits TPA:

- File containing all active County members to use for billing reconciliation (monthly)

Files from Benefits TPA to Health Plans (Medical, Dental, Term Life Insurance, AD&D and GVUL Insurance):

- Export eligibility files to each medical & dental carriers for employee and family enrollments (weekly)
- Export eligibility files to GVUL life insurance to create/update enrollment record (weekly)
- Export home address file for Term Life insurance and AD&D insurance (monthly)

Files from Benefits TPA to FSA/CBP TPA:

- Import and process CBP demographic and eligibility files (weekly)
- Import and process FSA demographic and eligibility files (monthly)

Files from FSA/CBP TPA to Benefits TPA:

- Export flexible spending account enrollments (monthly)
- Export CBP enrollments (monthly)

Benefit Plan Administration and Consulting Services RFP
Appendix B – SOW Exhibits

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ATTACHMENT A.6

SERVICE LEVEL AGREEMENT

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SERVICE LEVEL AGREEMENT

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SERVICE LEVEL AGREEMENT

1. GENERAL

This Attachment A.6 (hereinafter "SLA") sets forth the scope of, and Contractor's Service Level commitment regarding, the maintenance, operational support, hosting and monitoring of the System, including, but not limited to, service levels consisting of Maintenance Services, Support Services, System hosting, correction of Deficiencies, warranties and County's remedies for Contractor's failure to meet the service level commitment specified herein. Capitalized terms used in this SLA without definition shall have the meanings given to such terms in the Contract.

2. SCOPE OF SERVICES

2.1 DESCRIPTION

Contractor shall provide Service Levels relating to System Maintenance specified in the Contract and this SLA, as more fully described below. System Maintenance shall include Maintenance Services, Support Services and System hosting. System Maintenance shall commence upon Go-Live of the System and shall continue for the term of the Contract.

3. MAINTENANCE SERVICES

As part of System Maintenance, Contractor shall provide maintenance of the System including the provision of Updates (hereinafter "Maintenance Services"), as provided in this Section 3.

3.1 SYSTEM MAINTENANCE

3.1.1 APPLICATION SOFTWARE

Contractor shall provide Updates to the Application Software to keep current with Contractor's hosting technology standards, industry standards, Third Party Software upgrades, enhancements, updates, patches, bug fixes, etc., the System Requirements and as provided to Contractor's general customer base in accordance with this SLA, all in coordination with County's Project Manager. By definition, such Updates shall include, but not be limited to, enhancements, Version Releases and other improvements and modifications to the System Software, including Application Software.

Without limiting the other provisions of this Contract, including, without limitation, this SLA, such Updates shall be provided to County at least twice every year, unless otherwise agreed to by County and Contractor. Contractor shall notify County of all such Updates to the Application Software prior to the anticipated installation date thereof. Contractor's provision and installation of such Updates to the Application Software shall be at no additional cost to County beyond any applicable Service Fees. Any Updates necessary to remedy security problems in the System (e.g., closing "back doors" or other intrusion-related problems) shall be provided promptly following Contractor's knowledge of such problems. County shall also be notified in writing within five (5) calendar days of Contractor's knowledge of the existence of any intrusions or other security problems or breaches that may affect the integrity of the System Data or any other County

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data, subject to the provisions of Paragraph 18 (Confidentiality and Security) of the Base Contract.

3.1.2 THIRD PARTY SOFTWARE

As part of Maintenance Services, Contractor shall provide maintenance of the Third Party Software operating the System environment for the System, including but not limited to Operating Software, database software and other software installed in the System environment that is not Application Software. Contractor shall update, upgrade or replace these System Software components during the term of the Contract to comply with the System Requirements and the warranties specified herein and to support and be compatible with the Application Software including any Application Modifications provided by Contractor under the Contract.

Contractor shall provide Updates to the System Software to keep current with Contractor's hosting technology standards, industry standards, Updates to the Application Software and other Application Modifications, all in coordination with County's Project Manager.

Furthermore, any Third Party Application that may be incorporated by Contractor, and shall become part of, the Application Software shall be subject to the same System Maintenance obligations and requirements as the Application Software components that are owned or are proprietary to Contractor.

3.1.3 ADDITIONAL PRODUCTS

Maintenance Services additionally include maintaining compatibility of the System Software with any Additional Products that may be acquired by County under this Contract as Optional Work, including Additional Software and Additional Hardware. Prior to the installation of any Additional Product, or any update thereto, Contractor shall test and ensure such Additional Product's compatibility with the then current version of the System Software. Contractor shall all ensure that the System Software is compatible with the required or critical updates to Additional Products, including without limitation, service and compatibility packs and security patches, promptly upon their release.

3.1.4 SYSTEM HARDWARE

As part of Maintenance Services, Contractor shall provide maintenance of the System Hardware components surrounding the System Software, including but not limited to all equipment and networking components. Contractor shall repair, upgrade or replace these System Hardware components during the term of the Contract to comply with the System Requirements and the warranties specified in this Contract and to support and be compatible with the System Software including any Application Modifications provided by Contractor under the Contract.

3.1.5 CLIENT ENVIRONMENT

As part of Maintenance Services, Contractor shall maintain the System's compatibility with the client System environment recommended and approved by Contractor by providing, among others, Updates to the System Software and

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upgrading the System Hardware during the term of the Contract and following any update and/or upgrade by County of such client environment.

3.2 SYSTEM MAINTENANCE

Contractor shall provide all Maintenance Services, including installation of Updates. All Scheduled Downtime must be agreed to by County before it is scheduled. No Scheduled Downtime shall take place during the Annual Enrollment period. Currently, the time period in which Annual Enrollment takes place is October 1st through October 31st. In the event that System Maintenance is required, Contractor shall ensure that, during any such System Maintenance, the System Availability requirements of this Contract are met.

4. SUPPORT SERVICES

4.1 SCOPE OF SUPPORT

Contractor's responsibilities for supporting the operation of the System (hereinafter "Support Services") shall include responding to problems reported and correcting Deficiencies as specified in this Attachment A.6. As part of its Support Services, Contractor shall provide operational support for the System during the Support Hours, which shall include without limitation providing a point of contact for all System problems by maintaining a system for customer support ("Customer Support"). Such operational support shall include Support Services to correct any failure of the System and to remedy Deficiencies in accordance with Section 5 (Correction of Deficiencies) to ensure that the System operates in accordance with the Specifications, including System Requirements (i.e., any required capabilities and functionalities of the System, as set forth in Exhibit A (SOW) at Section 7.0 (Benefit Plan Administration System Requirements), warranties and other requirements set forth in the Contract. Requests for Customer Support will be submitted by County's Authorized Contract via telephone and/or Contractor's web-based trouble ticketing system. In the event that the Contractor's web-based trouble ticketing system is not available to County, County may use email or any other reasonable means to request Customer Support. Customer Support shall respond with a plan for resolving each Deficiency and respond to County's Project Manager within the applicable required period specified in Section 5.2.1 (Problem Correction Priorities) depending on the Severity Level of the Deficiency.

4.2 CUSTOMER SUPPORT

In addition to the System Requirements, Contractor's Customer Support Service Level Requirements shall also include but not be limited to those listed below:

A. County designated technical support staff that provides First Level Support shall have access to Contractor's Customer Support through the methods outlined in this SLA.

B. County shall have access to Contractor's Customer Support through the web-based trouble ticketing system or telephone. The trouble ticketing system shall provide for County a simple method to submit, track and update issues that require escalation to Contractor's Customer Support. The authorized County contacts will each receive an account and training on the ticketing system.

C. Contractor shall provide a telephone number for County staff to call at any time during Support Hours.

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D. Severity Levels for the Deficiencies shall be assigned according to definitions specified in Section 5.2.1 (Problem Correction Priorities).

E. Contractor shall respond within the period specified in Section 5.2.1 (Problem Correction Priorities) depending on the Severity Level of the Deficiency.

F. Contractor's Customer Support shall be made available to County at any time during Support Hours.

G. Contractor's Customer Support shall work with County's Project Manager and County's technical support staff on correcting Deficiencies and keep such County personnel informed regarding the updates and scheduled timeframes to ensure that all maintenance windows are clearly communicated and the requirements of this SLA are met.

H. Contractor shall triage and update submitted Deficiencies and requests to have the priority, description, type, version and other elements of each case modified by Customer Support based on the severity and business impact. The cases may be downgraded or upgraded in priority, and Contractor shall work with County to ensure that the case is diagnosed properly.

I. Deficiency correction, timeframes and Service Credits for failure to timely correct any Deficiencies as specified herein shall be as specified in Section 5 (Correction of Deficiencies).

J. Enhancement suggestions to the System shall be submitted using Contractor's Customer Support ticketing system. Contractor shall conduct a preliminary evaluation within thirty (30) days and update the ticket with that preliminary evaluation. Contractor shall use this information in product enhancement planning.

4.3 RESPONSE TIME MONITORING

Contractor shall be responsible for monitoring Response Time of the System to ensure compliance with the agreed upon Response Time Baseline(s) and any other applicable requirements specified in the System Requirements and this SLA.

Contractor shall perform Response Time monitoring at regular intervals and in sufficient detail to detect problems. Contractor shall provide County with direct access at any time to the data collected as a result of Response Time monitoring. Whenever requested by County, Contractor shall provide County with reports and/or download that data along with all applicable documentation that may be necessary for County to independently monitor the Response Time of the System.

County reserves the right to periodically revisit the Response Time Baselines for resetting to ensure that the Response Time of the System does not restrict or delay County's operations.

4.4 BACKUP AND DISASTER RECOVERY

As part of Support Services, Contractor shall also be responsible for Active/Passive Disaster Recovery services and submission of a formal plan for Disaster Recovery ("Disaster Recovery Plan") as required by the provisions of Exhibit A (Statement of Work).

Contractor shall maintain and implement Active/Passive Disaster Recovery and avoidance procedures to ensure that the System and the System provided hereunder

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are not interrupted during any Disaster. Contractor shall share a copy of its current Disaster Recovery Plan and all updates thereto with County during the term of the Contract. All requirements of this Contract, including but not limited to those relating to security, personnel due diligence and training, shall apply to Contractor's Disaster Recovery Site.

Contractor or County may declare an event a Disaster. Upon occurrence or declaration of a Disaster, Contractor shall provide the services outlined in the Disaster Recovery Plan. Contractor shall be subject to the following Service Level Requirements as part of Active/Passive Disaster Recovery, which shall be contained in and are incorporated into the Disaster Recovery Plan:

- Contractor shall have complete responsibility for continuation of service and restoration of the System.
- In the event of a Disaster declaration, Contractor shall be required to maintain regular and consistent communication with County about the outage and steps taken to restore the System.
- County shall be able to logon to the Disaster Recovery Site within twenty-four (24) hours after the declaration of the Disaster by County or Contractor.
- Contractor shall have 100% capacity within twenty-four (24) hours of the declaration of the Disaster by County or Contractor.
- Contractor's failure to make a declaration of a Disaster within one hour (1) hour shall result in an Incident and deemed Unscheduled Downtime.

5. CORRECTION OF DEFICIENCIES

5.1 IDENTIFICATION OF DEFICIENCIES

The Deficiencies under this Contract may be identified either as a result of Contractor's use of its own monitoring system or discovered by County. Upon discovery of a Deficiency by County, County will report the Deficiency to Contractor's Customer Support for resolution in accordance with this Attachment A.6.

The Severity Level of a Deficiency shall be assigned according to the Severity Level definition set forth in Section 5.2.1 (Problem Correction Priorities). Based on Contractor's proposed solution and/or Workaround(s) for the Deficiency, County may reevaluate and escalate or downgrade the Severity Level of the Deficiency pursuant to Section 5.2.3 (Severity Level Adjustment).

5.2 RESOLUTION OF DEFICIENCIES

5.2.1 PROBLEM CORRECTION PRIORITIES

County shall assign the Severity Level to each Deficiency reported by County to Contractor's Customer Support. Contractor shall assign Severity Levels to Deficiencies discovered by its own problem monitoring system. Following report of a Deficiency from County, Contractor shall respond back to County within the prescribed "Response Timeframe" specified below and resolve each such Deficiency within the specified "Resolution Time". Resolution Time for correction of Deficiencies shall start tolling when County first notifies Contractor of a Deficiency by telephone or otherwise as specified herein, including Contractor's

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Customer Support, and shall end when County determines that the Deficiency has been resolved.

SEVERITY LEVEL	DESCRIPTION OF DEFICIENCY (ANY ONE OF THE FOLLOWING)	CONTRACTOR'S RESPONSE TIMEFRAME	RESOLUTION TIME
1 – Critical	1. System is down, practically down (e.g., Response Time is at or over four (4) times the agreed upon Response Time Baseline) or does not function at all, as determined by County; or 2. A significant number of County Users are affected; or 3. System core functionality or core capability is not available during peak time periods, or as determined by County.	One (1) Support Hour	Four (4) Hours
2 – High	1. A component of the System (a core functionality or core capability) is not performing in accordance with the Specifications (e.g., Response Time is at two (2) or three (3) times the agreed upon Response Time Baseline); or 2. A component of a core functionality or core capability is not available, as determined by County; or 3. Deficiency causes major impact on County's operations.	Two (2) Support Hours	Six (6) Support Hours
3 – Medium	1. A component of the System (a core functionality or capability) is not performing and this interrupts or prevents an individual User or multiple Users from accessing or using the System or a component of the System; or 2. A component of a core functionality or core capability is not available during non-peak time periods, as determined by County; or 3. Deficiency causes moderate impact on County's operations or moderate to high impact on an individual User or multiple Users.	Four (4) Support Hours	Twenty-four (24) Support Hours
4 – Low	1. Problem that interrupts or prevents an individual User or multiple Users from accessing or using a component of the System and that has a minor impact on that User(s); or 2. Minor impact on County's business operations, as determined by County; or 3. Information requests, online training, "know-hows" or other non-operational System functionalities.	Two (2) Business Days	Seventy-Two (72) Support Hours

5.2.2 PROBLEM RESOLUTION PROCESS

For any Deficiency reported by County or discovered by Contractor, Contractor shall immediately commence corrective action. Contractor shall correct all Deficiencies within the Resolution Times specified above. Contractor shall also

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immediately commence to develop a Workaround or a fix for any Severity Level 1, Severity Level 2, or Severity Level 3 Deficiency (hereinafter "Major Deficiency"). County and Contractor shall agree on the Deficiency resolution, whether by a permanent solution or a Workaround.

Contractor shall provide the best level of effort to correct all Deficiencies and, in particular, Major Deficiencies with Severity Level 1, Severity Level 2 and Severity Level 3, within the prescribed Resolution Times. In the event that Contractor fails to correct a Deficiency within the prescribed Resolution Time, Contractor shall provide County with a written or electronic report that includes a detailed explanation of the status of such Deficiency, preliminary actions taken, detailed mitigation plans and an estimated time for completing the correction of such Deficiency. This process will be repeated until the Deficiency is resolved and the resolution is approved by County's Project Manager. The parties will jointly cooperate during this period of time.

5.2.3 SEVERITY LEVEL ADJUSTMENT

County may escalate or downgrade a Severity Level of a Deficiency if the Deficiency meets the definition of the Severity Level as escalated or downgraded. A Deficiency may also be mutually escalated by County if the Deficiency persists or re-occurs, as determined by County's Project Manager. At the time the Deficiency is escalated or downgraded, an appropriate timeline will be applied for resolution of such Deficiency in accordance with Section 5.2.1 (Problem Correction Priorities). Contractor may request a special exception to the above timeline where there are extenuating circumstances, with the decision for extension made at the discretion of County's Project Manager.

If a Workaround may be provided by Contractor for a Deficiency, County and Contractor may agree to downgrade the Severity Level of such Deficiency until an agreed upon date. If a permanent fix is not provided by such agreed upon date, County will be able to escalate the Severity Level back to the original Severity Level or higher, as provided herein.

5.3 SYSTEM PERFORMANCE REQUIREMENTS

The System shall meet the System Performance Requirements specified below that are within Contractor's control, including but not limited to those relating to Response Time and System Availability, as further specified in this SLA and the System Requirements. All System Performance Deficiencies shall be deemed Severity Level 3 Deficiencies or higher for the purpose of the correction of Deficiencies and other County remedies.

SYSTEM PERFORMANCE CATEGORY	SYSTEM PERFORMANCE REQUIREMENT
System Availability	Ninety-Nine point Eighty Five thousands percent (99.85%)
Response Time	Response Time Baseline(s) established and agreed upon prior to Go-Live.
Active/Passive Disaster Recovery	Pursuant to the provisions and requirements of Section 4.4 (Backup and Disaster Recovery).

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The following criteria shall be applied with regards to System Performance Requirements:

1. "System Availability" shall be calculated in based on the formula set forth in Section 6.2 (Service Credits).

2. Response Time(s) shall be established using County required and Contractor supplied Response Time measurement method, which is a component of the System. The Response Time Baseline(s) shall be agreed upon and established before the System is able to reach Go-Live under the Statement of Work. Response Time Baseline(s) may need to be established to address various System categories and periods of operations, to the extent applicable, including but not limited Business Hours, off-Business Hours, peak hours and reporting.

3. Response Time measurement shall be calculated by averaging Response Time(s) for each of the established Response Time Baseline measurement categories, as provided below.
   - If the average Response Time is greater than the Response Time Baseline for any six (6) periods within a Service Month, County shall notify Contractor using the Customer Support trouble ticketing system.
   - Contractor shall keep County informed of the progress of the Response Time problem with the objective of providing a solution as quickly as possible.
   - Initial Response Time Baseline(s) shall be established and agreed upon by the parties prior to Go-Live. County reserves the right to modify the Response Time Baseline and/or measuring methods if County determines that the System is restricting or delaying County's operations.

6. REMEDIES

6.1 GENERAL

Service Credits shall be the sole and exclusive remedy for Unscheduled Downtime and Service Performance Deficiencies, including Contractor's failure to meet the System Availability requirements and/or Response Time requirements (hereinafter "Service Credit(s)"). Notwithstanding the foregoing, should Contractor fail to maintain System Availability above 95.0% then County, in its reasonable judgment, may deem such failure a material breach of the Contract and the County is then entitled to pursue any and all available remedies at law or equity for said breach, including termination of the Contract for default. For purposes of assessing Service Credits and this Attachment A.6, "Unscheduled Downtime" shall mean the total combined amount of time during any Service Month, measured in minutes, during which the System has a Major Deficiency that is unresolved by Contractor, excluding Scheduled Downtime.

6.2 SERVICE CREDITS

County shall be entitled to Service Credits calculated based on the length of combined Unscheduled Downtime during any Service Month (hereinafter "System Unavailability"), as provided below.

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SERVICE CREDITS FOR SYSTEM FAILURE MODE *(Failure Mode applies if System Unavailability occurs **less** than three consecutive service months.)*		
SYSTEM AVAILABILITY (% OF SERVICE MONTH)	**SERVICE CREDITS (NON-PEAK PERIOD)**	**SERVICE CREDITS (PEAK PERIOD – ANNUAL ENROLLMENT)**
	% OF MONTHLY FEE FOR APPLICABLE SERVICE MONTH	**% OF MONTHLY FEE FOR APPLICABLE SERVICE MONTH**
≥ 99.85%	0	0
≥ 99.0% & < 99.85%	3.0%	4.0%
≥ 95.0% & < 99.0%	4.0%	5.5%
< 95.0%	5.0%	10.0%

SERVICE CREDITS FOR SYSTEM CRITICAL FAILURE MODE *(Critical Failure Mode applies if System Unavailability occurs for **three or more** consecutive service months.)*		
SYSTEM AVAILABILITY (% OF SERVICE MONTH)	**SERVICE CREDITS (NON-PEAK PERIOD)**	**SERVICE CREDITS (PEAK PERIOD – ANNUAL ENROLLMENT)**
	% OF MONTHLY FEE FOR APPLICABLE SERVICE MONTH $ AMOUNT	**% OF MONTHLY FEE FOR APPLICABLE SERVICE MONTH $ AMOUNT**
≥ 99.85%	0	0
≥ 99.0% & < 99.85%	6.0%	8.0%
≥ 95.0% & < 99.0%	8.0%	11.0%
< 95.0%	10.0%	20.0%

For purposes of calculating Service Credits, "System Availability" percentage shall be calculated as follows:

System Availability **=** (Total Monthly Time **–** Unscheduled Downtime) **÷** Total Monthly Time

Example: 864 minutes of total Unscheduled Downtime during a 30-day Service Month within Failure Mode.

[43,200 – 864] ÷ 43,200 = 98% System Availability, with 4.0% Service Credit for Non-Peak Period or 5.5% Service Credit for Peak Period

Service Credits, in any amounts, are not and shall not be construed as penalties and, when assessed, will be deducted from County's payment due to Contractor.

If a single event creates multiple Deficiencies, County will have the right to the highest Service Credit that would apply to any of those Deficiencies. County will be entitled to Service Credits, as applicable, for the other Deficiencies that have a root cause other than the single Incident referred to above. A single incident may impact more than one (1) Severity Level for the purpose of calculating performance against the target. This provision only addresses which of the Service Credits are applicable. Any applicable

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credits outlined in the Contract would be in addition to this provision. Notwithstanding the foregoing, and until such time as a single root cause has been identified for such multiple Deficiencies, the County shall be entitled to any and all applicable Service Credits for said Deficiencies.

Notwithstanding any provision in this Attachment A.6 or the remainder of the Contract, Contractor shall not be at risk with respect to System Availability, and/or the credits referred to in Section 6.3 below, collectively, in excess of 10% (ten percent) of its monthly fees under the Contract; provided that if such 10% (ten percent) maximum is reached for three consecutive months, then, for any future consecutive months of such condition, Contractor shall not be at risk in excess of 35% (thirty-five percent) until such Deficiencies decline to below the level in the initial month for which such 10% (ten percent) had been reached. Such amount-at-risk maximums shall be defined as "PRS/SLA Maximums." This limitation applies to any and all PRS remedies in Attachment A.2 (Performance Requirements Summary ("PRS") Chart), as well as SLA service credits in this Attachment A.6, as a consolidated at-risk limitation, in the event the applicable percentage thresholds have been met for any such issues in the respective time periods notwithstanding any provision to the contrary in any provision of this Contract.

6.3 SYSTEM RESPONSE TIME DEFICIENCIES

A Response Time Deficiency that fits the definition of a Major Deficiency as a Severity Level 1, Severity Level 2 or Severity Level 3 shall be deemed to cause Unscheduled Downtime and shall entitle County to assess Service Credits as provided in Section 6.2 (Service Credits) above. In addition, the System shall be deemed to be experiencing Unscheduled Downtime after thirty (30) days of any Response Time Deficiency unresolved by Contractor, entitling County to assess Service Credits.

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ATTACHMENT A.7

LOGS AND REPORTS

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LOGS AND REPORTS

TABLE 1.1

Enrollments

- Medical Waiver Report for Flex and MegaFlex employees
- Outstanding Enrollment Reports for Represented Choices and Options Employees
- Outstanding Enrollment Reports for Non-Represented Choices, Options, MegaFlex and Temporary Employees
- Newly Eligible Part-Time Employees for Medical Insurance
- County Benefits Employees By Departments and Category
- Public Library Part-Time Employees
- Waiver of Pensionability Report

Direct Pay Reports

- Potential CIGNA Partial Remittances
- All Employees Paying for AD&D and Life Insurance for 34 months
- Choices and Options Employees Paying for Life Insurance for 34 months
- Advances To Be Applied
- Changes to LTD Benefits End Date
- Deceased LTD Health Eligible Employees
- Direct Pay Refunds
- Employees New To Billing
- Employees Who Paid For Dependent Life but Not Optional Group Term Life
- Out-of-Service LTD Health Employees
- COLA-Monthly LTD Health Report
- County Direct Pay Auditor Report
- County Direct Pay Carrier Report
- County Direct Pay Reconciliation Report
- County Direct Pay Ineligible Report
- County Direct Pay Late Payment Report
- County Direct Pay Listing By Code
- County Direct Pay Listing By Name
- County-Benefited Employees By Department and Category

Annual Enrollment

- Choices and Options Employees Currently Waiving Medical and Pending Enrollment
- Choices and Options Employees Who Declined Medical
- Employees Currently Receiving LTD Benefits and Elected 100% LTD Health Insurance
- Migration Report
- Department Heads Pending Enrollment
- Direct Pay Employees Who Selected a Union Medical Plan for the New Plan Year
- Annual Enrollment Counts of Web and IVR Enrollments
- Benefits Communication Survey Results
- Spouses added after dependent eligibility verification
- Rollover life events

Flexible Spending Account Reports

- Dependent Care Spending Account Enrollments
- Dependent Care Spending Account Enrollments and Project Subsidy Amount by Cafeteria Plan
- Commuter Benefits Plan Survey results report
- Quarterly Summary Report of employees contacting customer service for Commuter Benefits Plan (i.e., issues or complaints)

Reconciliation Reports

- Blue Cross Management Report
- Enrollment and Payroll Discrepancy Reconciliation Report

Other Reports

- Ad Hoc Reports
- High level Dashboard Report for Department Execs

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LOGS AND REPORTS

TABLE 2.1

The System shall contain **employee records** with information that includes, but not limited to:

- Employee Name (First, Middle Initial, Last)
- Employee Number
- Social Security Number
- Home Address (Address, City, State, Zip)
- Home Phone Number
- Work Phone Number
- Gender
- Birth Date
- Marital Status
- Benefit Eligibility
- Department Name/Number
- Item Title
- Item Number
- Item Number Sub
- Salary
- Payroll Location
- Work Location
- Bargaining Unit
- Employee Status (Active, Terminated, Non-Deduct, Retired, Deceased, Inactive)
- Retirement Plan
- Cafeteria Plan Eligibility (Options, Choices, MegaFlex, Flex)
- Original Hire Date
- Appointment Date
- Termination Date
- Continuing Service Date
- Work Email Address
- Email Address (employee indication)
- Electronic Communication
- Pension Tier Indicator
- Pension CAP Amount
- Pension Waiver Received
- Benefit Status
- HCSA COBRA Enroll
- PT Qual Period End Date
- Rehired Retiree
- LACERA Eligible
- Effective Date
- New Hire, Newly Eligible, Annual Enrollment (Active Eligible Employees, LTDH Out-Of-Service employees and LTDH survivors) election history for benefits such as:
  - Medical coverage
  - Dental Coverage
  - Life Insurance
  - GVUL Life Insurance
  - Accidental Death and Dismemberment
  - Short Term Disability
  - Long Term Disability
  - Medical Protection Coverage
  - Survivor Income Benefit
  - Annual Elective Leave
  - Tobacco User fee
  - Administrative Fee
  - Health Care Spending Account (employee contribution)
  - Dependent Care Spending Account (employee contribution/County contribution).
  - Dependent(s) and domestic partner coverage.

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LOGS AND REPORTS

TABLE 2.2

The System's functional requirements shall include, but not be limited to:

- Ability to interact with database(s) to obtain and enter data
- Ability to provide employees with specific election options based on their benefit plan eligibility
- Specific screen development for all benefit options available through the County of Los Angeles' four (4) cafeteria plans, which includes temporary and part-time employees, and two (2) subsidized plans, out-of-service LTD Health Survivors and Code 4856 Survivors
- Real-time updating of the online database with employee benefit election information
- All benefit elections confirmed by the employee during their enrollment events must update database records according to benefit plan rules and regulations
- Allow DHR administrators electronic access to un-confirmed data elections (also known as temp tables)
- Allow DHR administrators electronic access to current and historical employee data, the ability to reset employee passwords, manually approve or modify employee benefit elections, the ability to enter employee notes in the system, access all electronic documents uploaded by the employee, or contractor, and the ability to emulate an employee
- Allow electronic tracking of document upload dates and correspondence mailing dates
- Generate and distribute by mail, or e-mail or text message link for employees electing paperless communication, follow-up correspondence to employees confirming and verifying certain employee elections which include, but are not limited to:
  - Supporting documentation for dependents
  - Waiver of medical and dental information
  - Decline of medical and dental information
  - Domestic partner registration
  - Survivor Income Benefit dependent information
  - Waiver of pensionability certification
  - Letters requesting additional supporting documentation
  - Denial letters, which are sent to employees who do not complete their enrollments by providing sufficient supporting documentation within the specified timeframe required for enrollments and life events outlined in the business rules.

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LOGS AND REPORTS

TABLE 2.3

For all Eligible Full-Time Permanent Employees, the System shall:

- Create a personalized election form for each employee by the next business day from the Auditor-Controller file, separated in pre-determined groups, and deliver forms to Project Manager for annual enrollment distribution
- Provide a web-based election capability to employees
- Contractor's system shall update employee database records based on employee elections pending submission of required documentation (e.g. birth certificate, marriage certificate, Social Security number)
- Within 24 hours of the employee's confirmed elections, generate and mail, or e-mail or text message link for employees electing paperless communication, follow-up correspondence to employees providing additional information and/or requesting documentation and/or information to confirm benefits elections. Contractor shall keep an electronic record accessible to the County of all communications – mailed, e-mailed, or telephonic
- Notification correspondence shall include, but not be limited to:
  - Spending account plan information booklet
  - Medical and Dental Waiver Certification form
  - Dependent enrollment and coverage information form
  - Confirmation of benefit selection statement
  - Declaration, change, or termination of domestic partnership certification form
  - SIB eligibility certification
  - Primary Care Physical (PCP) selection
- Update employee data records based on final confirmed employee elections
- Generate and mail, or e-mail or text message link for employees electing paperless communication, correspondence reflecting final confirmation of employee benefits elections
- Create appropriate transactions and submit to Auditor-Controller and the insurance carriers to activate benefits elections and enrollments in accordance with established monthly input schedules

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LOGS AND REPORTS

TABLE 2.4

For all Eligible Temporary and Part-Time Employees, the System shall:

- Generate and mail, or e-mail or text message link for employees electing paperless communication, a personalized medical-only election worksheet enrollment packet to home address on file for each employee
- Provide a web-based election capability to employees
- Contractor's system shall update employee database records based on employee elections pending submission of required documentation (e.g. birth certificate, marriage certificate, Social Security number)
- Generate and mail, or e-mail or text message link for employees electing paperless communication, correspondence reflecting final confirmation of employee benefits elections
- Create appropriate transactions and submit to Auditor-Controller and the insurance carriers to activate benefits elections and enrollments in accordance with established monthly input schedules
- Update employee data records based on final confirmed employee elections

TABLE 2.5

For all LTDH Out-of-Service Employees, the System shall:

- Generate and mail, or e-mail or text message link for employees electing paperless communication, a personalized medical-only election worksheet enrollment packet to the home address on file for each LTDH out-of-service employee
- Update employee data records based on final confirmed LTDH out-of-service employee elections
- Generate and mail, or e-mail or text message link for employees electing paperless communication, correspondence reflecting final confirmation of LDTH out-of-service benefits elections

TABLE 2.6

For all LTDH Survivors, the System shall:

- Generate and mail, or e-mail or text message link for employees electing paperless communication, a personalized medical-only election worksheet enrollment packet to the home address on file for each LTDH survivor employee
- Provide web-based election capability to LTDH survivors;
- Update employee data records based on final confirmed LTDH survivors' elections
- Generate and mail, or e-mail or text message link for employees electing paperless communication, correspondence reflecting final confirmation of LDTH survivors' elections

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LOGS AND REPORTS

TABLE 2.7

The System shall process and verify life event enrollments, including, but not be limited to:

- Change requests received by the 25th of the month, which must be updated on the system by the end of the month
- Provide a report that is accessible to DHR Administrators and Departmental Benefit Coordinators that lists all incomplete enrollments
- Generate and mail, or e-mail or text message link for employees electing paperless communication, follow-up correspondence to employees of denied Life Event enrollments, or request additional documentation if the employee provided incomplete documentation
- Generate and mail, or e-mail or text message link for employees electing paperless communication, correspondence reflecting final confirmation of employee benefits sections
- Create appropriate transactions and submits to Auditor-Controller and the insurance carriers to activate benefit elections and enrollments in accordance with established monthly input schedule

TABLE 2.8

The System shall identify and track employees who are receiving Long-Term Disability (LTD) benefits from the LTD TPA, and have purchased the Medical Coverage Protection benefit (LTDH). These employees are on leave of absence without pay. The system shall:

- Within 24 hours of receipt of LTD TPA's secure data transmission, identify and update employee record(s) with: start date of disability; start date of disability benefit; and end date of disability benefit.
- Monitor continued eligibility for LTDH monthly. Should the participant lose LTDH eligibility, Contractor shall direct bill monthly the participant as discussed in accordance with Employee Direct Billing Program below.

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LOGS AND REPORTS

TABLE 2.9 Commuter Benefit Plan Logs and Reports

Adds, Cancellations and Re-elections Report
Provides information about election changes at the benefit level for a selected benefit month…does not include changes made to Employer Parking or Employer Transit elections as these programs already have a similar report that provides this detail.

Adjustments Report
Tracks miscellaneous activity to a participant's account, such as a credit to offset a future payroll deduction, a post-tax reimbursement to the participant, or a debit/(credit) to the Program Sponsor's invoice.

Annual Employee Financial Participation Report
Within 12-month period(s) designated by Program Sponsor, shows financial participation of employees in all levels of program.

CBP Use Of Services by County Employees
Tracks every transit, vanpool and parking provider, on a month by month and YTD basis, used by County employees as well as the mode of service elected per provider (e.g. monthly pass or debit card), along with aggregate statistics across all providers (e.g., total number of monthly passes for bus, light rail, and/or commuter rail). Further, such use tracks the number of employees per County Department using the CBP, and services purchased by employees who receive a transit subsidy.

Commuter Applied Credits Report
Displays all credit activity during the past month including credits earned, applied and balance for each participant.

Commuter Available Credits Report
Displays summary and detail information about currently available Commuter credits, such as (but not limited to) when: 1. Participants have unused payroll deductions carried forward from a program with a previous administrator; 2. Participants who have made a Pay Me Back (PMB) election can elect to have any unused portion of their election carried forward as a credit. For example, a participant makes a $200 Pay Me Back election for the month of March, but only incurs $150 of parking expenses and therefore only submits claims of $150 against this $200 election. The participant can have the $50 of the unclaimed election turned into a credit; 3. A participant fails to submit claims against a Pay Me Back (PMB) election within six months after the election. The unclaimed elections are automatically turned into credit.

Commuter Balance Subsidy Report
Within 12-month period(s) designated by Program Sponsor, shows the starting balance for all subsidies awarded by Program Sponsor and ongoing depreciating balance until account reaches zero.

Commuter Cancelled Order Report
Provides participant level detail regarding the Cancellation Credits line item on a monthly Commuter invoice.

Commuter Pay Me Back Report
Shows the status of all Pay Me Back (PMB) elections for the benefit month selected.

Commuter Payroll Report
Displays payroll activity for the selected benefit month including pre- and post-tax payroll deductions, Program Sponsor contributions (subsidies), credits, and adjustments.

Commuter Unclaimed Checks Report
Includes all uncashed participant check payments that have been returned to Program Sponsor for escheatment.

Commuter Card Report
Shows card information for participants with a Transit and/or Parking Commuter Card including number of cards issued and activated, Card Balance, Card Expiration and Card Use By dates.

Commuter Report Bundle
Has all relevant reports in one excel file (with tabs) that all includes all relevant reports referenced in the monthly invoice.

Commuter Election Report
On-demand report for pending Commuter benefit elections for the upcoming benefit month. For prior months, this report represents elections history for those months.

Commuter Forfeiture Report
Shows terminated participants whose remaining pre-tax account funds have been forfeited and returned to the Program Sponsor.

Commuter Lost Pass Count Report
Shows the count of lost passes reported by participants.

Commuter Orders Exceeding Limits Report
Shows participants whose current orders exceed the amount allowed based on their commuter benefit group.

Commuter Ordinance Tracking Report
Shows all qualified employees, the date a system email was sent (if any), and the qualified employee's response (if any).

(Table 2.9 is continued on the following page)

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LOGS AND REPORTS

TABLE 2.9 Commuter Benefit Plan Logs and Reports *(continued)*

Commuter Other Checks Report
Provides participant level detail regarding the Other Checks line item on the commuter invoice. Typically, the Other Checks line item includes special reimbursements for such things as a Lost Pass or Lost Commuter Card reimbursement. It does not include reimbursements for Pay Me Back claims.

Employees Removed from Subsidy Program
Tracks employees who have been removed from receiving a transit subsidy and tracks their progress, as applicable, showing when they can again become eligible for a subsidy.

Employer Parking Adds, Cancellations and Re-Enrollments Report
Displays a summary of participants who have been added, dropped, or re-enrolled from parking at a particular parking facility or all facilities for a particular benefit month.

Employer Parking Report
Shows parking elections for parking facilities that were either setup or controlled through the Employer site. In general, facilities setup on the Employer Parking application are either controlled by an employer or contain other unique requirements related to an employer.

Employee Participation Report
Shows number of employees through the ELECTION process who participate in every category of plan participation (sortable as well by Department), and the number of employees through the PAYROLL process who actually receive the various benefits they selected (sortable as well by Department). The difference between election and payroll process normally (though not always) has to do with employee's having enough monies in their paycheck to pay for their elections. The number of employees in both reports is counted both cumulatively and uniquely.

Exception Report
Shows the following irregular outcomes: employee elections that are mitigated/cancelled by County payroll shortfall, account actions for one or more employees that were triggered by internal system failures, and any other scenarios as identified by County.

History Log
Includes a log that records all actions taken on a CBP participant's account, including but not limited to records maintenance, administration of the CBP and CBP transactions.

Invoice Reconciliation Report
This will accompany Contractor's monthly invoice to County and will show the difference between an employee's election choice(s) as logged on the Contractor's system as of the monthly deadline, and what the County actually took from an employee's paycheck to pay contractor for the election choice(s). An example of columns to be reflected in the report is attached. Discrepancies between an employee's election choices and County payment for those choices can arise, for example, if an employee is on leave (short or long term) and they have insufficient wages that causes a shortfall in their payroll. This reconciliation report will provide the billing detail for the Contractor's monthly invoice.

Issues Log
Includes, but is not limited to, employee complaints and issues regarding the CBP, date complaint/issue was received, name and employee number of employee submitting each complaint/issue, and the action and follow-up the Contractor has taken to address such complaints/issues. The issue log referenced above shall be submitted monthly or as requested by County.

Subsidy Reconciliation Report
This will normally accompany Contractor's monthly invoice to County and will be prepared after County provides contractor with its Transit Subsidy Report, or equivalent information. It will have two general purposes.

First, to show if employee's scheduled to receive an employer subsidy actually received the subsidy through the County's payroll process. This report must include action items that contractor takes to rectify any unusual situation. An "unusual situation" means, for example, the failure of an employee to receive a subsidy that they were qualified to receive, the payment of a subsidy to someone not qualified to receive it, any over/underpayments of the subsidy to a qualified employee, and any actions that County only must take to rectify any unusual situation.

Second, to show during the life cycle of a particular subsidy, which is any 12-month period defined by County, a list of any employee's non-use of a subsidy and their removal, when warranted, from the subsidy program along with an employee's re-inclusion (after removal).

Unused Employee Subsidy Report
Includes all employees who received employer subsidy, but did not use the subsidy for the month it was provided. This report will especially flag employees who have not used a subsidy for two or more consecutive months, and track per employee and per month each employee's history of unused subsidies. If more than one subsidy is provided by County, then this report will track each subsidy in its own section.

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ATTACHMENT A.8
PAYROLL ATTACHMENTS

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GENERAL PAYROLL PROCESSING BUSINESS REQUIREMENTS

Benefits Enrollment (ENRL) document

The Benefits Enrollment document (Attachment A.8.3) is used to initiate, change or cancel participant deductions related to the Plans. An ENRL document can be created through a data file transmission to the County's server, or manual online portal entry in the County's payroll system.

Commuter Benefit Plan

The County offers all eligible employees the option to participate and enroll into a Commuter Transit and Parking plan. The plan enables employees to pay for commuting and/or parking expenses before taxes up to the Internal Revenue Service (IRS) limit. The plan also allows qualified eligible represented employees to receive a subsidy to further reduce the cost of their commuting monthly expense.

The Contractor must be able to identify employee eligibility for the subsidized commuter plan based on information provided on the weekly and semi-monthly Employee Information-Commuter file (Attachment A.8.5). Outside resources may also be required to further determine eligibility for applicable the subsidy. The Contractor must utilize such information, consolidate accordingly, and remit employees' commuter election via an ENRL document into the County's payroll system. In addition, the Contractor must reduce or expire the subsidized commuter plan when necessary.

The plan carries a corresponding administrative fee that is automatically assessed to the employee at the time of payroll processing. Only one administrative fee may be assessed per employee. Because an employee may choose to have multiple deductions, the contractor must ensure that the correct paired deduction codes are processed to avoid imposing duplicate administrative fees on the employee.

Cafeteria Benefit Plans

The County offers Cafeteria Plans to all full-time eligible employees. Four distinct Cafeteria Benefit Plans are available - Options, Choices, Flex, and Megaflex. Examples of benefits that are provided in each plan include, but are not limited to, medical, dental, life insurance, and flexible spending accounts. Each Cafeteria Plan provides for a monthly benefit allowance that can be used to pay for these benefits, with the unused portion paid to the employee as "taxable cash", subject to County Code and/or other provisions, e.g., taxable cash cap/limit. In addition to the taxable cash, eligible employees have a set amount of the allowance that is applied to their retirement pension base.

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An employee's eligibility for a Cafeteria Plan is dependent on several factors such as the employee's job classification, union representation and date of hire. The Contractor must be able to identify employee eligibility for the plans based on information provided on the daily Employee Information-Cafeteria file (Attachment A.8.4). The Contractor must then be able to process employees' election via an ENRL document into the County's payroll system. Additional file frequency is required to capture open enrollment updates. The Contractor is responsible for ensuring that employees' enrollments are in sync with their eligibility indicator. This may require Contractor to store additional key essential data in the Contractor system necessary for the eligibility and enrollment process.

Subsidized Medical Plans

The County Code provides for medical group insurance coverage for eligible part-time employees wherein the County provides a subsidy amount that is applied toward medical premiums. The Contractor must be able to identify employee eligibility for the medical plan based on information provided on the monthly Part-Time Health Eligibility file (Attachment A.8.6). The Contractor must then be able to process employees' election via an ENRL document into the County's payroll system. The Contractor is responsible for ensuring that employees' enrollments are in sync with their eligibility indicator.

Affordable Care Act (ACA)

In accordance to the Affordable Care Act, employers must report health insurance offer and coverage to the IRS on an annual basis and issue Form 1095-C to employees. The Contractor must be able to process information on the Employee ACA Eligibility file (Attachment A.8.11) and generate Form 1095-C to employees. Resulting exceptions from the file will require Contractor to confer with County and correct accordingly.

Upon closure of each Benefit Plan Year, the Contractor must report information from the Direct Pay Program to the County used for W2 reporting purpose. Such information must include employee id, employee name, cafeteria plan, pension waiver, pension tier, taxable cash cap amount, employee medical deduction amount paid, employer medical contribution applied, medical amount provided through LTD-H and health care spending account amount.

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CAFÉ PLAN MATRIX
CHOICES CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
COUNTY CONTRIBUTION, ADMIN FEE & PENSIONABLE CONTRIBUTION		COUNTY CONTRIBUTION - WITH MEDICAL COVERAGE OR WAIVE MEDICAL COVERAGE	CHOICES TIER 1 WITH NO ADMIN FEE	EF008	CH1NF	CHOICES CONTRIB	CHOICES TIER 1 NO FEE	
			CHOICES TIER 1 WITH ADMIN FEE	EF008	CH1WF	CHOICES CONTRIB	CHOICES TIER 1 FEE	
			CHOICES TIER 2 WITH ADMIN FEE	EF008	CH2WF	CHOICES CONTRIB	CHOICES TIER 2 FEE	
		ADMIN FEE - WITH MEDICAL COVERAGE OR WAIVE MEDICAL COVERAGE CONTRIBUTION	CHOICES TIER 1 ADMIN FEE, IF APPLICABLE	EF009	CH1WF	CHOICES ADM FEE	CHOICES ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			CHOICES TIER 2 ADMIN FEE	EF009	CH2WF	CHOICES ADM FEE	CHOICES ADMIN FEE	NO ENRL DOCUMENT REQUIRED
		COUNTY CONTRIBUTION - DECLINE OF MEDICAL COVERAGE	CHOICES, DECLINE MEDICAL, TIER 1 WITH NO ADMIN FEE	EF008	C1NFD	CHOICES CONTRIB	CHOICES TIER 1 NO FEE, DECLINE MEDICAL	
			CHOICES, DECLINE MEDICAL, TIER 1 WITH ADMIN FEE	EF008	C1WFD	CHOICES CONTRIB	CHOICES TIER 1 FEE, DECLINE MEDICAL	
			CHOICES, DECLINE MEDICAL, TIER 2 WITH ADMIN FEE	EF008	C2WFD	CHOICES CONTRIB	CHOICES TIER 2 FEE, DECLINE MEDICAL	
		ADMIN FEE - DECLINE OF MEDICAL COVERAGE CONTRIBUTION	CHOICES, DECLINE MEDICAL, TIER 1 ADMIN FEE, IF APPLICABLE	EF009	C1WFD	CHOICES ADM FEE	CHOICES ADMIN FEE, DECLINE MEDICAL	NO ENRL DOCUMENT REQUIRED
			CHOICES, DECLINE MEDICAL, TIER 2 ADMIN FEE	EF009	C2WFD	CHOICES ADM FEE	CHOICES ADMIN FEE, DECLINE MEDICAL	NO ENRL DOCUMENT REQUIRED
		PENSIONABLE COUNTY CONTRIBUTION	CHOICES PENSIONABLE CONTRIBUTION	EF010	EF010	CHOICES RCEA	CHOICES PENSIONABLE CONTRIBUTION	ONLY ENRL DOCUMENT INTO THIS DEDUCTION TYPE & PLAN IS REQUIRED
MEDICAL PLANS	CIGNA	CIGNA FULL HMO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTNER)	CIGNA FULL HMO, 1 PARTY COVERAGE	EF100	C1	CIGNA FULL HMO	CIGNA FULL HMO; CVG=C1	
		CIGNA FULL HMO WITH NO DOMESTIC PARTER COVERAGE	CIGNA FULL HMO, 2 PARTY COVERAGE	EF100	C2	CIGNA FULL HMO	CIGNA FULL HMO; CVG=C2	
			CIGNA FULL HMO, FAMILY COVERAGE	EF100	C3	CIGNA FULL HMO	CIGNA FULL HMO; CVG=C3	
		CIGNA FULL HMO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	CIGNA FULL HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF101	C2	CIGNA FULL HMO	CIGNA FULL HMO NRDP; CVG=2; IMP INC=C2-C1	
			CIGNA FULL HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF101	C3A	CIGNA FULL HMO	CIGNA FULL HMO NRDP; CVG=C3; IMP INC=C3-C1	
			CIGNA FULL HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF101	C3B	CIGNA FULL HMO	CIGNA FULL HMO NRDP; CVG=C3; IMP INC=C3-C2	
			CIGNA FULL HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF101	C3C	CIGNA FULL HMO	CIGNA FULL HMO NRDP; CVG=C3; IMP INC=C1	
		CIGNA FULL HMO WITH REGISTERED DOMESTIC PARTER COVERAGE	CIGNA FULL HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF102	C2	CIGNA FULL HMO	CIGNA FULL HMO RDP; CVG=C2; IMP INC=C2-C1	
			CIGNA FULL HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF102	C3A	CIGNA FULL HMO	CIGNA FULL HMO RDP; CVG=C3; IMP INC=C3-C1	
			CIGNA FULL HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF102	C3B	CIGNA FULL HMO	CIGNA FULL HMO RDP; CVG=C3; IMP INC=C3-C2	
			CIGNA FULL HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF102	C3C	CIGNA FULL HMO	CIGNA FULL HMO RDP; CVG=C3; IMP INC=C1	
		CIGNA POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTNER)	CIGNA POS, 1 PARTY COVERAGE	EF104	C1	CIGNA POS	CIGNA POS; CVG=C1	
		CIGNA POS WITH NO DOMESTIC PARTER COVERAGE	CIGNA POS, 2 PARTY COVERAGE	EF104	C2	CIGNA POS	CIGNA POS; CVG=C2	
			CIGNA POS, FAMILY COVERAGE	EF104	C3	CIGNA POS	CIGNA POS; CVG=C3	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		CIGNA POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	CIGNA POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF105	C2	CIGNA POS	CIGNA POS NRDP; CVG=2; IMP INC=C2-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF105	C3A	CIGNA POS	CIGNA POS NRDP; CVG=C3; IMP INC=C3-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF105	C3B	CIGNA POS	CIGNA POS NRDP; CVG=C3; IMP INC=C3-C2	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF105	C3C	CIGNA POS	CIGNA POS NRDP; CVG=C3; IMP INC=C1	
		CIGNA POS WITH REGISTERED DOMESTIC PARTER COVERAGE	CIGNA POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF106	C2	CIGNA POS	CIGNA POS RDP; CVG=C2; IMP INC=C2-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF106	C3A	CIGNA POS	CIGNA POS RDP; CVG=C3; IMP INC=C3-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF106	C3B	CIGNA POS	CIGNA POS RDP; CVG=C3; IMP INC=C3-C2	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF106	C3C	CIGNA POS	CIGNA POS RDP; CVG=C3; IMP INC=C1	
		CIGNA SELECT HMO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTNER)	CIGNA SELECT HMO, 1 PARTY COVERAGE	EF210	C1	CIGNA SELCT HMO	CIGNA SELECT HMO; CVG=C1	
		CIGNA SELECT HMO WITH NO DOMESTIC PARTER COVERAGE	CIGNA SELECT HMO, 2 PARTY COVERAGE	EF210	C2	CIGNA SELCT HMO	CIGNA SELECT HMO; CVG=C2	
			CIGNA SELECT HMO, FAMILY COVERAGE	EF210	C3	CIGNA SELCT HMO	CIGNA SELECT HMO; CVG=C3	
		CIGNA SELECT HMO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	CIGNA SELECT HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF211	C2	CIGNA SELCT HMO	CIGNA SELECT HMO NRDP; CVG=2; IMP INC=C2-C1	
			CIGNA SELECT HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF211	C3A	CIGNA SELCT HMO	CIGNA SELECT HMO NRDP; CVG=C3; IMP INC=C3-C1	
			CIGNA SELECT HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF211	C3B	CIGNA SELCT HMO	CIGNA SELECT HMO NRDP; CVG=C3; IMP INC=C3-C2	
			CIGNA SELECT HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF211	C3C	CIGNA SELCT HMO	CIGNA SELECT HMO NRDP; CVG=C3; IMP INC=C1	
		CIGNA SELECT HMO WITH REGISTERED DOMESTIC PARTER COVERAGE	CIGNA SELECT HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF212	C2	CIGNA SELCT HMO	CIGNA SELECT HMO RDP; CVG=C2; IMP INC=C2-C1	
			CIGNA SELECT HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF212	C3A	CIGNA SELCT HMO	CIGNA SELECT HMO RDP; CVG=C3; IMP INC=C3-C1	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			CIGNA SELECT HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF212	C3B	CIGNA SELCT HMO	CIGNA SELECT HMO RDP; CVG=C3; IMP INC=C3-C2	
			CIGNA SELECT HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF212	C3C	CIGNA SELCT HMO	CIGNA SELECT HMO RDP; CVG=C3; IMP INC=C1	
	ALADS	**ALADS PRUDENT BUYER PREMIER (UNDER AGE 50), EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTNER)**	ALADS PRUDENT BUYER PREMIER, 1 PARTY COVERAGE	EF148	C1	ALADS/PREM	ALADS/PREM; CVG=C1	
		ALADS PRUDENT BUYER PREMIER (UNDER AGE 50) WITH NO DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER PREMIER, 2 PARTY COVERAGE	EF148	C2	ALADS/PREM	ALADS/PREM; CVG=C2	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE	EF148	C3	ALADS/PREM	ALADS/PREM; CVG=C3	
		ALADS PRUDENT BUYER PREMIER (UNDER AGE 50) WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER PREMIER, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF149	C2	ALADS/PREM	ALADS/PREM NRDP; CVG=2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF149	C3A	ALADS/PREM	ALADS/PREM NRDP; CVG=C3; IMP INC=C3-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF149	C3B	ALADS/PREM	ALADS/PREM NRDP; CVG=C3; IMP INC=C3-C2	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF149	C3C	ALADS/PREM	ALADS/PREM NRDP; CVG=C3; IMP INC=C1	
		ALADS PRUDENT BUYER PREMIER (UNDER AGE 50) WITH REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER PREMIER, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF150	C2	ALADS/PREM	ALADS/PREM RDP; CVG=C2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF150	C3A	ALADS/PREM	ALADS/PREM RDP; CVG=C3; IMP INC=C3-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF150	C3B	ALADS/PREM	ALADS/PREM RDP; CVG=C3; IMP INC=C3-C2	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF150	C3C	ALADS/PREM	ALADS/PREM RDP; CVG=C3; IMP INC=C1	
		ALADS CALIFORNIACARE PREMIER, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTNER)	ALADS CALIFORNIACARE PREMIER, 1 PARTY COVERAGE	EF152	C1	ALADS/CCPM	ALADS/CCPM; CVG=C1	
		ALADS CALIFORNIACARE PREMIER WITH NO DOMESTIC PARTER COVERAGE	ALADS CALIFORNIACARE PREMIER, 2 PARTY COVERAGE	EF152	C2	ALADS/CCPM	ALADS/CCPM; CVG=C2	
			ALADS CALIFORNIACARE PREMIER, FAMILY COVERAGE	EF152	C3	ALADS/CCPM	ALADS/CCPM; CVG=C3	

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		ALADS CALIFORNIACARE PREMIER WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	ALADS CALIFORNIACARE PREMIER, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF153	C2	ALADS/CCPM	ALADS/CCPM NRDP; CVG=2; IMP INC=C2-C1	
			ALADS CALIFORNIACARE PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF153	C3A	ALADS/CCPM	ALADS/CCPM NRDP; CVG=C3; IMP INC=C3-C1	
			ALADS CALIFORNIACARE PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF153	C3B	ALADS/CCPM	ALADS/CCPM NRDP; CVG=C3; IMP INC=C3-C2	
			ALADS CALIFORNIACARE PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF153	C3C	ALADS/CCPM	ALADS/CCPM NRDP; CVG=C3; IMP INC=C1	
		ALADS CALIFORNIACARE PREMIER WITH REGISTERED DOMESTIC PARTER COVERAGE	ALADS CALIFORNIACARE PREMIER, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF154	C2	ALADS/CCPM	ALADS/CCPM RDP; CVG=C2; IMP INC=C2-C1	
			ALADS CALIFORNIACARE PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF154	C3A	ALADS/CCPM	ALADS/CCPM RDP; CVG=C3; IMP INC=C3-C1	
			ALADS CALIFORNIACARE PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF154	C3B	ALADS/CCPM	ALADS/CCPM RDP; CVG=C3; IMP INC=C3-C2	
			ALADS CALIFORNIACARE PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF154	C3C	ALADS/CCPM	ALADS/CCPM RDP; CVG=C3; IMP INC=C1	
		ALADS PRUDENT BUYER PREMIER (OVER AGE 49), EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	ALADS PRUDENT BUYER PREMIER, 1 PARTY COVERAGE	EF156	C1	ALADS/PBPM+	ALADS/PBPM+; CVG=C1	
		ALADS PRUDENT BUYER PREMIER (OVER AGE 49) WITH NO DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER PREMIER, 2 PARTY COVERAGE	EF156	C2	ALADS/PBPM+	ALADS/PBPM+; CVG=C2	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE	EF156	C3	ALADS/PBPM+	ALADS/PBPM+; CVG=C3	
		ALADS PRUDENT BUYER PREMIER (OVER AGE 49) WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER PREMIER, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF157	C2	ALADS/PBPM+	ALADS/PBPM+ NRDP; CVG=2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF157	C3A	ALADS/PBPM+	ALADS/PBPM+ NRDP; CVG=C3; IMP INC=C3-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF157	C3B	ALADS/PBPM+	ALADS/PBPM+ NRDP; CVG=C3; IMP INC=C3-C2	

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			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF157	C3C	ALADS/PBPM+	ALADS/PBPM+ NRDP; CVG=C3; IMP INC=C1	
		ALADS PRUDENT BUYER PREMIER (OVER AGE 49) WITH REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER PREMIER, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF158	C2	ALADS/PBPM+	ALADS/PBPM+ RDP; CVG=C2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF158	C3A	ALADS/PBPM+	ALADS/PBPM+ RDP; CVG=C3; IMP INC=C3-C1	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF158	C3B	ALADS/PBPM+	ALADS/PBPM+ RDP; CVG=C3; IMP INC=C3-C2	
			ALADS PRUDENT BUYER PREMIER, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF158	C3C	ALADS/PBPM+	ALADS/PBPM+ RDP; CVG=C3; IMP INC=C1	
		ALADS PRUDENT BUYER BASIC (UNDER AGE 50), EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	ALADS PRUDENT BUYER BASIC, 1 PARTY COVERAGE	EF160	C1	ALADS/PBBS	ALADS/PBBS; CVG=C1	
		ALADS PRUDENT BUYER BASIC (UNDER AGE 50) WITH NO DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER BASIC, 2 PARTY COVERAGE	EF160	C2	ALADS/PBBS	ALADS/PBBS; CVG=C2	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE	EF160	C3	ALADS/PBBS	ALADS/PBBS; CVG=C3	
		ALADS PRUDENT BUYER BASIC (UNDER AGE 50) WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER BASIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF161	C2	ALADS/PBBS	ALADS/PBBS NRDP; CVG=2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF161	C3A	ALADS/PBBS	ALADS/PBBS NRDP; CVG=C3; IMP INC=C3-C1	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF161	C3B	ALADS/PBBS	ALADS/PBBS NRDP; CVG=C3; IMP INC=C3-C2	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF161	C3C	ALADS/PBBS	ALADS/PBBS NRDP; CVG=C3; IMP INC=C1	
		ALADS PRUDENT BUYER BASIC (UNDER AGE 50) WITH REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER BASIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF162	C2	ALADS/PBBS	ALADS/PBBS RDP; CVG=C2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF162	C3A	ALADS/PBBS	ALADS/PBBS RDP; CVG=C3; IMP INC=C3-C1	

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			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF162	C3B	ALADS/PBBS	ALADS/PBBS RDP; CVG=C3; IMP INC=C3-C2	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF162	C3C	ALADS/PBBS	ALADS/PBBS RDP; CVG=C3; IMP INC=C1	
		ALADS CALIFORNIACARE BASIC, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	ALADS CALIFORNIACARE BASIC, 1 PARTY COVERAGE	EF164	C1	ALADS/CCBS	ALADS/CCBS; CVG=C1	
		ALADS CALIFORNIACARE BASIC WITH NO DOMESTIC PARTER COVERAGE	ALADS CALIFORNIACARE BASIC, 2 PARTY COVERAGE	EF164	C2	ALADS/CCBS	ALADS/CCBS; CVG=C2	
			ALADS CALIFORNIACARE BASIC, FAMILY COVERAGE	EF164	C3	ALADS/CCBS	ALADS/CCBS; CVG=C3	
		ALADS CALIFORNIACARE BASIC WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	ALADS CALIFORNIACARE BASIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF165	C2	ALADS/CCBS	ALADS/CCBS NRDP; CVG=2; IMP INC=C2-C1	
			ALADS CALIFORNIACARE BASIC, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF165	C3A	ALADS/CCBS	ALADS/CCBS NRDP; CVG=C3; IMP INC=C3-C1	
			ALADS CALIFORNIACARE BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF165	C3B	ALADS/CCBS	ALADS/CCBS NRDP; CVG=C3; IMP INC=C3-C2	
			ALADS CALIFORNIACARE BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF165	C3C	ALADS/CCBS	ALADS/CCBS NRDP; CVG=C3; IMP INC=C1	
		ALADS CALIFORNIACARE BASIC WITH REGISTERED DOMESTIC PARTER COVERAGE	ALADS CALIFORNIACARE BASIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF166	C2	ALADS/CCBS	ALADS/CCBS RDP; CVG=C2; IMP INC=C2-C1	
			ALADS CALIFORNIACARE BASIC, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF166	C3A	ALADS/CCBS	ALADS/CCBS RDP; CVG=C3; IMP INC=C3-C1	
			ALADS CALIFORNIACARE BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF166	C3B	ALADS/CCBS	ALADS/CCBS RDP; CVG=C3; IMP INC=C3-C2	
			ALADS CALIFORNIACARE BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF166	C3C	ALADS/CCBS	ALADS/CCBS RDP; CVG=C3; IMP INC=C1	
		ALADS PRUDENT BUYER BASIC (OVER AGE 49), EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	ALADS PRUDENT BUYER BASIC, 1 PARTY COVERAGE	EF168	C1	ALADS/PBBS+	ALADS/PBBS+; CVG=C1	
		ALADS PRUDENT BUYER BASIC (OVER AGE 49) WITH NO DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER BASIC, 2 PARTY COVERAGE	EF168	C2	ALADS/PBBS+	ALADS/PBBS+; CVG=C2	

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			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE	EF168	C3	ALADS/PBBS+	ALADS/PBBS+; CVG=C3	
		ALADS PRUDENT BUYER BASIC (OVER AGE 49) WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER BASIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF169	C2	ALADS/PBBS+	ALADS/PBBS+ NRDP; CVG=2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF169	C3A	ALADS/PBBS+	ALADS/PBBS+ NRDP; CVG=C3; IMP INC=C3-C1	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF169	C3B	ALADS/PBBS+	ALADS/PBBS+ NRDP; CVG=C3; IMP INC=C3-C2	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF169	C3C	ALADS/PBBS+	ALADS/PBBS+ NRDP; CVG=C3; IMP INC=C1	
		ALADS PRUDENT BUYER BASIC (OVER AGE 49) WITH REGISTERED DOMESTIC PARTER COVERAGE	ALADS PRUDENT BUYER BASIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF170	C2	ALADS/PBBS+	ALADS/PBBS+ RDP; CVG=C2; IMP INC=C2-C1	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF170	C3A	ALADS/PBBS+	ALADS/PBBS+ RDP; CVG=C3; IMP INC=C3-C1	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF170	C3B	ALADS/PBBS+	ALADS/PBBS+ RDP; CVG=C3; IMP INC=C3-C2	
			ALADS PRUDENT BUYER BASIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF170	C3C	ALADS/PBBS+	ALADS/PBBS+ RDP; CVG=C3; IMP INC=C1	
	CAPE	**CAPE BLUE SHIELD LITE POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	CAPE BLUE SHIELD LITE POS, 1 PARTY COVERAGE	EF172	C1	CAPEMEDLT	CAPEMEDLT; CVG=C1	
		CAPE BLUE SHIELD LITE POS WITH NO DOMESTIC PARTER COVERAGE	CAPE BLUE SHIELD LITE POS, 2 PARTY COVERAGE	EF172	C2	CAPEMEDLT	CAPEMEDLT; CVG=C2	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE	EF172	C3	CAPEMEDLT	CAPEMEDLT; CVG=C3	
		CAPE BLUE SHIELD LITE POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	CAPE BLUE SHIELD LITE POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF173	C2	CAPEMEDLT	CAPEMEDLT NRDP; CVG=2; IMP INC=C2-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF173	C3A	CAPEMEDLT	CAPEMEDLT NRDP; CVG=C3; IMP INC=C3-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF173	C3B	CAPEMEDLT	CAPEMEDLT NRDP; CVG=C3; IMP INC=C3-C2	

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			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF173	C3C	CAPEMEDLT	CAPEMEDLT NRDP; CVG=C3; IMP INC=C1	
		CAPE BLUE SHIELD LITE POS WITH REGISTERED DOMESTIC PARTER COVERAGE	CAPE BLUE SHIELD LITE POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF174	C2	CAPEMEDLT	CAPEMEDLT RDP; CVG=C2; IMP INC=C2-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF174	C3A	CAPEMEDLT	CAPEMEDLT RDP; CVG=C3; IMP INC=C3-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF174	C3B	CAPEMEDLT	CAPEMEDLT RDP; CVG=C3; IMP INC=C3-C2	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF174	C3C	CAPEMEDLT	CAPEMEDLT RDP; CVG=C3; IMP INC=C1	
		CAPE BLUE SHIELD CLASSIC POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	CAPE BLUE SHIELD CLASSIC POS, 1 PARTY COVERAGE	EF176	C1	CAPEMEDC	CAPEMEDC; CVG=C1	
		CAPE BLUE SHIELD CLASSIC POS WITH NO DOMESTIC PARTER COVERAGE	CAPE BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE	EF176	C2	CAPEMEDC	CAPEMEDC; CVG=C2	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE	EF176	C3	CAPEMEDC	CAPEMEDC; CVG=C3	
		CAPE BLUE SHIELD CLASSIC POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	CAPE BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF177	C2	CAPEMEDC	CAPEMEDC NRDP; CVG=2; IMP INC=C2-C1	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF177	C3A	CAPEMEDC	CAPEMEDC NRDP; CVG=C3; IMP INC=C3-C1	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF177	C3B	CAPEMEDC	CAPEMEDC NRDP; CVG=C3; IMP INC=C3-C2	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF177	C3C	CAPEMEDC	CAPEMEDC NRDP; CVG=C3; IMP INC=C1	
		CAPE BLUE SHIELD CLASSIC POS WITH REGISTERED DOMESTIC PARTER COVERAGE	CAPE BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF178	C2	CAPEMEDC	CAPEMEDC RDP; CVG=C2; IMP INC=C2-C1	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF178	C3A	CAPEMEDC	CAPEMEDC RDP; CVG=C3; IMP INC=C3-C1	

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			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF178	C3B	CAPEMEDC	CAPEMEDC RDP; CVG=C3; IMP INC=C3-C2	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF178	C3C	CAPEMEDC	CAPEMEDC RDP; CVG=C3; IMP INC=C1	
	KAISER	KAISER CCU, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	KAISER CCU, 1 PARTY COVERAGE	EF132	C1	KAISER CCU	KAISER CCU; CVG=C1	
		KAISER CCU WITH NO DOMESTIC PARTER COVERAGE	KAISER CCU, 2 PARTY COVERAGE	EF132	C2	KAISER CCU	KAISER CCU; CVG=C2	
			KAISER CCU, FAMILY COVERAGE	EF132	C3	KAISER CCU	KAISER CCU; CVG=C3	
		KAISER CCU WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	KAISER CCU, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF133	C2	KAISER CCU	KAISER CCU NRDP; CVG=2; IMP INC=C2-C1	
			KAISER CCU, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF133	C3A	KAISER CCU	KAISER CCU NRDP; CVG=C3; IMP INC=C3-C1	
			KAISER CCU, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF133	C3B	KAISER CCU	KAISER CCU NRDP; CVG=C3; IMP INC=C3-C2	
			KAISER CCU, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF133	C3C	KAISER CCU	KAISER CCU NRDP; CVG=C3; IMP INC=C1	
		KAISER CCU WITH REGISTERED DOMESTIC PARTER COVERAGE	KAISER CCU, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF134	C2	KAISER CCU	KAISER CCU RDP; CVG=C2; IMP INC=C2-C1	
			KAISER CCU, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF134	C3A	KAISER CCU	KAISER CCU RDP; CVG=C3; IMP INC=C3-C1	
			KAISER CCU, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF134	C3B	KAISER CCU	KAISER CCU RDP; CVG=C3; IMP INC=C3-C2	
			KAISER CCU, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF134	C3C	KAISER CCU	KAISER CCU RDP; CVG=C3; IMP INC=C1	
	FIRE FIGHTERS LOCAL 1014	LOCAL 1014, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	LOCAL 1014, 1 PARTY COVERAGE	EF180	C1	1014 MED	1014 MED; CVG=C1	
		LOCAL 1014 WITH NO DOMESTIC PARTER COVERAGE	LOCAL 1014, 2 PARTY COVERAGE	EF180	C2	1014 MED	1014 MED; CVG=C2	
			LOCAL 1014, FAMILY COVERAGE	EF180	C3	1014 MED	1014 MED; CVG=C3	
		LOCAL 1014 WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	LOCAL 1014, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF181	C2	1014 MED	1014 MED NRDP; CVG=2; IMP INC=C2-C1	
			LOCAL 1014, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF181	C3A	1014 MED	1014 MED NRDP; CVG=C3; IMP INC=C3-C1	
			LOCAL 1014, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF181	C3B	1014 MED	1014 MED NRDP; CVG=C3; IMP INC=C3-C2	

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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			LOCAL 1014, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF181	C3C	1014 MED	1014 MED NRDP; CVG=C3; IMP INC=C1	
		LOCAL 1014 WITH REGISTERED DOMESTIC PARTER COVERAGE	LOCAL 1014, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF182	C2	1014 MED	1014 MED RDP; CVG=C2; IMP INC=C2-C1	
			LOCAL 1014, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF182	C3A	1014 MED	1014 MED RDP; CVG=C3; IMP INC=C3-C1	
			LOCAL 1014, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF182	C3B	1014 MED	1014 MED RDP; CVG=C3; IMP INC=C3-C2	
			LOCAL 1014, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF182	C3C	1014 MED	1014 MED RDP; CVG=C3; IMP INC=C1	
LIFE INSURANCE	**CIGNA**	**CIGNA LIFE INSURANCE, RETIREMENT PLAN E MEMBERS - EMPLOYEE COVERAGE ONLY**	CIGNA LIFE INSURANCE, 1/2X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS (ONLY AVAILABLE TO EMPLOYEES CURRENTLY ENROLLED IN THIS BENEFIT COVERAGE)	EL200	.5XE	LIFE .5XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=.5	IN CWPAY, ONLY ONE TRANSACTION (K20) FOR A DEDUCTION CODE (E.G., 741) WAS REQUIRED TO ENROLL EMPLOYEES INTO EMPLOYEE + DEPENDENT LIFE (AT $5K, $10K, $15K OR $20K) COVERAGE. IN EHR, EMPLOYEE LIFE AND DEPENDENT LIFE ARE INDEPENDENT BENEFITS, THEREFORE, WILL REQUIRE TWO ENRL DOCUMENTS TO ENROLL EMPLOYEES INTO EMPLOYEE LIFE AND DEPENDENT LIFE COVERAGES.
			CIGNA LIFE INSURANCE, 1X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	1XE	LIFE 1XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=1	
			CIGNA LIFE INSURANCE, 2X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	2XE	LIFE 2XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=2	
			CIGNA LIFE INSURANCE, 3X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	3XE	LIFE 3XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=3	
			CIGNA LIFE INSURANCE, 4X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	4XE	LIFE 4XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=4	
			CIGNA LIFE INSURANCE, 5X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	5XE	LIFE 5XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=5	
			CIGNA LIFE INSURANCE, 6X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	6XE	LIFE 6XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=6	
			CIGNA LIFE INSURANCE, 7X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	7XE	LIFE 7XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=7	
			CIGNA LIFE INSURANCE, 8X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL200	8XE	LIFE 8XSAL PTX	CHOICES LIFE PRE-TAX, RET E, CVG=8	
		CIGNA LIFE INSURANCE, NON-RETIREMENT PLAN E MEMBERS - EMPLOYEE COVERAGE ONLY	CIGNA LIFE INSURANCE, 1/2X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS (ONLY AVAILABLE TO EMPLOYEES CURRENTLY ENROLLED IN THIS BENEFIT COVERAGE)	EL200	.5XNE	LIFE .5XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=.5	
			CIGNA LIFE INSURANCE, 1X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	1XNE	LIFE 1XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=1	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			CIGNA LIFE INSURANCE, 2X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	2XNE	LIFE 2XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=2	
			CIGNA LIFE INSURANCE, 3X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	3XNE	LIFE 3XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=3	
			CIGNA LIFE INSURANCE, 4X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	4XNE	LIFE 4XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=4	
			CIGNA LIFE INSURANCE, 5X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	5XNE	LIFE 5XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=5	
			CIGNA LIFE INSURANCE, 6X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	6XNE	LIFE 6XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=6	
			CIGNA LIFE INSURANCE, 7X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	7XNE	LIFE 7XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=7	
			CIGNA LIFE INSURANCE, 8X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL200	8XNE	LIFE 8XSAL PTX	CHOICES LIFE PRE-TAX, NON-RET E, CVG=8	
DEPENDENT LIFE INSURANCE	**CIGNA**	**CIGNA DEPENDENT LIFE INSURANCE**	CIGNA DEPENDENT LIFE INSURANCE, $5,000 COVERAGE	EL300	5K	5K DEP LIFE-CH	CHOICES CIGNA LIFE DEPENDENT $5K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $10,000 COVERAGE	EL300	10K	10K DEP LIFE-CH	CHOICES CIGNA LIFE DEPENDENT $10K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $15,000 COVERAGE	EL300	15K	15K DEP LIFE-CH	CHOICES CIGNA LIFE DEPENDENT $15K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $20,000 COVERAGE	EL300	20K	20K DEP LIFE-CH	CHOICES CIGNA LIFE DEPENDENT $20K COVERAGE	
ACCIDENTAL DEATH & DISMEMBERMENT	**CIGNA**	**AD&D, EMPLOYEE ONLY COVERAGE OR EMPLOYEE + DEPENDENT(S) WITH NO REGISTERED DOMESTIC PARTNER COVERAGE**	AD&D, EMPLOYEE COVERAGE AT $10,000 BENEFITS	EF410	10E	AD&D 10K-EE	AD&D, CVG=10K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $10,000 BENEFITS	EF410	10E+	AD&D 10K-EE+FAM	AD&D, CVG=10K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $25,000 BENEFITS	EF410	25E	AD&D 25K-EE	AD&D, CVG=25K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $25,000 BENEFITS	EF410	25E+	AD&D 25K-EE+FAM	AD&D, CVG=25K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $50,000 BENEFITS	EF410	50E	AD&D 50K-EE	AD&D, CVG=50K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $50,000 BENEFITS	EF410	50E+	AD&D 50K-EE+FAM	AD&D, CVG=50K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $100,000 BENEFITS	EF410	100E	AD&D 100K-EE	AD&D, CVG=100K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $100,000 BENEFITS	EF410	100E+	AD&D 100K-EE+FM	AD&D, CVG=100K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $150,000 BENEFITS	EF410	150E	AD&D 150K-EE	AD&D, CVG=150K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $150,000 BENEFITS	EF410	150E+	AD&D 150K-EE+FM	AD&D, CVG=150K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $200,000 BENEFITS	EF410	200E	AD&D 200K-EE	AD&D, CVG=200K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $200,000 BENEFITS	EF410	200E+	AD&D 200K-EE+FM	AD&D, CVG=200K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $250,000 BENEFITS	EF410	250E	AD&D 250K-EE	AD&D, CVG=250K, EMPLOYEE ONLY	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $250,000 BENEFITS	EF410	250E+	AD&D 250K-EE+FM	AD&D, CVG=250K, EMPLOYEE + FAMILY	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF411	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF411	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF411	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF411	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF411	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF411	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF411	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, NON-REG DP	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF413	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF413	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF413	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF413	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF413	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF413	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, REG DP	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF413	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, REG DP	
DENTAL PLANS	**SAFEGUARD**	**SAFEGUARD, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	SAFEGUARD, 1 PARTY COVERAGE	EF320	C1	SAFEGUARD	SAFEGUARD; CVG=C1	
		SAFEGUARD WITH NO DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE	EF320	C2	SAFEGUARD	SAFEGUARD; CVG=C2	
			SAFEGUARD, FAMILY COVERAGE	EF320	C3	SAFEGUARD	SAFEGUARD; CVG=C3	
		SAFEGUARD WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF321	C2	SAFEGUARD	SAFEGUARD NRDP; CVG=2; IMP INC=C2-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF321	C3A	SAFEGUARD	SAFEGUARD NRDP; CVG=C3; IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF321	C3B	SAFEGUARD	SAFEGUARD NRDP; CVG=C3; IMP INC=C3-C2	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF321	C3C	SAFEGUARD	SAFEGUARD NRDP; CVG=C3; IMP INC=C1	
		SAFEGUARD WITH REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF322	C2	SAFEGUARD	SAFEGUARD RDP; CVG=C2; IMP INC=C2-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF322	C3A	SAFEGUARD	SAFEGUARD RDP; CVG=C3; IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF322	C3B	SAFEGUARD	SAFEGUARD RDP; CVG=C3; IMP INC=C3-C2	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF322	C3C	SAFEGUARD	SAFEGUARD RDP; CVG=C3; IMP INC=C1	
	DELTACARE	**DELTACARE, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	DELTACARE, 1 PARTY COVERAGE	EF312	C1	DELTACARE	DELTACARE; CVG=C1	
		DELTACARE WITH NO DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE	EF312	C2	DELTACARE	DELTACARE; CVG=C2	
			DELTACARE, FAMILY COVERAGE	EF312	C3	DELTACARE	DELTACARE; CVG=C3	
		DELTACARE WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF313	C2	DELTACARE	DELTACARE NRDP; CVG=2; IMP INC=C2-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF313	C3A	DELTACARE	DELTACARE NRDP; CVG=C3; IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF313	C3B	DELTACARE	DELTACARE NRDP; CVG=C3; IMP INC=C3-C2	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF313	C3C	DELTACARE	DELTACARE NRDP; CVG=C3; IMP INC=C1	
		DELTACARE WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF314	C2	DELTACARE	DELTACARE RDP; CVG=C2; IMP INC=C2-C1	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF314	C3A	DELTACARE	DELTACARE RDP; CVG=C3; IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF314	C3B	DELTACARE	DELTACARE RDP; CVG=C3; IMP INC=C3-C2	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF314	C3C	DELTACARE	DELTACARE RDP; CVG=C3; IMP INC=C1	
	DELTA DENTAL	**DELTA DENTAL, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	DELTA DENTAL, 1 PARTY COVERAGE	EF304	C1	DELTA DENTAL-C	DELTA DENTAL - CHOICES; CVG=C1	
		DELTA DENTAL WITH NO DOMESTIC PARTER COVERAGE	DELTA DENTAL, 2 PARTY COVERAGE	EF304	C2	DELTA DENTAL-C	DELTA DENTAL - CHOICES; CVG=C2	
			DELTA DENTAL, FAMILY COVERAGE	EF304	C3	DELTA DENTAL-C	DELTA DENTAL - CHOICES; CVG=C3	
		DELTA DENTAL WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF305	C2	DELTA DENTAL-C	DELTA DENTAL - CHOICES NRDP; CVG=2; IMP INC=C2-C1	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF305	C3A	DELTA DENTAL-C	DELTA DENTAL - CHOICES NRDP; CVG=C3; IMP INC=C3-C1	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF305	C3B	DELTA DENTAL-C	DELTA DENTAL - CHOICES NRDP; CVG=C3; IMP INC=C3-C2	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF305	C3C	DELTA DENTAL-C	DELTA DENTAL - CHOICES NRDP; CVG=C3; IMP INC=C1	
		DELTA DENTAL WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF306	C2	DELTA DENTAL-C	DELTA DENTAL - CHOICES RDP; CVG=2; IMP INC=C2-C1	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF306	C3A	DELTA DENTAL-C	DELTA DENTAL - CHOICES RDP; CVG=C3; IMP INC=C3-C1	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF306	C3B	DELTA DENTAL-C	DELTA DENTAL - CHOICES RDP; CVG=C3; IMP INC=C3-C2	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF306	C3C	DELTA DENTAL-C	DELTA DENTAL - CHOICES RDP; CVG=C3; IMP INC=C1	
DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY		**DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY**	DEPENDENT CARE SPENDING ACCOUNT	EF502	EF502	DCSA	DEPENDENT CARE SPENDING ACCOUNT	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $375	EF504	CH1	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - CHOICES; SUB=375	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $300	EF504	CH2	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - CHOICES; SUB=300	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $275	EF504	CH3	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - CHOICES; SUB=275	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $200	EF504	CH4	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - CHOICES; SUB=200	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $125	EF504	CH5	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - CHOICES; SUB=125	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $75	EF504	CH6	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - CHOICES; SUB=75	
HEALTH CARE SPENDING ACCOUNT		**HEALTH CARE SPENDING ACCOUNT**	HEALTH CARE SPENDING ACCOUNT	EF500	EF500	HCSA	HEALTH CARE SPENDING ACCOUNT	
LONG-TERM DISABILITY - HEALTH INSURANCE		**LONG-TERM DISABILITY - HEALTH INSURANCE**	LONG-TERM DISABILITY - HEALTH INSURANCE	EF044	EF044	LTD-H CH	LONG-TERM DISABILITY-HEALTH BENEFIT, CHOICES	

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CAFÉ PLAN MATRIX
OPTIONS CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
COUNTY CONTRIBUTION, ADMIN FEE & PENSIONABLE CONTRIBUTION		**COUNTY CONTRIBUTION - WITH MEDICAL COVERAGE OR WAIVE MEDICAL COVERAGE**	OPTIONS TIER 1 WITH ADMIN FEE	EF011	OP1WF	OPTIONS CONTRIB	OPTIONS TIER 1 FEE	
			OPTIONS TIER 2 WITH ADMIN FEE	EF011	OP2WF	OPTIONS CONTRIB	OPTIONS TIER 2 FEE	
		ADMIN FEE - WITH MEDICAL COVERAGE OR WAIVE MEDICAL COVERAGE CONTRIBUTION	OPTIONS TIER 1 ADMIN FEE	EF012	OP1WF	OPTIONS ADM FEE	OPTIONS ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			OPTIONS TIER 2 ADMIN FEE	EF012	OP2WF	OPTIONS ADM FEE	OPTIONS ADMIN FEE	NO ENRL DOCUMENT REQUIRED
		COUNTY CONTRIBUTION - DECLINE OF MEDICAL COVERAGE	OPTIONS, DECLINE MEDICAL, TIER 1 WITH ADMIN FEE	EF011	O1WFD	OPTIONS CONTRIB	OPTIONS TIER 1 FEE, DECLINE MEDICAL	
			OPTIONS, DECLINE MEDICAL, TIER 2 WITH ADMIN FEE	EF011	O2WFD	OPTIONS CONTRIB	OPTIONS TIER 2 FEE, DECLINE MEDICAL	
		ADMIN FEE - DECLINE OF MEDICAL COVERAGE CONTRIBUTION	OPTIONS, DECLINE MEDICAL, TIER 1 ADMIN FEE	EF012	O1WFD	OPTIONS ADM FEE	OPTIONS ADMIN FEE, DECLINE MEDICAL	NO ENRL DOCUMENT REQUIRED
			OPTIONS, DECLINE MEDICAL, TIER 2 ADMIN FEE	EF012	O2WFD	OPTIONS ADM FEE	OPTIONS ADMIN FEE, DECLINE MEDICAL	NO ENRL DOCUMENT REQUIRED
		PENSIONABLE COUNTY CONTRIBUTION	OPTIONS PENSIONABLE CONTRIBUTION	EF013	EF013	OPTIONS RCEA	OPTIONS PENSIONABLE CONTRIBUTION	ONLY ENRL DOCUMENT INTO THIS DEDUCTION TYPE & PLAN IS REQUIRED
MEDICAL PLANS	**UNITED HEALTH CARE**	**UHC HMO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	UNITED HEALTH CARE HMO, 1 PARTY COVERAGE	EF140	C1	UHC HMO	UNITED HEALTH HMO; CVG=C1	
		UHC HMO WITH NO DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE HMO, 2 PARTY COVERAGE	EF140	C2	UHC HMO	UNITED HEALTH HMO; CVG=C2	
			UNITED HEALTH CARE HMO, FAMILY COVERAGE	EF140	C3	UHC HMO	UNITED HEALTH HMO; CVG=C3	
		UHC HMO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF141	C2	UHC HMO	UNITED HEALTH HMO NRDP; CVG=2; IMP INC=C2-C1	
			UNITED HEALTH CARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF141	C3A	UHC HMO	UNITED HEALTH HMO NRDP; CVG=C3; IMP INC=C3-C1	
			UNITED HEALTH CARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF141	C3B	UHC HMO	UNITED HEALTH HMO NRDP; CVG=C3; IMP INC=C3-C2	
			UNITED HEALTH CARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF141	C3C	UHC HMO	UNITED HEALTH HMO NRDP; CVG=C3; IMP INC=C1	
		UHC HMO WITH REGISTERED DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF142	C2	UHC HMO	UNITED HEALTH HMO RDP; CVG=C2; IMP INC=C2-C1	
			UNITED HEALTH CARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF142	C3A	UHC HMO	UNITED HEALTH HMO RDP; CVG=C3; IMP INC=C3-C1	
			UNITED HEALTH CARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF142	C3B	UHC HMO	UNITED HEALTH HMO RDP; CVG=C3; IMP INC=C3-C2	
			UNITED HEALTH CARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF142	C3C	UHC HMO	UNITED HEALTH HMO RDP; CVG=C3; IMP INC=C1	
		UHC PPO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	UNITED HEALTH CARE PPO, 1 PARTY COVERAGE	EF144	C1	UHC PPO	UNITED HEALTH PPO; CVG=C1	

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EXHIBIT A, Attachment A.8.2.1

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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		UHC PPO WITH NO DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE PPO, 2 PARTY COVERAGE	EF144	C2	UHC PPO	UNITED HEALTH PPO; CVG=C2	
			UNITED HEALTH CARE PPO, FAMILY COVERAGE	EF144	C3	UHC PPO	UNITED HEALTH PPO; CVG=C3	
		UHC PPO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF145	C2	UHC PPO	UNITED HEALTH PPO NRDP; CVG=2; IMP INC=C2-C1	
			UNITED HEALTH CARE PPO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF145	C3A	UHC PPO	UNITED HEALTH PPO NRDP; CVG=C3; IMP INC=C3-C1	
			UNITED HEALTH CARE PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF145	C3B	UHC PPO	UNITED HEALTH PPO NRDP; CVG=C3; IMP INC=C3-C2	
			UNITED HEALTH CARE PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF145	C3C	UHC PPO	UNITED HEALTH PPO NRDP; CVG=C3; IMP INC=C1	
		UHC PPO WITH REGISTERED DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF146	C2	UHC PPO	UNITED HEALTH PPO RDP; CVG=C2; IMP INC=C2-C1	
			UNITED HEALTH CARE PPO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF146	C3A	UHC PPO	UNITED HEALTH PPO RDP; CVG=C3; IMP INC=C3-C1	
			UNITED HEALTH CARE PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF146	C3B	UHC PPO	UNITED HEALTH PPO RDP; CVG=C3; IMP INC=C3-C2	
			UNITED HEALTH CARE PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF146	C3C	UHC PPO	UNITED HEALTH PPO RDP; CVG=C3; IMP INC=C1	
		UHC HARMONY HMO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC	UNITED HEALTH CARE HARMONY HMO, 1 PARTY COVERAGE	EF213	C1	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO; CVG=C1	
		UHC HARMONY HMO WITH NO DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE HARMONY HMO, 2 PARTY COVERAGE	EF213	C2	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO; CVG=C2	
			UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE	EF213	C3	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO; CVG=C3	
		UHC HARMONY HMO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE HARMONY HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF214	C2	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO NRDP; CVG=2; IMP INC=C2-C1	
			UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF214	C3A	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO NRDP; CVG=C3; IMP INC=C3-C1	
			UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF214	C3B	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO NRDP; CVG=C3; IMP INC=C3-C2	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF214	C3C	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO NRDP; CVG=C3; IMP INC=C1	
		UHC HARMONY HMO WITH REGISTERED DOMESTIC PARTER COVERAGE	UNITED HEALTH CARE HARMONY HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF215	C2	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO RDP; CVG=C2; IMP INC=C2-C1	
			UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF215	C3A	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO RDP; CVG=C3; IMP INC=C3-C1	
			UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF215	C3B	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO RDP; CVG=C3; IMP INC=C3-C2	
			UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF215	C3C	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO RDP; CVG=C3; IMP INC=C1	
	KAISER	**KAISER 721, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	KAISER 721, 1 PARTY COVERAGE	EF136	C1	KAISER 721	KAISER 721; CVG=C1	
		KAISER 721 WITH NO DOMESTIC PARTER COVERAGE	KAISER 721, 2 PARTY COVERAGE	EF136	C2	KAISER 721	KAISER 721; CVG=C2	
			KAISER 721, FAMILY COVERAGE	EF136	C3	KAISER 721	KAISER 721; CVG=C3	
		KAISER 721 WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	KAISER 721, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF137	C2	KAISER 721	KAISER 721 NRDP; CVG=2; IMP INC=C2-C1	
			KAISER 721, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF137	C3A	KAISER 721	KAISER 721 NRDP; CVG=C3; IMP INC=C3-C1	
			KAISER 721, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF137	C3B	KAISER 721	KAISER 721 NRDP; CVG=C3; IMP INC=C3-C2	
			KAISER 721, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF137	C3C	KAISER 721	KAISER 721 NRDP; CVG=C3; IMP INC=C1	
		KAISER 721 WITH REGISTERED DOMESTIC PARTER COVERAGE	KAISER 721, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF138	C2	KAISER 721	KAISER 721 RDP; CVG=C2; IMP INC=C2-C1	
			KAISER 721, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF138	C3A	KAISER 721	KAISER 721 RDP; CVG=C3; IMP INC=C3-C1	
			KAISER 721, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF138	C3B	KAISER 721	KAISER 721 RDP; CVG=C3; IMP INC=C3-C2	
			KAISER 721, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF138	C3C	KAISER 721	KAISER 721 RDP; CVG=C3; IMP INC=C1	

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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
	CAPE	**CAPE BLUE SHIELD LITE POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER) - GRANDFATHERED**	CAPE BLUE SHIELD LITE POS, 1 PARTY COVERAGE	EF198	C1	CAPEMEDLT	CAPEMEDLT; CVG=C1	
		CAPE BLUE SHIELD LITE POS WITH NO DOMESTIC PARTER COVERAGE - GRANDFATHERED	CAPE BLUE SHIELD LITE POS, 2 PARTY COVERAGE	EF198	C2	CAPEMEDLT	CAPEMEDLT; CVG=C2	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE	EF198	C3	CAPEMEDLT	CAPEMEDLT; CVG=C3	
		CAPE BLUE SHIELD LITE POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CAPE BLUE SHIELD LITE POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF199	C2	CAPEMEDLT	CAPEMEDLT NRDP; CVG=2; IMP INC=C2-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF199	C3A	CAPEMEDLT	CAPEMEDLT NRDP; CVG=C3; IMP INC=C3-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF199	C3B	CAPEMEDLT	CAPEMEDLT NRDP; CVG=C3; IMP INC=C3-C2	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF199	C3C	CAPEMEDLT	CAPEMEDLT NRDP; CVG=C3; IMP INC=C1	
		CAPE BLUE SHIELD LITE POS WITH REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CAPE BLUE SHIELD LITE POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF200	C2	CAPEMEDLT	CAPEMEDLT RDP; CVG=C2; IMP INC=C2-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF200	C3A	CAPEMEDLT	CAPEMEDLT RDP; CVG=C3; IMP INC=C3-C1	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF200	C3B	CAPEMEDLT	CAPEMEDLT RDP; CVG=C3; IMP INC=C3-C2	
			CAPE BLUE SHIELD LITE POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF200	C3C	CAPEMEDLT	CAPEMEDLT RDP; CVG=C3; IMP INC=C1	
		CAPE BLUE SHIELD CLASSIC POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER) - GRANDFATHERED	CAPE BLUE SHIELD CLASSIC POS, 1 PARTY COVERAGE	EF201	C1	CAPEMEDC	CAPEMEDC; CVG=C1	
		CAPE BLUE SHIELD CLASSIC POS WITH NO DOMESTIC PARTER COVERAGE - GRANDFATHERED	CAPE BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE	EF201	C2	CAPEMEDC	CAPEMEDC; CVG=C2	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE	EF201	C3	CAPEMEDC	CAPEMEDC; CVG=C3	
		CAPE BLUE SHIELD CLASSIC POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CAPE BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF202	C2	CAPEMEDC	CAPEMEDC NRDP; CVG=2; IMP INC=C2-C1	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF202	C3A	CAPEMEDC	CAPEMEDC NRDP; CVG=C3; IMP INC=C3-C1	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF202	C3B	CAPEMEDC	CAPEMEDC NRDP; CVG=C3; IMP INC=C3-C2	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF202	C3C	CAPEMEDC	CAPEMEDC NRDP; CVG=C3; IMP INC=C1	
		CAPE BLUE SHIELD CLASSIC POS WITH REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CAPE BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF203	C2	CAPEMEDC	CAPEMEDC RDP; CVG=C2; IMP INC=C2-C1	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF203	C3A	CAPEMEDC	CAPEMEDC RDP; CVG=C3; IMP INC=C3-C1	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF203	C3B	CAPEMEDC	CAPEMEDC RDP; CVG=C3; IMP INC=C3-C2	
			CAPE BLUE SHIELD CLASSIC POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF203	C3C	CAPEMEDC	CAPEMEDC RDP; CVG=C3; IMP INC=C1	
	CIGNA	**CIGNA HMO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTNER) - GRANDFATHERED**	CIGNA HMO, 1 PARTY COVERAGE	EF204	C1	CIGNA HMO	CIGNA HMO; CVG=C1	
		CIGNA HMO WITH NO DOMESTIC PARTER COVERAGE - GRANDFATHERED	CIGNA HMO, 2 PARTY COVERAGE	EF204	C2	CIGNA HMO	CIGNA HMO; CVG=C2	
			CIGNA HMO, FAMILY COVERAGE	EF204	C3	CIGNA HMO	CIGNA HMO; CVG=C3	
		CIGNA HMO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CIGNA HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF205	C2	CIGNA HMO	CIGNA HMO NRDP; CVG=2; IMP INC=C2-C1	
			CIGNA HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF205	C3A	CIGNA HMO	CIGNA HMO NRDP; CVG=C3; IMP INC=C3-C1	
			CIGNA HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF205	C3B	CIGNA HMO	CIGNA HMO NRDP; CVG=C3; IMP INC=C3-C2	
			CIGNA HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF205	C3C	CIGNA HMO	CIGNA HMO NRDP; CVG=C3; IMP INC=C1	
		CIGNA HMO WITH REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CIGNA HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF206	C2	CIGNA HMO	CIGNA HMO RDP; CVG=C2; IMP INC=C2-C1	
			CIGNA HMO, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF206	C3A	CIGNA HMO	CIGNA HMO RDP; CVG=C3; IMP INC=C3-C1	
			CIGNA HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF206	C3B	CIGNA HMO	CIGNA HMO RDP; CVG=C3; IMP INC=C3-C2	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			CIGNA HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF206	C3C	CIGNA HMO	CIGNA HMO RDP; CVG=C3; IMP INC=C1	
		CIGNA POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTNER) - GRANDFATHERED	CIGNA POS, 1 PARTY COVERAGE	EF207	C1	CIGNA POS	CIGNA POS; CVG=C1	
		CIGNA POS WITH NO DOMESTIC PARTER COVERAGE - GRANDFATHERED	CIGNA POS, 2 PARTY COVERAGE	EF207	C2	CIGNA POS	CIGNA POS; CVG=C2	
			CIGNA POS, FAMILY COVERAGE	EF207	C3	CIGNA POS	CIGNA POS; CVG=C3	
		CIGNA POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CIGNA POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF208	C2	CIGNA POS	CIGNA POS NRDP; CVG=2; IMP INC=C2-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF208	C3A	CIGNA POS	CIGNA POS NRDP; CVG=C3; IMP INC=C3-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF208	C3B	CIGNA POS	CIGNA POS NRDP; CVG=C3; IMP INC=C3-C2	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF208	C3C	CIGNA POS	CIGNA POS NRDP; CVG=C3; IMP INC=C1	
		CIGNA POS WITH REGISTERED DOMESTIC PARTER COVERAGE - GRANDFATHERED	CIGNA POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF209	C2	CIGNA POS	CIGNA POS RDP; CVG=C2; IMP INC=C2-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF209	C3A	CIGNA POS	CIGNA POS RDP; CVG=C3; IMP INC=C3-C1	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF209	C3B	CIGNA POS	CIGNA POS RDP; CVG=C3; IMP INC=C3-C2	
			CIGNA POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILDREN PLUS DOMESTIC PARTNER (WITH OR WITHOUT CHILD(REN))]	EF209	C3C	CIGNA POS	CIGNA POS RDP; CVG=C3; IMP INC=C1	
LIFE INSURANCE	**CIGNA**	**CIGNA LIFE INSURANCE, RETIREMENT PLAN E MEMBERS - EMPLOYEE COVERAGE ONLY**	CIGNA LIFE INSURANCE, 1/2X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS (ONLY AVAILABLE TO EMPLOYEES CURRENTLY ENROLLED IN THIS BENEFIT COVERAGE)	EL202	.5XE	LIFE .5XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=.5	IN CWPAY, ONLY ONE TRANSACTION (K20) FOR A DEDUCTION CODE (E.G., 741) WAS REQUIRED TO ENROLL EMPLOYEES INTO EMPLOYEE + DEPENDENT LIFE (AT $5K, $10K, $15K OR $20K) COVERAGE. IN EHR, EMPLOYEE LIFE AND DEPENDENT LIFE ARE INDEPENDENT BENEFITS, THEREFORE, WILL REQUIRE TWO ENRL DOCUMENTS TO ENROLL EMPLOYEES INTO EMPLOYEE LIFE AND DEPENDENT LIFE COVERAGES.
			CIGNA LIFE INSURANCE, 1X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	1XE	LIFE 1XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=1	
			CIGNA LIFE INSURANCE, 2X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	2XE	LIFE 2XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=2	
			CIGNA LIFE INSURANCE, 3X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	3XE	LIFE 3XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=3	
			CIGNA LIFE INSURANCE, 4X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	4XE	LIFE 4XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=4	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			CIGNA LIFE INSURANCE, 5X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	5XE	LIFE 5XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=5	
			CIGNA LIFE INSURANCE, 6X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	6XE	LIFE 6XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=6	
			CIGNA LIFE INSURANCE, 7X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	7XE	LIFE 7XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=7	
			CIGNA LIFE INSURANCE, 8X SALARY COVERAGE, RETIREMENT PLAN E MEMBERS	EL202	8XE	LIFE 8XSAL PTX	OPTIONS LIFE PRE-TAX, RET E, CVG=8	
		CIGNA LIFE INSURANCE, NON-RETIREMENT PLAN E MEMBERS - EMPLOYEE COVERAGE ONLY	CIGNA LIFE INSURANCE, 1/2X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS (ONLY AVAILABLE TO EMPLOYEES CURRENTLY ENROLLED IN THIS BENEFIT COVERAGE)	EL202	.5XNE	LIFE .5XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=.5	
			CIGNA LIFE INSURANCE, 1X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	1XNE	LIFE 1XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=1	
			CIGNA LIFE INSURANCE, 2X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	2XNE	LIFE 2XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=2	
			CIGNA LIFE INSURANCE, 3X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	3XNE	LIFE 3XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=3	
			CIGNA LIFE INSURANCE, 4X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	4XNE	LIFE 4XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=4	
			CIGNA LIFE INSURANCE, 5X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	5XNE	LIFE 5XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=5	
			CIGNA LIFE INSURANCE, 6X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	6XNE	LIFE 6XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=6	
			CIGNA LIFE INSURANCE, 7X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	7XNE	LIFE 7XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=7	
			CIGNA LIFE INSURANCE, 8X SALARY COVERAGE, NON-RETIREMENT PLAN E MEMBERS	EL202	8XNE	LIFE 8XSAL PTX	OPTIONS LIFE PRE-TAX, NON-RET E, CVG=8	
DEPENDENT LIFE INSURANCE	**CIGNA**	**CIGNA DEPENDENT LIFE INSURANCE**	CIGNA DEPENDENT LIFE INSURANCE, $5,000 COVERAGE	EL301	5K	5K DEP LIFE-OP	OPTIONS CIGNA LIFE DEPENDENT $5K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $10,000 COVERAGE	EL301	10K	10K DEP LIFE-OP	OPTIONS CIGNA LIFE DEPENDENT $10K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $15,000 COVERAGE	EL301	15K	15K DEP LIFE-OP	OPTIONS CIGNA LIFE DEPENDENT $15K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $20,000 COVERAGE	EL301	20K	20K DEP LIFE-OP	OPTIONS CIGNA LIFE DEPENDENT $20K COVERAGE	
ACCIDENTAL DEATH & DISMEMBERMENT	**CIGNA**	**AD&D, EMPLOYEE ONLY COVERAGE OR EMPLOYEE + DEPENDENT(S) WITH NO REGISTERED DOMESTIC PARTNER COVERAGE**	AD&D, EMPLOYEE COVERAGE AT $10,000 BENEFITS	EF410	10E	AD&D 10K-EE	AD&D, CVG=10K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $10,000 BENEFITS	EF410	10E+	AD&D 10K-EE+FAM	AD&D, CVG=10K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $25,000 BENEFITS	EF410	25E	AD&D 25K-EE	AD&D, CVG=25K, EMPLOYEE ONLY	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $25,000 BENEFITS	EF410	25E+	AD&D 25K-EE+FAM	AD&D, CVG=25K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $50,000 BENEFITS	EF410	50E	AD&D 50K-EE	AD&D, CVG=50K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $50,000 BENEFITS	EF410	50E+	AD&D 50K-EE+FAM	AD&D, CVG=50K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $100,000 BENEFITS	EF410	100E	AD&D 100K-EE	AD&D, CVG=100K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $100,000 BENEFITS	EF410	100E+	AD&D 100K-EE+FM	AD&D, CVG=100K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $150,000 BENEFITS	EF410	150E	AD&D 150K-EE	AD&D, CVG=150K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $150,000 BENEFITS	EF410	150E+	AD&D 150K-EE+FM	AD&D, CVG=150K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $200,000 BENEFITS	EF410	200E	AD&D 200K-EE	AD&D, CVG=200K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $200,000 BENEFITS	EF410	200E+	AD&D 200K-EE+FM	AD&D, CVG=200K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $250,000 BENEFITS	EF410	250E	AD&D 250K-EE	AD&D, CVG=250K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $250,000 BENEFITS	EF410	250E+	AD&D 250K-EE+FM	AD&D, CVG=250K, EMPLOYEE + FAMILY	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF411	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF411	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF411	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF411	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF411	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF411	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF411	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, NON-REG DP	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF413	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, REG DP	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF413	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF413	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF413	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF413	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF413	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF413	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, REG DP	
DENTAL PLANS	**SAFEGUARD**	**SAFEGUARD, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	SAFEGUARD, 1 PARTY COVERAGE	EF320	C1	SAFEGUARD	SAFEGUARD; CVG=C1	
		SAFEGUARD WITH NO DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE	EF320	C2	SAFEGUARD	SAFEGUARD; CVG=C2	
			SAFEGUARD, FAMILY COVERAGE	EF320	C3	SAFEGUARD	SAFEGUARD; CVG=C3	
		SAFEGUARD WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF321	C2	SAFEGUARD	SAFEGUARD NRDP; CVG=2; IMP INC=C2-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF321	C3A	SAFEGUARD	SAFEGUARD NRDP; CVG=C3; IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF321	C3B	SAFEGUARD	SAFEGUARD NRDP; CVG=C3; IMP INC=C3-C2	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF321	C3C	SAFEGUARD	SAFEGUARD NRDP; CVG=C3; IMP INC=C1	
		SAFEGUARD WITH REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF322	C2	SAFEGUARD	SAFEGUARD RDP; CVG=C2; IMP INC=C2-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF322	C3A	SAFEGUARD	SAFEGUARD RDP; CVG=C3; IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF322	C3B	SAFEGUARD	SAFEGUARD RDP; CVG=C3; IMP INC=C3-C2	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF322	C3C	SAFEGUARD	SAFEGUARD RDP; CVG=C3; IMP INC=C1	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
	DELTACARE	DELTACARE, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	DELTACARE, 1 PARTY COVERAGE	EF312	C1	DELTACARE	DELTACARE; CVG=C1	
		DELTACARE WITH NO DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE	EF312	C2	DELTACARE	DELTACARE; CVG=C2	
			DELTACARE, FAMILY COVERAGE	EF312	C3	DELTACARE	DELTACARE; CVG=C3	
		DELTACARE WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF313	C2	DELTACARE	DELTACARE NRDP; CVG=2; IMP INC=C2-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF313	C3A	DELTACARE	DELTACARE NRDP; CVG=C3; IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF313	C3B	DELTACARE	DELTACARE NRDP; CVG=C3; IMP INC=C3-C2	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF313	C3C	DELTACARE	DELTACARE NRDP; CVG=C3; IMP INC=C1	
		DELTACARE WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF314	C2	DELTACARE	DELTACARE RDP; CVG=C2; IMP INC=C2-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF314	C3A	DELTACARE	DELTACARE RDP; CVG=C3; IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF314	C3B	DELTACARE	DELTACARE RDP; CVG=C3; IMP INC=C3-C2	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF314	C3C	DELTACARE	DELTACARE RDP; CVG=C3; IMP INC=C1	
	DELTA DENTAL	DELTA DENTAL, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	DELTA DENTAL, 1 PARTY COVERAGE	EF300	C1	DELTA DENTAL-O	DELTA DENTAL - OPTIONS; CVG=C1	
		DELTA DENTAL WITH NO DOMESTIC PARTER COVERAGE	DELTA DENTAL, 2 PARTY COVERAGE	EF300	C2	DELTA DENTAL-O	DELTA DENTAL - OPTIONS; CVG=C2	
			DELTA DENTAL, FAMILY COVERAGE	EF300	C3	DELTA DENTAL-O	DELTA DENTAL - OPTIONS; CVG=C3	
		DELTA DENTAL WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF301	C2	DELTA DENTAL-O	DELTA DENTAL - OPTIONS NRDP; CVG=2; IMP INC=C2-C1	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF301	C3A	DELTA DENTAL-O	DELTA DENTAL - OPTIONS NRDP; CVG=C3; IMP INC=C3-C1	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF301	C3B	DELTA DENTAL-O	DELTA DENTAL - OPTIONS NRDP; CVG=C3; IMP INC=C3-C2	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF301	C3C	DELTA DENTAL-O	DELTA DENTAL - OPTIONS NRDP; CVG=C3; IMP INC=C1	
		DELTA DENTAL WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER)	EF302	C2	DELTA DENTAL-O	DELTA DENTAL - OPTIONS RDP; CVG=C2; IMP INC=C2-C1	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF302	C3A	DELTA DENTAL-O	DELTA DENTAL - OPTIONS RDP; CVG=C3; IMP INC=C3-C1	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF302	C3B	DELTA DENTAL-O	DELTA DENTAL - OPTIONS RDP; CVG=C3; IMP INC=C3-C2	
			DELTA DENTAL, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER]	EF302	C3C	DELTA DENTAL-O	DELTA DENTAL - OPTIONS RDP; CVG=C3; IMP INC=C1	
DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY		**DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY**	DEPENDENT CARE SPENDING ACCOUNT	EF502	EF502	DCSA	DEPENDENT CARE SPENDING ACCOUNT	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $375	EF505	OP1	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - OPTIONS; SUB=375	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $300	EF505	OP2	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - OPTIONS; SUB=300	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $275	EF505	OP3	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - OPTIONS; SUB=275	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $200	EF505	OP4	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - OPTIONS; SUB=200	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $125	EF505	OP5	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - OPTIONS; SUB=125	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $75	EF505	OP6	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - OPTIONS; SUB=75	
HEALTH CARE SPENDING ACCOUNT		**HEALTH CARE SPENDING ACCOUNT**	HEALTH CARE SPENDING ACCOUNT	EF500	EF500	HCSA	HEALTH CARE SPENDING ACCOUNT	
LONG-TERM DISABILITY - HEALTH INSURANCE		**LONG-TERM DISABILITY - HEALTH INSURANCE**	LONG-TERM DISABILITY - HEALTH INSURANCE	EF045	EF045	LTD-H OP	LONG-TERM DISABILITY-HEALTH BENEFIT, OPTIONS	

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CAFÉ PLAN MATRIX
FLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
COUNTY CONTRIBUTION, ADMIN FEE & PENSIONABLE CONTRIBUTION		**COUNTY CONTRIBUTION - WITH MEDICAL COVERAGE OR WAIVE MEDICAL COVERAGE**	FLEX TIER 1 WITH NO WAIVER OF PENSIONABILITY	EF005	F1NW	FLEX CONTRIB	FLEX TIER 1, NO WAIVER	
			FLEX TIER 1 WITH WAIVER OF PENSIONABILITY	EF005	F1W	FLEX CONTRIB	FLEX TIER 1, WAIVER	
			FLEX TIER 2	EF005	F2	FLEX CONTRIB	FLEX TIER 2	
		ADMIN FEE - WITH MEDICAL COVERAGE OR WAIVE MEDICAL COVERAGE CONTRIBUTION	FLEX TIER 1 WITH NO WAIVER ADMIN FEE	EF006	F1NW	FLEX ADM FEE	FLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			FLEX TIER 1 WITH WAIVER ADMIN FEE	EF006	F1W	FLEX ADM FEE	FLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			FLEX TIER 2 ADMIN FEE	EF006	F2	FLEX ADM FEE	FLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
		PENSIONABLE COUNTY CONTRIBUTION	FLEX PENSIONABLE CONTRIBUTION	EF007	EF007	FLEX RCEA	FLEX PENSIONABLE CONTRIBUTION	ENRL DOCUMENT WITH AN EMPLOYER OVERRIDE AMOUNT REQUIRED
MEDICAL PLANS	**ANTHEM BLUE CROSS**	**BLUE CROSS PPO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	BLUE CROSS PRUDENT BUYER PPO, 1 PARTY COVERAGE	EF108	C1	BLUE CROSS PB	BLUE CROSS PB; CVG=C1	
		BLUE CROSS PPO WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF108	C2	BLUE CROSS PB	BLUE CROSS PB; CVG=C2	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF108	C3	BLUE CROSS PB	BLUE CROSS PB; CVG=C3	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE	EF108	C4	BLUE CROSS PB	BLUE CROSS PB; CVG=C4	
		BLUE CROSS PPO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF109	C2A	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF109	C2B	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF109	C3	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF109	C4A	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF109	C4B	BLUE CROSS PB	BC PB NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS PPO WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF110	C2A	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF110	C2B	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF110	C3	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF110	C4A	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C4; IMP INC=C4-C1	

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CAFÉ PLAN MATRIX
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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF110	C4B	BLUE CROSS PB	BC PB RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS HMO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	BLUE CROSS CALIFORNIACARE HMO, 1 PARTY COVERAGE	EF112	C1	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C1	
		BLUE CROSS HMO WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF112	C2	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C2	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF112	C3	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C3	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE	EF112	C4	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C4	
		BLUE CROSS HMO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF113	C2A	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF113	C2B	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF113	C3	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF113	C4A	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF113	C4B	BLUE CROSS CAL	BC CAL NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS HMO WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF114	C2A	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF114	C2B	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C2; IMP INC=C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF114	C3	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF114	C4A	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF114	C4B	BLUE CROSS CAL	BC CAL RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	

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CAFÉ PLAN MATRIX
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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		BLUE CROSS POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	BLUE CROSS PLUS POS, 1 PARTY COVERAGE	EF116	C1	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C1	
		BLUE CROSS POS WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF116	C2	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C2	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF116	C3	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C3	
			BLUE CROSS PLUS POS, FAMILY COVERAGE	EF116	C4	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C4	
		BLUE CROSS POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF117	C2A	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF117	C2B	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF117	C3	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF117	C4A	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF117	C4B	BLUE CROSS PLUS	BC PLUS NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS POS WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF118	C2A	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF118	C2B	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF118	C3	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF118	C4A	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF118	C4B	BLUE CROSS PLUS	BC PLUS RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS CATASTROPHIC, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	BLUE CROSS CATASTROPHIC, 1 PARTY COVERAGE	EF120	C1	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C1	
		BLUE CROSS CATASTROPHIC WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF120	C2	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C2	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF120	C3	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C3	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE	EF120	C4	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C4	

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		BLUE CROSS CATASTROPHIC WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF121	C2A	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF121	C2B	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF121	C3	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF121	C4A	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF121	C4B	BLUE CROSS CAT	BC CAT NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS CATASTROPHIC WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF122	C2A	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF122	C2B	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C2; IMP INC=C1	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF122	C3	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF122	C4A	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF122	C4B	BLUE CROSS CAT	BC CAT RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
	KAISER	**KAISER NON-REP, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	KAISER NON-REP, 1 PARTY COVERAGE	EF124	C1	KAISER NR	KAISER NR; CVG=C1	
		KAISER NON-REP WITH NO DOMESTIC PARTER COVERAGE	KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF124	C2	KAISER NR	KAISER NR; CVG=C2	
			KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF124	C3	KAISER NR	KAISER NR; CVG=C3	
			KAISER NON-REP, FAMILY COVERAGE	EF124	C4	KAISER NR	KAISER NR; CVG=C4	
		KAISER NON-REP WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF125	C2A	KAISER NR	KAISER NR NRDP; CVG=C2; IMP INC=C2-C1	
			KAISER NON-REP, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF125	C2B	KAISER NR	KAISER NR NRDP; CVG=C2; IMP INC=C1	
			KAISER NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF125	C3	KAISER NR	KAISER NR NRDP; CVG=C3, IMP INC=C3-C1	

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			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF125	C4A	KAISER NR	KAISER NR NRDP; CVG=C4; IMP INC=C4-C1	
			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF125	C4B	KAISER NR	KAISER NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		KAISER NON-REP WITH REGISTERED DOMESTIC PARTER COVERAGE	KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF126	C2A	KAISER NR	KAISER NR RDP; CVG=C2; IMP INC=C2-C1	
			KAISER NON-REP, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF126	C2B	KAISER NR	KAISER NR RDP; CVG=C2; IMP INC=C1	
			KAISER NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF126	C3	KAISER NR	KAISER NR RDP; CVG=C3, IMP INC=C3-C1	
			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF126	C4A	KAISER NR	KAISER NR RDP; CVG=C4; IMP INC=C4-C1	
			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF126	C4B	KAISER NR	KAISER NR RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		KAISER MID-ATLANTIC, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	KAISER MID-ATLANTIC, 1 PARTY COVERAGE	EF128	C1	KAISER MA	KAISER MA; CVG=C1	
		KAISER MID-ATLANTIC WITH NO DOMESTIC PARTER COVERAGE	KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF128	C2	KAISER MA	KAISER MA; CVG=C2	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF128	C3	KAISER MA	KAISER MA; CVG=C3	
			KAISER MID-ATLANTIC, FAMILY COVERAGE	EF128	C4	KAISER MA	KAISER MA; CVG=C4	
		KAISER MID-ATLANTIC WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF129	C2A	KAISER MA	KAISER MA NRDP; CVG=C2; IMP INC=C2-C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF129	C2B	KAISER MA	KAISER MA NRDP; CVG=C2; IMP INC=C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF129	C3	KAISER MA	KAISER MA NRDP; CVG=C3, IMP INC=C3-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF129	C4A	KAISER MA	KAISER MA NRDP; CVG=C4; IMP INC=C4-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF129	C4B	KAISER MA	KAISER MA NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		KAISER MID-ATLANTIC WITH REGISTERED DOMESTIC PARTER COVERAGE	KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF130	C2A	KAISER MA	KAISER MA RDP; CVG=C2; IMP INC=C2-C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF130	C2B	KAISER MA	KAISER MA RDP; CVG=C2; IMP INC=C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF130	C3	KAISER MA	KAISER MA RDP; CVG=C3, IMP INC=C3-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF130	C4A	KAISER MA	KAISER MA RDP; CVG=C4; IMP INC=C4-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF130	C4B	KAISER MA	KAISER MA RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
ACCIDENTAL DEATH & DISMEMBERMENT	**CIGNA**	**AD&D, EMPLOYEE ONLY COVERAGE OR EMPLOYEE + DEPENDENT(S) WITH NO REGISTERED DOMESTIC PARTNER COVERAGE**	AD&D, EMPLOYEE COVERAGE AT $10,000 BENEFITS	EF410	10E	AD&D 10K-EE	AD&D, CVG=10K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $10,000 BENEFITS	EF410	10E+	AD&D 10K-EE+FAM	AD&D, CVG=10K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $25,000 BENEFITS	EF410	25E	AD&D 25K-EE	AD&D, CVG=25K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $25,000 BENEFITS	EF410	25E+	AD&D 25K-EE+FAM	AD&D, CVG=25K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $50,000 BENEFITS	EF410	50E	AD&D 50K-EE	AD&D, CVG=50K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $50,000 BENEFITS	EF410	50E+	AD&D 50K-EE+FAM	AD&D, CVG=50K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $100,000 BENEFITS	EF410	100E	AD&D 100K-EE	AD&D, CVG=100K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $100,000 BENEFITS	EF410	100E+	AD&D 100K-EE+FM	AD&D, CVG=100K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $150,000 BENEFITS	EF410	150E	AD&D 150K-EE	AD&D, CVG=150K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $150,000 BENEFITS	EF410	150E+	AD&D 150K-EE+FM	AD&D, CVG=150K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $200,000 BENEFITS	EF410	200E	AD&D 200K-EE	AD&D, CVG=200K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $200,000 BENEFITS	EF410	200E+	AD&D 200K-EE+FM	AD&D, CVG=200K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $250,000 BENEFITS	EF410	250E	AD&D 250K-EE	AD&D, CVG=250K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $250,000 BENEFITS	EF410	250E+	AD&D 250K-EE+FM	AD&D, CVG=250K, EMPLOYEE + FAMILY	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF411	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF411	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, NON-REG DP	

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CAFÉ PLAN MATRIX
FLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF411	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF411	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF411	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF411	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF411	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, NON-REG DP	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF413	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF413	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF413	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF413	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF413	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF413	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF413	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, REG DP	
DENTAL PLANS	**DELTA DENTAL**	**DELTA DENTAL NON-REP, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	DELTA DENTAL NON-REP, 1 PARTY COVERAGE	EF308	C1	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C1	
		DELTA DENTAL NON-REP WITH NO DOMESTIC PARTER COVERAGE	DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF308	C2	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C2	
			DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF308	C3	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C3	

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CAFÉ PLAN MATRIX
FLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			DELTA DENTAL NON-REP, FAMILY COVERAGE	EF308	C4	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C4	
		DELTA DENTAL NON-REP WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF309	C2	DELTA DENTAL-NR	DELTA DENTAL - NON-REP NRDP; CVG=C2; IMP INC=C2-C1	
			DELTA DENTAL NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF309	C3	DELTA DENTAL-NR	DELTA DENTAL - NON-REP NRDP; CVG=C3, IMP INC=C3-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF309	C4A	DELTA DENTAL-NR	DELTA DENTAL - NON-REP NRDP; CVG=C4; IMP INC=C4-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF309	C4B	DELTA DENTAL-NR	DLTAD - NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		DELTA DENTAL NON-REP WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF310	C2	DELTA DENTAL-NR	DELTA DENTAL - NON-REP RDP; CVG=C2; IMP INC=C2-C1	
			DELTA DENTAL NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF310	C3	DELTA DENTAL-NR	DELTA DENTAL - NON-REP RDP; CVG=C3, IMP INC=C3-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF310	C4A	DELTA DENTAL-NR	DELTA DENTAL - NON-REP RDP; CVG=C4; IMP INC=C4-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF310	C4B	DELTA DENTAL-NR	DLTAD - NR RDP; CVG=C4 (DP W ORW/OCH); IMP INC=C4-C2	
	SAFEGUARD	**SAFEGUARD, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	SAFEGUARD, 1 PARTY COVERAGE	EF324	C1	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C1	
		SAFEGUARD WITH NO DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF324	C2	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C2	
			SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF324	C3	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C3	
			SAFEGUARD, FAMILY COVERAGE	EF324	C4	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C4	
		SAFEGUARD WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF325	C2	SAFEGUARD-NR	SAFEGUARD - NON-REP NRDP; CVG=C2; IMP INC=C2-C1	
			SAFEGUARD, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF325	C3	SAFEGUARD-NR	SAFEGUARD - NON-REP NRDP; CVG=C3, IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF325	C4A	SAFEGUARD-NR	SAFEGUARD - NON-REP NRDP; CVG=C4; IMP INC=C4-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF325	C4B	SAFEGUARD-NR	SFGRD - NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		SAFEGUARD WITH REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF326	C2	SAFEGUARD-NR	SAFEGUARD - NON-REP RDP; CVG=C2; IMP INC=C2-C1	
			SAFEGUARD, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF326	C3	SAFEGUARD-NR	SAFEGUARD - NON-REP RDP; CVG=C3, IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF326	C4A	SAFEGUARD-NR	SAFEGUARD - NON-REP RDP; CVG=C4; IMP INC=C4-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF326	C4B	SAFEGUARD-NR	SFGRD - NR RDP; CVG=C4 (DPW OR W/O CH); IMP INC=C4-C2	
	DELTACARE	**DELTACARE, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	DELTACARE, 1 PARTY COVERAGE	EF316	C1	DELTACARE-NR	DELTACARE - NON-REP; CVG=C1	
		DELTACARE WITH NO DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF316	C2	DELTACARE-NR	DELTACARE - NON-REP; CVG=C2	
			DELTACARE, 2 PARTY COVERAGE	EF316	C3	DELTACARE-NR	DELTACARE - NON-REP;	
			DELTACARE, FAMILY COVERAGE	EF316	C4	DELTACARE-NR	DELTACARE - NON-REP; CVG=C4	
		DELTACARE WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF317	C2	DELTACARE-NR	DELTACARE - NON-REP NRDP; CVG=C2; IMP INC=C2-C1	
			DELTACARE, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF317	C3	DELTACARE-NR	DELTACARE - NON-REP NRDP; CVG=C3, IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF317	C4A	DELTACARE-NR	DELTACARE - NON-REP NRDP; CVG=C4; IMP INC=C4-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF317	C4B	DELTACARE-NR	DLTAC - NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		DELTACARE WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF318	C2	DELTACARE-NR	DELTACARE - NON-REP RDP; CVG=C2; IMP INC=C2-C1	
			DELTACARE, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF318	C3	DELTACARE-NR	DELTACARE - NON-REP RDP; CVG=C3, IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF318	C4A	DELTACARE-NR	DELTACARE - NON-REP RDP; CVG=C4; IMP INC=C4-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF318	C4B	DELTACARE-NR	DLTAC - NR RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY		**DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY**	DEPENDENT CARE SPENDING ACCOUNT	EF502	EF502	DCSA	DEPENDENT CARE SPENDING ACCOUNT	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $375	EF506	MF1	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=375	

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CAFÉ PLAN MATRIX
FLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $300	EF506	MF2	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=300	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $275	EF506	MF3	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=275	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $200	EF506	MF4	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNTSUBSIDY - FLEX/MEGA; SUB=200	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $125	EF506	MF5	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=125	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $75	EF506	MF6	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=75	
HEALTH CARE SPENDING ACCOUNT		**HEALTH CARE SPENDING ACCOUNT**	HEALTH CARE SPENDING ACCOUNT	EF500	EF500	HCSA	HEALTH CARE SPENDING ACCOUNT	
LONG-TERM DISABILITY - HEALTH INSURANCE		**LONG-TERM DISABILITY - HEALTH INSURANCE**	LONG-TERM DISABILITY - HEALTH INSURANCE	EF046	EF046	LTD-H FL	LONG-TERM DISABILITY-HEALTH BENEFIT, FLEX	
TOBACCO USER PREMIUM		**TOBACCO USER PREMIUM**	TOBACCO USER PREMIUM	EF061	EF061	TOB USER PREM	TOBACCO USER PREMIUM	

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CAFÉ PLAN MATRIX
MEGAFLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
COUNTY CONTRIBUTION, ADMIN FEE & PENSIONABLE CONTRIBUTION		**NON-DEPARTMENT HEAD COUNTY CONTRIBUTION**	MEGAFLEX TIER 1 WITH NO WAIVER OF PENSIONABILITY	EF001	MF1NW	MEGA CONTRIB	MEGAFLEX TIER 1, NO WAIVER	
			MEGAFLEX TIER 1 WITH WAIVER OF PENSIONABILITY	EF001	MF1W	MEGA CONTRIB	MEGAFLEX TIER 1, WAIVER	
			MEGAFLEX TIER 2	EF001	MF2	MEGA CONTRIB	MEGAFLEX TIER 2	
			MEGAFLEX TIER 3 WITH NO WAIVER OF PENSIONABILITY	EF001	MF3NW	MEGA CONTRIB	MEGAFLEX TIER 3, NO WAIVER	
			MEGAFLEX TIER 3 WITH WAIVER OF PENSIONABILITY	EF001	MF3W	MEGA CONTRIB	MEGAFLEX TIER 3, WAIVER	
		DEPARTMENT HEAD COUNTY CONTRIBUTION	MEGAFLEX TIER 1 WITH NO WAIVER OF PENSIONABILITY	EF002	M1NWD	MEGA CONTRIB	MEGAFLEX TIER 1, NO WAIVER, DEPT HEAD	
			MEGAFLEX TIER 1 WITH WAIVER OF PENSIONABILITY	EF002	M1WD	MEGA CONTRIB	MEGAFLEX TIER 1, WAIVER, DEPT HEAD	
			MEGAFLEX TIER 2	EF002	M2D	MEGA CONTRIB	MEGAFLEX TIER 2, DEPT HEAD	
			MEGAFLEX TIER 3 WITH NO WAIVER OF PENSIONABILITY	EF002	M3NWD	MEGA CONTRIB	MEGAFLEX TIER 3, NO WAIVER, DEPT HEAD	
			MEGAFLEX TIER 3 WITH WAIVER OF PENSIONABILITY	EF002	M3WD	MEGA CONTRIB	MEGAFLEX TIER 3, WAIVER, DEPT HEAD	
		ADMIN FEE FOR NON-DEPARTMENT HEAD COUNTY CONTRIBUTION	MEGAFLEX TIER 1 WITH NO WAIVER ADMIN FEE	EF003	MF1NW	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 1 WITH WAIVER ADMIN FEE	EF003	MF1W	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 2 ADMIN FEE	EF003	MF2	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 3 WITH NO WAIVER ADMIN FEE	EF003	MF3NW	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 3 WITH WAIVER ADMIN FEE	EF003	MF3W	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
		ADMIN FEE FOR DEPARTMENT HEAD COUNTY CONTRIBUTION	MEGAFLEX TIER 1 WITH NO WAIVER ADMIN FEE	EF003	M1NWD	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 1 WITH WAIVER ADMIN FEE	EF003	M1WD	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 2 ADMIN FEE	EF003	M2D	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 3 WITH NO WAIVER ADMIN FEE	EF003	M3NWD	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
			MEGAFLEX TIER 3 WITH WAIVER ADMIN FEE	EF003	M3WD	MEGA ADM FEE	MEGAFLEX ADMIN FEE	NO ENRL DOCUMENT REQUIRED
		PENSIONABLE COUNTY CONTRIBUTION	MEGAFLEX PENSIONABLE CONTRIBUTION	EF004	EF004	MEGA RCEA	MEGAFLEX PENSIONABLE CONTRIBUTION	ENRL DOCUMENT WITH AN EMPLOYER OVERRIDE AMOUNT REQUIRED
			MEGAFLEX $122 SEMI-MONTHLY PENSIONABLE CONTRIBUTION	EF004	MF3	MEGA RCEA 122	MEGAFLEX $122 PENSIONABLE CONTRIBUTION	ONLY ENRL DOCUMENT INTO THIS DEDUCTION TYPE & PLAN IS REQUIRED
MEDICAL PLANS	**ANTHEM BLUE CROSS**	**BLUE CROSS PPO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	BLUE CROSS PRUDENT BUYER PPO, 1 PARTY COVERAGE	EF108	C1	BLUE CROSS PB	BLUE CROSS PB; CVG=C1	
		BLUE CROSS PPO WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF108	C2	BLUE CROSS PB	BLUE CROSS PB; CVG=C2	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF108	C3	BLUE CROSS PB	BLUE CROSS PB; CVG=C3	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE	EF108	C4	BLUE CROSS PB	BLUE CROSS PB; CVG=C4	
		BLUE CROSS PPO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF109	C2A	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C2; IMP INC=C2-C1	

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CAFÉ PLAN MATRIX
MEGAFLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF109	C2B	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF109	C3	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF109	C4A	BLUE CROSS PB	BLUE CROSS PB NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF109	C4B	BLUE CROSS PB	BC PB NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS PPO WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF110	C2A	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF110	C2B	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF110	C3	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF110	C4A	BLUE CROSS PB	BLUE CROSS PB RDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF110	C4B	BLUE CROSS PB	BC PB RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS HMO, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	BLUE CROSS CALIFORNIACARE HMO, 1 PARTY COVERAGE	EF112	C1	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C1	
		BLUE CROSS HMO WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF112	C2	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C2	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF112	C3	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C3	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE	EF112	C4	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C4	
		BLUE CROSS HMO WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF113	C2A	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF113	C2B	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF113	C3	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C3, IMP INC=C3-C1	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF113	C4A	BLUE CROSS CAL	BLUE CROSS CALCARE NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF113	C4B	BLUE CROSS CAL	BC CAL NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS HMO WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF114	C2A	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF114	C2B	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C2; IMP INC=C1	
			BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF114	C3	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF114	C4A	BLUE CROSS CAL	BLUE CROSS CALCARE RDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF114	C4B	BLUE CROSS CAL	BC CAL RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS POS, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	BLUE CROSS PLUS POS, 1 PARTY COVERAGE	EF116	C1	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C1	
		BLUE CROSS POS WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF116	C2	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C2	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF116	C3	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C3	
			BLUE CROSS PLUS POS, FAMILY COVERAGE	EF116	C4	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C4	
		BLUE CROSS POS WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF117	C2A	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF117	C2B	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF117	C3	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF117	C4A	BLUE CROSS PLUS	BLUE CROSS PLUS NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF117	C4B	BLUE CROSS PLUS	BC PLUS NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		BLUE CROSS POS WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS PLUS POS, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF118	C2A	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF118	C2B	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C2; IMP INC=C1	
			BLUE CROSS PLUS POS, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF118	C3	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF118	C4A	BLUE CROSS PLUS	BLUE CROSS PLUS RDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS PLUS POS, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF118	C4B	BLUE CROSS PLUS	BC PLUS RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS CATASTROPHIC, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	BLUE CROSS CATASTROPHIC, 1 PARTY COVERAGE	EF120	C1	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C1	
		BLUE CROSS CATASTROPHIC WITH NO DOMESTIC PARTER COVERAGE	BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF120	C2	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C2	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF120	C3	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C3	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE	EF120	C4	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C4	
		BLUE CROSS CATASTROPHIC WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF121	C2A	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF121	C2B	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C2; IMP INC=C1	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF121	C3	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF121	C4A	BLUE CROSS CAT	BLUE CROSS CAT NRDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF121	C4B	BLUE CROSS CAT	BC CAT NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		BLUE CROSS CATASTROPHIC WITH REGISTERED DOMESTIC PARTER COVERAGE	BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF122	C2A	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C2; IMP INC=C2-C1	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF122	C2B	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C2; IMP INC=C1	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF122	C3	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C3, IMP INC=C3-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF122	C4A	BLUE CROSS CAT	BLUE CROSS CAT RDP; CVG=C4; IMP INC=C4-C1	
			BLUE CROSS CATASTROPHIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF122	C4B	BLUE CROSS CAT	BC CAT RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
	KAISER	**KAISER NON-REP, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	KAISER NON-REP, 1 PARTY COVERAGE	EF124	C1	KAISER NR	KAISER NR; CVG=C1	
		KAISER NON-REP WITH NO DOMESTIC PARTER COVERAGE	KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF124	C2	KAISER NR	KAISER NR; CVG=C2	
			KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF124	C3	KAISER NR	KAISER NR; CVG=C3	
			KAISER NON-REP, FAMILY COVERAGE	EF124	C4	KAISER NR	KAISER NR; CVG=C4	
		KAISER NON-REP WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF125	C2A	KAISER NR	KAISER NR NRDP; CVG=C2; IMP INC=C2-C1	
			KAISER NON-REP, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF125	C2B	KAISER NR	KAISER NR NRDP; CVG=C2; IMP INC=C1	
			KAISER NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF125	C3	KAISER NR	KAISER NR NRDP; CVG=C3, IMP INC=C3-C1	
			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF125	C4A	KAISER NR	KAISER NR NRDP; CVG=C4; IMP INC=C4-C1	
			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF125	C4B	KAISER NR	KAISER NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		KAISER NON-REP WITH REGISTERED DOMESTIC PARTER COVERAGE	KAISER NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF126	C2A	KAISER NR	KAISER NR RDP; CVG=C2; IMP INC=C2-C1	
			KAISER NON-REP, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF126	C2B	KAISER NR	KAISER NR RDP; CVG=C2; IMP INC=C1	
			KAISER NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF126	C3	KAISER NR	KAISER NR RDP; CVG=C3, IMP INC=C3-C1	
			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF126	C4A	KAISER NR	KAISER NR RDP; CVG=C4; IMP INC=C4-C1	
			KAISER NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF126	C4B	KAISER NR	KAISER NR RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		KAISER MID-ATLANTIC, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)	KAISER MID-ATLANTIC, 1 PARTY COVERAGE	EF128	C1	KAISER MA	KAISER MA; CVG=C1	

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CAFÉ PLAN MATRIX
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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		KAISER MID-ATLANTIC WITH NO DOMESTIC PARTER COVERAGE	KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF128	C2	KAISER MA	KAISER MA; CVG=C2	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF128	C3	KAISER MA	KAISER MA; CVG=C3	
			KAISER MID-ATLANTIC, FAMILY COVERAGE	EF128	C4	KAISER MA	KAISER MA; CVG=C4	
		KAISER MID-ATLANTIC WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF129	C2A	KAISER MA	KAISER MA NRDP; CVG=C2; IMP INC=C2-C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF129	C2B	KAISER MA	KAISER MA NRDP; CVG=C2; IMP INC=C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF129	C3	KAISER MA	KAISER MA NRDP; CVG=C3, IMP INC=C3-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF129	C4A	KAISER MA	KAISER MA NRDP; CVG=C4; IMP INC=C4-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF129	C4B	KAISER MA	KAISER MA NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		KAISER MID-ATLANTIC WITH REGISTERED DOMESTIC PARTER COVERAGE	KAISER MID-ATLANTIC, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF130	C2A	KAISER MA	KAISER MA RDP; CVG=C2; IMP INC=C2-C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE [EMPLOYEE PLUS CHILD PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF130	C2B	KAISER MA	KAISER MA RDP; CVG=C2; IMP INC=C1	
			KAISER MID-ATLANTIC, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF130	C3	KAISER MA	KAISER MA RDP; CVG=C3, IMP INC=C3-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF130	C4A	KAISER MA	KAISER MA RDP; CVG=C4; IMP INC=C4-C1	
			KAISER MID-ATLANTIC, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF130	C4B	KAISER MA	KAISER MA RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
LIFE INSURANCE AND LIFE INSURANCE SUBSIDY	**CIGNA (TRANSITIONAL PERIOD FROM NON-MEGAFLEX TO MEGAFLEX ONLY)**	**CIGNA LIFE INSURANCE, NON-JUDGES RETIREMENT SYSTEM II MEMBERS - EMPLOYEE COVERAGE ONLY**	CIGNA LIFE INSURANCE, 1/2X SALARY COVERAGE, NON-JRS MEMBERS (ONLY AVAILABLE TO EMPLOYEES CURRENTLY ENROLLED IN THIS BENEFIT COVERAGE)	EL204	.5XMF	LIFE .5XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=.5	
			CIGNA LIFE INSURANCE, 1X SALARY COVERAGE, NON-JRS MEMBERS	EL204	1XMF	LIFE 1XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=1	
			CIGNA LIFE INSURANCE, 2X SALARY COVERAGE, NON-JRS MEMBERS	EL204	2XMF	LIFE 2XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=2	
			CIGNA LIFE INSURANCE, 3X SALARY COVERAGE, NON-JRS MEMBERS	EL204	3XMF	LIFE 3XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=3	
			CIGNA LIFE INSURANCE, 4X SALARY COVERAGE, NON-JRS MEMBERS	EL204	4XMF	LIFE 4XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=4	

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				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			CIGNA LIFE INSURANCE, 5X SALARY COVERAGE, NON-JRS MEMBERS	EL204	5XMF	LIFE 5XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=5	
			CIGNA LIFE INSURANCE, 6X SALARY COVERAGE, NON-JRS MEMBERS	EL204	6XMF	LIFE 6XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=6	
			CIGNA LIFE INSURANCE, 7X SALARY COVERAGE, NON-JRS MEMBERS	EL204	7XMF	LIFE 7XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=7	
			CIGNA LIFE INSURANCE, 8X SALARY COVERAGE, NON-JRS MEMBERS	EL204	8XMF	LIFE 8XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, NON-JRS, CVG=8	
		CIGNA LIFE INSURANCE, JUDGES RETIREMENT SYSTEM II MEMBERS - EMPLOYEE COVERAGE ONLY	CIGNA LIFE INSURANCE, 1/2X SALARY COVERAGE, JRS II MEMBERS (ONLY AVAILABLE TO EMPLOYEES CURRENTLY ENROLLED IN THIS BENEFIT COVERAGE)	EL204	.5XJD	LIFE .5XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=.5	
			CIGNA LIFE INSURANCE, 1X SALARY COVERAGE, JRS II MEMBERS	EL204	1XJD	LIFE 1XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=1	
			CIGNA LIFE INSURANCE, 2X SALARY COVERAGE, JRS II MEMBERS	EL204	2XJD	LIFE 2XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=2	
			CIGNA LIFE INSURANCE, 3X SALARY COVERAGE, JRS II MEMBERS	EL204	3XJD	LIFE 3XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=3	
			CIGNA LIFE INSURANCE, 4X SALARY COVERAGE, JRS II MEMBERS	EL204	4XJD	LIFE 4XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=4	
			CIGNA LIFE INSURANCE, 5X SALARY COVERAGE, JRS II MEMBERS	EL204	5XJD	LIFE 5XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=5	
			CIGNA LIFE INSURANCE, 6X SALARY COVERAGE, JRS II MEMBERS	EL204	6XJD	LIFE 6XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=6	
			CIGNA LIFE INSURANCE, 7X SALARY COVERAGE, JRS II MEMBERS	EL204	7XJD	LIFE 7XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=7	
			CIGNA LIFE INSURANCE, 8X SALARY COVERAGE, JRS II MEMBERS	EL204	8XJD	LIFE 8XSAL PTX	MEGAFLEX CIGNA LIFE INS PRE-TAX, JRS II, CVG=8	
DEPENDENT LIFE INSURANCE	**CIGNA (TRANSITIONAL PERIOD FROM NON-MEGAFLEX TO MEGAFLEX ONLY)**	**CIGNA DEPENDENT LIFE INSURANCE**	CIGNA DEPENDENT LIFE INSURANCE, $5,000 COVERAGE	EL302	5K	5K DEP LIFE-MF	MEGAFLEX CIGNA LIFE DEPENDENT $5K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $10,000 COVERAGE	EL302	10K	10K DEP LIFE-MF	MEGAFLEX CIGNA LIFE DEPENDENT $10K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $15,000 COVERAGE	EL302	15K	15K DEP LIFE-MF	MEGAFLEX CIGNA LIFE DEPENDENT $15K COVERAGE	
			CIGNA DEPENDENT LIFE INSURANCE, $20,000 COVERAGE	EL302	20K	20K DEP LIFE-MF	MEGAFLEX CIGNA LIFE DEPENDENT $20K COVERAGE	
ACCIDENTAL DEATH & DISMEMBERMENT	**CIGNA**	**AD&D, EMPLOYEE ONLY COVERAGE OR EMPLOYEE + DEPENDENT(S) WITH NO REGISTERED DOMESTIC PARTNER COVERAGE**	AD&D, EMPLOYEE COVERAGE AT $10,000 BENEFITS	EF410	10E	AD&D 10K-EE	AD&D, CVG=10K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $10,000 BENEFITS	EF410	10E+	AD&D 10K-EE+FAM	AD&D, CVG=10K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $25,000 BENEFITS	EF410	25E	AD&D 25K-EE	AD&D, CVG=25K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $25,000 BENEFITS	EF410	25E+	AD&D 25K-EE+FAM	AD&D, CVG=25K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $50,000 BENEFITS	EF410	50E	AD&D 50K-EE	AD&D, CVG=50K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $50,000 BENEFITS	EF410	50E+	AD&D 50K-EE+FAM	AD&D, CVG=50K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $100,000 BENEFITS	EF410	100E	AD&D 100K-EE	AD&D, CVG=100K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $100,000 BENEFITS	EF410	100E+	AD&D 100K-EE+FM	AD&D, CVG=100K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $150,000 BENEFITS	EF410	150E	AD&D 150K-EE	AD&D, CVG=150K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $150,000 BENEFITS	EF410	150E+	AD&D 150K-EE+FM	AD&D, CVG=150K, EMPLOYEE + FAMILY	

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CAFÉ PLAN MATRIX
MEGAFLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			AD&D, EMPLOYEE COVERAGE AT $200,000 BENEFITS	EF410	200E	AD&D 200K-EE	AD&D, CVG=200K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $200,000 BENEFITS	EF410	200E+	AD&D 200K-EE+FM	AD&D, CVG=200K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $250,000 BENEFITS	EF410	250E	AD&D 250K-EE	AD&D, CVG=250K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $250,000 BENEFITS	EF410	250E+	AD&D 250K-EE+FM	AD&D, CVG=250K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $300,000 BENEFITS	EF410	300E	AD&D 300K-EE	AD&D, CVG=300K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $300,000 BENEFITS	EF410	300E+	AD&D 300K-EE+FM	AD&D, CVG=300K, EMPLOYEE + FAMILY	
			AD&D, EMPLOYEE COVERAGE AT $350,000 BENEFITS	EF410	350E	AD&D 350K-EE	AD&D, CVG=350K, EMPLOYEE ONLY	
			AD&D, EMPLOYEE + DEPENDENT(S) COVERAGE AT $350,000 BENEFITS	EF410	350E+	AD&D 350K-EE+FM	AD&D, CVG=350K, EMPLOYEE + FAMILY	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF411	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF411	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF411	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF411	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF411	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF411	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF411	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $300,000 BENEFITS	EF411	300E	AD&D 300K PTX	AD&D, CVG=300K, EMPLOYEE ONLY, NON-REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF NON-REGISTERED DOMESTIC PARTNER, COVERAGE AT $350,000 BENEFITS	EF411	350E	AD&D 350K PTX	AD&D, CVG=350K, EMPLOYEE ONLY, NON-REG DP	
		AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE	AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $10,000 BENEFITS	EF413	10E	AD&D 10K PTX	AD&D, CVG=10K, EMPLOYEE ONLY, REG DP	

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CAFÉ PLAN MATRIX
MEGAFLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $25,000 BENEFITS	EF413	25E	AD&D 25K PTX	AD&D, CVG=25K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $50,000 BENEFITS	EF413	50E	AD&D 50K PTX	AD&D, CVG=50K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $100,000 BENEFITS	EF413	100E	AD&D 100K PTX	AD&D, CVG=100K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $150,000 BENEFITS	EF413	150E	AD&D 150K PTX	AD&D, CVG=150K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $200,000 BENEFITS	EF413	200E	AD&D 200K PTX	AD&D, CVG=200K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $250,000 BENEFITS	EF413	250E	AD&D 250K PTX	AD&D, CVG=250K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $300,000 BENEFITS	EF413	300E	AD&D 300K PTX	AD&D, CVG=300K, EMPLOYEE ONLY, REG DP	
			AD&D, EMPLOYEE + DEPENDENT(S), INCLUSIVE OF REGISTERED DOMESTIC PARTNER, COVERAGE AT $350,000 BENEFITS	EF413	350E	AD&D 350K PTX	AD&D, CVG=350K, EMPLOYEE ONLY, REG DP	
DENTAL PLANS	**DELTA DENTAL**	**DELTA DENTAL NON-REP, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	DELTA DENTAL NON-REP, 1 PARTY COVERAGE	EF308	C1	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C1	
		DELTA DENTAL NON-REP WITH NO DOMESTIC PARTER COVERAGE	DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF308	C2	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C2	
			DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF308	C3	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C3	
			DELTA DENTAL NON-REP, FAMILY COVERAGE	EF308	C4	DELTA DENTAL-NR	DELTA DENTAL - NON-REP; CVG=C4	
		DELTA DENTAL NON-REP WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF309	C2	DELTA DENTAL-NR	DELTA DENTAL - NON-REP NRDP; CVG=C2; IMP INC=C2-C1	
			DELTA DENTAL NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF309	C3	DELTA DENTAL-NR	DELTA DENTAL - NON-REP NRDP; CVG=C3, IMP INC=C3-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF309	C4A	DELTA DENTAL-NR	DELTA DENTAL - NON-REP NRDP; CVG=C4; IMP INC=C4-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF309	C4B	DELTA DENTAL-NR	DLTAD - NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	

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CAFÉ PLAN MATRIX
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BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
		DELTA DENTAL NON-REP WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTA DENTAL NON-REP, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF310	C2	DELTA DENTAL-NR	DELTA DENTAL - NON-REP RDP; CVG=C2; IMP INC=C2-C1	
			DELTA DENTAL NON-REP, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF310	C3	DELTA DENTAL-NR	DELTA DENTAL - NON-REP RDP; CVG=C3, IMP INC=C3-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF310	C4A	DELTA DENTAL-NR	DELTA DENTAL - NON-REP RDP; CVG=C4; IMP INC=C4-C1	
			DELTA DENTAL NON-REP, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF310	C4B	DELTA DENTAL-NR	DLTAD - NR RDP; CVG=C4 (DP W ORW/OCH); IMP INC=C4-C2	
	SAFEGUARD	**SAFEGUARD, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	SAFEGUARD, 1 PARTY COVERAGE	EF324	C1	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C1	
		SAFEGUARD WITH NO DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF324	C2	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C2	
			SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS SPOUSE)	EF324	C3	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C3	
			SAFEGUARD, FAMILY COVERAGE	EF324	C4	SAFEGUARD-NR	SAFEGUARD - NON-REP; CVG=C4	
		SAFEGUARD WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF325	C2	SAFEGUARD-NR	SAFEGUARD - NON-REP NRDP; CVG=C2; IMP INC=C2-C1	
			SAFEGUARD, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF325	C3	SAFEGUARD-NR	SAFEGUARD - NON-REP NRDP; CVG=C3, IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF325	C4A	SAFEGUARD-NR	SAFEGUARD - NON-REP NRDP; CVG=C4; IMP INC=C4-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF325	C4B	SAFEGUARD-NR	SFGRD - NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		SAFEGUARD WITH REGISTERED DOMESTIC PARTER COVERAGE	SAFEGUARD, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF326	C2	SAFEGUARD-NR	SAFEGUARD - NON-REP RDP; CVG=C2; IMP INC=C2-C1	
			SAFEGUARD, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF326	C3	SAFEGUARD-NR	SAFEGUARD - NON-REP RDP; CVG=C3, IMP INC=C3-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF326	C4A	SAFEGUARD-NR	SAFEGUARD - NON-REP RDP; CVG=C4; IMP INC=C4-C1	
			SAFEGUARD, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF326	C4B	SAFEGUARD-NR	SFGRD - NR RDP; CVG=C4 (DPW OR W/O CH); IMP INC=C4-C2	
	DELTACARE	**DELTACARE, EMPLOYEE SELF COVERAGE (WITH OR WITHOUT DOMESTIC PARTER)**	DELTACARE, 1 PARTY COVERAGE	EF316	C1	DELTACARE-NR	DELTACARE - NON-REP; CVG=C1	
		DELTACARE WITH NO DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS CHILD)	EF316	C2	DELTACARE-NR	DELTACARE - NON-REP; CVG=C2	
			DELTACARE, 2 PARTY COVERAGE	EF316	C3	DELTACARE-NR	DELTACARE - NON-REP;	

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CAFÉ PLAN MATRIX
MEGAFLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
			DELTACARE, FAMILY COVERAGE	EF316	C4	DELTACARE-NR	DELTACARE - NON-REP; CVG=C4	
		DELTACARE WITH NON-REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF317	C2	DELTACARE-NR	DELTACARE - NON-REP NRDP; CVG=C2; IMP INC=C2-C1	
			DELTACARE, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF317	C3	DELTACARE-NR	DELTACARE - NON-REP NRDP; CVG=C3, IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF317	C4A	DELTACARE-NR	DELTACARE - NON-REP NRDP; CVG=C4; IMP INC=C4-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF317	C4B	DELTACARE-NR	DLTAC - NR NRDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
		DELTACARE WITH REGISTERED DOMESTIC PARTER COVERAGE	DELTACARE, 2 PARTY COVERAGE (EMPLOYEE PLUS DOMESTIC PARTNER'S CHILD)	EF318	C2	DELTACARE-NR	DELTACARE - NON-REP RDP; CVG=C2; IMP INC=C2-C1	
			DELTACARE, 2 PARTY COVERAGE EMPLOYEE PLUS DOMESTIC PARTNER)	EF318	C3	DELTACARE-NR	DELTACARE - NON-REP RDP; CVG=C3, IMP INC=C3-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS PLUS DOMESTIC PARTNER PLUS DOMESTIC PARTNER'S CHILD(REN)]	EF318	C4A	DELTACARE-NR	DELTACARE - NON-REP RDP; CVG=C4; IMP INC=C4-C1	
			DELTACARE, FAMILY COVERAGE [EMPLOYEE PLUS EMPLOYEE'S CHILD(REN) PLUS DOMESTIC PARTNER, WITH OR WITHOUT DOMESTIC PARTNER'S CHILD(REN)]	EF318	C4B	DELTACARE-NR	DLTAC - NR RDP; CVG=C4 (DP W OR W/O CH); IMP INC=C4-C2	
DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY		**DEPENDENT CARE SPENDING ACCOUNT & DEPENDENT CARE SPENDING ACCOUNT SUBSIDY**	DEPENDENT CARE SPENDING ACCOUNT	EF502	EF502	DCSA	DEPENDENT CARE SPENDING ACCOUNT	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $375	EF506	MF1	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=375	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $300	EF506	MF2	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=300	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $275	EF506	MF3	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=275	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $200	EF506	MF4	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNTSUBSIDY - FLEX/MEGA; SUB=200	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $125	EF506	MF5	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=125	
			DEPENDENT CARE SPENDING ACCOUNT SUBSIDY = $75	EF506	MF6	DCSA SUBSIDY	DEPENDENT CARE SPENDING ACCOUNT SUBSIDY - FLEX/MEGA; SUB=75	
HEALTH CARE SPENDING ACCOUNT		**HEALTH CARE SPENDING ACCOUNT**	HEALTH CARE SPENDING ACCOUNT	EF500	EF500	HCSA	HEALTH CARE SPENDING ACCOUNT	
ELECTIVE ANNUAL LEAVE		**ELECTIVE ANNUAL LEAVE**	ELECTIVE ANNUAL LEAVE	EF055	EF055	PTX ELEC ANN LV	ELECTIVE ANNUAL LEAVE - PRE-TAX	

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CAFÉ PLAN MATRIX
MEGAFLEX CAFETERIA PLAN

BENEFIT TYPE	PROVIDER	TYPE OF PLAN	PLAN DESCRIPTION	EHR				COMMENTS
				DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION	
LONG-TERM DISABILITY		**LONG-TERM DISABILITY**	LONG-TERM DISABILITY, RETIREMENT PLAN E WITH 5+ YRS OF SERVICE	EF031	LTDE+	LTD 60%	LONG-TERM DISABILITY - 60%, RET PLAN E WITH 5+ CSY	
			LONG-TERM DISABILITY, NON-RETIREMENT PLAN E & PLAN E WITH LESS THAN 5 YRS OF SERVICE	EF031	LTD40	LTD 40%	LONG-TERM DISABILITY - 40%	
				EF031	LTD60	LTD 60%	LONG-TERM DISABILITY - 60%	
SURVIVOR INCOME BENEFIT		**SURVIVOR INCOME BENEFIT**	SURVIVOR INCOME BENEFIT	EF400	SIB10	SIB - 10%	SURVIVOR INCOME BENEFIT - 10%	
				EF400	SIB15	SIB - 15%	SURVIVOR INCOME BENEFIT - 15%	
				EF400	SIB25	SIB - 25%	SURVIVOR INCOME BENEFIT - 25%	
				EF400	SIB35	SIB - 35%	SURVIVOR INCOME BENEFIT - 35%	
				EF400	SIB50	SIB - 50%	SURVIVOR INCOME BENEFIT - 50%	
LONG-TERM DISABILITY - HEALTH INSURANCE		**LONG-TERM DISABILITY - HEALTH INSURANCE**	LONG-TERM DISABILITY - HEALTH INSURANCE	EF047	EF047	LTD-H MF	LONG-TERM DISABILITY-HEALTH BENEFIT, MEGAFLEX	
SHORT-TERM DISABILITY		**SHORT-TERM DISABILITY**	SHORT-TERM DISABILITY	EF021	STD	STD 100/80	SHORT-TERM DISABILITY - 100% FOR FIRST 21 DAYS, 80% THEREAFTER	
TOBACCO USER PREMIUM		**TOBACCO USER PREMIUM**	TOBACCO USER PREMIUM	EF061	EF061	TOB USER PREM	TOBACCO USER PREMIUM	

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SUBSIDIZED MEDICAL PLAN MATRIX
MEDICAL PLANS

ITEM ELIGIBILITY	PROVIDER	PLAN DESCRIPTION	EHR			
			DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION
COALITION OF COUNTY UNIONS TITLES	CIGNA	CIGNA FULL HMO, 1 PARTY COVERAGE	ES100	C1	CIGNA FULL HMO	CIGNA FULL HMO; CVG=C1 (SUBSIDIZED)
		CIGNA FULL HMO, 2 PARTY COVERAGE	ES100	C2	CIGNA FULL HMO	CIGNA FULL HMO; CVG=C2 (SUBSIDIZED)
		CIGNA FULL HMO, FAMILY COVERAGE	ES100	C3	CIGNA FULL HMO	CIGNA FULL HMO; CVG=C3 (SUBSIDIZED)
		CIGNA POS, 1 PARTY COVERAGE	ES101	C1	CIGNA POS	CIGNA POS; CVG=C1 (SUBSIDIZED)
		CIGNA POS, 2 PARTY COVERAGE	ES101	C2	CIGNA POS	CIGNA POS; CVG=C2 (SUBSIDIZED)
		CIGNA POS, FAMILY COVERAGE	ES101	C3	CIGNA POS	CIGNA POS; CVG=C3 (SUBSIDIZED)
		CIGNA SELECT HMO, 1 PARTY COVERAGE	ES136	C1	CIGNA SELCT HMO	CIGNA SELECT HMO; CVG=C1 (SUBSIDIZED)
		CIGNA SELECT HMO, 2 PARTY COVERAGE	ES136	C2	CIGNA SELCT HMO	CIGNA SELECT HMO; CVG=C2 (SUBSIDIZED)
		CIGNA SELECT HMO, FAMILY COVERAGE	ES136	C3	CIGNA SELCT HMO	CIGNA SELECT HMO; CVG=C3 (SUBSIDIZED)
	ALADS	PRUDENT BUYER PREMIER (UNDER AGE 50), 1 PARTY COVERAGE	ES112	C1	ALADS/PREM	ALADS/PREM; CVG=C1 (SUBSIDIZED)
		PRUDENT BUYER PREMIER (UNDER AGE 50), 2 PARTY COVERAGE	ES112	C2	ALADS/PREM	ALADS/PREM; CVG=C2 (SUBSIDIZED)
		PRUDENT BUYER PREMIER (UNDER AGE 50), FAMILY COVERAGE	ES112	C3	ALADS/PREM	ALADS/PREM; CVG=C3 (SUBSIDIZED)
		CALIFORNIACARE PREMIER, 1 PARTY COVERAGE	ES113	C1	ALADS/CCPM	ALADS/CCPM; CVG=C1 (SUBSIDIZED)
		CALIFORNIACARE PREMIER, 2 PARTY COVERAGE	ES113	C2	ALADS/CCPM	ALADS/CCPM; CVG=C2 (SUBSIDIZED)
		CALIFORNIACARE PREMIER, FAMILY COVERAGE	ES113	C3	ALADS/CCPM	ALADS/CCPM; CVG=C3 (SUBSIDIZED)
		PRUDENT BUYER PREMIER (OVER AGE 49), 1 PARTY COVERAGE	ES114	C1	ALADS/PBPM+	ALADS/PBPM+; CVG=C1 (SUBSIDIZED)
		PRUDENT BUYER PREMIER (OVER AGE 49), 2 PARTY COVERAGE	ES114	C2	ALADS/PBPM+	ALADS/PBPM+; CVG=C2 (SUBSIDIZED)
		PRUDENT BUYER PREMIER (OVER AGE 49), FAMILY COVERAGE	ES114	C3	ALADS/PBPM+	ALADS/PBPM+; CVG=C3 (SUBSIDIZED)
		PRUDENT BUYER BASIC (UNDER AGE 50), 1 PARTY COVERAGE	ES115	C1	ALADS/PBBS	ALADS/PBBS; CVG=C1 (SUBSIDIZED)
		PRUDENT BUYER BASIC (UNDER AGE 50), 2 PARTY COVERAGE	ES115	C2	ALADS/PBBS	ALADS/PBBS; CVG=C2 (SUBSIDIZED)
		PRUDENT BUYER BASIC (UNDER AGE 50), FAMILY COVERAGE	ES115	C3	ALADS/PBBS	ALADS/PBBS; CVG=C3 (SUBSIDIZED)
		CALIFORNIACARE BASIC, 1 PARTY COVERAGE	ES116	C1	ALADS/CCBS	ALADS/CCBS; CVG=C1 (SUBSIDIZED)

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SUBSIDIZED MEDICAL PLAN MATRIX
MEDICAL PLANS

ITEM ELIGIBILITY	PROVIDER	PLAN DESCRIPTION	EHR			
			DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION
		CALIFORNIACARE BASIC, 2 PARTY COVERAGE	ES116	C2	ALADS/CCBS	ALADS/CCBS; CVG=C2 (SUBSIDIZED)
		CALIFORNIACARE BASIC, FAMILY COVERAGE	ES116	C3	ALADS/CCBS	ALADS/CCBS; CVG=C3 (SUBSIDIZED)
		PRUDENT BUYER BASIC (OVER AGE 49), 1 PARTY COVERAGE	ES117	C1	ALADS/PBBS+	ALADS/PBBS+; CVG=C1 (SUBSIDIZED)
		PRUDENT BUYER BASIC (OVER AGE 49), 2 PARTY COVERAGE	ES117	C2	ALADS/PBBS+	ALADS/PBBS+; CVG=C2 (SUBSIDIZED)
		PRUDENT BUYER BASIC (OVER AGE 49), FAMILY COVERAGE	ES117	C3	ALADS/PBBS+	ALADS/PBBS+; CVG=C3 (SUBSIDIZED)
	CAPE	BLUE SHIELD LITE POS, 1 PARTY COVERAGE	ES118	C1	CAPEMEDLT	CAPEMEDLT; CVG=C1 (SUBSIDIZED)
		BLUE SHIELD LITE POS, 2 PARTY COVERAGE	ES118	C2	CAPEMEDLT	CAPEMEDLT; CVG=C2 (SUBSIDIZED)
		BLUE SHIELD LITE POS, FAMILY COVERAGE	ES118	C3	CAPEMEDLT	CAPEMEDLT; CVG=C3 (SUBSIDIZED)
		BLUE SHIELD CLASSIC POS, 1 PARTY COVERAGE	ES119	C1	CAPEMEDC	CAPEMEDC; CVG=C1 (SUBSIDIZED)
		BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE	ES119	C2	CAPEMEDC	CAPEMEDC; CVG=C2 (SUBSIDIZED)
		BLUE SHIELD CLASSIC POS, FAMILY COVERAGE	ES119	C3	CAPEMEDC	CAPEMEDC; CVG=C3 (SUBSIDIZED)
	KAISER	KAISER CCU, 1 PARTY COVERAGE	ES108	C1	KAISER CCU	KAISER CCU; CVG=C1 (SUBSIDIZED)
		KAISER CCU, 2 PARTY COVERAGE	ES108	C2	KAISER CCU	KAISER CCU; CVG=C2 (SUBSIDIZED)
		KAISER CCU, FAMILY COVERAGE	ES108	C3	KAISER CCU	KAISER CCU; CVG=C3 (SUBSIDIZED)
	FIRE FIGHTERS LOCAL 1014	LOCAL 1014, 1 PARTY COVERAGE	ES120	C1	1014 MED	1014 MED; CVG=C1 (SUBSIDIZED)
		LOCAL 1014, 2 PARTY COVERAGE	ES120	C2	1014 MED	1014 MED; CVG=C2 (SUBSIDIZED)
		LOCAL 1014, FAMILY COVERAGE	ES120	C3	1014 MED	1014 MED; CVG=C3 (SUBSIDIZED)
LOCAL 721 TITLES	**UNITED HEALTH CARE**	UNITED HEALTH CARE HMO, 1 PARTY COVERAGE	ES110	C1	UHC HMO	UNITED HEALTH HMO; CVG=C1 (SUBSIDIZED)
		UNITED HEALTH CARE HMO, 2 PARTY COVERAGE	ES110	C2	UHC HMO	UNITED HEALTH HMO; CVG=C2 (SUBSIDIZED)
		UNITED HEALTH CARE HMO, FAMILY COVERAGE	ES110	C3	UHC HMO	UNITED HEALTH HMO; CVG=C3 (SUBSIDIZED)
		UNITED HEALTH CARE POS, 1 PARTY COVERAGE	ES111	C1	UHC PPO	UNITED HEALTH PPO; CVG=C1 (SUBSIDIZED)
		UNITED HEALTH CARE POS, 2 PARTY COVERAGE	ES111	C2	UHC PPO	UNITED HEALTH PPO; CVG=C2 (SUBSIDIZED)

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SUBSIDIZED MEDICAL PLAN MATRIX
MEDICAL PLANS

ITEM ELIGIBILITY	PROVIDER	PLAN DESCRIPTION	EHR			
			DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION
		UNITED HEALTH CARE POS, FAMILY COVERAGE	ES111	C3	UHC PPO	UNITED HEALTH PPO; CVG=C3 (SUBSIDIZED)
		UNITED HEALTH CARE HARMONY HMO, 1 PARTY COVERAGE	ES137	C1	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO; CVG=C1 (SUBSIDIZED)
		UNITED HEALTH CARE HARMONY HMO, 2 PARTY COVERAGE	ES137	C2	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO; CVG=C2 (SUBSIDIZED)
		UNITED HEALTH CARE HARMONY HMO, FAMILY COVERAGE	ES137	C3	UHC HARMONY HMO	UNITED HEALTH HARMONY HMO; CVG=C3 (SUBSIDIZED)
	KAISER	KAISER 721, 1 PARTY COVERAGE	ES109	C1	KAISER 721	KAISER 721; CVG=C1 (SUBSIDIZED)
		KAISER 721, 2 PARTY COVERAGE	ES109	C2	KAISER 721	KAISER 721; CVG=C2 (SUBSIDIZED)
		KAISER 721, FAMILY COVERAGE	ES109	C3	KAISER 721	KAISER 721; CVG=C3 (SUBSIDIZED)
	CAPE	BLUE SHIELD LITE POS, 1 PARTY COVERAGE - GRANDFATHERED	ES132	C1	CAPEMEDLT	CAPEMEDLT; CVG=C1 (SUBSIDIZED)
		BLUE SHIELD LITE POS, 2 PARTY COVERAGE - GRANDFATHERED	ES132	C2	CAPEMEDLT	CAPEMEDLT; CVG=C2 (SUBSIDIZED)
		BLUE SHIELD LITE POS, FAMILY COVERAGE - GRANDFATHERED	ES132	C3	CAPEMEDLT	CAPEMEDLT; CVG=C3 (SUBSIDIZED)
		BLUE SHIELD CLASSIC POS, 1 PARTY COVERAGE - GRANDFATHERED	ES133	C1	CAPEMEDC	CAPEMEDC; CVG=C1 (SUBSIDIZED)
		BLUE SHIELD CLASSIC POS, 2 PARTY COVERAGE - GRANDFATHERED	ES133	C2	CAPEMEDC	CAPEMEDC; CVG=C2 (SUBSIDIZED)
		BLUE SHIELD CLASSIC POS, FAMILY COVERAGE - GRANDFATHERED	ES133	C3	CAPEMEDC	CAPEMEDC; CVG=C3 (SUBSIDIZED)
	CIGNA	CIGNA HMO, 1 PARTY COVERAGE - GRANDFATHERED	ES134	C1	CIGNA HMO	CIGNA HMO; CVG=C1 (SUBSIDIZED)
		CIGNA HMO, 2 PARTY COVERAGE - GRANDFATHERED	ES134	C2	CIGNA HMO	CIGNA HMO; CVG=C2 (SUBSIDIZED)
		CIGNA HMO, FAMILY COVERAGE - GRANDFATHERED	ES134	C3	CIGNA HMO	CIGNA HMO; CVG=C3 (SUBSIDIZED)
		CIGNA POS, 1 PARTY COVERAGE - GRANDFATHERED	ES135	C1	CIGNA POS	CIGNA POS; CVG=C1 (SUBSIDIZED)
		CIGNA POS, 2 PARTY COVERAGE - GRANDFATHERED	ES135	C2	CIGNA POS	CIGNA POS; CVG=C2 (SUBSIDIZED)
		CIGNA POS, FAMILY COVERAGE - GRANDFATHERED	ES135	C3	CIGNA POS	CIGNA POS; CVG=C3 (SUBSIDIZED)
FLEX/MEGAFLEX TITLES	**ANTHEM BLUE CROSS**	BLUE CROSS PRUDENT BUYER PPO, 1 PARTY COVERAGE	ES102	C1	BLUE CROSS PB	BLUE CROSS PB; CVG=C1 (SUBSIDIZED)
		BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE	ES102	C2	BLUE CROSS PB	BLUE CROSS PB; CVG=C2 (SUBSIDIZED)
		BLUE CROSS PRUDENT BUYER PPO, 2 PARTY COVERAGE	ES102	C3	BLUE CROSS PB	BLUE CROSS PB; CVG=C3 (SUBSIDIZED)

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SUBSIDIZED MEDICAL PLAN MATRIX
MEDICAL PLANS

ITEM ELIGIBILITY	PROVIDER	PLAN DESCRIPTION	EHR			
			DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION
		BLUE CROSS PRUDENT BUYER PPO, FAMILY COVERAGE	ES102	C4	BLUE CROSS PB	BLUE CROSS PB; CVG=C4 (SUBSIDIZED)
		BLUE CROSS CALIFORNIACARE HMO, 1 PARTY COVERAGE	ES103	C1	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C1 (SUBSIDIZED)
		BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE	ES103	C2	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C2 (SUBSIDIZED)
		BLUE CROSS CALIFORNIACARE HMO, 2 PARTY COVERAGE	ES103	C3	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C3 (SUBSIDIZED)
		BLUE CROSS CALIFORNIACARE HMO, FAMILY COVERAGE	ES103	C4	BLUE CROSS CAL	BLUE CROSS CALCARE; CVG=C4 (SUBSIDIZED)
		BLUE CROSS PLUS POS, 1 PARTY COVERAGE	ES104	C1	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C1 (SUBSIDIZED)
		BLUE CROSS PLUS POS, 2 PARTY COVERAGE	ES104	C2	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C2 (SUBSIDIZED)
		BLUE CROSS PLUS POS, 2 PARTY COVERAGE	ES104	C3	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C3 (SUBSIDIZED)
		BLUE CROSS PLUS POS, FAMILY COVERAGE	ES104	C4	BLUE CROSS PLUS	BLUE CROSS PLUS; CVG=C4 (SUBSIDIZED)
		BLUE CROSS CATASTROPHIC, 1 PARTY COVERAGE	ES105	C1	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C1 (SUBSIDIZED)
		BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE	ES105	C2	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C2 (SUBSIDIZED)
		BLUE CROSS CATASTROPHIC, 2 PARTY COVERAGE	ES105	C3	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C3 (SUBSIDIZED)
		BLUE CROSS CATASTROPHIC, FAMILY COVERAGE	ES105	C4	BLUE CROSS CAT	BLUE CROSS CAT; CVG=C4 (SUBSIDIZED)
	KAISER	KAISER NON-REP, 1 PARTY COVERAGE	ES106	C1	KAISER NR	KAISER NR; CVG=C1 (SUBSIDIZED)
		KAISER NON-REP, 2 PARTY COVERAGE	ES106	C2	KAISER NR	KAISER NR; CVG=C2 (SUBSIDIZED)
		KAISER NON-REP, 2 PARTY COVERAGE	ES106	C3	KAISER NR	KAISER NR; CVG=C3 (SUBSIDIZED)
		KAISER NON-REP, FAMILY COVERAGE	ES106	C4	KAISER NR	KAISER NR; CVG=C4 (SUBSIDIZED)
		KAISER MID-ATLANTIC, 1 PARTY COVERAGE	ES107	C1	KAISER MA	KAISER MA; CVG=C1 (SUBSIDIZED)
		KAISER MID-ATLANTIC, 2 PARTY COVERAGE	ES107	C2	KAISER MA	KAISER MA; CVG=C2 (SUBSIDIZED)
		KAISER MID-ATLANTIC, 2 PARTY COVERAGE	ES107	C3	KAISER MA	KAISER MA; CVG=C3 (SUBSIDIZED)
		KAISER MID-ATLANTIC, FAMILY COVERAGE	ES107	C4	KAISER MA	KAISER MA; CVG=C4 (SUBSIDIZED)

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COMMUTER BENEFIT PLAN MATRIX
TRANSIT AND PARKING PLANS

BENEFIT TYPE	PLAN TYPE	PLAN DESCRIPTION	EHR			
			DEDUCTION TYPE	DEDUCTION PLAN	SHORT DESCRIPTION	LONG DESCRIPTION
TRANSIT	NON-SUBSIZED TRANSIT	NON-SUBSIDIZED TRANSIT DEDUCTION	ET001	ET001	PTX TRANSIT	NON-SUBSIDIZED PRETAX TRANSIT
	SUBSIDIZED TRANSIT	SUBSIDIZED TRANSIT FOR SEIU 721 MEMBERS	ET003	ET003	PTX TRANSIT 721	SUBSIDIZED PRETAX TRANSIT 721
PARKING	PARKING WITH ADMIN FEE	COMMUTER PARKING DEDUCTION WITH ADMIN FEE	ET101	ET101	PTX CMTR PRK	PRETAX COMMUTER PARKING
	PARKING WITHOUT ADMIN FEE	COMMUTER PARKING DEDUCTION WITHOUT ADMIN FEE	ET103	ET103	PTX CMTR PRK NF	PRETAX COMMUTER PARKING NO FEE

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BENEFIT PLANS POLICY LISTING

POLICY	POLICY DESCRIPTION	BENEFIT PLAN ELIGIBILITY DESCRIPTION
PL01	Policy 1	Not Eligible
PL02	Policy 2	Not Eligible
PL03	Policy 3	Not Eligible
PL4C	Policy 4 Choices	Choices Subsidized Medical
PL4L	Policy 4 Options	Options Subsidized Medical
PL4N	Policy 4 Non-Rep	Non-rep Subsidized Medical
PL05	Policy 5	Not Eligible
PL06C	Policy 6 - Choices, Cap on Horizons Match	Choices Cafeteria Plan
PL06N	Policy 6 - Choices, No Cap on Horizons Match	Choices Cafeteria Plan
PL07	Policy 7	Choices Cafeteria Plan
PL08	Policy 08 - Choices Z Sub	Z Subtitle eligible for Choices Cafeteria Plan
PL09	Policy 9	Choices Cafeteria Plan
PL10	Policy 10	Not Eligible
PL11C	Policy 11 Choices	Choices Subsidized Medical
PL11L	Policy 11 Options	Options Subsidized Medical
PL11N	Policy 11 Non-Rep	Non-rep Subsidized Medical
PL12	Policy 12 Peace Officers	Choices Cafeteria Plan
PL14	Policy 14	Judges eligible for MegaFlex Cafeteria Plan
PL15F	Policy 15 Flex, Non-Dept Head	Non-Department Head grandfathered Flex Cafeteria Plan
PL15M	Policy 15 Mega-Flex, Non-Dept Head	Non-Department Head elgiible for MegaFlex Cafeteria Plan
PL16	Policy 16 Mega Subtitle Z	Z Subtitle eligible for MegaFlex Cafeteria Plan
PL16F	Policy 16 Flex NDH, Z Sub	Z Subtitle grandfathered Flex Cafeteria Plan
PL17	Policy 17	Not Eligible
PL18C	Policy 18 Choices	Choices Subsidized Medical
PL18L	Policy 18 Options	Options Subsidized Medical
PL18N	Policy 18 Non-Rep	Non-rep Subsidized Medical
PL19	Policy 19 Flex/Megaflex, Dept Head	Department Head grandfathered Flex/eligible for Megaflex Cafeteria Plans
PL20	Policy 20	Not Eligible
PL21C	Policy 21 - Options, Cap on Horizons Match	Options Cafeteria Plan
PL21N	Policy 21 - Options, No Cap on Horizons Match	Options Cafeteria Plan
PL22	Policy 22 Options	Options Cafeteria Plan
PL23	Policy 23 Options	Options Cafeteria Plan
PL24	Policy 24 - Options Z Sub	Z Subtitle eligible for Options Cafeteria Plan

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1. Interface File

The Benefits Enrollment interface file is formatted as an ASCII flat-file that will come from the Contractor.

The interface file naming convention for the cafeteria benefits and commuter benefits enrollments is as follows:

- Cafeteria Benefits Enrollment – EHR_AC_ENRL_CAFE_YYYYMMDD.TXT
- Commuter Benefits Enrollment – EHR_NP_ENRL_COMBENPL_YYYYMMDD.TXT

Note that the fifth node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). This date should change depending upon the date the file is created. It is preferred that the date be coded as the system date. In the case where multiple files are sent on the same day, the filename must be unique and County must be advised accordingly.

2. Logical Document Components

Each Benefits Enrollment document is comprised of multiple components for adding/updating an employee's payroll benefit deduction information in the eHR Application. The components for each employee record are identified as follows:

a.) **AMS Document ADC Record (AMS_DOCUMENT):** Identifies the Document Type and other information that is unique for the given record.

b.) **Benefits Enrollment Document Header Record (ENRL_DOC_HDR):** Contains general information associated with the Benefits Enrollment document such as Employee ID and Appointment ID.

c.) **Benefits Enrollment Document Detail Line (ENRL_DOC_LINE):** Contains the detailed deduction enrollment information such as Deduction and Deduction Plan.

d.) **Benefits Enrollment Document Trailer Record (ENRL_DOC_TRL):** Used for tracking and validation purposes.

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Exhibit 1: Graphic illustration of the document components

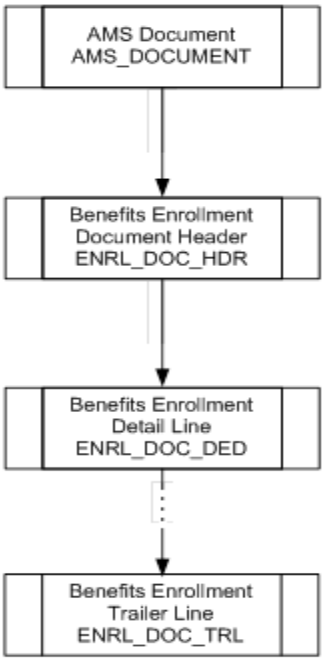


Exhibit 2: Interface File Samples

- Cafeteria Benefits Enrollment

```
ADCHR   ENRL   ENRL   NP  PA162C00054720191211000011      0       OE
HDRHR   ENRL   ENRL   NP  PA162C00054720191211000011      000547
DETHR   ENRL   ENRL   NP  PA162C00054720191211000011      1         1       EF500EF500                                12012019                200.00
ADCHR   ENRL   ENRL   NP  PA162C00172620191211000011      0       OE
HDRHR   ENRL   ENRL   NP  PA162C00172620191211000011      001726
DETHR   ENRL   ENRL   NP  PA162C00172620191211000011      1         1       EF055EF055                                12012019
ADCHR   ENRL   ENRL   NP  PA162C00178120191211000011      0       OE
HDRHR   ENRL   ENRL   NP  PA162C00178120191211000011      001781
DETHR   ENRL   ENRL   NP  PA162C00178120191211000011      1         1       EF410150E+                                12012019
DETHR   ENRL   ENRL   NP  PA162C00178120191211000011      2         1       EF055EF055                                12012019
ADCHR   ENRL   ENRL   NP  PA162C00232220191211000011      0       OE
HDRHR   ENRL   ENRL   NP  PA162C00232220191211000011      002322
DETHR   ENRL   ENRL   NP  PA162C00232220191211000011      1         1       EF500EF500                                12012019                100.00
ADCHR   ENRL   ENRL   NP  PA162C00257420191211000011      0       OE
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- Commuter Benefits Enrollment

```
ADCHR   ENRL   ENRL   NP  PA156T0059862020021100001       10      OE
HDRHR   ENRL   ENRL   NP  PA156T0059862020021100001       1005986   *
DETHR   ENRL   ENRL   NP  PA156T0059862020021100001       1         1       1ET001ET001                               02012020                0000262.50      0000000.00
ADCHR   ENRL   ENRL   NP  PA156T0441472020021100001       10      OE
HDRHR   ENRL   ENRL   NP  PA156T0441472020021100001       1044147   *
DETHR   ENRL   ENRL   NP  PA156T0441472020021100001       1         1       1ET001ET001                               02012020                0000092.00      0000000.00
ADCHR   ENRL   ENRL   NP  PA156T0681602020021100001       10      OE
HDRHR   ENRL   ENRL   NP  PA156T0681602020021100001       1068160   *
DETHR   ENRL   ENRL   NP  PA156T0681602020021100001       1         1       1ET003ET003                               02012020                0000000.00      0000070.00
ADCHR   ENRL   ENRL   NP  PA156T0749452020021100001       10      OE
HDRHR   ENRL   ENRL   NP  PA156T0749452020021100001       1074945   *
DETHR   ENRL   ENRL   NP  PA156T0749452020021100001       1         1       1ET003ET003                               02012020                0000030.00      0000070.00
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3. File Layout Specifications

Benefits Enrollment ADC Layout (ADC Record)

Benefits Enrollment (ENRL) ADC Record Type File Layout						
No.	**Data Element**	**Data Type**	**Length**	**From**	**To**	**Description**
1	Record Type	Alphanumeric	3	1	3	Set value to 'ADC'.
2	Document Category	Alphanumeric	8	4	11	Set value to 'HR'. Left-justified with trailing spaces.
3	Document Type	Alphanumeric	8	12	19	Set value to 'ENRL'. Left-justified with trailing spaces.
4	Document Code	Alphanumeric	8	20	27	Set value to 'ENRL'. Left-justified with trailing spaces.
5	Document Department Code	Alphanumeric	4	28	31	Set value to 'NP'. Left-justified with trailing spaces.
6	Document Unit Code	Alphanumeric	5	32	36	Set value equal to the five-digit alpha-numeric code assigned by the County.
7	Document ID	Alphanumeric	20	37	56	Prefix + Employee ID + Date + Sequence # Prefix = 'T' for Transit, 'P' for Parking, 'C' for Cafeteria Employee ID = 6-digit employee ID Date Format = YYYYMMDD Sequence # = Start with '00001', increment by 1 when same employee has more than one ENRL record submitted in the same file.
8	Document Version Number	Number	10	57	66	Set value to '1'. Right-justified with leading spaces.
9	Automatic Document Number Indicator	Alphanumeric	8	67	74	Set value to '0' (zero). Left-justified with trailing spaces.
10	Document Import Mode	Alphanumeric	8	75	82	Set value to 'OE' for Original Entry. Left-justified with trailing spaces.

Benefits Enrollment Header Layout (HDR Record)

Benefits Enrollment (ENRL) HDR Record Type File Layout						
No.	**Data Element**	**Data Type**	**Length**	**From**	**To**	**Description**
1	Record Type	Alphanumeric	3	1	3	Set value to 'HDR'.
2	Document Category	Alphanumeric	8	4	11	Set value to 'HR'. Left-justified with trailing spaces.
3	Document Type	Alphanumeric	8	12	19	Set value to 'ENRL'. Left-justified with trailing spaces.
4	Document Code	Alphanumeric	8	20	27	Set value to 'ENRL'. Left-justified with trailing spaces.
5	Document Department Code	Alphanumeric	4	28	31	Set value to 'NP'. Left-justified with trailing spaces.
6	Document Unit	Alphanumeric	5	32	36	Set value equal to the five-digit code assigned by the County.

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Benefits Enrollment (ENRL) HDR Record Type File Layout						
No.	**Data Element**	**Data Type**	**Length**	**From**	**To**	**Description**
	Code					
7	Document ID	Alphanumeric	20	37	56	Prefix + Employee ID + Date + Sequence # Prefix = 'T' for Transit, 'P' for Parking, 'C' for Cafeteria Employee ID = 6-digit employee ID Date Format = YYYYMMDD Sequence # = Start with '00001', increment by 1 when same employee has more than one ENRL record submitted in the same file.
8	Document Version Number	Number	10	57	66	Set value to '1'. Right-justified with leading spaces.
9	Employee ID	Alphanumeric	10	67	76	Six-digit employee County identification number. Left-justified with trailing spaces.
10	Appointment ID	Alphanumeric	1	77	77	Set value equal to: '*' (asterisk) = for Transit or Parking plans ' ' (space-bar) = for Cafeteria plans

Benefits Enrollment Detail Line Layout (DET Record)

Benefits Enrollment (ENRL) DET Record Type File Layout						
No.	**Data Element**	**Data Type**	**Length**	**From**	**To**	**Description**
1	Record Type	Alphanumeric	3	1	3	Set value to 'DET'.
2	Document Category	Alphanumeric	8	4	11	Set value to 'HR'. Left-justified with trailing spaces.
3	Document Type	Alphanumeric	8	12	19	Set value to 'ENRL'. Left-justified with trailing spaces.
4	Document Code	Alphanumeric	8	20	27	Set value to 'ENRL'. Left-justified with trailing spaces.
5	Document Department Code	Alphanumeric	4	28	31	Set value to 'NP'. Left-justified with trailing spaces.
6	Document Unit Code	Alphanumeric	5	32	36	Set value equal to the five-digit code assigned by the County.
7	Document ID	Alphanumeric	20	37	56	Prefix + Employee ID + Date + Sequence # Prefix = 'T' for Transit, 'P' for Parking, 'C' for Cafeteria Employee ID = 6-digit employee ID Date Format = YYYYMMDD Sequence # = Start with '00001', increment by 1 when same employee has more than one ENRL record submitted in the same file.
8	Document Version Number	Number	10	57	66	Set value to '1'. Right-justified with leading spaces.
9	Document Deduction Line Number	Number	10	67	76	Start with '1' and increment by 1 when the same employee has more than one deduction type/plan record for the same ENRL document id submitted in the same file. Right-justified with leading spaces.

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Benefits Enrollment (ENRL) DET Record Type File Layout						
No.	**Data Element**	**Data Type**	**Length**	**From**	**To**	**Description**
10	Action	Number	10	77	86	Set value to '1'. Right-justified with leading spaces.
11	Deduction Type	Alphanumeric	5	87	91	Deduction type code. See deduction code listing for applicable deduction type/plan.
12	Deduction Plan	Alphanumeric	5	92	96	Deduction plan code. See deduction code listing for applicable deduction type/plan.
13	Filler	Alphanumeric	50	97	146	Leave blank.
14	Effective Date	Alphanumeric	10	147	156	For Transit and/or Parking plans, set date equal to the first day of the semi-monthly processing pay period. E.g., if the processing pay period is 03/01/2020 to 03/15/2020, the effective date is 03/01/2020. For Cafeteria plans: - To start or update a deduction type/plan, set date equal to the first day of the semi-monthly processing pay period. E.g., if the processing pay period is 03/01/2020 to 03/15/2020, the effective date is 03/01/2020. - To expire (stop) a deduction type/plan, set date equal to one day prior to the last day of the semi-monthly processing pay period. E.g., if the processing pay period is 03/16/2020 to 03/31/2020, the effective date is 03/30/2020. Format: MMDDYYYY Right-justified with leading spaces.
15	Expiration Date	Alphanumeric	10	157	166	Used to expire (stop) a deduction type/plan; otherwise, leave blank. - For Transit and/or Parking plans, set date equal to the first day of the semi-monthly processing pay period. E.g., if the processing pay period is 03/01/2020 to 03/15/2020, the expiration date is 03/01/2020. - For Cafeteria plans, set date equal to one day prior to the last day of the semi-monthly processing pay period. E.g., if the processing pay period is 03/16/2020 to 03/31/2020, the expiration date is 03/30/2020. Format: MMDDYYYY Right-justified with leading spaces.
16	Filler	Number	8	167	174	Leave blank.
17	Employee Override/Deduction Amount	Number	10	175	184	For Transit and/or Parking plans: - Enter the employee deduction amount. For Cafeteria plans - Health Care and Dependent Care Spending Accounts (See deduction code listing for applicable deduction type/plan): - Enter the employee override amount Format: 9999999.99 Right-justified with leading spaces.
18	Filler	Number	8	185	192	Leave blank.
19	Employer Subsidy Amount	Number	10	193	202	For subsidized transit plan: - Enter the employer subsidy amount.

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Benefits Enrollment (ENRL) DET Record Type File Layout						
No.	**Data Element**	**Data Type**	**Length**	**From**	**To**	**Description**
						For Cafeteria plans: - Leave blank Format: 9999999.99 Right-justified with leading spaces.
20	Filler	Number	46	203	248	Leave blank.
21	Special Routine Value		9	249	257	For Cafeteria plans: - For Survivor Income Benefit (SIB) deduction, set value to the present value amount. - For Elective Annual Leave (EAL) deduction, set value to the number of days purchased. - To override employee's taxable cash-cap on County contribution deduction, set value to amount determined by County policy. See deduction code listing for applicable deduction type/plan. Format: 9999999.99999 Right-justified with leading spaces.

Benefits Enrollment Trailer Layout (TRL Record)

Benefits Enrollment (ENRL) TRL Record Type File Layout						
No.	**Data Element**	**Data Type**	**Length**	**From**	**To**	**Description**
1	Record Type	Alphanumeric	3	1	3	Set value to 'TRL'.
2	File Name	Alphanumeric	32	4	35	For Commuter Benefits enrollment file, set value to 'EHR_NP_ENRL_COMBENP_' + File Submission Date in YYYYMMDD format. For Cafeteria Benefits enrollment file, set value to 'EHR_AC_ENRL_CAFE_' + File Submission Date in YYYYMMDD format. The File Name is case sensitive. The file name in this Trailer record must match the file name of the physical file. If multiple files are sent on the same day, each filename must be unique. Left-justified with trailing spaces.
3	Record Count	Number	10	36	45	The count of all record types ('ADC', 'HDR', 'DTL' and 'TRL') within the file. Left-justified with trailing spaces.
4	Header Record Count	Number	10	46	55	The count of all header ('HDR') record types within the file. Left-justified with trailing spaces.

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1 Interface File

The Employee Cafeteria Demographic Information interface file is formatted as an ASCII flat-file that will be provided by the County.

The interface file naming convention is as follows:

- EMPLOYEE_CAFEPLAN_YYYYMMDDHHMM.TXT

Note that the third node is the appropriately formatted date and timestamp (in military time) the interface source file is generated (_YYYYMMDDHHMM). In the case where multiple files are sent on the same day, the filename will be unique through the timestamp info.

2 Frequency

The frequency of this extract is daily with the exception of days when payroll is running.

3 File Layout Specifications

File Header Layout (HDR Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'1'
2	Pay Period End Date	Number	10	2	11	The Pay Period End Date. Format: MMDDYYYY Right justified with leading spaces
3	Process Date	Number	10	12	21	The date the file was processed. Format: MMDDYYYY Right justified with leading spaces

File Detail Layout (DET Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'2'
2	Employee ID	Alphanumeric	10	2	11	Six-digit County Employee ID Left justified with trailing spaces
3	Employee Last Name	Alphanumeric	20	12	31	The Employee's Last Name Left justified with trailing spaces

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EMPLOYEE CAFETERIA DEMOGRAPHIC FILE — EXHIBIT A, Attachment A.8.4

No.	Data Element	Data Type	Length	From	To	Description
4	Employee First Name	Alphanumeric	15	32	46	The Employee's First Name Left justified with trailing spaces
5	Employee Middle Name	Alphanumeric	15	47	61	The Employee's Middle Name Left justified with trailing spaces
6	Employee Social Security Number	Number	9	62	70	The Employee's Social Security Number Format: 9-digit SSN without hyphen
7	Department Code	Alphanumeric	4	71	74	Department code for the employee's primary appointment Left justified with trailing spaces
8	Title	Alphanumeric	6	75	80	Employee's Title (Item Number) Left justified with trailing spaces
9	Sub-Title	Alphanumeric	2	81	82	Employee's Sub-Title (Item Sub Number) Left justified with trailing spaces
10	Job Appointment Date	Alphanumeric	10	83	92	Job Appointment Date of Primary Appointment Format: MMDDYYYY Right justified with trailing spaces
11	Pay Location	Alphanumeric	6	93	98	Pay Location Left justified with trailing spaces
12	Cafeteria Plan Policy	Alphanumeric	5	99	103	Cafeteria Plan Policy (refer to Benefit Plans Policy Listing) Left justified with trailing spaces
13	Bargaining Unit	Alphanumeric	5	104	108	Union Code Left justified with trailing spaces
14	Monthly Salary	Number	10	109	118	Monthly Salary Full-time employees will display monthly salary; full-time equivalent will have monthly equivalent salary; hourly employees will display hourly rate. Format: 9999999.99 Right justified with leading spaces

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No.	Data Element	Data Type	Length	From	To	Description
15	Termination Reason Code	Alphanumeric	5	119	123	Termination reason codes: '17' = Termination - Agreement not to be rehired by LAC. '20' = Termination - Non-County Employment '21' = Termination - To Remain at home '22' = Termination - Moved '23' = Termination - Personal Reason '24' = Termination - Health '25' = Termination - Working Conditions '26' = Termination - Salary '27' = Termination - Returned To School '28' = Termination - Maternity '29' = Termination in Lieu of Discharge '30' = Termination - Released Temporary '31' = Termination - Retirement '32' = Termination - Deceased '33' = Termination - Discharged '34' = Termination - Failed Medical Exam. '35' = Termination - Recurrent Release '36' = Termination - Layoff '37' = Final Termination '38' = Termination – Correction '38a' = Termination - Correction, STATUS R '39' = Termination – Other Left-justified with trailing spaces
16	Termination Date	Alphanumeric	10	124	133	The last day the employee was in service at the County Format: MMDDYYYY Right justified with trailing spaces
17	Home Telephone Number	Alphanumeric	30	134	163	Home Phone Number Left justified with trailing spaces
18	Business Telephone Number	Alphanumeric	30	164	193	Business Phone Number Left justified with trailing spaces
19	Original Hire Date	Alphanumeric	10	194	203	Original hiring date Format: MMDDYYYY Right justified with trailing spaces
20	Continuous Service Date	Alphanumeric	10	204	213	Continuous Service Date Format: MMDDYYYY Right justified with trailing spaces
21	Latest Hire Date	Alphanumeric	10	214	223	Latest hiring date if the employee is a rehire Format: MMDDYYYY Right justified with trailing spaces
22	Birth Date	Alphanumeric	10	224	233	The Employee's Birth Date Format: MMDDYYYY Right justified with trailing spaces

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No.	Data Element	Data Type	Length	From	To	Description
23	Gender	Alphanumeric	1	234	234	Gender Code Valid values are: F - Female M - Male N - No Entry
24	Mailing Address, Street 1	Alphanumeric	75	235	309	Mailing Address - Street 1 Left justified with trailing spaces
25	Mailing Address, Street 2	Alphanumeric	75	310	384	Mailing Address - Street 2 Left justified with trailing spaces
26	Mailing Address, City	Alphanumeric	28	385	412	Mailing Address - City Left justified with trailing spaces
27	Mailing Address, State	Alphanumeric	2	413	414	Mailing Address - State Left justified with trailing spaces
28	Mailing Address, ZIP Code	Alphanumeric	10	415	424	Mailing Address – ZIP Code Left justified with trailing spaces
29	Mailing Address, County	Alphanumeric	3	425	427	Mailing Address - Country Left justified with trailing spaces
30	Home Address, Street 1	Alphanumeric	75	428	502	Home Address - Street 1 Left justified with trailing spaces
31	Home Address, Street 2	Alphanumeric	75	503	577	Home Address - Street 2 Left justified with trailing spaces
32	Home Address, City	Alphanumeric	28	578	605	Home Address - City Left justified with trailing spaces
33	Home Address, State	Alphanumeric	2	606	607	Home Address - State Left justified with trailing spaces
34	Home Address, ZIP Code	Alphanumeric	10	608	617	Home Address - Zip Left justified with trailing spaces
35	Home Address, County	Alphanumeric	3	618	620	Home Address - Country Left justified with trailing spaces
36	Appointment ID	Alphanumeric	2	621	622	Appointment ID *Note: - Primary Appointment will have one empty space (‘ ‘) - Secondary Appointment will have alpha character such as A, B, C, D, etc. Left justified with trailing spaces
37	Step	Alphanumeric	5	623	627	Step Code Left justified with trailing spaces

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No.	Data Element	Data Type	Length	From	To	Description
38	Work Location	Alphanumeric	6	628	633	Work Location Code Left justified with trailing spaces
39	Work Location Description	Alphanumeric	15	634	648	Location Short Description Left justified with trailing spaces

File Trailer Layout (TRL Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'3'
2	Record Count	Number	10	2	11	Count of all records including the header and the trailer. Right justified with leading spaces

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1 Interface File

The Employee Commuter Demographic Information interface file is formatted as an ASCII flat-file that will be provided by the County.

The interface file naming convention is as follows:

- EMPLOYEE_CMTRBEN_YYYYMMDD.TXT

Note that the third node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). In the case where multiple files are sent on the same day, County will ensure the filename is unique.

2 Frequency

The frequency of this extract is weekly.

3 File Layout Specifications

File Header Layout (HDR Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'1'
2	Pay Period End Date	Date	10	2	11	The Pay Period End Date Format: MMDDYYYY Right justified with leading spaces
3	Process Date	Date	10	12	21	The date the file was processed Format: MMDDYYYY Right justified with leading spaces

File Detail Layout (DET Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'2'
2	Employee ID	Alphanumeric	10	2	11	Six-digit County Employee ID Left justified with trailing spaces
3	Employee Social Security Number	Alphanumeric	9	12	20	The Social Security Number associated with the individual. Format: 9-digit SSN without hyphen
4	Employee Last Name	Alphanumeric	20	21	40	The last name associated with the individual. Left justified with trailing spaces

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No.	Data Element	Data Type	Length	From	To	Description
5	Employee First Name	Alphanumeric	15	41	55	The first name associated with the individual. Left justified with trailing spaces
6	Employee Middle Name	Alphanumeric	1	56	56	The middle name associated with the individual. Left justified with trailing spaces
7	Department Code	Alphanumeric	4	57	60	Department code for the employee's primary appointment Left justified with trailing spaces
8	Termination Date	Date	10	61	70	The date the termination becomes effective. This will be blank if the employee is active. Format: MMDDYYYY Right justified with leading spaces
9	Mailing Address, Street 1	Alphanumeric	75	81	155	Mailing Address – Street 1 Left justified with trailing spaces
10	Mailing Address, Street 2	Alphanumeric	75	156	230	Mailing Address – Street 2 Left justified with trailing spaces
11	Mailing Address, City	Alphanumeric	28	231	258	Mailing Address – City Left justified with trailing spaces
12	Mailing Address, State	Alphanumeric	2	259	260	Mailing Address – State Left justified with trailing spaces
13	Mailing Address, ZIP Code	Alphanumeric	10	261	270	Mailing Address – ZIP Code Left justified with trailing spaces
14	Mailing Address, County	Alphanumeric	3	271	273	Mailing Address – Country Left justified with trailing spaces
15	Bargaining Unit	Alphanumeric	5	274	278	Union Code Left justified with trailing spaces
16	Parking Allowance Indicator	Alphanumeric	1	279	279	Indicator to denote whether employee is receiving the Civic Center Parking Allowance. Valid values: Y – Yes N – No

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File Trailer Layout (TRL Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'3'
2	Record Count	Number	19	2	20	Count of all record (Header + Trailer) including the trailer Right justified with leading spaces

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1 Interface File

The Part-Time Employee Health Eligibility interface file is formatted as an ASCII flat-file that will be provided by County to the Contractor.

The interface file naming convention is as follows:

- EMPL_HLTH_PTELIG_YYYYMMDD.TXT

Note that the fourth node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). In the case where multiple files are sent on the same day, County will ensure the filename is unique.

2 Frequency

The frequency of this extract is monthly.

3 File Layout Specifications

File Header Layout (HDR Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record type	Alphanumeric	1	1	1	'1'
2	Pay Period End Date	Number	10	2	11	The pay period end date being processed MDDYYYY Right-justified with leading spaces
3	Process Date	Number	10	12	21	The date the file was processed MMDDYYYY Right-justified with leading spaces

File Detail Layout (DET Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'2'
2	Employee ID	Number	10	2	11	Six-digit County Employee ID Right-justified with leading spaces
3	Employee Last Name	Alphanumeric	20	12	31	Employee Last Name Left-justified with trailing spaces
4	Employee First name	Alphanumeric	15	32	46	Employee First Name Left-justified with trailing spaces

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No.	Data Element	Data Type	Length	From	To	Description
5	Employee Middle Name	Alphanumeric	15	47	61	Employee Middle Name Left-justified with trailing spaces
6	Mailing Address, Street 1	Alphanumeric	75	62	136	Mailing Address – Street 1 Left-justified with trailing spaces
7	Mailing Address, Street 2	Alphanumeric	75	137	211	Mailing Address – Street 2 Left-justified with trailing spaces
8	Mailing Address, City	Alphanumeric	28	212	239	Mailing Address – City Left-justified with trailing spaces
9	Mailing Address, State	Alphanumeric	2	240	241	Mailing Address – State Left-justified with trailing spaces
10	Mailing Address, ZIP Code	Alphanumeric	10	242	251	Mailing Address – Zip Left-justified with trailing spaces
11	Department Code	Alphanumeric	4	252	255	Department Code Left-justified with trailing spaces
12	Unit Code	Alphanumeric	5	256	260	Unit Code Left-justified with trailing spaces
13	Title	Alphanumeric	6	261	266	Title Code Left-justified with trailing spaces
14	Sub-Title	Alphanumeric	2	267	268	Sub-Title Code Left-justified with trailing spaces
15	Job Appointment Date	Number	10	269	278	Job Appointment Date Format: MMDDYYYY Right-justified with leading spaces
16	Pay Location	Alphanumeric	6	279	284	Pay Location Left-justified with trailing spaces
17	Bargaining Unit	Alphanumeric	5	285	289	Bargaining Unit Code Left-justified with trailing spaces
18	Qualifying Hours	Number	10	290	299	Qualifying Hours Format: 9999999.99 Right-justified with leading spaces

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No.	Data Element	Data Type	Length	From	To	Description
19	Eligible Period	Number	10	300	309	Eligible Period Format: MMDDYYYY Right-justified with leading spaces
20	Eligible Code	Alphanumeric	5	310	314	Subsidized Medical Eligibility Code Valid values are: CH – Choices OP – Options MEGA – Mega Flex FLEX - Flex (blank) – Not eligibility for subsidy Left-justified with trailing spaces
21	Gender	Alphanumeric	1	315	315	Gender Code Valid values are: F – Female M – Male N – Not specified

File Trailer Layout (TRL Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'3'
2	Record Count	Number	10	2	11	Count of all records (Header + Detail + Trailer) including the trailer. Right justified with leading spaces
3	Qualifying Hours Total	Number	15	12	26	Sum of all amount in Qualifying Hours field in data element # 18 in Detail section.

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1 Interface File

The Employee Cafeteria Plan Enrollment interface file is formatted as an ASCII flat-file that will be provided by County to the Contractor.

The interface file naming convention is as follows:

- **ENROLLMENT_CAFEPLAN_YYYYMMDD.TXT**

Note that the third node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). In the case where multiple files are sent on the same day, County will ensure the filename is unique.

2 Frequency

The frequency of this extract is monthly.

3 File Layout Specifications

File Header Layout (HDR Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'1'
2	Pay Period End Date	Number	10	2	11	The current pay period end date Format: MMDDYYYY Right justified with leading spaces
3	Process Date	Number	10	12	21	The date the file was processed Format: MMDDYYYY Right justified with leading spaces

File Detail Layout (DET Record)

No.	Data Element	Length	Size	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'2'
2	Employee ID	Alphanumeric	10	2	11	Six-digit County Employee ID Left justified with trailing spaces
3	Employee Last Name	Alphanumeric	20	12	31	The Employee's Last Name Left Justified with trailing spaces
4	Employee First Name	Alphanumeric	15	32	46	The Employee's First Name Left Justified with trailing spaces

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No.	Data Element	Length	Size	From	To	Description
5	Employee Middle Name	Alphanumeric	15	47	61	The Employee's Middle Name Left Justified with trailing spaces
6	Employee Social Security Number	Alphanumeric	9	62	70	The Social Security Number associated with the individual Format: 9-digit SSN without hyphen
7	Retirement Code	Alphanumeric	5	71	75	Retirement Plan category for the employee. Valid values are: • ER300 = JUDGES RETIREMENT SYSTEM I • ER302 = JUDGES RETIREMENT SYSTEM II • ER304 = JUDGES RETIREMENT SYSTEM II, RETIREMENT CAP • ER305 = JUDGES RETIREMENT SYSTEM II PEPRA • PRRAN = LACERA PLAN A NON-SAFETY • PRRAS = LACERA PLAN A SAFETY • PRRBN = LACERA PLAN B NON-SAFETY • PRRBS = LACERA PLAN B SAFETY • PRRCN = LACERA PLAN C NON-SAFETY • PRRCS = LACERA PLAN C SAFETY • PRRDN = LACERA PLAN D • PRREN = LACERA PLAN E • PRRGN = LACERA PLAN G Left justified with trailing spaces
8	Taxable Cash Limit	Number	10	76	85	Taxable Cash Limit, if applicable Format: 9999999.99 Right justified with leading spaces
9	Medical Deduction Type	Alphanumeric	5	86	90	Deduction type associated with Medical benefit Left justified with trailing spaces
10	Medical Deduction Plan	Alphanumeric	5	91	95	Deduction plan associated with Medical benefit Left justified with trailing spaces
11	Life Insurance Deduction Type	Alphanumeric	5	96	100	Deduction type associated with Life Insurance benefit Left justified with trailing spaces

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No.	Data Element	Length	Size	From	To	Description
12	Life Insurance Deduction Plan	Alphanumeric	5	101	105	Deduction plan associated with Life Insurance benefit Left justified with trailing spaces
13	Dependent Life Insurance Deduction Type	Alphanumeric	5	106	110	Deduction type associated with Dependent Life Insurance Left justified with trailing spaces
14	Dependent Life Insurance Deduction Plan	Alphanumeric	5	111	115	Deduction plan associated with Dependent Life Insurance Left justified with trailing spaces
15	Dependent Life Insurance Deduction Amount	Number	10	116	125	Override deduction amount for Dependent Life Insurance Format: 9999999.99 Right justified with leading spaces
16	Accidental Death & Dismemberment Deduction Type	Alphanumeric	5	126	130	Deduction type associated with AD&D Left justified with trailing spaces
17	Accidental Death & Dismemberment Deduction Plan	Alphanumeric	5	131	135	Deduction plan associated with AD&D Left justified with trailing spaces
18	Dental Deduction Type	Alphanumeric	5	136	140	Deduction type associated with Dental benefit Left justified with trailing spaces
19	Dental Deduction Plan	Alphanumeric	5	141	145	Deduction plan associated with Dental benefit Left justified with trailing spaces
20	Dependent Care Spending Account Deduction Type	Alphanumeric	5	146	150	Deduction type associated with Dependent Care Spending Account benefit Left justified with trailing spaces
21	Dependent Care Spending Account Deduction Plan	Alphanumeric	5	151	155	Deduction plan associated with Dependent Care Spending Account benefit Left justified with trailing spaces

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No.	Data Element	Length	Size	From	To	Description
22	Dependent Care Spending Account Deduction Amount	Number	10	156	165	Override Deduction Amount for Dependent Care Spending Account benefit Format: 9999999.99 Right justified with leading spaces
23	Dependent Care Subsidy Deduction Type	Alphanumeric	5	166	170	Deduction type associated with Dependent Care Subsidy Left justified with trailing spaces
24	Dependent Care Subsidy Deduction Plan	Alphanumeric	5	171	175	Deduction plan associated with Dependent Care Subsidy Left justified with trailing spaces
25	Health Care Spending Account Deduction Type	Alphanumeric	5	176	180	Deduction type associated with Health Care Spending Account benefit Left justified with trailing spaces
26	Health Care Spending Account Deduction Plan	Alphanumeric	5	181	185	Deduction plan associated with Health Care Spending Account benefit Left justified with trailing spaces
27	Health Care Spending Account Deduction Amount	Number	10	186	195	Override Deduction Amount for Health Care Spending Account benefit Format: 9999999.99 Right justified with leading spaces
28	Elective Annual Leave Deduction Type	Alphanumeric	5	196	200	Deduction type associated with Elective Annual Leave benefit Left justified with trailing spaces
29	Elective Annual Leave Deduction Plan	Alphanumeric	5	201	205	Deduction plan associated with Elective Annual Leave benefit Left justified with trailing spaces
30	Elective Annual Leave Deduction Days Purchased	Number	10	206	215	Number of days purchased on Elective Annual Leave Format: 9999999999 Right justified with leading spaces
31	Long Term Disability Deduction Type	Alphanumeric	5	216	220	Deduction type associated with LTD Left justified with trailing spaces

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No.	Data Element	Length	Size	From	To	Description
32	Long Term Disability Deduction Plan	Alphanumeric	5	221	225	Deduction plan associated with LTD Left justified with trailing spaces.
33	Survivor Income Benefit Deduction Type	Alphanumeric	5	226	230	Deduction type associated with SIB Left justified with trailing spaces.
34	Survivor Income Benefit Deduction Plan	Alphanumeric	5	231	235	Deduction plan associated with SIB Left justified with trailing spaces.
35	Long Term Disability-Health Deduction Type	Alphanumeric	5	236	240	Deduction type associated with LTD Health Left justified with trailing spaces
36	Long Term Disability-Health Deduction Plan	Alphanumeric	5	241	245	Deduction plan associated with LTD Health Left justified with trailing spaces
37	Short Term Disability Deduction Type	Alphanumeric	5	246	250	Deduction type associated with STD Left justified with trailing spaces
38	Short Term Disability Deduction Plan	Alphanumeric	5	251	255	Deduction plan associated with STD Left justified with trailing spaces
39	Tobacco User Fee Deduction Type	Alphanumeric	5	256	260	Deduction type associated with Tobacco User Fee Left justified with trailing spaces
40	Tobacco User Fee Deduction Plan	Alphanumeric	5	261	265	Deduction plan associated with Tobacco User Fee Left justified with trailing spaces
41	Cafeteria Benefit Administrative Fee Deduction Type	Alphanumeric	5	266	270	Deduction type associated with the Cafeteria Benefit Administrative Fee Left justified with trailing spaces
42	Cafeteria Benefit Administrative Fee Deduction Plan	Alphanumeric	5	271	275	Deduction plan associated with the Cafeteria Benefit Administrative Fee Left justified with trailing spaces

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No.	Data Element	Length	Size	From	To	Description
43	Rehired-Retiree Indicator	Alphanumeric	1	276	276	Rehired-retiree indicator Valid values: • Y = Yes • Blank = No
44	Cafeteria Benefit Plan Deduction Type	Alphanumeric	5	277	281	Deduction type associated with the Cafeteria Benefit Plan Left justified with trailing spaces
45	Cafeteria Benefit Plan Deduction Plan	Alphanumeric	5	282	286	Deduction plan associated with the Cafeteria Benefit Plan Left justified with trailing spaces

File Trailer Layout (TRL Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'3'
2	Record Count	Number	10	2	11	Count of all records (Header + Detail + Trailer) including the trailer

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1 Interface File

The Employee Cafeteria Deduction (Flexible Spending Accounts) interface file is formatted as an ASCII flat-file that will be provided by County to the Contractor.

The interface file naming convention is as follows:

DEDUCTION_CAFEPLAN_YYYYMMDD.TXT

Note that the third node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). In the case where multiple files are sent on the same day, County will ensure the filename is unique.

2 Frequency

The frequency of this extract is monthly.

3 File Layout Specifications

File Header Layout (HDR Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'1'
2	Pay Period End Date	Number	10	2	11	The pay period end date being processed Format: MMDDYYYY Right justified with leading spaces
3	Process Date	Number	10	12	21	The date the file was processed Format: MMDDYYYY Right justified with leading spaces

File Detail Layout (DET Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'2'
2	EMPLOYEE ID	Alphanumeric	10	2	11	Six-digit County Employee ID Left Justified with trailing spaces
3	Employee Last Name	Alphanumeric	20	12	31	The Employee's Last Name Left Justified with trailing spaces
4	Employee First Name	Alphanumeric	15	32	46	The Employee's First Name Left Justified with trailing spaces

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No.	Data Element	Data Type	Length	From	To	Description
5	Employee Middle Name	Alphanumeric	15	47	61	The Employee's Middle Name Left Justified with trailing spaces
8	Department Code	Alphanumeric	4	62	65	Department Code Right justified with leading spaces
9	Plan Year	Alphanumeric	4	66	69	Plan Year Format: YYYY
10	Healthcare Spending Employee Deduction Amount (HCSA)	Number	10	70	79	The payday deduction amount taken for the employee's Healthcare Spending Account election. Format: 9999999.99 Right justified with leading spaces
11	Dependent Care Spending Employee Deduction Amount (DCSA)	Number	10	80	89	The payday deduction amount taken for the Dependent Care Spending Account election. Format: 9999999.99 Right justified with leading spaces
12	Dependent Care Spending Subsidy Amount (DCSAS)	Number	10	90	99	The payday subsidy amount for the Depending Care Spending Account election. Format: 9999999.99 Right justified with leading spaces

4.3 File Trailer Layout (TRL Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'3'
2	Record Count	Number	10	2	11	Count of all records (Header + Detail + Trailer) including the trailer Right justified with leading spaces
3	Sum of HCSA	Number	13	12	24	Sum of Health Care Spending employee deduction amount. Format: 9999999999.99 Right justified with leading spaces
4	Sum of DCSA	Number	13	25	37	Sum of Dependent Care Spending employee deduction amount. Format: 9999999999.99 Right justified with leading spaces
5	Sum of DCSAS	Number	13	38	50	Sum of Dependent Care subsidy amount. Format: 9999999999.99 Right justified with leading spaces

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1 Interface File

One layout exists to report payroll deduction activity. The Employee Deduction Activity interface file is formatted as an ASCII flat-file that will be provided by County to the Contractor.

There are two interface files; one for the cafeteria plan and the other for the commuter benefit plan. The naming conventions are as follows:

- Cafeteria Deduction Activity – FORMAT3_BLUECROSS_YYYYMMDD.txt
- Commuter Deduction Activity - FORMAT3_COMBENPL_YYYYMMDD.txt

Note that the third node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). In the case where multiple files are sent on the same day, County will ensure the filename is unique.

2 Frequency

The frequency of these interface files is monthly. Refer to the payroll schedule for the different plans.

3 File Layout Specifications

File Header Layout (HDR Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'1'
2	Pay Period End Date	Number	10	2	11	Pay Period End Date Format: MMDDYYYY Right justified with leading spaces
3	Process Date	Number	10	12	21	The date the file was processed Format: MMDDYYYY Right justified with leading spaces

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File Detail Layout (DET Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'2'
2	Employee ID	Alphanumeric	10	2	11	Six-digit County Employee ID Left justified with trailing spaces
3	Employee Last Name	Alphanumeric	20	12	31	Employee Last Name Left justified with trailing spaces
4	Employee First Name	Alphanumeric	15	32	46	Employee First Name Left justified with trailing spaces
5	Employee Middle Name	Alphanumeric	15	47	61	Employee Middle Name Left justified with trailing spaces

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No.	Data Element	Data Type	Length	From	To	Description
6	Department Code	Alphanumeric	4	62	65	Department Code Left justified with trailing spaces
7	Deduction Type	Alphanumeric	5	66	70	Deduction type code of the employee's deduction enrollment. For the Cafeteria Plan, this is the County-administered medical plan, e.g., Anthem Blue Cross. For the Commuter Plan, this is the commuter and parking deductions. Left justified with trailing spaces
8	Deduction Plan	Alphanumeric	5	71	75	Deduction plan code of the employee's deduction enrollment. For the Cafeteria Plan, this is the County-administered medical plan, e.g., Anthem Blue Cross. For the Commuter Plan, this is the commuter and parking deductions. Left justified with trailing spaces
9	Deduction Taken	Number	10	76	85	The total amount due for the deduction including applicable employer subsidy and administrative fee. Format: 9999999.99 Right justified with leading spaces
10	Deduction Not Taken	Number	10	86	95	The employee deduction amount that was not taken from the paycheck, including applicable administrative fee. Format: 9999999.99 Right justified with leading spaces
11	Subsidy Not Provided	Number	10	96	105	Applicable subsidy that was not provided to the employee. Format: 9999999.99 Right justified with leading spaces
12	Pay Issue Date	Number	10	106	115	Payroll issue date Format: MMDDYYYY Right justified with leading spaces
13	Pay Period End Date	Number	10	116	125	Pay period end date for the transaction. If the transaction is for Regular Payroll Cycle ('R'), the Pay Period End Date = Current Pay Period End Date. If the transaction is a Supplemental or Cancellation ('S' or 'C') transaction, the Pay Period End Date will be the date from the original transaction. Format: MMDDYYYY Right justified with leading spaces

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No.	Data Element	Data Type	Length	From	To	Description
14	Current Pay Period End Date	Number	10	126	135	End date of the current Pay Period. This field will display the same date for all transaction types. Format MMDDYYYY Right justified with leading spaces
15	Employee SSN	Number	9	136	144	The Employee's Social Security Number Format: 9-digit SSN without hyphen
16	Payroll Run Type ID	Alphanumeric	1	145	145	The payroll run type for the deduction transaction. Valid values are: R - Regular S - Supplemental C - Cancellation

File Trailer Layout (TRL Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'3'
2	Record Count	Number	10	2	11	Total record count including header and trailer record. Right justified with leading spaces
3	Total Deduction Taken Amount	Number	12	12	23	Sum of all deduction taken amounts within the file. Right justified with leading spaces.
4	Total Deduction Not Taken Amount	Number	12	24	35	Sum of all deduction not taken amounts within the file. Right justified with leading spaces.

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1 Interface File

The Employee Cafeteria Deduction Not Taken interface file is formatted as an ASCII flat-file that will be provided by County.

The interface file naming convention is as follows:

- NONTKNDED_YYYYMMDD.TXT

Note that the second node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). In the case where multiple files are sent on the same day, County will ensure the filename is unique.

2 Frequency

The frequency of this extract is monthly.

3 File Layout Specifications

File Header Layout (HDR Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'1'
2	Pay Period End Date	Number	10	2	11	The Pay Period End Date Format: MMDDYYYY Right justified with leading spaces
3	Process Date	Number	10	12	21	The date the file was processed Format: MMDDYYYY Right justified with leading spaces

File Detail Layout (DET Record)

No.	Data Element	Data Type	Length	From	To	Output Description
1	Record Type	Alphanumeric	1	1	1	'2'
2	Employee ID	Alphanumeric	10	2	11	Six-digit County Employee ID Left justified with trailing spaces
3	Employee Last Name	Alphanumeric	20	12	31	Employee Last Name Left justified with trailing spaces
4	Employee First Name	Alphanumeric	15	32	46	Employee First Name Left justified with trailing spaces

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EMPLOYEE CAFETERIA DEDUCTION NOT TAKEN EXHIBIT A, Attachment A.8.10

No.	Data Element	Data Type	Length	From	To	Output Description
5	Employee Middle Name	Alphanumeric	15	47	61	Employee Middle Name Left justified with trailing spaces
6	Department Code	Alphanumeric	4	62	65	Department code for the employee's primary appointment. Left justified with trailing spaces
7	Title	Alphanumeric	6	66	71	Title Code (Item #) for the employee's primary appointment. Left justified with trailing spaces
8	Sub-Title	Alphanumeric	2	72	73	Sub Title Code (Item Sub) for the employee's primary appointment. Left justified with trailing spaces
9	Deduction Type	Alphanumeric	5	74	78	Deduction type code of the employee's deduction enrollment. Left justified with trailing spaces
10	Deduction Plan	Alphanumeric	5	79	83	Deduction plan code of the employee's deduction enrollment. Left justified with trailing spaces
11	Deduction Amount Not Taken	Number	10	84	93	The employee deduction amount that was not taken from the paycheck Format: 9999999.99 Right justified with leading spaces
12	Subsidy Amount Not Applied	Number	10	94	103	The eligible employer's subsidy amount not applied. Format: 9999999.99 Right justified with leading spaces
13	Cafeteria Contribution Amount	Number	10	104	113	Cafeteria Contribution Amount Format: 9999999.99 Right justified with leading spaces
14	Personnel Action	Alphanumeric	5	114	118	Latest personnel action code Left justified with trailing spaces
15	Check Issue Date	Number	10	119	128	The paycheck date for corresponding the non-deduct deduction. Format: MMDDYYYY Right-justified with leading spaces
16	Pay Period Start Date	Number	10	129	138	The pay period start date for the corresponding check issue date. Format: MMDDYYYY Right-justified with leading spaces
17	Pay Period End Date	Number	10	139	148	The pay period end date for the corresponding check issue date. Format: MMDDYYYY Right-justified with leading spaces

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File Trailer Layout (TRL Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	1	1	1	'3'
2	Record Count	Number	10	2	11	Count of all records (Header + Detail + Trailer) including the trailer. Right justified with leading spaces
3	Total Deduction Amount Not Taken	Number	13	12	24	Total amount not taken Right justified with leading spaces
4	Total Subsidy Amount Not Applied	Number	13	25	37	Total eligible subsidy not applied amount Right justified with leading spaces
5	Total Cafeteria Contribution Amount	Number	13	38	50	Total cafeteria contribution amount Right justified with leading spaces

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1 Interface File

The Employee Affordable Care Act (ACA) Eligibility interface file is formatted as an ASCII flat-file that will be provided by County to the Contractor.

The interface file naming convention is as follows:

- EMPLOYEE_ACA_BENELIG_HRS_YYYYMMDD.TXT

Note that the fifth node is the appropriately formatted date the interface source file is generated (_YYYYMMDD). In the case where multiple files are sent on the same day, County will ensure the filename is unique.

2 Frequency

The frequency of this extract is semi-monthly.

3 File Layout Specifications

File Header Layout (HDR ’00-HEA’ Record)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	6	1	6	’00-HEA’
2	Client Code	Alphanumeric	10	7	16	’ADVC17’ Left justified with trailing spaces
3	Client Name	Alphanumeric	60	17	76	’COUNTYOFLA’ Left justified with trailing spaces
4	Data Source	Alphanumeric	10	77	86	‘COUNTYHOUR’
5	Production Indicator	Alphanumeric	1	87	87	‘P’
6	File Create Date	Alphanumeric	14	88	101	The date and time the file was generated. Date Format: YYYYMMDDHHMMSS
7	Contact Name	Alphanumeric	40	102	141	‘HEATHER QI’ Left justified with trailing spaces
8	Contact Phone Number	Number	10	142	151	‘2139740342’ Format: 10-digit phone number without dashes or parenthesis
9	Contact Email Address	Alphanumeric	100	152	251	‘HQI@AUDITOR.LACOUNTY.GOV’ Left justified with trailing spaces

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Personnel Information Record Layout (10-PTP)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	6	1	6	'10-PTP'
2	Client Code	Alphanumeric	10	7	16	'ADVC17' Left justified with trailing spaces
3	Employee Social Security Number	Alphanumeric	9	17	25	The Employee's Social Security Number Format: 9-digit SSN without hyphen
4	Filler	Alphanumeric	10	26	35	Leave blank
5	Employee ID	Alphanumeric	20	36	55	Six-digit County Employee ID Left justified with trailing spaces
6	Employee First Name	Alphanumeric	40	56	95	The Employee's First Name Left justified with trailing spaces
7	Employee Middle Name	Alphanumeric	40	96	135	The Employee's Middle Name Left justified with trailing spaces
8	Employee Last Name	Alphanumeric	40	136	175	The Employee's Last Name Left justified with trailing spaces
9	Employee Suffix	Alphanumeric	10	176	185	Leave blank
10	Address, Line 1	Alphanumeric	60	186	245	The employee's Current Mailing Address Line 1. Left justified with trailing spaces
11	Address, Line 2	Alphanumeric	60	246	305	The employee's Current Mailing Address Line 2. Left justified with trailing spaces
12	Filler	Alphanumeric	60	306	365	Leave blank
13	City	Alphanumeric	60	366	425	The employee's Current Mailing City. Left justified with trailing spaces
14	State	Alphanumeric	60	426	485	The employee's Current Mailing State. Left justified with trailing spaces
15	ZIP Code	Alphanumeric	9	486	494	The employee's Current Mailing ZIP Code. Format: 9-digit Zip Code without hyphen Left justified with trailing spaces
16	Country	Alphanumeric	3	495	497	The employee's Current Mailing Country Code. Format: Standard 2 or 3 character ISO Country Code. Left justified with trailing spaces
17	Filler	Alphanumeric	1	498	498	Leave blank.

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No.	Data Element	Data Type	Length	From	To	Description
18	Employment Status	Alphanumeric	1	499	499	The identification code associated with the employee's primary employment status during the specified pay period. Valid Employment Status Codes are: • A = Active (this includes employees on leave of absence) • T = Terminated (this includes deceased employees and other varying actual statuses in the County system that are classified as terminated, e.g., 'R' and 'X'.)
19	Effective Date	Date	8	500	507	The effective date of the employee's primary employment status. Format: YYYYMMDD
20	Hire Date	Date	8	508	515	The Hire Date (original Hire Date) of the employee's primary employment status. Format: YYYYMMDD
21	Termination Date	Date	8	516	523	The effective date the employee is no longer in service with the County. Format: YYYYMMDD
22	Filler	Alphanumeric	8	524	531	Leave Blank
23	Employee Type	Alphanumeric	1	532	532	'A'
24	Employee Type Effective Date	Date	8	533	540	The effective date associated with the Employee Type found on Field 23 (Employee_Type). This field should have the same value as Field 20 (Hire_Date). Format: YYYYMMDD
25	Filler	Alphanumeric	20	541	560	Leave Blank
26	Employer Identification Number	Alphanumeric	9	561	569	'956000927'
27	Employer Identification Number, Effective Date	Alphanumeric	6	570	575	Effective month and year that the employer provided the Affordable Care Act information (ACA). Currently set as '201501'. Format: YYYYMM
28	Filler	Alphanumeric	1	576	576	Leave blank
29	Filler	Numeric	12	577	588	'0' Right justified with leading spaces
30	Filler	Alphanumeric	108	589	696	Leave blank.
31	Filler	Numeric	10	697	706	'0' Right justified with leading spaces
32	Filler	Alphanumeric	10	707	716	Leave blank.

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No.	Data Element	Data Type	Length	From	To	Description
33	Waiting Period Start Date	Date	8	717	724	The effective date that the employee is eligible to enroll in a Cafeteria Plan or the Subsidized Medical Plan. This date is equal to the Hire Date found on Field 20. Format: YYYYMMDD
34	Waiting Period End Date	Date	8	725	732	The effective date that the employee is no longer eligible to enroll in a Cafeteria Plan or the Subsidized Medical Plan. This date is equal to the employee's Waiting Period Start Date plus three months, using the last day of that third month. Format: YYYYMMDD
35	Filler	Alphanumeric	10	733	742	Leave blank
36	Administration Population Flag	Alphanumeric	1	743	743	'Y'
37	Date of Birth	Date	8	744	751	The employee's date of birth. Format: YYYYMMDD

Qualified Eligibility Hours Records (16-HCE)

No.	Data Element	Data Type	Length	From	To	Output Description
1	Record Type	Alphanumeric	6	1	6	'16-HCE'
2	Client Code	Alphanumeric	10	7	16	'ADVC17' Left justified with trailing spaces
3	Employee Social Security Number	Alphanumeric	9	17	25	The Employee's Social Security Number Format: 9-digit SSN without hyphen
4	Filler	Alphanumeric	9	26	34	Leave blank
5	Employee ID	Alphanumeric	20	35	54	Six-digit County Employee ID Left justified with leading spaces
6	Qualified Hours Start Date	Date	8	55	62	The start date of the pay period for which the qualified hours were earned. Format: YYYYMMDD
7	Qualified Hours End Date	Date	8	63	70	The end date of the pay period for which the qualified hours were earned. Format: YYYYMMDD
8	Pay Period End Date	Alphanumeric	8	71	78	The processing pay period end date. Format: MMDDYYYY
9	Qualified Hours Flag	Alphanumeric	1	79	79	'Y'
10	Hours Description	Alphanumeric	10	80	89	'QUALIFIED'

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No.	Data Element	Data Type	Length	From	To	Output Description
11	Hours	Numeric	20	90	109	The Qualified Hours Earned during the Current Pay Period and Hours Adjusted for Prior Pay Periods (NOTE: Qualified Hours can be derived from both primary and secondary appointments). If total accumulated qualified hours equal zero, then create 16-HCE record with zero hours. If negative (for adjustments or credits), the first position of the value should be set to a negative sign ("-"). For example: " -2025" = -20 hours 25 minutes. Format: 9999999999999999999 (DECIMAL IS IMPLIED)
12	Pay Frequency	Alphanumeric	1	110	110	'S'
13	Filler	Alphanumeric	9	111	119	Leave blank
14	Action Indicator	Alphanumeric	1	120	120	'A'

Trailer Record Layout (99-TRA)

No.	Data Element	Data Type	Length	From	To	Description
1	Record Type	Alphanumeric	6	1	6	'99-TRA'
2	Client Code	Alphanumeric	10	7	16	'ADVC17' Left justified with trailing spaces
3	Total Record Count	Numeric	20	17	36	Total Count of "10-PTP" and "16-HCE" records within the file. Right justified with leading spaces
4	Employee Record Count	Numeric	20	37	56	Total Count of "10-PTP" records within the file. Right justified with leading spaces
5	Filler	Numeric	20	57	76	'0' Right justified with leading spaces
6	Filler	Numeric	20	77	96	'0' Right justified with leading spaces
7	Filler	Numeric	20	97	116	'0' Right justified with leading spaces
8	Filler	Numeric	20	117	136	'0' Right justified with leading spaces
9	Filler	Numeric	20	137	156	'0' Right justified with leading spaces
10	HCE Record Count	Numeric	20	157	176	Total Count of "16-HCE" records within the file. Right justified with leading spaces

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No.	Data Element	Data Type	Length	From	To	Description
11	Decode Record Count	Numeric	20	177	196	'0' Right justified with leading spaces
12	Filler	Numeric	20	197	216	'0' Right justified with leading spaces
13	Filler	Numeric	20	217	236	'0' Right justified with leading spaces
14	Filler	Numeric	20	237	256	'0' Right justified with leading spaces
15	Filler	Numeric	20	257	276	'0' Right justified with leading spaces
16	Filler	Numeric	20	277	296	'0' Right justified with leading spaces

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ATTACHMENT A.9
COMMUNICATIONS MATERIALS

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COMMUNICATIONS MATERIALS

All communications materials indicated below with an asterisk are Contract requirements that Contractor must provide as part of the Contract Services. The additional, specific communications materials that County may include as part of the new strategy for communication are indicated below as "optional." Both County-required and optional communications materials are priced and included under the corresponding categories in Exhibit B (Pricing Schedule) to the Contract. All optional materials are "as needed and as approved by County."

Communications Material Description
1. Choices New Hire/Newly Eligible Enrollment Packets:
Choices New Hire/Newly Eligible Non-Rep Envelopes (with windows)*
Choices New Hire/Newly Eligible Rep. Envelopes*
Choices New Hire/Newly Eligible Medical/Dental Comparison Chart*
Choices New Hire/Newly Eligible Optional Universal Life Insurance Notice*
Choices New Hire/Newly Eligible Rate Sheet*
Choices New Hire/Newly Eligible Important Legal Notices*
Choices New Hire/Newly Eligible Summary Plan Descriptions*
Choices Interactive PDF Benefits Guide (not printed) *(optional)*
Choices New Hire/Newly Eligible Rep Quick Start Summary *(optional)*
Choices New Hire/Newly Eligible Non-Rep Quick Start Summary *(optional)*
2. Options New Hire/Newly Eligible Enrollment Packets:
Options New Hire/Newly Eligible Non-Rep. Envelopes (with windows)*
Options New Hire/Newly Eligible Rep. Envelopes*
Options New Hire/Newly Eligible Medical/Dental Comparison Chart*
Options New Hire/Newly Eligible Optional Universal Life Insurance Notice*
Options New Hire/Newly Eligible Rate Sheet*
Options New Hire/Newly Eligible Summary Plan Description*
Options Interactive PDF Benefits Guide (not printed) *(optional)*
Options New Hire/Newly Eligible Rep Quick Start Summary *(optional)*
Options New Hire/Newly Eligible Non-Rep Quick Start Summary *(optional)*
3. MegaFlex New Hire/Newly Eligible Enrollment Packets:
MegaFlex New Hire/Newly Eligible Envelopes (with windows)*
MegaFlex New Hire/Newly Eligible Medical/Dental Comparison Chart*
MegaFlex New Hire/Newly Eligible Important Legal Notices*
MegaFlex New Hire/Newly Eligible Summary Plan Description*
MegaFlex Interactive PDF Benefits Guide (not printed) *(optional)*
MegaFlex New Hire/Newly Eligible Quick Start Summary *(optional)*
4. Choices Annual Enrollment Packets:
Choices AE Envelopes*
Choices AE Medical/Dental Comparison Chart*
Choices AE Important Legal Notices*
Choices Interactive PDF Benefits Guide (not printed) *(optional)*
Choices Annual Enrollment Quick Start Summary *(optional)*

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Communications Material Description
5. Options Annual Enrollment Packets:
Options AE Envelopes (with windows)*
Options AE Medical/Dental Comparison Chart*
Options AE Important Legal Notices*
Options Interactive PDF Benefits Guide (not printed) *(optional)*
Options Annual Enrollment Quick Start Summary *(optional)*
6. MegaFlex Annual Enrollment Packets:
MegaFlex AE Envelopes (with windows)*
MegaFlex AE Medical/Dental Comparison Chart*
MegaFlex AE Legal Notices*
MegaFlex AE Important Waiver of Pensionability Notice (small number of packets)*
MegaFlex Interactive PDF Benefits Guide (not printed) *(optional)*
MegaFlex Annual Enrollment Quick Start Summary *(optional)*
7. Flex Annual Enrollment Packets:
Flex AE Envelopes (with windows)*
Flex AE Medical/Dental Comparison Chart*
Flex AE Legal Notices*
Flex AE Important Waiver of Pensionability Notice (small number of packets)*
Flex Interactive PDF Benefits Guide (not printed) *(optional)*
Flex Annual Enrollment Quick Start Summary *(optional)*
8. Annual Enrollment Posters:
Choices Large 2023 Poster*
Choices Small 2023 Poster*
Options Large 2023 Poster*
Options Small 2023 Poster*
9. Flexible Spending Account (HCSA & DCSA) Packets:
Spending Account Envelopes (Actives; with postage)*
Spending Account Envelopes (New Hires; without postage)*
Spending Account Guides*
HCSA Claim Forms*
DCSA Claim Forms*
County of Los Angeles Health Care Spending Account Plans Notice of Privacy Practices (HIPAA)*
10. Newsletters:
Choices Newsletter*
Options Newsletter*
11. County of Los Angeles Benefits Plan Administrator Envelopes:
#10 Return Envelopes (for New Hire/Newly Eligible Enrollment Packets)*
12. Request for Change of Beneficiary Cigna Form (stuffing costs only - Cigna will print and mail to Contractor):
Request for Change of Beneficiary Cigna Form (stuffing costs only - Cigna will print and mail to Contractor)*

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Communications Material Description
13. Promotional/Marketing Materials:
Promotional Brochure (4 pages) for New System*
“Go-Green” Opt-in Promotional Posters*
"Go-Green" postcards *(optional)*
"Go-Green" promotional video *(optional)*
"Go-Green" promotional video updates each year *(optional)*
"Go-Green" flyers *(optional)*
New System Promotional Video *(optional)*
New System HR & Manager Online Toolkit *(optional)*
14. Quarterly Wellness Newsletters:
Quarterly Wellness Newsletters*
15. Non-Cafeteria Plan Part-time & Temporary Employee Subsidized Medical Plans (for Choices, Options and Flex/MegaFlex, both Annual Enrollment and New Hire/Newly Eligible Enrollments)
Annual Enrollment Instructions with FAQs for Part-Time Employees (Choices, Options, Flex/MegaFlex medical eligibles)*
Medical Plan Comparison Charts (Choices, Options, Flex/MegaFlex medical eligibles)*
Legal notice (Medicare Part D) (Choices, Options, Flex/MegaFlex medical eligibles)*
Wellness Legal notice (Choices, Options, Flex/MegaFlex medical eligibles)*
Plans (for Choices, Options and Megaflex, both Annual Enrollment and New Hire/Newly Eligible Enrollments)*
16. Other:
Commuter Benefits Plan Posters (small and large, double-sided) *(optional)*
Commuter Benefits Plan Videos: *(optional)* Four topics: Advantages and how the plan works; How to enroll, make changes, or suspend; Training county coordinators; Subsidy programs
Commuter Benefits Plan Guide *(optional)*
Commuter Benefits Plan 3-panel Promotion (Mailed as part of initial campaign to all eligible employees and then inserted in New Hire packets ongoing) *(optional)*
Commuter Benefits Plan Flyer *(optional)*
Commuter Benefits Plan Quarterly Emails *(optional)*
Educational Videos: *(optional)* Six created during implementation, three updates to original or new videos each ongoing year. Initial topic ideas: Benefits Eligibility, Benefits Allowance, Submitting Required Documentation, Life events (having a baby), Spending Accounts, Seeing a Doctor

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EXHIBIT B
PRICING SCHEDULE

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EXHIBIT B - PRICING SCHEDULE
B-1 - Summary of Fees

SUMMARY OF FEES
(January 1, 2022 through December 31, 2031)

Benefit Plan Administration	**$**	**44,584,845**
Benefits Communications Consulting	**$**	**9,111,772**
Affordable Care Act Employer Mandate Reporting	**$**	**2,601,972**
Non-Discrimination Testing Consulting	**$**	**351,750**
Actuarial Valuation Consulting	**$**	**824,250**
Total Fees Payable for Benefit Plan Administration and Consulting, Part I Services	**$**	**57,474,589**
County's Total Maximum Obligation for Optional Work, Part II Services	**$**	**5,000,000**
Total Contract Sum	**$**	**62,474,589**

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EXHIBIT B - PRICING SCHEDULE
B-2 - Summary of Annual Fees

PART I SERVICES

	Initial Term							Optional Extended Term 1		Optional Extended Term 2			
	January 1, 2022 - December 31, 2022[1]	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extension Terms Amount	CONTRACT COST
Benefit Plan Administration	$ -	$ 5,078,960	$ 5,078,960	$ 5,078,960	$ 5,078,960	$ 5,078,960	$ 25,394,798	$ 4,797,512	$ 4,797,512	$ 4,797,512	$ 4,797,512	$ 19,190,047	$ 44,584,845
Benefits Communications Consulting	$ 1,059,391	$ 894,709	$ 894,709	$ 894,709	$ 894,709	$ 894,709	$ 5,532,936	$ 894,709	$ 894,709	$ 894,709	$ 894,709	$ 3,578,836	$ 9,111,772
Affordable Care Act Employer Mandate Reporting	$ -	$ 289,108	$ 289,108	$ 289,108	$ 289,108	$ 289,108	$ 1,445,540	$ 289,108	$ 289,108	$ 289,108	$ 289,108	$ 1,156,432	$ 2,601,972

	January 1, 2022 - December 31, 2022[1]	January 1, 2023 - December 31, 2023	January 1, 2024- December 31, 2024	January 1, 2025- December 31, 2025	January 1, 2026- December 31, 2026	January 1, 2027- December 31, 2027	Initial Term Amount	January 1, 2028- December 31, 2028	January 1, 2029- December 31, 2029	January 1, 2030- December, 2030	January 1, 2031- December 31, 2031	Extension Terms Amount	CONTRACT COST
Non-Discrimination Testing Consulting	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 211,050	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 140,700	$ 351,750

	January 1, 2022 - December 31, 2022[1]	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extension Terms Amount	CONTRACT COST
Actuarial Valuation Consulting	$ 117,600	$ 47,250	$ 117,600	$ 47,250	$ 117,600	$ 47,250	$ 494,550	$ 117,600	$ 47,250	$ 117,600	$ 47,250	$ 329,700	$ 824,250

PART II SERVICES

	January 1, 2022 - December 31, 2022[1]	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Total Maximum Obligation	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extention Terms Total Maximum Obligation	COUNTY'S TOTAL MAXIMUM OBLIGATION
Optional Work	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 3,000,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 2,000,000	$ 5,000,000
Total Fees Payable for Benefit Plan Administration and Consulting, Part I & II Services	**$ 1,712,166**	**$ 6,845,202**	**$ 6,915,552**	**$ 6,845,202**	**$ 6,915,552**	**$ 6,845,202**	**$ 36,078,874**	**$ 6,634,104**	**$ 6,563,754**	**$ 6,634,104**	**$ 6,563,754**	**$ 26,395,715**	**$ 62,474,589**

INITIAL TERM TOTAL FOR PART I & PART II SERVICES:	$ 36,078,874	**EXTENDED TERM TOTAL FOR PART I & PART II SERVICES:**	$ 26,395,715	**TOTAL CONTRACT SUM:** **$ 62,474,589**

[1] *Phase 1, System Implementation will take place from January 1, 2022 through December 31, 2022. System Go-Live (Phase 2 - Post Implementation) will begin on January 1, 2023.*

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EXHIBIT B - PRICING SCHEDULE
B-3 - Detailed Annual Fees

PART I SERVICES

SECTION I: BENEFIT PLAN ADMINISTRATION FEES (amortized over five years)

	Initial Term							Optional Extended Term 1		Optional Extended Term 2			
	Phase 1: System Implementation	Phase 2: Post Implementation											
Service Description	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extended Terms Amount	CONTRACT COST
1. Monthly Administration Fees	-	$ 3,148,238	$ 3,148,238	$ 3,148,238	$ 3,148,238	$ 3,148,238	$ 15,741,188	$ 2,866,790	$ 2,866,790	$ 2,866,790	$ 2,866,790	$ 11,467,159	$ 27,208,347
2. Annual Enrollment Administration Fees	-	$ 299,772	$ 299,772	$ 299,772	$ 299,772	$ 299,772	$ 1,498,860	$ 299,772	$ 299,772	$ 299,772	$ 299,772	$ 1,199,088	$ 2,697,948
3. Monthly Flexible Spending Account (HCSA & DCSA) Administration Fees	-	$ 1,526,850	$ 1,526,850	$ 1,526,850	$ 1,526,850	$ 1,526,850	$ 7,634,250	$ 1,526,850	$ 1,526,850	$ 1,526,850	$ 1,526,850	$ 6,107,400	$ 13,741,650
4. Commuter Benefit Plan Administration Fees	-	$ 81,600	$ 81,600	$ 81,600	$ 81,600	$ 81,600	$ 408,000	$ 81,600	$ 81,600	$ 81,600	$ 81,600	$ 326,400	$ 734,400
5. Integrated Electronic Communication and Education System Content & Maintenance Fees	-	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 112,500	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 90,000	$ 202,500
Total Benefit Plan Administration Fees:	-	$ 5,078,960	$ 5,078,960	$ 5,078,960	$ 5,078,960	$ 5,078,960	$ 25,394,798	$ 4,797,512	$ 4,797,512	$ 4,797,512	$ 4,797,512	$ 19,190,047	$ 44,584,845

SECTION II: BENEFITS COMMUNICATIONS CONSULTING FEES

	Initial Term							Optional Extended Term 1		Optional Extended Term 2			
	Phase 1: System Implementation	Phase 2: Post Implementation											
Service Description **as needed and as approved by County*	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extended Terms Amount	CONTRACT COST
1. Choices New Hire/Newly Eligible Enrollment Packets*	$ 137,918	$ 46,022	$ 46,022	$ 46,022	$ 46,022	$ 46,022	$ 368,028	$ 46,022	$ 46,022	$ 46,022	$ 46,022	$ 184,088	$ 552,116
2. Options New Hire/Newly Eligible Enrollment Packets*	$ 132,197	$ 56,660	$ 56,660	$ 56,660	$ 56,660	$ 56,660	$ 415,497	$ 56,660	$ 56,660	$ 56,660	$ 56,660	$ 226,640	$ 642,137
3. MegaFlex New Hire/Newly Eligible Enrollment Packets*	$ 92,428	$ 29,776	$ 29,776	$ 29,776	$ 29,776	$ 29,776	$ 241,308	$ 29,776	$ 29,776	$ 29,776	$ 29,776	$ 119,104	$ 360,412
4. Choices Annual Enrollment Packets*	$ -	$ 70,168	$ 70,168	$ 70,168	$ 70,168	$ 70,168	$ 350,840	$ 70,168	$ 70,168	$ 70,168	$ 70,168	$ 280,672	$ 631,512
5. Options Annual Enrollment Packets*	$ -	$ 85,669	$ 85,669	$ 85,669	$ 85,669	$ 85,669	$ 428,345	$ 85,669	$ 85,669	$ 85,669	$ 85,669	$ 342,676	$ 771,021
6. MegaFlex Annual Enrollment Packets*	$ -	$ 54,472	$ 54,472	$ 54,472	$ 54,472	$ 54,472	$ 272,360	$ 54,472	$ 54,472	$ 54,472	$ 54,472	$ 217,888	$ 490,248
7. Flex Annual Enrollment Packets*	$ -	$ 44,024	$ 44,024	$ 44,024	$ 44,024	$ 44,024	$ 220,120	$ 44,024	$ 44,024	$ 44,024	$ 44,024	$ 176,096	$ 396,216
8. Annual Enrollment Posters	$ -	$ 21,574	$ 21,574	$ 21,574	$ 21,574	$ 21,574	$ 107,870	$ 21,574	$ 21,574	$ 21,574	$ 21,574	$ 86,296	$ 194,166
9. Flexible Spending Account (HCSA & DCSA) Packets	$ 117,097	$ 89,546	$ 89,546	$ 89,546	$ 89,546	$ 89,546	$ 564,827	$ 89,546	$ 89,546	$ 89,546	$ 89,546	$ 358,184	$ 923,011
10. Newsletters	$ -	$ 74,241	$ 74,241	$ 74,241	$ 74,241	$ 74,241	$ 371,205	$ 74,241	$ 74,241	$ 74,241	$ 74,241	$ 296,964	$ 668,169
11. County of Los Angeles Benefits Plan Administrator Envelopes	$ -	$ 2,706	$ 2,706	$ 2,706	$ 2,706	$ 2,706	$ 13,530	$ 2,706	$ 2,706	$ 2,706	$ 2,706	$ 10,824	$ 24,354
12. Request for Change of Beneficiary Cigna Form *(stuffing costs only - Cigna will print and mail to Contractor)*	$ -	$ 210	$ 210	$ 210	$ 210	$ 210	$ 1,050	$ 210	$ 210	$ 210	$ 210	$ 840	$ 1,890
13. Promotional/Marketing Materials*	$ 214,344	$ 34,654	$ 34,654	$ 34,654	$ 34,654	$ 34,654	$ 387,614	$ 34,654	$ 34,654	$ 34,654	$ 34,654	$ 138,616	$ 526,230
14. Quarterly Wellness Newsletters	$ -	$ 123,691	$ 123,691	$ 123,691	$ 123,691	$ 123,691	$ 618,455	$ 123,691	$ 123,691	$ 123,691	$ 123,691	$ 494,764	$ 1,113,219
15. Non-Cafeteria Plan Part-time and Temporary Employee	$ 13,756	$ 13,810	$ 13,810	$ 13,810	$ 13,810	$ 13,810	$ 82,806	$ 13,810	$ 13,810	$ 13,810	$ 13,810	$ 55,240	$ 138,046
16. Other*	$ 351,651	$ 147,486	$ 147,486	$ 147,486	$ 147,486	$ 147,486	$ 1,089,081	$ 147,486	$ 147,486	$ 147,486	$ 147,486	$ 589,944	$ 1,679,025
Total Benefits Communications Consulting Fees:	$ 1,059,391	$ 894,709	$ 894,709	$ 894,709	$ 894,709	$ 894,709	$ 5,532,936	$ 894,709	$ 894,709	$ 894,709	$ 894,709	$ 3,578,836	$ 9,111,772

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EXHIBIT B - PRICING SCHEDULE
B-3 - Detailed Annual Fees

SECTION III: AFFORDABLE CARE ACT EMPLOYER MANDATE TRACKING AND REPORTING FEES (amortized over five years)

	Initial Term							Optional Extended Term 1		Optional Extended Term 2			
	Phase 1: System Implementation	Phase 2: Post Implementation											
Service Description	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extended Terms Amount	CONTRACT COST
Total Affordable Care Act Employer Mandate Reporting Fees:	$ -	$ 289,108	$ 289,108	$ 289,108	$ 289,108	$ 289,108	$ 1,445,540	$ 289,108	$ 289,108	$ 289,108	$ 289,108	$ 1,156,432	$ 2,601,972

SECTION IV: NON-DISCRIMINATION TESTING CONSULTING FEES

	Initial Term							Optional Extended Term 1		Optional Extended Term 2			
	Plan Year 2022	Plan Year 2023	Plan Year 2024	Plan Year 2025	Plan Year 2026	Plan Year 2027		Plan Year 2028	Plan Year 2029	Plan Year 2030	Plan Year 2031		
Service Description	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extended Terms Amount	CONTRACT COST
Total Non-Discrimination Testing Consulting Fees:	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 211,050	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 140,700	$ 351,750

SECTION V: ACTUARIAL VALUATION CONSULTING FEES

	Initial Term							Optional Extended Term 1		Optional Extended Term 2			
	Full Actuarial Valuation Study for 2022 Plan Year (FY 2021/22)	Roll-Forward Actuarial Valuation Study for 2023 Plan Year (FY 2022/23)	Full Actuarial Valuation Study for 2024 Plan Year (FY 2023/24)	Roll-Forward Actuarial Valuation Study for 2025 Plan Year (FY 2024/25)	Full Actuarial Valuation Study for 2026 Plan Year (FY 2025/26)	Roll-Forward Actuarial Valuation Study for 2027 Plan Year (FY 2026/27)		Full Actuarial Valuation Study for 2028 Plan Year (FY 2027/28)	Roll-Forward Actuarial Valuation Study for 2029 Plan Year (FY 2028/29)	Full Actuarial Valuation Study for 2030 Plan Year (FY 2029/30)	Roll-Forward Actuarial Valuation Study for 2031 Plan Year (FY 2030/31)		
Service Description	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extended Terms Amount	CONTRACT COST
Total Actuarial Valuation Consulting Fees:	$ 117,600	$ 47,250	$ 117,600	$ 47,250	$ 117,600	$ 47,250	$ 494,550	$ 117,600	$ 47,250	$ 117,600	$ 47,250	$ 329,700	$ 824,250

PART II SERVICES - OPTIONAL WORK

	Initial Term							Optional Extended Term 1		Optional Extended Term 2			
	Phase 1: System Implementation	Phase 2: Post Implementation											
OPTIONAL WORK	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Initial Term Total Maximum Obligation	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Extended Terms Total Maximum Obligation	COUNTY'S TOTAL MAXIMUM OBLIGATION
Total Optional Work Fees:	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 3,000,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 2,000,000	$ 5,000,000

Total Fees Payable for Benefit Plan Administration and Consulting, Part I & II Services	**$ 1,712,166**	**$ 6,845,202**	**$ 6,915,552**	**$ 6,845,202**	**$ 6,915,552**	**$ 6,845,202**	**$ 36,078,874**	**$ 6,634,104**	**$ 6,563,754**	**$ 6,634,104**	**$ 6,563,754**	**$ 26,395,715**	**$ 62,474,589**

INITIAL TERM TOTAL FOR PART I & PART II SERVICES:	$ 36,078,874	**EXTENDED TERM TOTAL FOR PART I & PART II SERVICES**	$ 26,395,715	**TOTAL CONTRACT SUM:**	$ 62,474,589

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EXHIBIT B - PRICING SCHEDULE[1]
B-4 - Per Participant and Per Transaction Rates

PART I SERVICES

SECTION I: BENEFIT PLAN ADMINISTRATION FEES (amortized over five years)

		Initial Term								Optional Extended Term 1		Optional Extended Term 2				
		Phase 1: System Implementation	Phase 2: Post Implementation													
Service Description	**Assumed Volume (based on 2019)**	**January 1, 2022 - December 31, 2022**	**January 1, 2023 - December 31, 2023**	**January 1, 2024 - December 31, 2024**	**January 1, 2025 - December 31, 2025**	**January 1, 2026 - December 31, 2026**	**January 1, 2027 - December 31, 2027**	**Annual Total**	**Initial Term Amount**	**January 1, 2028 - December 31, 2028**	**January 1, 2029 - December 31, 2029**	**January 1, 2030 - December 31, 2030**	**January 1, 2031 - December 31, 2031**	**Annual Total**	**Extended Terms Amount**	**CONTRACT COST**
1. Monthly Administration Fees																
Flex/Megaflex	15,000	-	$ 2.13	$ 2.13	$ 2.13	$ 2.13	$ 2.13	$ 383,400	$ 1,917,000	$ 1.92	$ 1.92	$ 1.92	$ 1.92	$ 345,600	$ 1,382,400	$ 3,299,400
Choices	30,690	-	$ 2.25	$ 2.25	$ 2.25	$ 2.25	$ 2.25	$ 828,630	$ 4,143,150	$ 2.03	$ 2.03	$ 2.03	$ 2.03	$ 745,767	$ 2,983,068	$ 7,126,218
Options	56,720	-	$ 2.25	$ 2.25	$ 2.25	$ 2.25	$ 2.25	$ 1,531,440	$ 7,657,200	$ 2.03	$ 2.03	$ 2.03	$ 2.03	$ 1,378,296	$ 5,513,184	$ 13,170,384
Temps/Part-time	2,830	-	$ 2.25	$ 2.25	$ 2.25	$ 2.25	$ 2.25	$ 76,410	$ 382,050	$ 2.03	$ 2.03	$ 2.03	$ 2.03	$ 68,769	$ 275,076	$ 657,126
Employee Direct Pay Billing	1,580	-	$ 5.75	$ 5.75	$ 5.75	$ 5.75	$ 5.75	$ 109,020	$ 545,100	$ 5.75	$ 5.75	$ 5.75	$ 5.75	$ 109,020	$ 436,080	$ 981,180
Cobra Notifications (Ineligible Letter, Notification & Rights)	1,860	-	$ 7.55	$ 7.55	$ 7.55	$ 7.55	$ 7.55	$ 168,516	$ 842,580	$ 7.55	$ 7.55	$ 7.55	$ 7.55	$ 168,516	$ 674,064	$ 1,516,644
Mail Spending Account Packet (New Hires & Newly Eligible Employees)	2,414	-	$ 0.91	$ 0.91	$ 0.91	$ 0.91	$ 0.91	$ 26,361	$ 131,804	$ 0.91	$ 0.91	$ 0.91	$ 0.91	$ 26,361	$ 105,444	$ 237,248
Additional Letters and Notices	2,240	-	$ 0.91	$ 0.91	$ 0.91	$ 0.91	$ 0.91	$ 24,461	$ 122,304	$ 0.91	$ 0.91	$ 0.91	$ 0.91	$ 24,461	$ 97,843	$ 220,147
Subtotal:								**$ 3,148,238**	**$ 15,741,188**					**$ 2,866,790**	**$ 11,467,159**	**$ 27,208,347**
2. Annual Enrollment Administration Fees *(See Section 5 for annual enrollment fees that are applicable to Integrated Electronic Communication and Education)*																
Flex/Megaflex	14,860	-	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 12,482	$ 62,412	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 12,482	$ 49,930	$ 112,342
Choices	30,600	-	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 25,704	$ 128,520	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 25,704	$ 102,816	$ 231,336
Options	56,590	-	$ 0.05	$ 0.05	$ 0.05	$ 0.05	$ 0.05	$ 33,954	$ 169,770	$ 0.05	$ 0.05	$ 0.05	$ 0.05	$ 33,954	$ 135,816	$ 305,586
Temps/Part-time	1,590	-	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 1,336	$ 6,678	$ 0.07	$ 0.07	$ 0.07	$ 0.07	$ 1,336	$ 5,342	$ 12,020
Personalized Enrollment Worksheets	102,060	-	$ 0.10	$ 0.10	$ 0.10	$ 0.10	$ 0.10	$ 122,472	$ 612,360	$ 0.10	$ 0.10	$ 0.10	$ 0.10	$ 122,472	$ 489,888	$ 1,102,248
Confirmation Statement	102,000	-	$ 0.05	$ 0.05	$ 0.05	$ 0.05	$ 0.05	$ 61,200	$ 306,000	$ 0.05	$ 0.05	$ 0.05	$ 0.05	$ 61,200	$ 244,800	$ 550,800
Mail Flexible Spending Account Packet	44,400	-	$ 0.08	$ 0.08	$ 0.08	$ 0.08	$ 0.08	$ 42,624	$ 213,120	$ 0.08	$ 0.08	$ 0.08	$ 0.08	$ 42,624	$ 170,496	$ 383,616
Subtotal:								**$ 299,772**	**$ 1,498,860**					**$ 299,772**	**$ 1,199,088**	**$ 2,697,948**
3. Monthly Flexible Spending Account (HCSA & DCSA) Administration Fees																
Flex/Megaflex, Choices & Options	33,930	-	$ 3.75	$ 3.75	$ 3.75	$ 3.75	$ 3.75	$ 1,526,850	$ 7,634,250	$ 3.75	$ 3.75	$ 3.75	$ 3.75	$ 1,526,850	$ 6,107,400	$ 13,741,650
Checks Issued/Mailed	32,000	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
ACH Transactions (Direct Deposit Transactions)	60,000	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
VISA Card Transactions	111,300	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Subtotal:								**$ 1,526,850**	**$ 7,634,250**					**$ 1,526,850**	**$ 6,107,400**	**$ 13,741,650**
4. Monthly Commuter Benefit Plan Administration Fees	1,700	-	$ 4.00	$ 4.00	$ 4.00	$ 4.00	$ 4.00	$ 81,600	$ 408,000	$ 4.00	$ 4.00	$ 4.00	$ 4.00	$ 81,600	$ 326,400	$ 734,400
Subtotal:								**$ 81,600**	**$ 408,000**					**$ 81,600**	**$ 326,400**	**$ 734,400**
5. Annual Integrated Electronic Communication and Education System Content & Maintenance Fees																
Annual Enrollment Web Update and Web Screen Development (includes Ongoing Web Update and Web Screen Development)	One unit	-	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 112,500	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 22,500	$ 90,000	$ 202,500
Subtotal:								**$ 22,500**	**$ 112,500**					**$ 22,500**	**$ 90,000**	**$ 202,500**
TOTAL BENEFIT PLAN ADMINISTRATION FEES:								**$ 5,078,960**	**$ 25,394,798**					**$ 4,797,512**	**$ 19,190,047**	**$ 44,584,845**

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EXHIBIT B - PRICING SCHEDULE[1]
B-4 - Per Participant and Per Transaction Rates

SECTION II: BENEFITS COMMUNICATIONS CONSULTING FEES

	Initial Term							Optional Extended Term 1		Optional Extended Term 2				
	Phase 1: System Implementation	Phase 2: Post Implementation												
Service Description **includes optional materials as needed and as approved by County*	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	**Initial Term Amount**	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	**Annual Total**	**Extended Terms Amount**	**CONTRACT COST**
1. Choices New Hire/Newly Eligible Enrollment Packets*														
Consulting Costs	$ 117,213	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 243,798	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 101,268	$ 345,066
Production Supervision Costs	$ 1,883	$ 1,883	$ 1,883	$ 1,883	$ 1,883	$ 1,883	$ 11,298	$ 1,883	$ 1,883	$ 1,883	$ 1,883	$ 1,883	$ 7,532	$ 18,830
Production Costs	$ 14,645	$ 14,645	$ 14,645	$ 14,645	$ 14,645	$ 14,645	$ 87,870	$ 14,645	$ 14,645	$ 14,645	$ 14,645	$ 14,645	$ 58,580	$ 146,450
Distribution Costs	$ 4,177	$ 4,177	$ 4,177	$ 4,177	$ 4,177	$ 4,177	$ 25,062	$ 4,177	$ 4,177	$ 4,177	$ 4,177	$ 4,177	$ 16,708	$ 41,770
Subtotal:							**$ 368,028**						**$ 184,088**	**$ 552,116**
2. Options New Hire/Newly Eligible Enrollment Packets*														
Consulting Costs	$ 100,854	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 227,439	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 25,317	$ 101,268	$ 328,707
Production Supervision Costs	$ 2,850	$ 2,850	$ 2,850	$ 2,850	$ 2,850	$ 2,850	$ 17,100	$ 2,850	$ 2,850	$ 2,850	$ 2,850	$ 2,850	$ 11,400	$ 28,500
Production Costs	$ 20,469	$ 20,469	$ 20,469	$ 20,469	$ 20,469	$ 20,469	$ 122,814	$ 20,469	$ 20,469	$ 20,469	$ 20,469	$ 20,469	$ 81,876	$ 204,690
Distribution Costs	$ 8,024	$ 8,024	$ 8,024	$ 8,024	$ 8,024	$ 8,024	$ 48,144	$ 8,024	$ 8,024	$ 8,024	$ 8,024	$ 8,024	$ 32,096	$ 80,240
Subtotal:							**$ 415,497**						**$ 226,640**	**$ 642,137**
3. MegaFlex New Hire/Newly Eligible Enrollment Packets*														
Consulting Costs	$ 84,143	$ 21,491	$ 21,491	$ 21,491	$ 21,491	$ 21,491	$ 191,598	$ 21,491	$ 21,491	$ 21,491	$ 21,491	$ 21,491	$ 85,964	$ 277,562
Production Supervision Costs	$ 753	$ 753	$ 753	$ 753	$ 753	$ 753	$ 4,518	$ 753	$ 753	$ 753	$ 753	$ 753	$ 3,012	$ 7,530
Production Costs	$ 5,603	$ 5,603	$ 5,603	$ 5,603	$ 5,603	$ 5,603	$ 33,618	$ 5,603	$ 5,603	$ 5,603	$ 5,603	$ 5,603	$ 22,412	$ 56,030
Distribution Costs	$ 1,929	$ 1,929	$ 1,929	$ 1,929	$ 1,929	$ 1,929	$ 11,574	$ 1,929	$ 1,929	$ 1,929	$ 1,929	$ 1,929	$ 7,716	$ 19,290
Subtotal:							**$ 241,308**						**$ 119,104**	**$ 360,412**
4. Choices Annual Enrollment Packets*														
Consulting Costs	$ -	$ 40,006	$ 40,006	$ 40,006	$ 40,006	$ 40,006	$ 200,030	$ 40,006	$ 40,006	$ 40,006	$ 40,006	$ 40,006	$ 160,024	$ 360,054
Production Supervision Costs	$ -	$ 2,266	$ 2,266	$ 2,266	$ 2,266	$ 2,266	$ 11,330	$ 2,266	$ 2,266	$ 2,266	$ 2,266	$ 2,266	$ 9,064	$ 20,394
Production Costs	$ -	$ 15,594	$ 15,594	$ 15,594	$ 15,594	$ 15,594	$ 77,970	$ 15,594	$ 15,594	$ 15,594	$ 15,594	$ 15,594	$ 62,376	$ 140,346
Distribution Costs	$ -	$ 12,302	$ 12,302	$ 12,302	$ 12,302	$ 12,302	$ 61,510	$ 12,302	$ 12,302	$ 12,302	$ 12,302	$ 12,302	$ 49,208	$ 110,718
Subtotal:							**$ 350,840**						**$ 280,672**	**$ 631,512**
5. Options Annual Enrollment Packets*														
Consulting Costs	$ -	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 191,655	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 153,324	$ 344,979
Production Supervision Costs	$ -	$ 3,808	$ 3,808	$ 3,808	$ 3,808	$ 3,808	$ 19,040	$ 3,808	$ 3,808	$ 3,808	$ 3,808	$ 3,808	$ 15,232	$ 34,272
Production Costs	$ -	$ 25,270	$ 25,270	$ 25,270	$ 25,270	$ 25,270	$ 126,350	$ 25,270	$ 25,270	$ 25,270	$ 25,270	$ 25,270	$ 101,080	$ 227,430
Distribution Costs	$ -	$ 18,260	$ 18,260	$ 18,260	$ 18,260	$ 18,260	$ 91,300	$ 18,260	$ 18,260	$ 18,260	$ 18,260	$ 18,260	$ 73,040	$ 164,340
Subtotal:							**$ 428,345**						**$ 342,676**	**$ 771,021**
6. MegaFlex Annual Enrollment Packets*														
Consulting Costs	$ -	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 191,655	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 38,331	$ 153,324	$ 344,979
Production Supervision Costs	$ -	$ 1,217	$ 1,217	$ 1,217	$ 1,217	$ 1,217	$ 6,085	$ 1,217	$ 1,217	$ 1,217	$ 1,217	$ 1,217	$ 4,868	$ 10,953
Production Costs	$ -	$ 8,317	$ 8,317	$ 8,317	$ 8,317	$ 8,317	$ 41,585	$ 8,317	$ 8,317	$ 8,317	$ 8,317	$ 8,317	$ 33,268	$ 74,853
Distribution Costs	$ -	$ 6,607	$ 6,607	$ 6,607	$ 6,607	$ 6,607	$ 33,035	$ 6,607	$ 6,607	$ 6,607	$ 6,607	$ 6,607	$ 26,428	$ 59,463
Subtotal:							**$ 272,360**						**$ 217,888**	**$ 490,248**
7. Flex Annual Enrollment Packets*														
Consulting Costs	$ -	$ 39,155	$ 39,155	$ 39,155	$ 39,155	$ 39,155	$ 195,775	$ 39,155	$ 39,155	$ 39,155	$ 39,155	$ 39,155	$ 156,620	$ 352,395
Production Supervision Costs	$ -	$ 295	$ 295	$ 295	$ 295	$ 295	$ 1,475	$ 295	$ 295	$ 295	$ 295	$ 295	$ 1,180	$ 2,655
Production Costs	$ -	$ 2,057	$ 2,057	$ 2,057	$ 2,057	$ 2,057	$ 10,285	$ 2,057	$ 2,057	$ 2,057	$ 2,057	$ 2,057	$ 8,228	$ 18,513
Distribution Costs	$ -	$ 2,517	$ 2,517	$ 2,517	$ 2,517	$ 2,517	$ 12,585	$ 2,517	$ 2,517	$ 2,517	$ 2,517	$ 2,517	$ 10,068	$ 22,653
Subtotal:							**$ 220,120**						**$ 176,096**	**$ 396,216**
8. Annual Enrollment Posters														
Consulting Costs	$ -	$ 12,129	$ 12,129	$ 12,129	$ 12,129	$ 12,129	$ 60,645	$ 12,129	$ 12,129	$ 12,129	$ 12,129	$ 12,129	$ 48,516	$ 109,161
Production Supervision Costs	$ -	$ 760	$ 760	$ 760	$ 760	$ 760	$ 3,800	$ 760	$ 760	$ 760	$ 760	$ 760	$ 3,040	$ 6,840
Production Costs	$ -	$ 4,304	$ 4,304	$ 4,304	$ 4,304	$ 4,304	$ 21,520	$ 4,304	$ 4,304	$ 4,304	$ 4,304	$ 4,304	$ 17,216	$ 38,736
Distribution Costs	$ -	$ 4,381	$ 4,381	$ 4,381	$ 4,381	$ 4,381	$ 21,905	$ 4,381	$ 4,381	$ 4,381	$ 4,381	$ 4,381	$ 17,524	$ 39,429
Subtotal:							**$ 107,870**						**$ 86,296**	**$ 194,166**
9. Flexible Spending Account (HCSA & DCSA) Packets														
Consulting Costs	$ 52,225	$ 24,674	$ 24,674	$ 24,674	$ 24,674	$ 24,674	$ 175,595	$ 24,674	$ 24,674	$ 24,674	$ 24,674	$ 24,674	$ 98,696	$ 274,291
Production Supervision Costs	$ 4,027	$ 4,027	$ 4,027	$ 4,027	$ 4,027	$ 4,027	$ 24,162	$ 4,027	$ 4,027	$ 4,027	$ 4,027	$ 4,027	$ 16,108	$ 40,270
Production Costs	$ 29,991	$ 29,991	$ 29,991	$ 29,991	$ 29,991	$ 29,991	$ 179,946	$ 29,991	$ 29,991	$ 29,991	$ 29,991	$ 29,991	$ 119,964	$ 299,910
Distribution Costs	$ 30,854	$ 30,854	$ 30,854	$ 30,854	$ 30,854	$ 30,854	$ 185,124	$ 30,854	$ 30,854	$ 30,854	$ 30,854	$ 30,854	$ 123,416	$ 308,540
Subtotal:							**$ 564,827**						**$ 358,184**	**$ 923,011**
10. Newsletters														
Consulting Costs	$ -	$ 28,861	$ 28,861	$ 28,861	$ 28,861	$ 28,861	$ 144,305	$ 28,861	$ 28,861	$ 28,861	$ 28,861	$ 28,861	$ 115,444	$ 259,749
Production Supervision Costs	$ -	$ 3,493	$ 3,493	$ 3,493	$ 3,493	$ 3,493	$ 17,465	$ 3,493	$ 3,493	$ 3,493	$ 3,493	$ 3,493	$ 13,972	$ 31,437
Production Costs	$ -	$ 24,354	$ 24,354	$ 24,354	$ 24,354	$ 24,354	$ 121,770	$ 24,354	$ 24,354	$ 24,354	$ 24,354	$ 24,354	$ 97,416	$ 219,186
Distribution Costs	$ -	$ 17,533	$ 17,533	$ 17,533	$ 17,533	$ 17,533	$ 87,665	$ 17,533	$ 17,533	$ 17,533	$ 17,533	$ 17,533	$ 70,132	$ 157,797
Subtotal:							**$ 371,205**						**$ 296,964**	**$ 668,169**

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EXHIBIT B - PRICING SCHEDULE[1]
B-4 - Per Participant and Per Transaction Rates

SECTION II: BENEFITS COMMUNICATIONS CONSULTING FEES (Continued)

		Initial Term							Optional Extended Term 1		Optional Extended Term 2				
		Phase 1: System Implementation	Phase 2: Post Implementation												
Service Description **includes optional materials as needed and as approved by County*		January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027		Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Annual Total	Extended Terms Amount	CONTRACT COST
11. County of Los Angeles Benefits Plan Administrator Envelopes																
Consulting Costs		$ -	$ 1,042	$ 1,042	$ 1,042	$ 1,042	$ 1,042		$ 5,210	$ 1,042	$ 1,042	$ 1,042	$ 1,042	$ 1,042	$ 4,168	$ 9,378
Production Supervision Costs		$ -	$ 151	$ 151	$ 151	$ 151	$ 151		$ 755	$ 151	$ 151	$ 151	$ 151	$ 151	$ 604	$ 1,359
Production Costs		$ -	$ 1,513	$ 1,513	$ 1,513	$ 1,513	$ 1,513		$ 7,565	$ 1,513	$ 1,513	$ 1,513	$ 1,513	$ 1,513	$ 6,052	$ 13,617
Distribution Costs		$ -	$ -	$ -	$ -	$ -	$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Subtotal:									**$ 13,530**						**$ 10,824**	**$ 24,354**
12. Request for Change of Beneficiary Cigna Form *(stuffing costs only - Cigna will print and mail to Contractor)*																
Distribution Costs		$ -	$ 210	$ 210	$ 210	$ 210	$ 210		$ 1,050	$ 210	$ 210	$ 210	$ 210	$ 210	$ 840	$ 1,890
Subtotal:									**$ 1,050**						**$ 840**	**$ 1,890**
13. Promotional/Marketing Materials*																
Consulting Costs		$ 165,180	$ 20,362	$ 20,362	$ 20,362	$ 20,362	$ 20,362		$ 266,990	$ 20,362	$ 20,362	$ 20,362	$ 20,362	$ 20,362	$ 81,448	$ 348,438
Production Supervision Costs		$ 4,334	$ -	$ -	$ -	$ -	$ -		$ 4,334	$ -	$ -	$ -	$ -	$ -	$ -	$ 4,334
Production Costs		$ 32,256	$ 10,500	$ 10,500	$ 10,500	$ 10,500	$ 10,500		$ 84,756	$ 10,500	$ 10,500	$ 10,500	$ 10,500	$ 10,500	$ 42,000	$ 126,756
Distribution Costs		$ 12,574	$ 3,792	$ 3,792	$ 3,792	$ 3,792	$ 3,792		$ 31,534	$ 3,792	$ 3,792	$ 3,792	$ 3,792	$ 3,792	$ 15,168	$ 46,702
Subtotal:									**$ 387,614**						**$ 138,616**	**$ 526,230**
14. Quarterly Wellness Newsletters																
Consulting Costs		$ -	$ 51,591	$ 51,591	$ 51,591	$ 51,591	$ 51,591		$ 257,955	$ 51,591	$ 51,591	$ 51,591	$ 51,591	$ 51,591	$ 206,364	$ 464,319
Production Supervision Costs		$ -	$ 6,358	$ 6,358	$ 6,358	$ 6,358	$ 6,358		$ 31,790	$ 6,358	$ 6,358	$ 6,358	$ 6,358	$ 6,358	$ 25,432	$ 57,222
Production Costs		$ -	$ 32,416	$ 32,416	$ 32,416	$ 32,416	$ 32,416		$ 162,080	$ 32,416	$ 32,416	$ 32,416	$ 32,416	$ 32,416	$ 129,664	$ 291,744
Distribution Costs		$ -	$ 33,326	$ 33,326	$ 33,326	$ 33,326	$ 33,326		$ 166,630	$ 33,326	$ 33,326	$ 33,326	$ 33,326	$ 33,326	$ 133,304	$ 299,934
Subtotal:									**$ 618,455**						**$ 494,764**	**$ 1,113,219**
15. Non-Cafeteria Plan Part-time and Temporary Employee Subsidized Medical Plans (for Choices, Options and Megaflex, both Annual Enrollment and New Hire/Newly Eligible Enrollments)																
Consulting Costs		$ 12,273	$ 4,872	$ 4,872	$ 4,872	$ 4,872	$ 4,872		$ 36,633	$ 4,872	$ 4,872	$ 4,872	$ 4,872	$ 4,872	$ 19,488	$ 56,121
Production Supervision Costs		$ 134	$ 831	$ 831	$ 831	$ 831	$ 831		$ 4,289	$ 831	$ 831	$ 831	$ 831	$ 831	$ 3,324	$ 7,613
Production Costs		$ 1,086	$ 6,311	$ 6,311	$ 6,311	$ 6,311	$ 6,311		$ 32,641	$ 6,311	$ 6,311	$ 6,311	$ 6,311	$ 6,311	$ 25,244	$ 57,885
Distribution Costs		$ 263	$ 1,796	$ 1,796	$ 1,796	$ 1,796	$ 1,796		$ 9,243	$ 1,796	$ 1,796	$ 1,796	$ 1,796	$ 1,796	$ 7,184	$ 16,427
Subtotal:									**$ 82,806**						**$ 55,240**	**$ 138,046**
16. Other*																
Consulting Costs		$ 154,752	$ 72,012	$ 72,012	$ 72,012	$ 72,012	$ 72,012		$ 514,812	$ 72,012	$ 72,012	$ 72,012	$ 72,012	$ 72,012	$ 288,048	$ 802,860
Production Supervision Costs		$ 16,029	$ 6,815	$ 6,815	$ 6,815	$ 6,815	$ 6,815		$ 50,104	$ 6,815	$ 6,815	$ 6,815	$ 6,815	$ 6,815	$ 27,260	$ 77,364
Production Costs		$ 142,162	$ 50,588	$ 50,588	$ 50,588	$ 50,588	$ 50,588		$ 395,102	$ 50,588	$ 50,588	$ 50,588	$ 50,588	$ 50,588	$ 202,352	$ 597,454
Distribution Costs		$ 38,708	$ 18,071	$ 18,071	$ 18,071	$ 18,071	$ 18,071		$ 129,063	$ 18,071	$ 18,071	$ 18,071	$ 18,071	$ 18,071	$ 72,284	$ 201,347
Subtotal:									**$ 1,089,081**						**$ 589,944**	**$ 1,679,025**
TOTAL BENEFITS COMMUNICATIONS CONSULTING FEES:									**$ 5,532,936**						**$ 3,578,836**	**$ 9,111,772**

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EXHIBIT B - PRICING SCHEDULE[1]
B-4 - Per Participant and Per Transaction Rates

SECTION III: AFFORDABLE CARE ACT EMPLOYER MANDATE TRACKING AND REPORTING FEES (amortized over five years)

		Initial Term								Optional Extended Term 1		Optional Extended Term 2				
		Phase 1: System Implementation	Phase 2: Post Implementation													
Service Description	Assumed Volume (based on 2019)	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Annual Total	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Annual Total	Extended Terms Amount	CONTRACT COST
FTE, Self-insured COBRA and Survivors Determination and Data Files	108,000	-	$ 86,732	$ 86,732	$ 86,732	$ 86,732	$ 86,732	$ 86,732	$ 433,660	$ 86,732	$ 86,732	$ 86,732	$ 86,732	$ 86,732	$ 346,928	$ 780,588
Data Transmittal	108,000	-	$ 23,129	$ 23,129	$ 23,129	$ 23,129	$ 23,129	$ 23,129	$ 115,645	$ 23,129	$ 23,129	$ 23,129	$ 23,129	$ 23,129	$ 92,516	$ 208,161
IRS Forms Production	108,000	-	$ 144,554	$ 144,554	$ 144,554	$ 144,554	$ 144,554	$ 144,554	$ 722,770	$ 144,554	$ 144,554	$ 144,554	$ 144,554	$ 144,554	$ 578,216	$ 1,300,986
Forms Transmission to IRS	108,000	-	$ 34,693	$ 34,693	$ 34,693	$ 34,693	$ 34,693	$ 34,693	$ 173,465	$ 34,693	$ 34,693	$ 34,693	$ 34,693	$ 34,693	$ 138,772	$ 312,237
ACA Notifications	108,000	-	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
TOTAL AFFORDABLE CARE ACT EMPLOYER MANDATE REPORTING FEES:								$ 289,108	**$ 1,445,540**					$ 289,108	**$ 1,156,432**	**$ 2,601,972**

SECTION IV: NON-DISCRIMINATION TESTING CONSULTING FEES

		Initial Term								Optional Extended Term 1		Optional Extended Term 2				
		Plan Year 2022	Plan Year 2023	Plan Year 2024	Plan Year 2025	Plan Year 2026	Plan Year 2027			Plan Year 2028	Plan Year 2029	Plan Year 2030	Plan Year 2031			
Service Description		January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Annual Total	Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Annual Total	Extended Terms Amount	CONTRACT COST
Non-Discrimination Testing Consulting		$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 211,050	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 35,175	$ 140,700	$ 351,750
TOTAL NON-DISCRIMINATION TESTING CONSULTING FEES:								**$ 35,175**	**$ 211,050**						**$ 140,700**	**$ 351,750**

SECTION V: ACTUARIAL VALUATION CONSULTING FEES

		Initial Term								Optional Extended Term 1		Optional Extended Term 2				
		Full Actuarial Valuation Study for 2022 Plan Year (FY 2021/22)	Roll-Forward Actuarial Valuation Study for 2023 Plan Year (FY 2022/23)	Full Actuarial Valuation Study for 2024 Plan Year (FY 2023/24)	Roll-Forward Actuarial Valuation Study for 2025 Plan Year (FY 2024/25)	Full Actuarial Valuation Study for 2026 Plan Year (FY 2025/26)	Roll-Forward Actuarial Valuation Study for 2027 Plan Year (FY 2026/27)			Full Actuarial Valuation Study for 2028 Plan Year (FY 2027/28)	Roll-Forward Actuarial Valuation Study for 2029 Plan Year (FY 2028/29)	Full Actuarial Valuation Study for 2030 Plan Year (FY 2029/30)	Roll-Forward Actuarial Valuation Study for 2031 Plan Year (FY 2030/31)			
Service Description		January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027		Initial Term Amount	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031		Extended Terms Amount	CONTRACT COST
Actuarial Valuation Consulting		$ 117,600	$ 47,250	$ 117,600	$ 47,250	$ 117,600	$ 47,250		$ 494,550	$ 117,600	$ 47,250	$ 117,600	$ 47,250		$ 329,700	$ 824,250
TOTAL ACTUARIAL VALUATION CONSULTING FEES:									**$ 494,550**						**$ 329,700**	**$ 824,250**

PART II SERVICES - OPTIONAL WORK

		Phase 1: System Implementation	Phase 2: Post Implementation							Optional Extended Term 1		Optional Extended Term 2				
Service Description	Assumed Volume	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023	January 1, 2024 - December 31, 2024	January 1, 2025 - December 31, 2025	January 1, 2026 - December 31, 2026	January 1, 2027 - December 31, 2027	Annual Total	Initial Term County's Total Maximum Obligation	January 1, 2028 - December 31, 2028	January 1, 2029 - December 31, 2029	January 1, 2030 - December 31, 2030	January 1, 2031 - December 31, 2031	Annual Total	Extended Terms Total Maximum Obligation	COUNTY'S TOTAL MAXIMUM OBLIGATION
Optional Work	As Requested by County	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	**$ 3,000,000**	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 500,000	$ 2,000,000	$ 5,000,000
COUNTY'S TOTAL FIXED MAXIMUM OBLIGATION FOR OPTIONAL WORK:								**$ 500,000**	**$ 3,000,000**						**$ 2,000,000**	**$ 5,000,000**

INITIAL TERM TOTAL FOR PART I & PART II SERVICES: $ 36,078,874

EXTENDED TERM TOTAL FOR PART I & PART II SERVICES: $ 26,395,715

TOTAL CONTRACT SUM[2]: $ 62,474,589

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EXHIBIT B - PRICING SCHEDULE[1]
B-4 - Per Participant and Per Transaction Rates

Footnotes:
[1] Contractor shall perform all services described in the Contract at the rates and fees set forth in this Exhibit B (Pricing Schedule). Unless stated otherwise in the Contract, Contractor's rates and fees shall include any and all administrative, consulting, equipment, technology hardware and software, labor, management, materials, overtime, production, supervision, supplies, taxes, transportation, travel and living expenses costs for providing all services under the Contract and shall not increase beyond those set forth in this Pricing Schedule.

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EXHIBIT B - PRICING SCHEDULE

Fixed Hourly Rates for Part II Services (Optional Work)

The tables below provide Fixed Hourly Rates (fixed over the course of the Contract Term) for Contractor staff providing Part II Services - Optional Work, as defined in this Exhibit B and Paragraph 17.0 (Optional Work) of the SOW.

MAXIMUM HOURLY RATES FOR OPTIONAL WORK - BENEFIT PLAN ADMINISTRATION SERVICES & SYSTEM for the period from January 1, 2022 through December 31, 2031	
STAFF TITLE	**FIXED HOURLY RATE**
Principal	$ 550
Associate	$ 200
Consulting Professional	$ 400
Technical Professional	$ 300
Processing Assistant, Customer Service	$ 90

MAXIMUM HOURLY RATES FOR OPTIONAL WORK - BENEFITS COMMUNICATION CONSULTING for the period from January 1, 2022 through December 31, 2031	
STAFF TITLE	**FIXED HOURLY RATE**
Principal	$ 840
Associate	$ 353
Consulting Professional	$ 662
Technical Professional	$ 475
Graphic Designer	$ 466
Writer/Editor	$ 525
Proofreader	$ 403
Admin	$ 130

MAXIMUM HOURLY RATES FOR OPTIONAL WORK - NON-DISCRIMINATION TESTING CONSULTING for the period from January 1, 2022 through December 31, 2031	
STAFF TITLE	**FIXED HOURLY RATE**
Principal	$ 840
Associate	$ 353
Consulting Professional	$ 662
Sr. Consultant	$ 622
Admin	$ 210

MAXIMUM HOURLY RATES FOR OPTIONAL WORK - ACTUARIAL VALUATION CONSULTING for the period from January 1, 2022 through December 31, 2031	
STAFF TITLE	**FIXED HOURLY RATE**
Principal	$ 840
Associate	$ 353
Consulting Professional	$ 662
Sr. Consultant	$ 622
Admin	$ 210

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EXHIBIT C

INTENTIONALLY OMITTED

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EXHIBIT D

CONTRACTOR'S EEO CERTIFICATION

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EXHIBIT D

CONTRACTOR'S EEO CERTIFICATION

Conduent HR Services, LLC

Contractor Name

100 Campus Drive, 2nd Floor, Florham Park, NJ 07932

Address

04-3609848

Internal Revenue Service Employer Identification Number

GENERAL CERTIFICATION

In accordance with Section 4.32.010 of the Code of the County of Los Angeles, the contractor, supplier, or vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the UnitedStates of America and the State of California.

CONTRACTOR'S SPECIFIC CERTIFICATIONS

1.	The Contractor has a written policy statement prohibiting discrimination in all phases of employment.	Yes ☒	No ☐
2.	The Contractor periodically conducts a self analysis or utilization analysis of its work force.	Yes ☒	No ☐
3.	The Contractor has a system for determining if Its employment practices are discriminatory against protected groups.	Yes ☒	No ☐
4.	Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.	Yes ☒	No ☐

Randall King President, Commercial Solutions, Conduent

Authorized Official's Printed Name and Title

DocuSigned by:
Randall King
3F0BB4864AC04BA...

11/5/2021

Authorized Official's Signature

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EXHIBIT E

COUNTY'S ADMINISTRATION

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EXHIBIT E

COUNTY'S ADMINISTRATION

CONTRACT NO. HM-2022-6

COUNTY PROJECT DIRECTOR:

Name: Benjamin Kemper

Title: Senior Human Resources Manager

Address: 510 South Vermont Avenue, 12th Floor
Los Angeles, CA 90020

Telephone: _____ Facsimile: _____

E-Mail Address: bkemper@hr.lacounty.gov

COUNTY PROJECT MANAGER:

Name: Loretta Valenzuela

Title: Principal Analyst, Human Resources

Address: 510 South Vermont Avenue, 12th Floor
Los Angeles, CA 90020

Telephone: _____ Facsimile: _____

E-Mail Address: lvalenzuela@hr.lacounty.gov

COUNTY CONTRACT PROJECT MONITOR:

Name: Robin Urban

Title: Principal Analyst, Human Resources

Address: 510 South Vermont Avenue, 12th Floor
Los Angeles, CA 90020

Telephone: _____ Facsimile: _____

E-Mail Address: rurban@hr.lacounty.gov

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EXHIBIT F

CONTRACTOR'S ADMINISTRATION

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EXHIBIT F

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S NAME: Conduent HR Services, LLC

CONTRACT NO: HM-2022-6

CONTRACTOR'S PRIMARY PROJECT MANAGER:

Name: Ro Berger (Conduent HR Services, LLC)
Title: Client Service Manager
Address: 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 609-929-5312
Facsimile:
E-Mail Address: Ro.Berger@Conduent.com

ALTERNATE FOR CONTRACTOR'S PRIMARY PROJECT MANAGER:

Name: Michael Shimko (Conduent HR Services, LLC)
Title: Application Developer and Software Engineer
Address: 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 904-880-6221
Facsimile:
E-Mail Address: Michael.Shimko@conduent.com

CONTRACTOR'S AUTHORIZED OFFICIAL(S)

Name: Michelle Hernandez (Conduent HR Services, LLC)
Title: Vice President, General Manager Human Capital Solutions
Address: 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 409-204-8856
Facsimile:
E-Mail Address: Michelle.Hernandez@conduent.com

Name: Randall King (Conduent HR Services, LLC)
Title: Group President
Address: 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 704-371-1124
Facsimile:
E-Mail Address: Randall.King@conduent.com

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EXHIBIT F

CONTRACTOR'S ADMINISTRATION

Notices to Contractor shall be sent to the following:

Name: Patrick Murphy (Conduent HR Services, LLC)
Title: Director, Account Management
Address: 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 908-433-2813
Facsimile:
E-Mail Address: Patrick.Murphy2@conduent.com

Name: Michael Krawitz (Conduent HR Services, LLC)
Title: General Counsel
Address: 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 973-261-7100
Facsimile:
E-Mail Address: michael.krawitz@conduent.com

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EXHIBIT F

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S SECONDARY PROJECT MANAGERS

1) Service Area: Benefit Plan Administration and System Services
Name: Mike Shimko (Conduent HR Services, LLC)
Title: Application Developer and Software Engineer
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 904-880-6221
Facsimile:
E-Mail Address: Michael.Shimko@conduent.com

2) Service Area: ACA Compliance
Name: Ro Berger (Conduent HR Services, LLC)
Title: Client Service Manager
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 609-929-5312
Facsimile:
E-Mail Address: Ro.Berger@conduent.com

3) Service Area: FSA and Commuter Benefit Plan
Name: James Buberger (Conduent HR Services, LLC)
Title: Relationship Manager
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 727-692-4154
Facsimile:
E-Mail Address: James.Buberger@conduent.com

3) Service Area: FSA and Commuter Benefit Plan
Name: Doug Morse (Conduent HR Services, LLC)
Title: Project Manager
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 270-883-1167
Facsimile:
E-Mail Address: Doug.Morse@conduent.com

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CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S SECONDARY PROJECT MANAGERS (continued)

4) Service Area: Benefits Communications Consulting
Name: Mark Matheson (Buck Global, LLC)
Title: Secondary Project Manager
Address: Two Embarcadero Center, 9th Floor
San Francisco, CA 94111
Telephone: M: 415-912-9706
Facsimile:
E-Mail Address: mark.matheson@buck.com

5) Service Area: Non-discrimination Testing
Name: Richard Stover (Buck Global, LLC)
Title: Secondary Project Manager
Address: 500 Plaza Drive
Secaucus, NJ 07096
Telephone: O: 201-902-2684; M: 201-230-8828
Facsimile: 201-902-2883
E-Mail Address: Richard.stover@buck.com

6) Service Area: Actuarial Valuation Consulting
Name: Barry Goldberg (Buck Global, LLC)
Title: Secondary Project Manager
Address: Two Embarcadero Center, 9th Floor
San Francisco, CA 94111
Telephone: O: 201-902-2958; M: 201-290-6168
Facsimile:
E-Mail Address: barry.goldberg@buck.com

CONTRACTOR'S SENIOR ANALYSTS

1) Service Area: Benefit Plan Administration and Systems Services
Name: Irene Gutierrez (Conduent HR Services, LLC)
Title: Benefits Administration Analyst
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 415-617-3847
Facsimile:
E-Mail Address: Irene.Gutierrez@conduent.com

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CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S SENIOR ANALYSTS (continued)

2) Service Area: ACA Compliance
Name: Nisha Dagar (Conduent HR Services, LLC)
Title: ACA Senior Analyst
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 609-929-5312
Facsimile:
E-Mail Address: Nisha.dagar@conduent.com

3) Service Area: FSA and Commuter Benefit Plan
Name: Melanie Mitchell (Conduent HR Services, LLC)
Title: Relationship Analyst
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 201-560-6316
Facsimile:
E-Mail Address: Melanie.Mitchell@conduent.com

3) Service Area: FSA and Commuter Benefit Plan
Name: Michael Phillips (Conduent HR Services, LLC)
Title: Senior Analyst
Address: c/o 100 Campus Drive, Suite 200
Florham Park, NJ 07932
Telephone: 201-558-5449
Facsimile:
E-Mail Address: Michael.Phillips@conduent.com

4) Service Area: Benefits Communications Consulting
Name: Elizabeth Williams (Buck Global, LLC)
Title: Senior Analyst
Address: Two Embarcadero Center, 9th Floor
San Francisco, CA 94111
Telephone: 314-495-5203
Facsimile:
E-Mail Address: Elizabeth.williams@buck.com

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CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S SENIOR ANALYSTS (continued)

4) Service Area: Benefits Communications Consulting
Name: Janna Elman (Buck Global, LLC)
Title: Senior Analyst
Address: Two Embarcadero Center, 9th Floor
San Francisco, CA 94111
Telephone: 841-910-8646
Facsimile:
E-Mail Address: janna.elman@buck.com

5) Service Area: Non-discrimination testing
Name: Bobbi Clifton-Dahdah (Buck Global, LLC)
Title: Senior Analyst
Address: 200 Plaza Drive
Secaucus, NJ 07096
Telephone: O: 201-902-2404; M: 551-252-2164
Facsimile:
E-Mail Address: bobbi.dahdah@buck.com

6) Service Area: Actuarial Valuation Consulting
Name: Brian Hlava (Buck Global, LLC)
Title: Senior Analyst
Address: 500 Plaza Drive
Secaucus, NJ 07096
Telephone: 201-902-2962
Facsimile: 201-902-2883
E-Mail Address: brian.hlava@buck.com

6) Service Area: Actuarial Valuation Consulting
Name: Justin Marks (Buck Global, LLC)
Title: Senior Analyst
Address: 500 Plaza Drive
Secaucus, NJ 07096
Telephone: 201-902-2816
Facsimile:
E-Mail Address: justin.marks@buck.com

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EXHIBIT G

FORM REQUIRED AT TIME OF CONTRACT EXECUTION

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FORM REQUIRED AT TIME OF CONTRACT EXECUTION

IT CONTRACTS

G1-IT CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT WITH RESPECT TO MATERIALS AS DEFINED IN SECTION 9.3.1 OF THE CONTRACT

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CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT WITH RESPECT TO MATERIALS AS DEFINED IN SECTION 9.3.1 OF THE CONTRACT

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

CONTRACTOR NAME Conduent HR Services, LLC Contract No. HM-2022-6

GENERAL INFORMATION:

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement.

CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced contract.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

CONFIDENTIALITY AGREEMENT:

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design

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concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-referenced contract. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff shall keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this agreement by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

COPYRIGHT ASSIGNMENT AGREEMENT

Contractor and Contractor's Staff agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, including the look and feel of related websites developed or acquired by Contractor and Contractor's Staff in whole or in part pursuant to the above referenced contract, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, Contractor and Contractor's Staff hereby assign and transfer to the County in perpetuity for all purposes all my right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, Contractor and Contractor's Staff agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit J1, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County's right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject them to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: DocuSigned by: Randall King 3F0BB4864AC04BA... DATE: 11/5/2021

PRINTED NAME: Randall King

POSITION: President, Commercial Solutions, Conduent

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EXHIBIT H

JURY SERVICE ORDINANCE

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Title 2 ADMINISTRATION
Chapter 2.203.010 through 2.203.090
CONTRACTOR EMPLOYEE JURY SERVICE

2.203.010 Findings.

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002)

2.203.020 Definitions.

The following definitions shall be applicable to this chapter:

A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of $50,000 or more in any 12-month period under one or more such contracts or subcontracts.

B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.

C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:

1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or

2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or

3. A purchase made through a state or federal contract; or

4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or

5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or

6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or

7. A non-agreement purchase with a value of less than $5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or

8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.

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D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:

1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or

2. The contractor has a long-standing practice that defines the lesser number of hours as full time.

E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.030 Applicability.

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.040 Contractor Jury Service Policy.

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

2.203.050 Other Provisions.

A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.

B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

2.203.060 Enforcement and Remedies.

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,

2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

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2.203.070. Exceptions.

A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.

B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.

C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:

1. Has ten or fewer employees during the contract period; and,

2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than $500,000; and,

3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

“Dominant in its field of operation” means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed $500,000.

“Affiliate or subsidiary of a business dominant in its field of operation” means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

2.203.090. Severability.

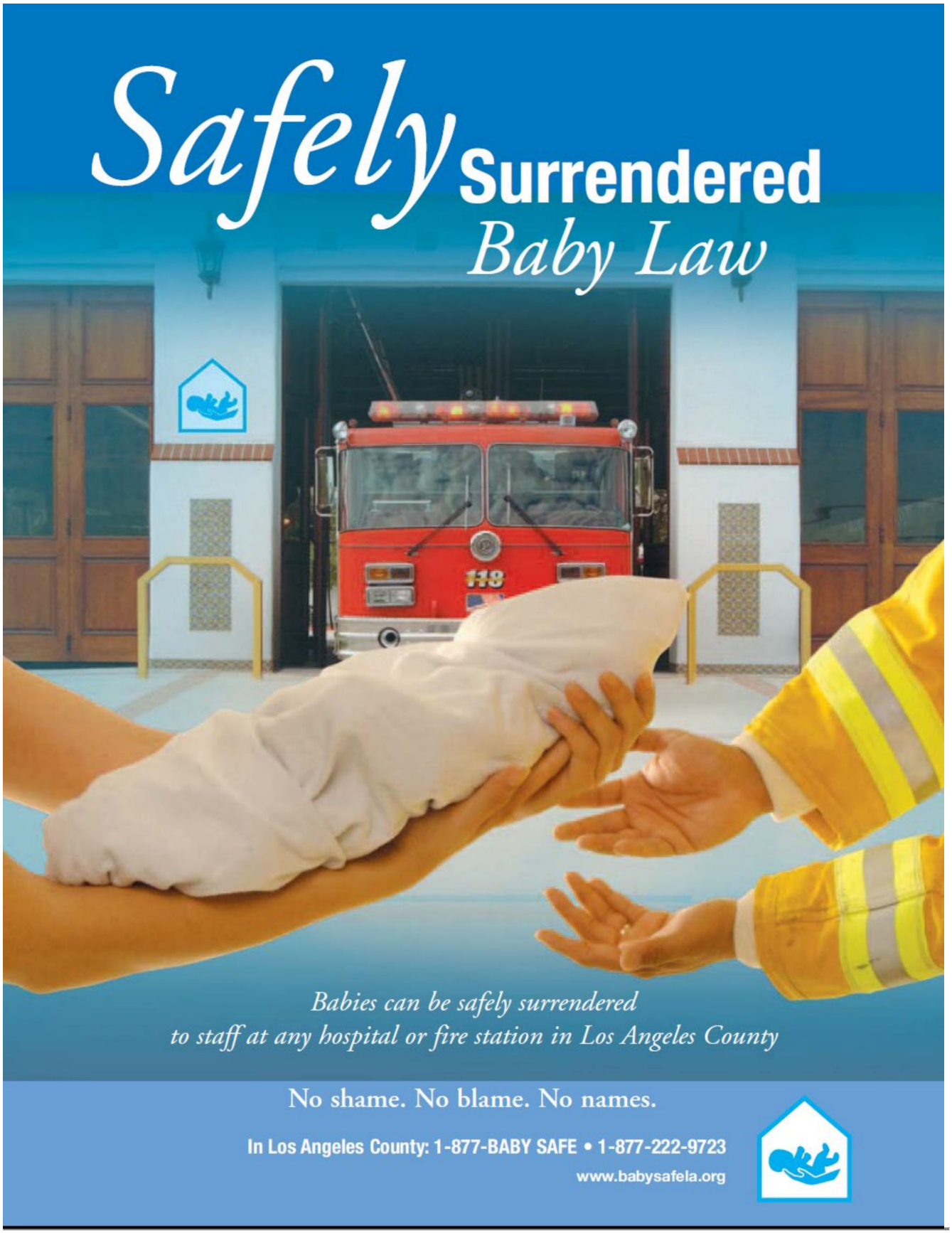
If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

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EXHIBIT I

SAFELY SURRENDERED BABY LAW

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Safely Surrendered Baby Law

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

Every baby deserves a chance for a healthy life. If someone you know is considering abandoning a baby, let her know there are other options. For three days (72 hours) after birth, a baby can be surrendered to staff at any hospital or fire station in Los Angeles County.

How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at **1-800-540-4000**.

Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

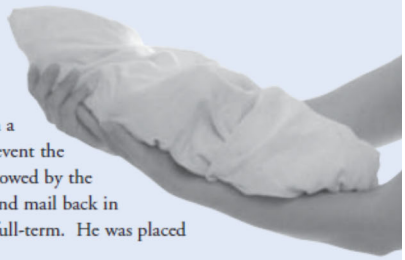
What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

Why is California doing this?

The purpose of the **Safely Surrendered Baby Law** is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The **Safely Surrendered Baby Law** prevents this tragedy from ever happening again in California.

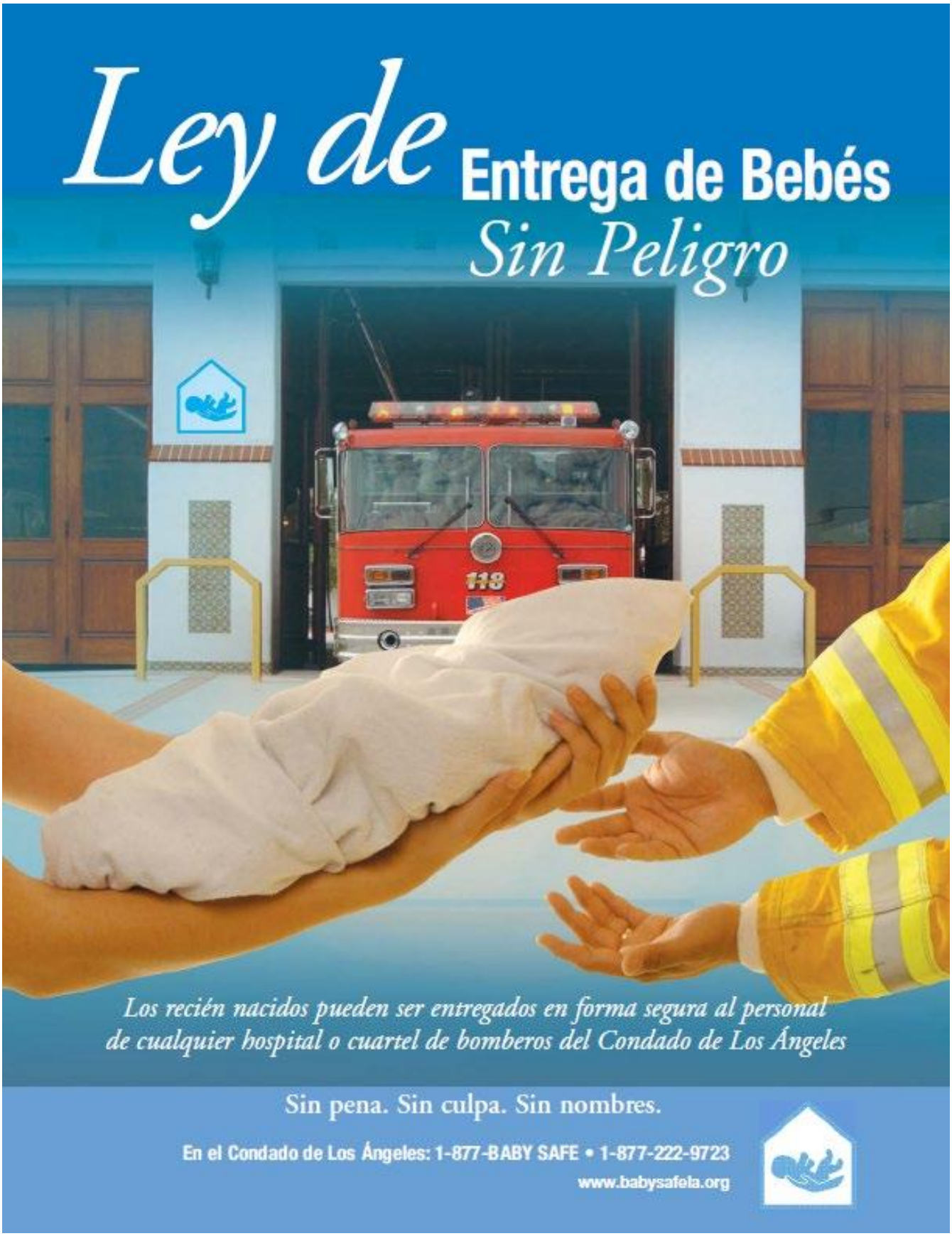
A baby's story



Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.

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EXHIBIT I



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En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

Ley de Entrega de Bebés *Sin Peligro*

¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.

¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazalete y el padre/madre o el adulto que lo entregue recibirá un brazalete igual.

¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al 1-800-540-4000.

¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan *si tienen custodia legal.*

¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

¿Por qué se está haciendo esto en California? ?

La finalidad de la **Ley de Entrega de Bebés sin Peligro** es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La **Ley de Entrega de Bebés sin Peligro** impide que vuelva a suceder esta tragedia en California.

Historia de un bebé



A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazalete con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.

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EXHIBIT J

ASSIGNMENT AND TRANSFER OF COPYRIGHT

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FORMS REQUIRED AT COMPLETION OF THE CONTRACTS INVOLVING INTELLECTUAL PROPERTY DEVELOPED-DESIGNED BY CONTRACTOR WITH RESPECT TO MATERIALS AS SUCH TERM IS DEFINED IN SECTION 9.3.1 OF THE CONTRACT. THE INTELLECTUAL PROPERTY DEVELOPED/ DESIGNED BECOMES PROPERTY OF THE COUNTY AFTER CREATION OR AT THE END OF THE CONTRACT TERM.

J1 CONTRACTOR'S ASSIGNMENT AND TRANSFER OF COPYRIGHT

J2 NOTARY STATEMENT FOR ASSIGNMENT AND TRANSFER OF COPYRIGHT

(REQUIRED ONLY IF COPYRIGHT IS TO BE REGISTERED WITH COPYRIGHT BUREAU)

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CONTRACTOR'S ASSIGNMENT AND TRANSFER OF COPYRIGHT

For good and valuable consideration, receipt of which is hereby acknowledged, the undersigned, _____, a _____, ("Grantor") does hereby assign, grant, convey and transfer to the County of Los Angeles, California ("Grantee") and its successors and assigns throughout the world in perpetuity, all of Grantor's right, title and interest of every kind and nature in and to all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training aids, training documentation and aids, and other information and/or tools of all types (including, without limitation, those items listed on Schedule A, attached hereto and incorporated herein by reference) developed or acquired, in whole or in part, under the Agreement described below, including, but not limited to, all right, title and interest in and to all copyrights and works protectable by copyright and all renewals and extensions thereof (collectively, the "Works"), and in and to all copyrights and right, title and interest of every kind or nature, without limitation, in and to all works based thereon, incorporated in, derived from, incorporating or relating to, the Works or from which the Works are derived.

Without limiting the generality of the foregoing, the aforesaid conveyance and assignment shall include, but is not limited to, all prior choices-in-action, at law, in equity and otherwise, the right to recover all damages and other sums, and the right to other relief allowed or awarded at law, in equity, by statute or otherwise.

Grantor and Grantee have entered into County of Los Angeles Agreement Number _____

for _____,

dated _____, as amended by Amendment Number _____, dated _____,

{NOTE to Preparer: reference all existing Amendments} as the same hereafter may be amended or otherwise modified from time to time (the "Agreement").

_____ _____
Grantor's Signature Date

Grantor's Printed Name: _____

Grantor's Printed Position: _____

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EXHIBIT J2

(To be Completed by County and attached to J1)

REQUIRED ONLY IF COPYRIGHT IS TO BE REGISTERED WITH COPYRIGHT BUREAU

STATE OF CALIFORNIA)
) ss.
COUNTY OF LOS ANGELES)

On _____, 20___, before me, the undersigned, a Notary Public in and for the State of California, personally appeared _____, personally known to me or proved to me on the basis of satisfactory evidence to be the _____ of _____, the corporation that executed the within Assignment and Transfer of Copyright, and further acknowledged to me that such corporation executed the within Assignment and Transfer of Copyright pursuant to its bylaws or a resolution of its Board of Directors.

WITNESS my hand and official seal.

_____
NOTARY PUBLIC

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EXHIBIT K

BUSINESS ASSOCIATE AGREEMENT UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (“HIPAA”)

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BUSINESS ASSOCIATE AGREEMENT UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

County is a Covered Entity as defined by, and subject to the requirements and prohibitions of, the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA), and regulations promulgated thereunder, including the Privacy, Security, Breach Notification, and Enforcement Rules at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (collectively, the "HIPAA Rules").

Contractor performs or provides functions, activities or services to County that require Contractor in order to provide such functions, activities or services to create, access, receive, maintain, and/or transmit information that includes or that may include Protected Health Information, as defined by the HIPAA Rules. As such, Contractor is a Business Associate, as defined by the HIPAA Rules, and is therefore subject to those provisions of the HIPAA Rules that are applicable to Business Associates.

The HIPAA Rules require a written agreement ("Business Associate Agreement") between County and Contractor in order to mandate certain protections for the privacy and security of Protected Health Information, and these HIPAA Rules prohibit the disclosure to or use of Protected Health Information by Contractor if such an agreement is not in place.

This Business Associate Agreement and its provisions are intended to protect the privacy and provide for the security of Protected Health Information disclosed to or used by Contractor in compliance with the HIPAA Rules.

Therefore, the parties agree as follows:

1. DEFINITIONS

1.1 "Breach" has the same meaning as the term "breach" at 45 C.F.R. § 164.402.

1.2 "Business Associate" has the same meaning as the term "business associate" at 45 C.F.R. § 160.103. For the convenience of the parties, a "business associate" is a person or entity, other than a member of the workforce of covered entity, who performs functions or activities on behalf of, or provides certain services to, a covered entity that involve access by the business associate to Protected Health Information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits Protected Health Information on behalf of another business associate. And in reference to the party to this Business Associate Agreement "Business Associate" shall mean Contractor.

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1.3 "Covered Entity" has the same meaning as the term “covered entity” at 45 C.F.R. § 160.103, and in reference to the party to this Business Associate Agreement, "Covered Entity" shall mean County.

1.4 "Data Aggregation" has the same meaning as the term "data aggregation" at 45 C.F.R. § 164.501.

1.5 "De-identification" refers to the de-identification standard at 45 C.F.R. § 164.514.

1.6 "Designated Record Set" has the same meaning as the term "designated record set" at 45 C.F.R. § 164.501.

1.7 "Disclose” and “Disclosure” mean, with respect to Protected Health Information, the release, transfer, provision of access to, or divulging in any other manner of Protected Health Information outside Business Associate’s internal operations or to other than its workforce. (See 45 C.F.R. § 160.103.)

1.8 "Electronic Health Record” means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff. (See 42 U.S. C. § 17921.)

1.9 “Electronic Media” has the same meaning as the term “electronic media” at 45 C.F.R. § 160.103. For the convenience of the parties, electronic media means (1) Electronic storage material on which data is or may be recorded electronically, including, for example, devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card; (2) Transmission media used to exchange information already in electronic storage media. Transmission media include, for example, the Internet, extranet or intranet, leased lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic storage media. Certain transmissions, including of paper, via facsimile, and of voice, via telephone, are not considered to be transmissions via electronic media if the information being exchanged did not exist in electronic form immediately before the transmission.

1.10 "Electronic Protected Health Information” has the same meaning as the term “electronic protected health information” at 45 C.F.R. § 160.103, limited to Protected Health Information created or received by Business Associate from or on behalf of Covered Entity. For the convenience of the parties, Electronic Protected

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Health Information means Protected Health Information that is (i) transmitted by electronic media; (ii) maintained in electronic media.

1.11 "Health Care Operations" has the same meaning as the term "health care operations" at 45 C.F.R. § 164.501.

1.12 "Individual" has the same meaning as the term "individual" at 45 C.F.R. § 160.103. For the convenience of the parties, Individual means the person who is the subject of Protected Health Information and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502 (g).

1.13 "Law Enforcement Official" has the same meaning as the term "law enforcement official" at 45 C.F.R. § 164.103.

1.14 "Minimum Necessary" refers to the minimum necessary standard at 45 C.F.R. § 164.502 (b).

1.15 "Protected Health Information" has the same meaning as the term "protected health information" at 45 C.F.R. § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity. For the convenience of the parties, Protected Health Information includes information that (i) relates to the past, present or future physical or mental health or condition of an Individual; the provision of health care to an Individual, or the past, present or future payment for the provision of health care to an Individual; (ii) identifies the Individual (or for which there is a reasonable basis for believing that the information can be used to identify the Individual); and (iii) is created, received, maintained, or transmitted by Business Associate from or on behalf of Covered Entity, and includes Protected Health Information that is made accessible to Business Associate by Covered Entity. "Protected Health Information" includes Electronic Protected Health Information.

1.16 "Required by Law" " has the same meaning as the term "required by law" at 45 C.F.R. § 164.103.

1.17 "Secretary" has the same meaning as the term "secretary" at 45 C.F.R. § 160.103

1.18 "Security Incident" has the same meaning as the term "security incident" at 45 C.F.R. § 164.304.

1.19 "Services" means, unless otherwise specified, those functions, activities, or services in the applicable underlying Agreement, Contract, Master Agreement, Work Order, or Purchase Order or

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other service arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

1.20 "Subcontractor" has the same meaning as the term "subcontractor" at 45 C.F.R. § 160.103.

1.21 "Unsecured Protected Health Information" has the same meaning as the term “unsecured protected health information" at 45 C.F.R. § 164.402.

1.22 “Use” or “Uses” means, with respect to Protected Health Information, the sharing, employment, application, utilization, examination or analysis of such Information within Business Associate’s internal operations. (See 45 C.F.R § 164.103.)

1.23 Terms used, but not otherwise defined in this Business Associate Agreement, have the same meaning as those terms in the HIPAA Rules.

2. PERMITTED AND REQUIRED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

2.1 Business Associate may only Use and/or Disclose Protected Health Information as necessary to perform Services, and/or as necessary to comply with the obligations of this Business Associate Agreement.

2.2 Business Associate may Use Protected Health Information for de-identification of the information if de-identification of the information is required to provide Services.

2.3 Business Associate may Use or Disclose Protected Health Information as Required by Law.

2.4 Business Associate shall make Uses and Disclosures and requests for Protected Health Information consistent with the Covered Entity’s applicable Minimum Necessary policies and procedures.

2.5 Business Associate may Use Protected Health Information as necessary for the proper management and administration of its business or to carry out its legal responsibilities.

2.6 Business Associate may Disclose Protected Health Information as necessary for the proper management and administration of its business or to carry out its legal responsibilities, provided the Disclosure is Required by Law or Business Associate obtains reasonable assurances from the person to whom the Protected Health Information is disclosed (i.e., the recipient) that it will be held

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confidentially and Used or further Disclosed only as Required by Law or for the purposes for which it was disclosed to the recipient and the recipient notifies Business Associate of any instances of which it is aware in which the confidentiality of the Protected Health Information has been breached.

2.7 Business Associate may provide Data Aggregation services relating to Covered Entity's Health Care Operations if such Data Aggregation services are necessary in order to provide Services.

3. PROHIBITED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

3.1 Business Associate shall not Use or Disclose Protected Health Information other than as permitted or required by this Business Associate Agreement or as Required by Law.

3.2 Business Associate shall not Use or Disclose Protected Health Information in a manner that would violate Subpart E of 45 C.F.R. Part 164 if done by Covered Entity, except for the specific Uses and Disclosures set forth in Sections 2.5 and 2.6.

3.3 Business Associate shall not Use or Disclose Protected Health Information for de-identification of the information except as set forth in section 2.2.

4. OBLIGATIONS TO SAFEGUARD PROTECTED HEALTH INFORMATION

4.1 Business Associate shall implement, use, and maintain appropriate safeguards to prevent the Use or Disclosure of Protected Health Information other than as provided for by this Business Associate Agreement.

4.2 Business Associate shall comply with Subpart C of 45 C.F.R Part 164 with respect to Electronic Protected Health Information, to prevent the Use or Disclosure of such information other than as provided for by this Business Associate Agreement.

5. REPORTING NON-PERMITTED USES OR DISCLOSURES, SECURITY INCIDENTS, AND BREACHES OF UNSECURED PROTECTED HEALTH INFORMATION

5.1 Business Associate shall report to Covered Entity any Use or Disclosure of Protected Health Information not permitted by this Business Associate Agreement, any Security Incident, and/ or any Breach of Unsecured Protected Health Information as further described in Sections 5.1.1, 5.1.2, and 5.1.3.

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5.1.1 Business Associate shall report to Covered Entity any Use or Disclosure of Protected Health Information by Business Associate, its employees, representatives, agents or Subcontractors not provided for by this Agreement of which Business Associate becomes aware.

5.1.2 Business Associate shall report to Covered Entity any Security Incident of which Business Associate becomes aware.

5.1.3. Business Associate shall report to Covered Entity any Breach by Business Associate, its employees, representatives, agents, workforce members, or Subcontractors of Unsecured Protected Health Information that is known to Business Associate or, by exercising reasonable diligence, would have been known to Business Associate. Business Associate shall be deemed to have knowledge of a Breach of Unsecured Protected Health Information if the Breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the Breach, who is an employee, officer, or other agent of Business Associate, including a Subcontractor, as determined in accordance with the federal common law of agency.

5.2 Except as provided in Section 5.3, for any reporting required by Section 5.1, Business Associate shall provide, to the extent available, all information required by, and within the times frames specified in, Sections 5.2.1 and 5.2.2.

5.2.1 Business Associate shall make an immediate telephonic report upon discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident or Breach of Unsecured Protected Health Information to **(562) 940-3335** that minimally includes:

(a) A brief description of what happened, including the date of the non-permitted Use or Disclosure, Security Incident, or Breach and the date of Discovery of the non-permitted Use or Disclosure, Security Incident, or Breach, if known;

(b) The number of Individuals whose Protected Health Information is involved;

(c) A description of the specific type of Protected Health Information involved in the non-permitted Use or

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Disclosure, Security Incident, or Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code or other types of information were involved);

(d) The name and contact information for a person highly knowledge of the facts and circumstances of the non-permitted Use or Disclosure of PHI, Security Incident, or Breach

5.2.2 Business Associate shall make a written report without unreasonable delay and in no event later than three (3) business days from the date of discovery by Business Associate of the non-permitted Use or Disclosure of Protected Health Information, Security Incident, or Breach of Unsecured Protected Health Information and to the **HIPAA Compliance Officer at: Hall of Records, County of Los Angeles, Chief Executive Office, Risk Management Branch-Office of Privacy, 320 W. Temple Street, 7th Floor, Los Angeles, California 90012, PRIVACY@ceo.lacounty.gov,** that includes, to the extent possible:

(a) A brief description of what happened, including the date of the non-permitted Use or Disclosure, Security Incident, or Breach and the date of Discovery of the non-permitted Use or Disclosure, Security Incident, or Breach, if known;

(b) The number of Individuals whose Protected Health Information is involved;

(c) A description of the specific type of Protected Health Information involved in the non-permitted Use or Disclosure, Security Incident, or Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code or other types of information were involved);

(d) The identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by Business Associate to have been, accessed, acquired, Used, or Disclosed;

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(e) Any other information necessary to conduct an assessment of whether notification to the Individual(s) under 45 C.F.R. § 164.404 is required;

(f) Any steps Business Associate believes that the Individual(s) could take to protect him or herself from potential harm from the non-permitted Use or Disclosure, Security Incident, or Breach;

(g) A brief description of what Business Associate is doing to investigate, to mitigate harm to the Individual(s), and to protect against any further similar occurrences; and

(h) The name and contact information for a person highly knowledge of the facts and circumstances of the non-permitted Use or Disclosure of PHI, Security Incident, or Breach.

5.2.3 If Business Associate is not able to provide the information specified in Section 5.2.1 or 5.2.2 at the time of the required report, Business Associate shall provide such information promptly thereafter as such information becomes available.

5.3 Business Associate may delay the notification required by Section 5.1.3, if a law enforcement official states to Business Associate that notification would impede a criminal investigation or cause damage to national security.

5.3.1 If the law enforcement official's statement is in writing and specifies the time for which a delay is required, Business Associate shall delay its reporting and/or notification obligation(s) for the time period specified by the official.

5.3.2 If the statement is made orally, Business Associate shall document the statement, including the identity of the official making the statement, and delay its reporting and/or notification obligation(s) temporarily and no longer than 30 days from the date of the oral statement, unless a written statement as described in Section 5.3.1 is submitted during that time.

6. WRITTEN ASSURANCES OF SUBCONTRACTORS

6.1 In accordance with 45 C.F.R. § 164.502 (e)(1)(ii) and § 164.308 (b)(2), if applicable, Business Associate shall ensure that any Subcontractor that creates, receives, maintains, or transmits Protected Health Information on behalf of Business Associate is

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made aware of its status as a Business Associate with respect to such information and that Subcontractor agrees in writing to the same restrictions, conditions, and requirements that apply to Business Associate with respect to such information.

6.2 Business Associate shall take reasonable steps to cure any material breach or violation by Subcontractor of the agreement required by Section 6.1.

6.3 If the steps required by Section 6.2 do not cure the breach or end the violation, Contractor shall terminate, if feasible, any arrangement with Subcontractor by which Subcontractor creates, receives, maintains, or transmits Protected Health Information on behalf of Business Associate.

6.4 If neither cure nor termination as set forth in Sections 6.2 and 6.3 is feasible, Business Associate shall immediately notify County.

6.5 Without limiting the requirements of Section 6.1, the agreement required by Section 6.1 (Subcontractor Business Associate Agreement) shall require Subcontractor to contemporaneously notify Covered Entity in the event of a Breach of Unsecured Protected Health Information.

6.6 Without limiting the requirements of Section 6.1, agreement required by Section 6.1 (Subcontractor Business Associate Agreement) shall include a provision requiring Subcontractor to destroy, or in the alternative to return to Business Associate, any Protected Health Information created, received, maintained, or transmitted by Subcontractor on behalf of Business Associate so as to enable Business Associate to comply with the provisions of Section 18.4.

6.7 Business Associate shall provide to Covered Entity, at Covered Entity's request, a copy of any and all Subcontractor Business Associate Agreements required by Section 6.1.

6.8 Sections 6.1 and 6.7 are not intended by the parties to limit in any way the scope of Business Associate's obligations related to Subcontracts or Subcontracting in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

7. ACCESS TO PROTECTED HEALTH INFORMATION

7.1 To the extent Covered Entity determines that Protected Health Information is maintained by Business Associate or its agents or

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Subcontractors in a Designated Record Set, Business Associate shall, within two (2) business days after receipt of a request from Covered Entity, make the Protected Health Information specified by Covered Entity available to the Individual(s) identified by Covered Entity as being entitled to access and shall provide such Individuals(s) or other person(s) designated by Covered Entity with a copy the specified Protected Health Information, in order for Covered Entity to meet the requirements of 45 C.F.R. § 164.524.

7.2 If any Individual requests access to Protected Health Information directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within two (2) days of the receipt of the request. Whether access shall be provided or denied shall be determined by Covered Entity.

7.3 To the extent that Business Associate maintains Protected Health Information that is subject to access as set forth above in one or more Designated Record Sets electronically and if the Individual requests an electronic copy of such information, Business Associate shall provide the Individual with access to the Protected Health Information in the electronic form and format requested by the Individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by Covered Entity and the Individual.

8. AMENDMENT OF PROTECTED HEALTH INFORMATION

8.1 To the extent Covered Entity determines that any Protected Health Information is maintained by Business Associate or its agents or Subcontractors in a Designated Record Set, Business Associate shall, within ten (10) business days after receipt of a written request from Covered Entity, make any amendments to such Protected Health Information that are requested by Covered Entity, in order for Covered Entity to meet the requirements of 45 C.F.R. § 164.526.

8.2 If any Individual requests an amendment to Protected Health Information directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within five (5) days of the receipt of the request. Whether an amendment shall be granted or denied shall be determined by Covered Entity.

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9. ACCOUNTING OF DISCLOSURES OF PROTECTED HEALTH INFORMATION

9.1 Business Associate shall maintain an accounting of each Disclosure of Protected Health Information made by Business Associate or its employees, agents, representatives or Subcontractors, as is determined by Covered Entity to be necessary in order to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528.

9.1.1 Any accounting of disclosures provided by Business Associate under Section 9.1 shall include:

(a) The date of the Disclosure;

(b) The name, and address if known, of the entity or person who received the Protected Health Information;

(c) A brief description of the Protected Health Information Disclosed; and

(d) A brief statement of the purpose of the Disclosure.

9.1.2 For each Disclosure that could require an accounting under Section 9.1, Business Associate shall document the information specified in Section 9.1.1, and shall maintain the information for six (6) years from the date of the Disclosure.

9.2 Business Associate shall provide to Covered Entity, within ten (10) business days after receipt of a written request from Covered Entity, information collected in accordance with Section 9.1.1 to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528

9.3 If any Individual requests an accounting of disclosures directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within five (5) days of the receipt of the request, and shall provide the requested accounting of disclosures to the Individual(s) within 30 days. The information provided in the accounting shall be in accordance with 45 C.F.R. § 164.528.

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10. COMPLIANCE WITH APPLICABLE HIPAA RULES

10.1 To the extent Business Associate is to carry out one or more of Covered Entity's obligation(s) under Subpart E of 45 C.F.R. Part 164, Business Associate shall comply with the requirements of Subpart E that apply to Covered Entity's performance of such obligation(s).

10.2 Business Associate shall comply with all HIPAA Rules applicable to Business Associate in the performance of Services.

11. AVAILABILITY OF RECORDS

11.1 Business Associate shall make its internal practices, books, and records relating to the Use and Disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of Covered Entity available to the Secretary for purposes of determining Covered Entity's compliance with the Privacy and Security Regulations.

11.2 Unless prohibited by the Secretary, Business Associate shall immediately notify Covered Entity of any requests made by the Secretary and provide Covered Entity with copies of any documents produced in response to such request.

12. MITIGATION OF HARMFUL EFFECTS

12.1 Business Associate shall mitigate, to the extent practicable, any harmful effect of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Business Associate Agreement that is known to Business Associate.

13. BREACH NOTIFICATION TO INDIVIDUALS

13.1 Business Associate shall, to the extent Covered Entity determines that there has been a Breach of Unsecured Protected Health Information by Business Associate, its employees, representatives, agents or Subcontractors, provide breach notification to the Individual in a manner that permits Covered Entity to comply with its obligations under 45 C.F.R. § 164.404.

13.1.1 Business Associate shall notify, subject to the review and approval of Covered Entity, each Individual whose Unsecured Protected Health Information has been, or is reasonably believed to have been, accessed, acquired, Used, or Disclosed as a result of any such Breach.

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13.1.2 The notification provided by Business Associate shall be written in plain language, shall be subject to review and approval by Covered Entity, and shall include, to the extent possible:

(a) A brief description of what happened, including the date of the Breach and the date of the Discovery of the Breach, if known;

(b) A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);

(c) Any steps the Individual should take to protect him or herself from potential harm resulting from the Breach;

(d) A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to Individual(s), and to protect against any further Breaches; and

(e) Contact procedures for Individual(s) to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.

13.2 Covered Entity, in its sole discretion, may elect to provide the notification required by Section 13.1 and/or to establish the contact procedures described in Section 13.1.2.

13.3 Business Associate shall reimburse Covered Entity any and all costs incurred by Covered Entity, in complying with Subpart D of 45 C.F.R. Part 164, including but not limited to costs of notification, internet posting, or media publication, as a result of Business Associate's Breach of Unsecured Protected Health Information; Covered Entity shall not be responsible for any costs incurred by Business Associate in providing the notification required by 13.1 or in establishing the contact procedures required by Section 13.1.2.

14. INDEMNIFICATION

14.1 Business Associate shall indemnify, defend, and hold harmless Covered Entity, its Special Districts, elected and appointed officers, employees, and agents from and against any and all liability, including but not limited to demands, claims, actions, fees, costs,

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expenses (including attorney and expert witness fees), and penalties and/or fines (including regulatory penalties and/or fines), arising from or connected with Business Associate's failure arising from and/or relating to this Business Associate Agreement, including, but not limited to, compliance and/or enforcement actions and/or activities, whether formal or informal, by the Secretary or by the Attorney General of the State of California.

14.2 Section 14.1 is not intended by the parties to limit in any way the scope of Business Associate's obligations related to Insurance and/or Indemnification in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

15. OBLIGATIONS OF COVERED ENTITY

15.1 Covered Entity shall notify Business Associate of any current or future restrictions or limitations on the Use or Disclosure of Protected Health Information that would affect Business Associate's performance of the Services, and Business Associate shall thereafter restrict or limit its own Uses and Disclosures accordingly.

15.2 Covered Entity shall not request Business Associate to Use or Disclose Protected Health Information in any manner that would not be permissible under Subpart E of 45 C.F.R. Part 164 if done by Covered Entity, except to the extent that Business Associate may Use or Disclose Protected Health Information as provided in Sections 2.3, 2.5, and 2.6.

16. TERM

16.1 Unless sooner terminated as set forth in Section 17, the term of this Business Associate Agreement shall be the same as the term of the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other service arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

16.2 Notwithstanding Section 16.1, Business Associate's obligations under Sections 11, 14, and 18 shall survive the termination or expiration of this Business Associate Agreement.

17. TERMINATION FOR CAUSE

17.1 In addition to and notwithstanding the termination provisions set forth in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services

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arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, if either party determines that the other party has violated a material term of this Business Associate Agreement, and the breaching party has not cured the breach or ended the violation within the time specified by the non-breaching party, which shall be reasonable given the nature of the breach and/or violation, the non-breaching party may terminate this Business Associate Agreement.

17.2 In addition to and notwithstanding the termination provisions set forth in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, if either party determines that the other party has violated a material term of this Business Associate Agreement, and cure is not feasible, the non-breaching party may terminate this Business Associate Agreement immediately.

18. DISPOSITION OF PROTECTED HEALTH INFORMATION UPON TERMINATION OR EXPIRATION

18.1 Except as provided in Section 18.3, upon termination for any reason or expiration of this Business Associate Agreement, Business Associate shall return or, if agreed to by Covered entity, shall destroy as provided for in Section 18.2, all Protected Health Information received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, that Business Associate, including any Subcontractor, still maintains in any form. Business Associate shall retain no copies of the Protected Health Information.

18.2 Destruction for purposes of Section 18.2 and Section 6.6 shall mean that media on which the Protected Health Information is stored or recorded has been destroyed and/or electronic media have been cleared, purged, or destroyed in accordance with the use of a technology or methodology specified by the Secretary in guidance for rendering Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals.

18.3 Notwithstanding Section 18.1, in the event that return or destruction of Protected Health Information is not feasible or Business Associate determines that any such Protected Health Information is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities, Business Associate may retain that Protected Health Information for which destruction or return is infeasible or

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that Protected Health Information which is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities and shall return or destroy all other Protected Health Information.

18.3.1 Business Associate shall extend the protections of this Business Associate Agreement to such Protected Health Information, including continuing to use appropriate safeguards and continuing to comply with Subpart C of 45 C.F.R Part 164 with respect to Electronic Protected Health Information, to prevent the Use or Disclosure of such information other than as provided for in Sections 2.5 and 2.6 for so long as such Protected Health Information is retained, and Business Associate shall not Use or Disclose such Protected Health Information other than for the purposes for which such Protected Health Information was retained.

18.3.2 Business Associate shall return or, if agreed to by Covered entity, destroy the Protected Health Information retained by Business Associate when it is no longer needed by Business Associate for Business Associate's proper management and administration or to carry out its legal responsibilities.

18.4 Business Associate shall ensure that all Protected Health Information created, maintained, or received by Subcontractors is returned or, if agreed to by Covered entity, destroyed as provided for in Section 18.2.

19. AUDIT, INSPECTION, AND EXAMINATION

19.1 Covered Entity reserves the right to conduct a reasonable inspection of the facilities, systems, information systems, books, records, agreements, and policies and procedures relating to the Use or Disclosure of Protected Health Information for the purpose determining whether Business Associate is in compliance with the terms of this Business Associate Agreement and any non-compliance may be a basis for termination of this Business Associate Agreement and the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, as provided for in Section 17.

19.2 Covered Entity and Business Associate shall mutually agree in advance upon the scope, timing, and location of any such inspection.

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19.3 At Business Associate's request, and to the extent permitted by law, Covered Entity shall execute a nondisclosure agreement, upon terms and conditions mutually agreed to by the parties.

19.4 That Covered Entity inspects, fails to inspect, or has the right to inspect as provided for in Section 19.1 does not relieve Business Associate of its responsibility to comply with this Business Associate Agreement and/or the HIPAA Rules or impose on Covered Entity any responsibility for Business Associate's compliance with any applicable HIPAA Rules.

19.5 Covered Entity's failure to detect, its detection but failure to notify Business Associate, or its detection but failure to require remediation by Business Associate of an unsatisfactory practice by Business Associate, shall not constitute acceptance of such practice or a waiver of Covered Entity's enforcement rights under this Business Associate Agreement or the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

19.6 Section 19.1 is not intended by the parties to limit in any way the scope of Business Associate's obligations related to Inspection and/or Audit and/or similar review in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

20. MISCELLANEOUS PROVISIONS

20.1 Disclaimer. Covered Entity makes no warranty or representation that compliance by Business Associate with the terms and conditions of this Business Associate Agreement will be adequate or satisfactory to meet the business needs or legal obligations of Business Associate.

20.2 HIPAA Requirements. The Parties agree that the provisions under HIPAA Rules that are required by law to be incorporated into this Amendment are hereby incorporated into this Agreement.

20.3 No Third Party Beneficiaries. Nothing in this Business Associate Agreement shall confer upon any person other than the parties and their respective successors or assigns, any rights, remedies, obligations, or liabilities whatsoever.

20.4 Construction. In the event that a provision of this Business Associate Agreement is contrary to a provision of the applicable underlying Agreement, Contract, Master Agreement, Work Order,

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Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, the provision of this Business Associate Agreement shall control. Otherwise, this Business Associate Agreement shall be construed under, and in accordance with, the terms of the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

20.5 Regulatory References. A reference in this Business Associate Agreement to a section in the HIPAA Rules means the section as in effect or as amended.

20.6 Interpretation. Any ambiguity in this Business Associate Agreement shall be resolved in favor of a meaning that permits the parties to comply with the HIPAA Rules.

20.7 Amendment. The parties agree to take such action as is necessary to amend this Business Associate Agreement from time to time as is necessary for Covered Entity or Business Associate to comply with the requirements of the HIPAA Rules and any other privacy laws governing Protected Health Information.

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EXHIBIT L

GLOSSARY

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Glossary

The following words shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

ACA or ACA Employer Mandate: The Patient Protection and Affordable Care Act of 2010 ("ACA") (aka Employer Mandate Tracking and Reporting) and any subsequent revisions or updates thereto.

Acceptance: County's written approval of any tasks, subtasks, deliverables, goods, services or other work, including Acceptance Tests or Optional Work provided by Contractor to County pursuant to the Contract.

Acceptance Test: Any one of the tests of the System conducted by Contractor or County, as applicable, pursuant to the Statement of Work, as further specified in SOW, Section 8.0 (System Customization and Implementation).

Administrator: A County employee that has authorized access to County employee benefits records and reports. In this Contract, there are three types of County Administrators with varying degrees of access: Departmental Benefits Administrators (aka Departmental Benefits Coordinators), DHR Administrators, and Super Administrators.

Affordable Care Act Compliance or ACA Compliance: All tasks, deliverables, services and other work set forth in Exhibit A (SOW) to facilitate the tracking, reporting and forms distribution required by the ACA Employer Mandate.

Amendment: Shall have the meaning specified in Paragraph 8.1 (Amendments) of the Contract.

Annual Engagement Letter: A letter from the Contractor that delineates the current scope of work for the actuarial valuation consulting services and once approved and signed by County and Contractor authorizes the commencement of work on the project.

Annual Enrollment: The time at which all eligible County employees are allowed to change their benefits elections for the following plan year, typically the month of October.

Application Software: All Baseline Application, Interfaces, Third-Party Applications, Applications Modifications and Customizations, and related Documentation, provided by Contractor to County as part of the System in accordance with the terms of the Contract.

Authorized Contact: Any County personnel authorized to report Deficiencies and to coordinate provision of Support Services under this SLA.

Board or Board of Supervisors: The Board of Supervisors of the County of Los Angeles acting as its governing body.

Business Day: A working day, Monday through Friday, excluding County observed holidays.

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Business Hours: Shall mean 7:00 am to 7:00 pm Pacific Time Monday through Friday except for County observed holidays.

CashPro - Check Positive Pay – Exceptions: An online Banking user access management that is granted by the County's Treasurer and Tax Collector (TTC) to County departments or contractors.

Cafeteria Benefit Plans (also referred to as a flexible benefit program): The four (4) employee benefit plans, established pursuant to Section 125 of the Internal Revenue Code (IRC), available to County employees, as follows: 1) Choices Flexible Benefits ("Choices") program, which provides health, dental, life insurance and other benefits to employees represented by the Coalition of County Unions ("CCU"); 2) Options Flexible Benefit ("Options") program, which provides similar benefits to employees represented by the Service Employees International Union ("SEIU"), Local 721; 3) Flexible Benefits ("Flex") program, which is closed to new participants; and 4) MegaFlex Benefits ("MegaFlex") program, which provides benefits to non-represented employees.

Change Notice: Shall have the meaning specified in Paragraph 8.1.2 (Amendments) of the Contract.

COBRA: The Consolidated Omnibus Budget Reconciliation Act (COBRA) health benefit provisions amended the Employee Retirement Income Security Act, the Internal Revenue Code and the Public Health Service Act to require group health plans to provide a temporary continuation of group health coverage that otherwise might be terminated.

Commuter Expenses: Pre-tax and after-tax moneys spent by County employees on Commuter Services.

Commuter Services: Any public transit, parking and vanpool service as authorized by IRC Section 132f.

Contract: The agreement executed between County and Contractor and all attachments thereto, which sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, services and other work. Included are all supplemental agreements that change, amend or extend the services to be performed.

Contract Sum: The total monetary amount payable by County to Contractor hereunder, as set forth in Paragraph 5.1 (Total Contract Sum) of the Contract. The Contract Sum shall not be adjusted for any Contractor costs or expenses.

Contractor: The person or persons, sole proprietor, partnership, joint venture, corporation or other legal entity who has entered into an agreement with County to perform or execute the work covered by the Contract.

Contractor Project Manager: The person designated by Contractor to administer the Contract operations under this Contract. Unless otherwise specified in the Contract and/or all attachments, exhibits and schedules to the Contract, the term "Project Manager" shall mean

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Primary Project Manager, as set forth in Exhibit A (SOW), Paragraph 6.3 (Project Managers and Senior Analysts).

Core Application: Contractor's pre-developed COTS and other tools, and related Documentation, provided by Contractor pursuant to the Contract as part of the Baseline Application, which shall meet some or all System Requirements.

County: The County of Los Angeles, California, including all its departments, commissions, special districts, and other agencies.

County Contract Project Monitor: Person with responsibility to oversee the day to day activities of this contract. Responsibility for inspections of any and all tasks, deliverables, goods, services and other work provided by Contractor.

County Project Manager: Person designated by County's Project Director to manage the operations under the Contract.

County Project Director: Person designated by County with authority for County on contractual or administrative matters relating to the Contract that cannot be resolved by County's Project Manager.

County Software: Any County-owned/licensed software that is installed and utilized by County in the System Environment.

"Critical Deficiency" shall mean a Deficiency of Severity Level 1, as further described in SOW Attachment A.6 (Service Level Agreement), Section 5.2.1 (Problem Correction Priorities).

"Customer Support" shall have the meaning specified in SOW Attachment A.6 (Service Level Agreement), Section 4.1 (Scope of Support).

Customizations: Modifications to the Application Software provided by Contractor during term of Contract upon County's election for the System to meet existing or future County needs specified by County.

Data Migration: Tasks and deliverables associated with the transfer and/or conversion of Existing Data as part of System Implementation.

Data Migration Plan or Migration Plan: Plan provided by Contractor in response to the RFP and/or specified in Exhibit A (SOW), for providing Data Migration under the Contract.

Day: Unless otherwise specified, the term "day" shall mean calendar day, and not Business Day.

Deficiency; Deficiencies; or Defect(s): Any malfunction, error or defect in the design, development, implementation, materials and/or workmanship; any failure to meet or comply with or deviation from System Requirements (i.e., any required capabilities and functionalities of the System, as set forth in the Exhibit A (SOW) at Section 7.0 (Benefit Plan Administration System Requirements), Specifications, County-approved deliverables, any published and/or

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mutually agreed upon standards or any other representations or warranties by Contractor under the Contract regarding the System, including as to response times, performance, or availability; and/or any other problem which results in the System, or any component thereof, not performing in compliance with the provisions of this Contract, including but not limited to the Specifications and System Requirements, as further may be described in Contract, SOW Attachment A.6 (Service Level Agreement).

Deliverable(s): Whether singular or plural shall mean item(s) and/or service(s) provided or to be provided by Contractor under this Contract, including, but not limited to, any numbered deliverables set forth in Exhibit A (SOW).

Department or DHR: County's Department of Human Resources.

Departmental Benefits Administrator (aka Departmental Benefits Coordinator): An Administrator that has access to employee benefits records and reports in a specific department.

Detailed Work Plan: A detailed narrative description of all System implementation tasks and subtasks, roles and responsibilities of project team members by task, timeframe to complete each task and any dependencies on other tasks. It is also a part of the Project Plan and includes target dates for tasks and subtasks to be performed during the design, development, implementation, operation and support of the System.

DHR Administrator: An Administrator that has global access to all employee benefits records and reports regardless of department.

County's Disability and Survivor Benefit Plans: the County of Los Angeles Flexible Benefit Plan (County Code of Ordinances, Chapter 5.27), the County of Los Angeles Non-Pensionable Flexible Benefit Plan (County Code of Ordinances, Chapter 5.28), and the County of Los Angeles Long-Term Disability And Survivor Benefit Plan (County Code of Ordinances, Chapter 5.38)**.**

Director: The Director of Personnel of the Department of Human Resources.

Direct Pay: A system function that bills active employees that are in a no-pay status for their medical, dental, life insurance and any other benefits.

Disaster: A catastrophic event that results in significant or potentially significant Downtime or disruption of the Production Environment and requires Contractor to provide Disaster Recovery in accordance with the Disaster Recovery Plan, as further described in the Exhibit A (SOW).

Disaster Recovery: Services and other work to be provided by Contractor for recovering the System in the event of a Disaster, and Contractor's obligations as described in SOW Attachment A.6 (Service Level Agreement), Section 4.4 (Backup and Disaster Recovery).

Disaster Recovery Plan or DRP shall have the meaning specified in SOW Attachment A.6 (Service Level Agreement), Section 4.4 (Backup and Disaster Recovery).

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Disaster Recovery Site: The site or location designated by Contractor for provision of Disaster Recovery under the Contract.

Documentation: Any and all written and electronic materials provided or made available by Contractor under this Contract, including, but not limited to, all brochures, fliers, letters, mailers, posters and other communications materials customized for County, all documentation relating to software and hardware specifications and functions, training course materials, Specifications including System Requirements, technical manuals, handbooks, flow charts, technical information, reference materials, user manuals, operating manuals, quick reference guides, FAQs, and all other instructions and reference materials relating to the capabilities, operation, installation and use of the System and/or applicable components.

Downtime: The period of time when the System or any System component is unavailable, including Scheduled and Unscheduled Downtime.

DRP or Disaster Recovery Plan: A plan for ensuring Production Use of the System and continuity of Contractor's essential functions under the Contract during an event of a Disaster, which shall address the System infrastructure, equipment, supplies, software, data and documentation.

Due Date: The deadline for completion of any Deliverable in the Project Schedule.

Effective Date: The date of execution of this Contract by County and the authorized representative(s) of Contractor.

eHR or Human Resources Information System: County's electronic system for management of various human resources operations.

Existing Data: The data of any of County's Existing Systems to be transferred, migrated and/or converted by Contractor as part of the System Implementation in accordance with Exhibit A (SOW).

Existing System: Any of the systems utilized by County on the Effective Date for the purposes of County business continuity or continuity of operations.

Final Acceptance: The official acceptance and sign-off on the entire System.

Final Acceptance Date: The date of County's written approval of a designated Deliverable for such Acceptance Test under the Statement of Work.

Final Acceptance Test: The last Acceptance Test of a Project Phase or Work Order, as applicable, conducted by County and supported by Contractor during the applicable Warranty Period to determine whether Contractor has satisfied the terms and conditions of the Statement of Work or the Work Order, as applicable, including System Implementation Requirements or Work Order requirements, and whether the Project Phase or the Work Order, as applicable, has achieved Final Acceptance. Such determination will be based upon the Deliverables that comply with the requirements of the Contract, the satisfactory performance of all Statement of Work or Work Order activities, as applicable, and the successful demonstration through the Acceptance Tests that the System and System Data satisfy all

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applicable System Requirements and the Specifications set forth in Exhibit A (SOW), or Work Order requirements, as applicable.

Fiscal Year: The twelve (12) month period beginning July 1st and ending the following June 30th.

Fixed Hourly Rate: The hourly rate specified in Contract, Exhibit B (Pricing Schedule) for professional services that Contractor may provide upon County's request therefore in the form of Optional Work.

GANTT Chart: A chart showing the Tasks, Subtasks, Milestones, critical path, start/end dates and dependencies organized by Deliverables, as appropriate, and in accordance with the Detailed Work Plan.

Go-Live: Production Use of the System following successful completion by Contractor of the User Acceptance Test, as further specified in the Statement of Work.

Hardware: The physical, tangible computer and networking equipment, and related Documentation provided by Contractor for provision of Services under the Contract.

High Deficiency shall mean a Deficiency of Severity Level 2, as further described in SOW Attachment A.6 (Service Level Agreement), Section 5.2.1 (Problem Correction Priorities).

Incident shall mean a circumstance or set of circumstances taken together, resulting in a failure to meet a Service Level as required under SOW Attachment A.6 (Service Level Agreement).

Implementation Period: For each Project Phase, the period from the Effective Date of the contract through the System's Final Acceptance by County.

Implementation Services: The work provided under this contract to put the System into place, up to and including Final Acceptance of each Project Phase.

Information Security Requirements: Any system and data requirements specified in this Exhibit A (SOW) together with all its attachments and schedules, including Exhibit N (Information Security and Privacy Requirements) and those set forth in Attachment A.6 (Service Level Agreement).

Integrated Electronic Communication and Education: All the tasks, deliverables, services and other work set forth in Exhibit A (SOW) that create and constitute the electronically distributed (websites, emails, text messages, mobile apps, etc.) deliverables that communicate to County employees, County Administrators and Contractor-employed and authorized administrators all aspects of benefits administration and ACA Compliance.

Intellectual Property: All current and future legal and/or equitable rights and interests in know-how, patents (including applications), copyrights (including moral rights), trademarks (registered and unregistered), service marks, trade secrets, designs (registered and unregistered), utility models, circuit layouts, business and domain names, inventions, solutions

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embodied in technology, and other intellectual activity, and applications of or for any for the foregoing, subsisting in or related to the System or Application Software.

Interfaces: The set of software mechanisms, consisting of Baseline Interfaces and any interfaces that may be provided by Contractor to County as part of Optional Work, which allow the transfer of electronic data and/or software commands between computer systems, networks, applications or modules, and related Documentation.

IT: Information Technology.

Key Stakeholders: means the following County Departments:

a. Department of Human Resources ("DHR")

b. Chief Executive Office ("CEO")

c. Auditor-Controller ("A-C")

d. Treasurer-Tax Collector (“TTC”)

Knowledge Transfer: The transfer of knowledge and information by Contractor to County regarding the applicable component of the System.

License Fees: The fees to be paid by County to Contractor for subscribing to the use of the Application Software that is part of the System.

Lightbox: A floating text and/or content window that provides information while obscuring the underlying content webpage.

Low Deficiency shall mean a Deficiency of Severity Level 4, as further described in SOW Attachment A.6 (Service Level Agreement), Section 5.2.1 (Problem Correction Priorities).

LTD: Long-Term Disability.

Maintenance Fees: The goods and services required for maintaining and supporting the System, as applicable, including but not limited to Maintenance Services, Support Services, System hosting and System operation, BPA Services, services associated with the provision of the system(s) provided pursuant to the terms of the Contract, including Attachment A.6 (Service Level Agreement) to Exhibit A (SOW).

Maintenance Period: For each System component, the period from Go-Live through the end of the term of the Contract.

Maximum Fixed Price: The maximum amount to be paid by County to Contractor for any Optional Work approved by County to be provided by Contractor in accordance with Exhibit A (SOW), Section 17.0, Optional Work.

Maintenance Services shall mean any goods or services provided under this Contract for maintaining the System, including but not limited to updates, corrections, enhancements and

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other Updates to the System, interfaces, system availability, data security and reports, as further specified in SOW Attachment A.6 (Service Level Agreement), Section 3 (Maintenance Services)

Major Deficiency shall mean a Deficiency of Severity Level 1, Severity Level 2 or Severity Level 3, as further described in SOW Attachment A.6 (Service Level Agreement), Section 5.2.2 (Problem Resolution Process).

Medium Deficiency shall mean a Deficiency of Severity Level 3, as further described in SOW Attachment A.6 (Service Level Agreement), Section 5.2.1 (Problem Correction Priorities).

Milestone Chart: A list of key System implementation project milestones, including Deliverables, the target completion date and action completion date.

Newly Eligible Employee: A County employee (full-time or part-time) that is promoted to a new benefits plan.

New Hire Employee: A County employee (full- or part-time) that is hired into a County position for the first time.

Non-Cafeteria Benefit Plans: County-subsidized medical insurance for part-time and temporary County employees and survivors.

Notification/Notify: Unless otherwise stated, the use of the words Notification and/or Notify shall mean sending a text, e-mail and/or other messaging and notification via a smart device app to County employees, Users of the System or any System component, and/or participants of a County benefits program (i.e., Benefits Enrollment, Flexible Spending Account, Commuter Benefit Plan, COBRA, Go-Green program, etc.), set forth in Exhibit A (SOW).

Other Commuter Options: Any other service allowed under IRC Code 125 besides those already delineated under Commuter Services.

Operating Software: The computer software and other products which may be provided by Contractor or County as part of the System environment, including operating and database software.

Participating Agency: Any County department or other governmental agency authorized by the Department to use the System provided and maintained by Contractor under the Contract.

PCD or Project Control Document: Shall have the meaning set forth in the Exhibit A (SOW), Sub-paragraph 8.1.3 and Sub-paragraph 8.1.3.2, Deliverable 2.0.

Pool Dollars: The maximum amount allocated under this Contract for provision by contractor of any Optional Work approved by County.

Pricing Schedule: The prices for Deliverables, rates and other fees identified in Contract, Exhibit B (Pricing Schedule), and all schedules thereto.

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Production Environment: The System environment set up by Contractor as part of System Implementation Services pursuant to Exhibit A (SOW), for Production Use of the System.

Production Use: The actual use of the System in the Production Environment for the performance of County's operations commencing upon Go-Live.

Programming Modifications: The customizations and/or other programming modifications to the Application Software, including Customizations and Interfaces, and related documentation, which may be provided by Contractor during the term of the contract upon county's election in order for the System to meet existing or future needs of the System Requirements selected by County.

Project: The work to be provided by Contractor under the Contract for the implementation and operation of the System, including Services.

Project Component: The work component relating to Services or the System, as applicable.

Project Phase: The System Implementation phase of the Project relating to Services or the System, as applicable.

Project Plan: The detailed plan for System Implementation Services to be provided by Contractor to County as specified in Exhibit A (SOW).

Project Schedule: The agreed-upon timeline for System Implementation Tasks, Subtasks and Deliverables specified in Exhibit A (SOW), Attachment A.3 (Project Schedule).

Resolution Time: The period of time within which Contractor shall be required to correct a reported Deficiency based on the Severity Level of such Deficiency.

Response Time: The total amount of time for the System to respond to an input or request for service. "Response Time," as such term applies to the System, shall mean the time elapsed for a transaction within the hosted gateway, as may be further specified in the System Requirements and this SLA.

Response Time Baseline shall mean the County specified baseline for Response Time, as further described in this SLA.

Response Time Deficiency shall mean System not responding within the prescribed Response Time Baseline, as further described in Section 5.3 (System Performance Requirements).

RTM or Requirements Traceability Matrix: Shall have the meaning set forth in the Exhibit A (SOW), Sub-paragraph 8.1.3.5, Deliverable 5.0.

SaaS: Software-as-a-Service. SaaS is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over the Internet.

Scheduled Downtime shall mean the System cannot be accessed due to System scheduled maintenance, including but not limited to preventive maintenance, updates, upgrades,

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scheduled reboots and restarts, as further described in SOW Attachment A.6 (Service Level Agreement), Section 3.2 (System Maintenance).

Scope of Work: The work to be provided by Contractor pursuant to this Contract, including but not limited to the provisions of Exhibit A (SOW); Attachment A.6 (Service Level Agreement) of Exhibit A (SOW); and any executed Work orders for Optional Work, which may also be identified in terms of Tasks, Subtasks and/or Deliverables.

Services: All tasks, subtasks, deliverables, goods, systems, services, and other work that relate to Benefit Plan Administration and Consulting Services provided by Contractor to County under the Contract, as set forth in Exhibit A (SOW), and as amended from time to time.

Service Fees: The maximum fees to be paid by County to Contractor for Services provided by Contractor under the Contract.

Service Year: For each System component, each year of System Maintenance commencing upon applicable Final Acceptance.

Severity Level shall mean the applicable Deficiency severity level for purposes of correcting Deficiencies, as described in SOW Attachment A.6 (Service Level Agreement), Section 5.2 (Resolution of Deficiencies).

SIT: Systems Integration Test.

SLA or Service Level Agreement shall mean and refer to Contractor's service level commitment regarding System Maintenance as required by the Contract and SOW Attachment A.6 (Service Level Agreement), including but not limited to Maintenance Services, Support Services, System Hosting and any warranties specified herein.

SOW or Statement of Work: The directions, provisions, and requirements provided herein and special provisions pertaining to the method, frequency, manner and place of performing the contract services.

Specifications: Any and/or all of the following: (i) all functional and operational requirements and/or features included the SOW; (ii) all requirements set forth in the Contract; (iii) the Documentation, to the extent not inconsistent with the foregoing; (iv) all specifications provided or made available by the Contractor under the Contract, but only to the extent that: (a) it is not inconsistent with any of the foregoing; and (b) it is acceptable to the County in its sole discretion; and (v) all written and/or electronic materials furnished or made available by or through the Contractor regarding the System, including functionality, features, capacity, availability, response times, accuracy, or any other performance or other System criteria or any element of the System, but only to the extent it is not inconsistent with the foregoing.

STD: Short-Term Disability.

Subcontract: An agreement by Contractor to employ a subcontractor to provide services to fulfill the Contract.

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Subcontractor: Any individual, person or persons, sole proprietor, firm, partnership, joint venture, corporation, or other entity with whom the Contractor has entered into any agreement to (1) perform any part of the Contract Services, (2) own any Intellectual Property required by, incorporated in, or integrated into the System or Application Software or (3) provide any materials, equipment or supplies for the System, and any person or entity with whom any Subcontractor has further subcontracted any part of the Services, System, or Application Software, at any level. A key measure of satisfaction for County will be the extent to which the County's Project Manager and internal team feel that the Contractor and Subcontractors work and present to County as one team that shares goals and information, as it executes one project plan. In all cases, County will hold Contractor responsible for the quality of work produced by any Subcontractor. At County's discretion, County may choose to have most communication concerning Subcontractor's duties and deliverables take place between County and Contractor.

Super Administrator: An Administrator that designates access rights to the System.

Support Hours shall mean 365/366 days per year, 24 hours a day 7 days a week.

Support Services shall mean any goods or services provided under this Contract in support of the System, including but not limited to Customer Support, help-desk assistance, operational support, updates, corrections, enhancements, interfaces, corrective measures, fixes, patches and System Performance and data security Deficiency corrections, updates to reports for meeting applicable regulatory compliance, as further specified in SOW Attachment A.6 (Service Level Agreement), Section 4.1 (Scope of Support).

System: The new centralized database platform(s) and web-based electronic system or systems and "apps" that deliver web-based benefits enrollment, ACA Compliance, and Integrated Electronic Communication and Education functionality for County employees' annual benefits enrollment, New Hire and Newly Eligible employees' benefits enrollment, employees' mid-year benefits changes consistent with IRS Section 125 Rules, Flexible Spending Account enrollment and Commuter Benefit Plan enrollment, to be provided, deployed, delivered and maintained by Contractor under this Contract.

System Availability shall have the meaning specified in SOW Attachment A.6 (Service Level Agreement), Section 5.3 (System Performance Requirements).

System Availability Deficiency shall mean the System not meeting any of the System Availability requirements as specified in SOW Attachment A.6 (Service Level Agreement).

System Performance shall mean the performance of the System with respect to Response Time, System Availability and Disaster Recovery.

System Performance Deficiency shall mean System not meeting any of the System Performance Requirements as specified in SOW Attachment A.6 (Service Level Agreement), Section 5.3 (System Performance Requirements).

System Performance Requirements shall mean the requirements for System Performance, including Section 5.3 (System Performance Requirements) in SOW Attachment A.6 (Service Level Agreement).

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System Requirements: Any required capabilities and functionalities of the System, as set forth in the Exhibit A (SOW) at Section 7.0 (Benefit Plan Administration System Requirements).

System Software: A software that provides a platform for other software, including but not limited to Application Software, Third Party Software and Software Modifications, to function.

System Unavailability shall have the meaning specified in SOW Attachment A.6 (Service Level Agreement), Section 6.2 (Service Credits).

Test Plans: Plans developed by Contractor for Acceptance Tests and procedures for all stages of System testing that shall ensure that all applicable System Requirements and Specifications are being tested and verified.

Third-Party Application: Any software not owned or created by Contractor that is licensed/added to the System.

Total Monthly Time shall mean all minutes during Support Hours in any calendar month, excluding Scheduled Downtime.

Transit Products: Any products for County employees that enable them to use Commuter Services; these products are either directly from providers of Commuter Services, such as a transit pass (monthly or irregular use), commuter card, ticket, TAP card, transit agency-specific debit card, parking permits, parking key cards, or they are from the Contractor, such as an electronic app or debit cards specifically for purchasing transit, parking and/or vanpool services on a per use basis. All such Transit Products must be able to provide, where possible, the ability to electronically load the balance.

T-t-T: Train-the-Trainer.

Transition Services: Shall have the meaning specified in Section 14.0 (Transition Services) of Exhibit A (SOW).

UAT or User Acceptance Test: Shall have its common meaning as informed by Exhibit A (SOW) at Sub-paragraph 8.3.9 (Conduct User Acceptance Tests "UAT"). For example, testing performed to verify software before moving it to a production environment. UAT is done after SIT.

Union Plan Administrator: Administrators that work for unions that sponsor medical plans. Union Plan Administrators have limited access to members of specific corresponding bargaining units.

Unscheduled Downtime For purposes of assessing Service Credits and SOW Attachment A.6 (Service Level Agreement), “Unscheduled Downtime” shall mean the total combined amount of time during any Service Month, measured in minutes, during which the System has a Major Deficiency that is unresolved by Contractor, excluding Scheduled Downtime.

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Users: County employees who use the System to access education and enroll in their benefits.

User Complaint Forms and Contract Discrepancy Reports: The documents used by DHR to document discrepancies or problems with Contractor's performance; to record explanations of unsatisfactory performance, corrective action taken, and plans to prevent recurrence by Contractor and to record action taken by DHR as a result of its evaluation of Contractor's performance.

Workaround: A bypass, fix, or alternate method that is put in place temporarily to minimize the impact of a Deficiency. A Workaround may be automated or manual.

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EXHIBIT M

LISTING OF SUBCONTRACTORS

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EXHIBIT M

LISTING OF SUBCONTRACTORS

CONTRACT NO. HM-2022-6

Complete for each subcontractor. Use as many pages as necessary to include all subcontractors that will be providing services under this Contract.

Subcontractor Firm Name: Buck Global, LLC

Name of Firm Representative: Melissa Hatch

Representative Title: Principal, SW Market Leader

Proposed Services for Contract: Benefits Communications Consulting, Actuarial Valuation Consulting Services and Non-Discrimination Testing Consulting

Address: 420 Lexington Avenue, Suite 2220, New York, NY 10170
Attention: Legal Department

Telephone: 602-770-5906 Facsimile:

E-Mail Address: Melissa.hatch@buck.com

Years in Business: >100 years

Years Associated with Contractor: >10

. . . . . .

Subcontractor Firm Name: Edenred Benefits, LLC

Name of Firm Representative: Matthew Walsh

Representative Title: Customer Success Manager

Proposed Services for Contract: Commuter Services

Address: 265 Winter Street, Third Floor, Waltham, MA 02451

Telephone: 857-228-1434 Facsimile:

E-Mail Address:
matthew.walsh@commuterbenefits.com

Years in Business: 35

Years Associated with Contractor: 12

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INFORMATION SECURITY AND PRIVACY REQUIREMENTS EXHIBIT

The County of Los Angeles ("County") is committed to safeguarding the Integrity of the County systems, Data, Information and protecting the privacy rights of the individuals that it serves. This Information Security and Privacy Requirements Exhibit ("Exhibit") sets forth the County and the Contractor's commitment and agreement to fulfill each of their obligations under applicable state or federal laws, rules, or regulations, as well as applicable industry standards concerning privacy, Data protections, Information Security, Confidentiality, Availability, and Integrity of such Information. The Information Security and privacy requirements and procedures in this Exhibit are to be established by the Contractor before the Effective Date of the Contract and maintained throughout the term of the Contract.

These requirements and procedures are a minimum standard and are in addition to the requirements of the underlying base agreement between the County and Contractor (the "Contract") and any other agreements between the parties. However, it is the Contractor's sole obligation to: (i) implement appropriate and reasonable measures to secure and protect its systems and all County Information against internal and external Threats and Risks; and (ii) continuously review and revise those measures to address ongoing Threats and Risks. Failure to comply with the minimum requirements and procedures set forth in this Exhibit will constitute a material, non-curable breach of Contract by the Contractor, entitling the County, in addition to the cumulative of all other remedies available to it at law, in equity, or under the Contract, to immediately terminate the Contract. To the extent there are conflicts between this Exhibit and the Contract, this Exhibit shall prevail unless stated otherwise.

1. DEFINITIONS

Unless otherwise defined in the Contract, the definitions herein contained are specific to the uses within this exhibit.

a. **Availability:** the condition of Information being accessible and usable upon demand by an authorized entity (Workforce Member or process).

b. **Confidentiality:** the condition that Information is not disclosed to system entities (users, processes, devices) unless they have been authorized to access the Information.

c. **County Information:** all Data and Information belonging to the County.

d. **Data:** a subset of Information comprised of qualitative or quantitative values.

e. **Exhibit Incident:** a suspected, attempted, successful, or imminent Threat of unauthorized electronic and/or physical access, use, disclosure, breach, modification, or destruction of information; interference with Information Technology operations; or significant violation of County policy.

f. **Information:** any communication or representation of knowledge or understanding such as facts, Data, or opinions in any medium or form, including electronic, textual, numerical, graphic, cartographic, narrative, or audiovisual.

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g. **Information Security Policy:** high level statements of intention and direction of an organization used to create an organization's Information Security Program as formally expressed by its top management.

h. **Information Security Program:** formalized and implemented Information Security Policies, standards and procedures that are documented describing the program management safeguards and common controls in place or those planned for meeting the County's information security requirements.

i. **Information Technology:** any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of Data or Information.

j. **Integrity**: the condition whereby Data or Information has not been improperly modified or destroyed and authenticity of the Data or Information can be ensured.

k. **Mobile Device Management (MDM):** software that allows Information Technology administrators to control, secure, and enforce policies on smartphones, tablets, and other endpoints.

l. **Privacy Policy:** high level statements of intention and direction of an organization used to create an organization's Privacy Program as formally expressed by its top management.

m. **Privacy Program:** A formal document that provides an overview of an organization's privacy program, including a description of the structure of the privacy program, the resources dedicated to the privacy program, the role of the organization's privacy official and other staff, the strategic goals and objectives of the Privacy Program, and the program management controls and common controls in place or planned for meeting applicable privacy requirements and managing privacy risks.

n. **Risk:** a measure of the extent to which the County is threatened by a potential circumstance or event, Risk is typically a function of: (i) the adverse impacts that would arise if the circumstance or event occurs; and (ii) the likelihood of occurrence.

o. **Threat:** any circumstance or event with the potential to adversely impact County operations (including mission, functions, image, or reputation), organizational assets, individuals, or other organizations through an Information System via unauthorized access, destruction, disclosure, modification of Information, and/or denial of service.

p. **Vulnerability:** a weakness in a system, application, network or process that is subject to exploitation or misuse.

q. **Workforce Member:** employees, volunteers, and other persons whose conduct, in the performance of work for Los Angeles County, is under the direct control of Los Angeles County, whether or not they are paid by Los Angeles County. This includes, but may not be limited to, full and part time elected or appointed officials, employees, affiliates, associates, students, volunteers, and staff from third party entities who provide service to the County.

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2. INFORMATION SECURITY AND PRIVACY PROGRAMS

a. **Information Security Program.** The Contractor shall maintain a company-wide Information Security Program designed to evaluate Risks to the Confidentiality, Availability, and Integrity of the County Information covered under this Contract.

Contractor's Information Security Program shall include the creation and maintenance of Information Security Policies, standards, and procedures. Information Security Policies, standards, and procedures will be communicated to all Contractor employees in a relevant, accessible, and understandable form and will be regularly reviewed and evaluated to ensure operational effectiveness, compliance with all applicable laws and regulations, and addresses new and emerging Threats and Risks.

The Contractor shall exercise the same degree of care in safeguarding and protecting County Information that the Contractor exercises with respect to its own Information and Data, but in no event less than a reasonable degree of care. The Contractor will implement, maintain, and use appropriate administrative, technical, and physical security measures to preserve the Confidentiality, Integrity, and Availability of County Information.

The Contractor's Information Security Program shall:

- Protect the Confidentiality, Integrity, and Availability of County Information in the Contractor's possession or control;
- Protect against any anticipated Threats or hazards to the Confidentiality, Integrity, and Availability of County Information;
- Protect against unauthorized or unlawful access, use, disclosure, alteration, or destruction of County Information;
- Protect against accidental loss or destruction of, or damage to, County Information; and
- Safeguard County Information in compliance with any applicable laws and regulations which apply to the Contractor.

b. **Privacy Program.** The Contractor shall establish and maintain a company-wide Privacy Program designed to incorporate Privacy Policies and practices in its business operations to provide safeguards for Information, including County Information. The Contractor's Privacy Program shall include the development of, and ongoing reviews and updates to Privacy Policies, guidelines, procedures and appropriate workforce privacy training within its organization. These Privacy Policies, guidelines, procedures, and appropriate training will be provided to all Contractor employees, agents, and volunteers. The Contractor's Privacy Policies, guidelines, and procedures shall be continuously reviewed and updated for effectiveness and compliance with applicable laws and regulations, and to appropriately respond to new and emerging Threats and Risks. The Contractor's Privacy Program shall

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perform ongoing monitoring and audits of operations to identify and mitigate privacy Threats.

The Contractor shall exercise the same degree of care in safeguarding the privacy of County Information that the Contractor exercises with respect to its own Information, but in no event less than a reasonable degree of care. The Contractor will implement, maintain, and use appropriate privacy practices and protocols to preserve the Confidentiality of County Information.

The Contractor's Privacy Program shall include:

- A Privacy Program framework that identifies and ensures that the Contractor complies with all applicable laws and regulations;
- External Privacy Policies, and internal privacy policies, procedures and controls to support the privacy program;
- Protections against unauthorized or unlawful access, use, disclosure, alteration, or destruction of County Information;
- A training program that covers Privacy Policies, protocols and awareness;
- A response plan to address privacy Exhibit Incidents and privacy breaches; and
- Ongoing privacy assessments and audits.

3. PROPERTY RIGHTS TO COUNTY INFORMATION

All County Information is deemed property of the County, and the County shall retain exclusive rights and ownership thereto. County Information shall not be used by the Contractor for any purpose other than as required under this Contract, nor shall such or any part of such be disclosed, sold, assigned, leased, or otherwise disposed of, to third parties by the Contractor, or commercially exploited or otherwise used by, or on behalf of, the Contractor, its officers, directors, employees, or agents. The Contractor may assert no lien on or right to withhold from the County, any County Information it receives from, receives addressed to, or stores on behalf of, the County. Notwithstanding the foregoing, the Contractor may aggregate, compile, and use County Information in order to improve, develop or enhance the System Software and/or other services offered, or to be offered, by the Contractor, provided that (i) no County Information in such aggregated or compiled pool is identifiable as originating from, or can be traced back to the County, and (ii) such Data or Information cannot be associated or matched with the identity of an individual alone, or linkable to a specific individual. The Contractor specifically consents to the County's access to such County Information held, stored, or maintained on any and all devices Contactor owns, leases or possesses.

4. CONTRACTOR'S USE OF COUNTY INFORMATION

The Contractor may use County Information only as necessary to carry out its obligations under this Contract. The Contractor shall collect, maintain, or use County Information only for the purposes specified in the Contract and, in all cases, in compliance with all applicable local, state, and federal laws and regulations governing the collection, maintenance, transmission, dissemination, storage, use, and destruction

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of County Information, including, but not limited to, (i) any state and federal law governing the protection of personal Information, (ii) any state and federal security breach notification laws, and (iii) the rules, regulations and directives of the Federal Trade Commission, as amended from time to time.

5. SHARING COUNTY INFORMATION AND DATA

The Contractor shall not share, release, disclose, disseminate, make available, transfer, or otherwise communicate orally, in writing, or by electronic or other means, County Information to a third party for monetary or other valuable consideration.

6. CONFIDENTIALITY

a. **Confidentiality of County Information.** The Contractor agrees that all County Information is Confidential and proprietary to the County regardless of whether such Information was disclosed intentionally or unintentionally, or marked as "confidential".

b. **Disclosure of County Information.** The Contractor may disclose County Information only as necessary to carry out its obligations under this Contract, or as required by law, and is prohibited from using County Information for any other purpose without the prior express written approval of the County's contract administrator in consultation with the County's Chief Information Security Officer and/or Chief Privacy Officer. If required by a court of competent jurisdiction or an administrative body to disclose County Information, the Contractor shall notify the County's contract administrator immediately and prior to any such disclosure, to provide the County an opportunity to oppose or otherwise respond to such disclosure, unless prohibited by law from doing so.

c. **Disclosure Restrictions of Non-Public Information.** While performing work under the Contract, the Contractor may encounter County Non-public Information ("NPI") in the course of performing this Contract, including, but not limited to, licensed technology, drawings, schematics, manuals, sealed court records, and other materials described and/or identified as "Internal Use", "Confidential" or "Restricted" as defined in Board of Supervisors Policy 6.104 – Information Classification Policy as NPI. The Contractor shall not disclose or publish any County NPI and material received or used in performance of this Contract. This obligation is perpetual.

d. **Individual Requests.** The Contractor shall acknowledge any request or instructions from the County regarding the exercise of any individual's privacy rights provided under applicable federal or state laws. The Contractor shall have in place appropriate policies and procedures to promptly respond to such requests and comply with any request or instructions from the County within seven (7) calendar days. If an individual makes a request directly to the Contractor involving County Information, the Contractor shall notify the County within five (5) calendar days and the County will coordinate an appropriate response, which may include instructing the Contractor to assist in fulfilling the request. Similarly, if the Contractor receives a privacy or security complaint from an individual regarding County Information, the Contractor shall notify the County as described in Section 14 SECURITY AND PRIVACY INCIDENTS, and the County will coordinate an appropriate response.

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e. **Retention of County Information.** The Contractor shall not retain any County Information for any period longer than necessary for the Contractor to fulfill its obligations under the Contract and applicable law, whichever is longest.

7. CONTRACTOR EMPLOYEES

The Contractor shall perform background and security investigation procedures in the manner prescribed in the Contract, Paragraph 7.5.

The Contractor shall require all employees, agents, and volunteers to abide by the requirements in this Exhibit, as set forth in the Contract, and sign an appropriate written Confidentiality/non-disclosure agreement with the Contractor.

The Contractor shall supply each of its employees with appropriate, annual training regarding Information Security procedures, Risks, and Threats. The Contractor agrees that training will cover, but may not be limited to the following topics:

a) **Secure Authentication:** The importance of utilizing secure authentication, including proper management of authentication credentials (login name and password) and multi-factor authentication.

b) **Social Engineering Attacks:** Identifying different forms of social engineering including, but not limited to, phishing, phone scams, and impersonation calls.

c) **Handling of County Information:** The proper identification, storage, transfer, archiving, and destruction of County Information.

d) **Causes of Unintentional Information Exposure:** Provide awareness of causes of unintentional exposure of Information such as lost mobile devices, emailing Information to inappropriate recipients, etc.

e) **Identifying and Reporting Exhibit Incidents:** Awareness of the most common indicators of an Exhibit Incident and how such indicators should be reported within the organization.

f) **Privacy:** The Contractor's Privacy Policies and procedures as described in Section 2b. Privacy Program.

The Contractor shall have an established set of procedures to ensure the Contractor's employees promptly report actual and/or suspected breaches of security.

8. SUBCONTRACTORS AND THIRD PARTIES

The County acknowledges that in the course of performing its services, the Contractor may desire or require the use of goods, services, and/or assistance of Subcontractors or other third parties or suppliers. The terms of this Exhibit shall also apply to all Subcontractors and third parties. The Contractor or third party shall be subject to the following terms and conditions: (i) each Subcontractor and third party must agree in writing to comply with and be bound by the applicable terms and conditions of this Exhibit, both for itself and to enable the Contractor to be and remain in compliance with

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its obligations hereunder, including those provisions relating to Confidentiality, Integrity, Availability, disclosures, security, and such other terms and conditions as may be reasonably necessary to effectuate the Contract including this Exhibit; and (ii) the Contractor shall be and remain fully liable for the acts and omissions of each Subcontractor and third party, and fully responsible for the due and proper performance of all Contractor obligations under this Contract.

The Contractor shall obtain advanced approval from the County's Chief Information Security Officer and/or Chief Privacy Officer prior to subcontracting services subject to this Exhibit.

9. STORAGE AND TRANSMISSION OF COUNTY INFORMATION

All County Information shall be rendered unusable, unreadable, or indecipherable to unauthorized individuals. Without limiting the generality of the foregoing, the Contractor will encrypt all workstations, portable devices (such as mobile, wearables, tablets,) and removable media (such as portable or removable hard disks, floppy disks, USB memory drives, CDs, DVDs, magnetic tape, and all other removable storage media) that store County Information in accordance with Federal Information Processing Standard (FIPS) 140-2 or otherwise approved by the County's Chief Information Security Officer.

The Contractor will encrypt County Information transmitted on networks outside of the Contractor's control with Transport Layer Security (TLS) or Internet Protocol Security **(**IPSec**)**, at a minimum cipher strength of 128 bit or an equivalent secure transmission protocol or method approved by County's Chief Information Security Officer.

In addition, the Contractor shall not store County Information in the cloud or in any other online storage provider without written authorization from the County's Chief Information Security Officer. All mobile devices storing County Information shall be managed by a Mobile Device Management system. Such system must provide provisions to enforce a password/passcode on enrolled mobile devices. All workstations/Personal Computers (including laptops, 2-in-1s, and tablets) will maintain the latest operating system security patches, and the latest virus definitions. Virus scans must be performed at least monthly. Request for less frequent scanning must be approved in writing by the County's Chief Information Security Officer.

10. RETURN OR DESTRUCTION OF COUNTY INFORMATION

The Contractor shall return or destroy County Information in the manner prescribed in this section unless the Contract prescribes procedures for returning or destroying County Information and those procedures are no less stringent than the procedures described in this section.

a. **Return or Destruction.** Upon County's written request, or upon expiration or termination of this Contract for any reason, Contractor shall (i) promptly return or destroy, at the County's option, all originals and copies of all documents and materials it has received containing County Information; or (ii) if return or destruction is not permissible under applicable law, continue to protect such Information in

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accordance with the terms of this Contract; and (iii) deliver or destroy, at the County's option, all originals and copies of all summaries, records, descriptions, modifications, negatives, drawings, adoptions and other documents or materials, whether in writing or in machine-readable form, prepared by the Contractor, prepared under its direction, or at its request, from the documents and materials referred to in Subsection (i) of this Section. For all documents or materials referred to in Subsections (i) and (ii) of this Section that the County requests be returned to the County, the Contractor shall provide a written attestation on company letterhead certifying that all documents and materials have been delivered to the County. For documents or materials referred to in Subsections (i) and (ii) of this Section that the County requests be destroyed, the Contractor shall provide an attestation on company letterhead and certified documentation from a media destruction firm consistent with subdivision b of this Section. Upon termination or expiration of the Contract or at any time upon the County's request, the Contractor shall return all hardware, if any, provided by the County to the Contractor. The hardware should be physically sealed and returned via a bonded courier, or as otherwise directed by the County.

b. **Method of Destruction.** The Contractor shall destroy all originals and copies by (i) cross-cut shredding paper, film, or other hard copy media so that the Information cannot be read or otherwise reconstructed; and (ii) purging, or destroying electronic media containing County Information consistent with NIST Special Publication 800-88, "Guidelines for Media Sanitization" such that the County Information cannot be retrieved. The Contractor will provide an attestation on company letterhead and certified documentation from a media destruction firm, detailing the destruction method used and the County Information involved, the date of destruction, and the company or individual who performed the destruction. Such statement will be sent to the designated County contract manager within ten (10) days of termination or expiration of the Contract or at any time upon the County's request. On termination or expiration of this Contract, the County will return or destroy all Contractor's Information marked as confidential (excluding items licensed to the County hereunder, or that provided to the County by the Contractor hereunder), at the County's option.

11. PHYSICAL AND ENVIRONMENTAL SECURITY

All Contractor facilities that process County Information will be located in secure areas and protected by perimeter security such as barrier access controls (e.g., the use of guards and entry badges) that provide a physically secure environment from unauthorized access, damage, and interference.

All Contractor facilities that process County Information will be maintained with physical and environmental controls (temperature and humidity) that meet or exceed hardware manufacturer's specifications.

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12. OPERATIONAL MANAGEMENT, BUSINESS CONTINUITY, AND DISASTER RECOVERY

The Contractor shall: (i) monitor and manage all of its Information processing facilities, including, without limitation, implementing operational procedures, change management, and Exhibit Incident response procedures consistent with Section 14 SECURITY AND PRIVACY INCIDENTS; and (ii) deploy adequate anti-malware software and adequate back-up systems to ensure essential business Information can be promptly recovered in the event of a disaster or media failure; and (iii) ensure its operating procedures are adequately documented and designed to protect Information and computer media from theft and unauthorized access.

The Contractor must have business continuity and disaster recovery plans. These plans must include a geographically separate back-up data center and a formal framework by which an unplanned event will be managed to minimize the loss of County Information and services. The formal framework includes a defined back-up policy and associated procedures, including documented policies and procedures designed to: (i) perform back-up of data to a remote back-up data center in a scheduled and timely manner; (ii) provide effective controls to safeguard backed-up data; (iii) securely transfer County Information to and from back-up location; (iv) fully restore applications and operating systems; and (v) demonstrate periodic testing of restoration from back-up location. If the Contractor makes backups to removable media (as described in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION), all such backups shall be encrypted in compliance with the encryption requirements noted above in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION.

13. ACCESS CONTROL

Subject to and without limiting the requirements under Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION, County Information (i) may only be made available and accessible to those parties explicitly authorized under the Contract or otherwise expressly approved by the County Project Director or Project Manager in writing; and (ii) if transferred using removable media (as described in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION) must be sent via a bonded courier and protected using encryption technology designated by the Contractor and approved by the County's Chief Information Security Officer in writing. The foregoing requirements shall apply to back-up media stored by the Contractor at off-site facilities.

The Contractor shall implement formal procedures to control access to County systems, services, and/or Information, including, but not limited to, user account management procedures and the following controls:

a. Network access to both internal and external networked services shall be controlled, including, but not limited to, the use of industry standard and properly configured firewalls;

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b. Operating systems will be used to enforce access controls to computer resources including, but not limited to, multi-factor authentication, use of virtual private networks (VPN), authorization, and event logging;

c. The Contractor will conduct regular, no less often than quarterly, user access reviews to ensure that unnecessary and/or unused access to County Information is removed in a timely manner;

d. Applications will include access control to limit user access to County Information and application system functions;

e. All systems will be monitored to detect deviation from access control policies and identify suspicious activity. The Contractor shall record, review and act upon all events in accordance with Exhibit Incident response policies set forth in Section 14 SECURITY AND PRIVACY INCIDENTS; and

f. In the event any hardware, storage media, or removable media (as described in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION) must be disposed of or sent off-site for servicing, the Contractor shall ensure all County Information, has been eradicated from such hardware and/or media using industry best practices as discussed in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION.

14. SECURITY AND PRIVACY INCIDENTS

In the event of a Security or Privacy Exhibit Incident, the Contractor shall:

a. Promptly notify the County's Chief Information Security Officer, the Departmental Information Security Officer, and the County's Chief Privacy Officer of any Exhibit Incidents involving County Information, within forty-eight (48) hours or sooner of detection of the Exhibit Incident. All notifications shall be submitted via encrypted email and telephone.

County Chief Information Security Officer and Chief Privacy Officer email
CISO-CPO_Notify@lacounty.gov

Acting Chief Information Security Officer:
Jeffrey Aguilar
Chief Information Security Officer
320 W Temple, 7th Floor
Los Angeles, CA 90012
(213) 253-5600

Chief Privacy Officer:
Lillian Russell
Chief Privacy Officer
320 W Temple, 7th Floor
Los Angeles, CA 90012
(213) 351-5363

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Departmental Information Security Officer:
Sally Foong
Departmental Information Security Officer
Department of Human Resources
500 W Temple St., #585
Los Angeles, CA 90012
(213) 447-3999
DHR-DISO@hr.lacounty.gov

b. Include the following Information in all notices:
   i. The date and time of discovery of the Exhibit Incident,
   ii. The approximate date and time of the Exhibit Incident,
   iii. A description of the type of County Information involved in the reported Exhibit Incident, and
   iv. A summary of the relevant facts, including a description of measures being taken to respond to and remediate the Exhibit Incident, and any planned corrective actions as they are identified.
   v. The name and contact information for the organizations official representative(s), with relevant business and technical information relating to the Exhibit Incident.

c. Cooperate with the County to investigate the Exhibit Incident and seek to identify the specific County Information involved in the Exhibit Incident upon the County's written request, without charge, unless the Exhibit Incident was caused by the acts or omissions of the County. As Information about the Exhibit Incident is collected or otherwise becomes available to the Contractor, and unless prohibited by law, the Contractor shall provide Information regarding the nature and consequences of the Exhibit Incident that are reasonably requested by the County to allow the County to notify affected individuals, government agencies, and/or credit bureaus.

d. Immediately initiate the appropriate portions of their Business Continuity and/or Disaster Recovery plans in the event of an Exhibit Incident causing an interference with Information Technology operations.

e. Assist and cooperate with forensic investigators, the County, law firms, and and/or law enforcement agencies at the direction of the County to help determine the nature, extent, and source of any Exhibit Incident, and reasonably assist and cooperate with the County on any additional disclosures that the County is required to make as a result of the Exhibit Incident.

f. Allow the County or its third-party designee at the County's election to perform audits and tests of the Contractor's environment that may include, but are not limited to, interviews of relevant employees, review of documentation, or technical inspection of systems, as they relate to the receipt, maintenance, use, retention, and authorized destruction of County Information.

Notwithstanding any other provisions in this Contract and Exhibit, The Contractor shall be (i) liable for all damages and fines, (ii) responsible for all corrective action, and (iii)

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responsible for all notifications arising from an Exhibit Incident involving County Information caused by the Contractor's weaknesses, negligence, errors, or lack of Information Security or privacy controls or provisions.

15. NON-EXCLUSIVE EQUITABLE REMEDY

The Contractor acknowledges and agrees that due to the unique nature of County Information there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach may result in irreparable harm to the County, and therefore, that upon any such breach, the County will be entitled to seek appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to whatever remedies are available within law or equity. Any breach of Section 6 CONFIDENTIALITY shall constitute a material breach of this Contract and be grounds for immediate termination of this Contract in the exclusive discretion of the County.

16. AUDIT AND INSPECTION

a. **Self-Audits.** The Contractor shall periodically conduct audits, assessments, testing of the system of controls, and testing of Information Security and privacy procedures, including, intrusion detection, and firewall configuration reviews. These periodic audits will be conducted by staff certified to perform the specific audit in question at Contractor's sole cost and expense through either (i) an internal independent audit function, (ii) a nationally recognized, external, independent auditor, or (iii) another independent auditor approved by the County.

   The Contractor shall have a process for correcting control deficiencies that have been identified in the periodic audit, including follow up documentation providing evidence of such corrections. The Contractor shall provide a summary of the audit results and any corrective action to the County promptly upon its completion at the County's request. With respect to any other report, certification, or audit or test results prepared or received by the Contractor that contains any County Information, the Contractor shall promptly provide the County with a summary of any failure or exception in the Contractor's Information systems, products, and services, and the corresponding steps taken by the Contractor to mitigate such failure or exception. Any reports and related materials provided to the County pursuant to this Section shall be provided at no additional charge to the County.

b. **County Requested Audits.** At its own expense, the County, or an independent third-party auditor commissioned by the County, shall have the right to audit the Contractor's infrastructure, security and privacy practices, Data center, services and/or systems storing or processing County Information via an onsite inspection no more than once, annually and lasting a duration of no more than 1 week. Upon the County's request, with a minimum of 30 days' notice, the Contractor shall complete a questionnaire regarding Contractor's Information Security and/or program. The County shall pay for the County requested audit unless the auditor finds that the Contractor has materially breached this Exhibit, in which case the Contractor shall bear all costs of the audit**;** and if the audit reveals material non-compliance with this Exhibit, the County may exercise its termination rights underneath the Contract.

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After providing a minimum of 60 days' notice to the Contractor, such audit shall be conducted during the Contractor's normal business hours with reasonable advance notice, in a manner that does not materially disrupt or otherwise unreasonably and adversely affect the Contractor's normal business operations. The County's request for the audit will specify the scope and areas (e.g., Administrative, Physical, and Technical) that are subject to the audit and may include, but are not limited to physical controls inspection, process reviews, policy reviews, evidence of external and internal Vulnerability scans, penetration test results, evidence of code reviews, and evidence of system configuration and audit log reviews. Copies of evidence containing Contractor confidential and internally sensitive information will be provided for either in-person review or remote screen-share and cannot be retained. It is understood that the results may be filtered to remove the specific Information of other Contractor customers such as IP address, server names, etc. The Contractor shall cooperate with the County in the development of the scope and methodology for the audit, and the timing and implementation of the audit. This right of access shall extend to any regulators with oversight of the County. The Contractor agrees to comply with all reasonable recommendations that result from such inspections, tests, and audits within reasonable timeframes.

When not prohibited by regulation, the Contractor will provide to the County a summary of: (i) the results of any security audits, security reviews, or other relevant audits, conducted by the Contractor or a third party; and (ii) corrective actions or modifications, if any, the Contractor will implement in response to such audits.

17. CYBER LIABILITY INSURANCE

See Contract at sub-paragraph 8.25.4.6 (Cyber Liability Insurance).

18. PRIVACY AND SECURITY INDEMNIFICATION

In addition to the indemnification provisions in the Contract, and subject to the terms of the Contract, the Contractor agrees to indemnify, defend, and hold harmless the County, its Special Districts, elected and appointed officers, agents, employees, and volunteers from and against any and all claims, demands liabilities, damages, judgments, awards, losses, costs, expenses or fees including reasonable attorneys' fees, accounting and other expert, consulting or professional fees, and amounts paid in any settlement arising from, connected with, or relating to:

- The Contractor's, or its subcontractor's, violation of any federal and state laws in connection with its accessing, collecting, processing, storing, disclosing, or otherwise using County Information;
- The Contractor's, or its subcontractor's, failure to perform or comply with any terms and conditions of this Contract or related agreements with the County causing unauthorized access of County Information; and/or,
- Any Information loss, breach of Confidentiality, or Exhibit Incident involving any County Information caused by Contractor or its subcontractors that occurs on the Contractor's or subcontractor's systems or networks (including all costs and

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expenses incurred by the County to remedy the effects of such loss, breach of Confidentiality, or Exhibit Incident, which may include (i) providing appropriate notice to individuals and governmental authorities, (ii) responding to individuals' and governmental authorities' inquiries, (iii) providing the option of reasonable level of credit monitoring to individuals, and (iv) conducting litigation and settlements with individuals and governmental authorities).

Notwithstanding the preceding sentences, the County shall have the right to participate in any such defense at its sole cost and expense, except that to the extent that Contractor fails to provide County with a full and adequate defense, as determined by County in its reasonable judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

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ADDENDUM A: SOFTWARE AS A SERVICE (SaaS)

a. **License:** Subject to the terms and conditions set forth in this Contract, including payment of the license fees by to the Contractor, the Contractor hereby grants to County a non-exclusive, non-transferable worldwide County license to use the SaaS, as well as any documentation and training materials, during the term of this Contract to enable the County to use the full benefits of the SaaS and achieve the purposes stated herein.

b. **Business Continuity:** In the event that the Contractor's infrastructure containing or processing County Information becomes lost, altered, damaged, interrupted, destroyed, or otherwise limited in functionality in a way that affects the County's use of the SaaS, The Contractor shall immediately and within twenty-four (24) hours implement the Contractor's Business Continuity Plan, consistent with Section 12 OPERATIONAL MANAGEMENT, BUSINESS CONTINUITY, AND DISASTER RECOVERY, such that the Contractor can continue to provide full functionality of the SaaS as described in the Contract.

   The Contractor will indemnify the County for any claims, losses, or damages arising out of the County's inability to use the SaaS consistent with the Contract and Section 18 PRIVACY AND SECURITY INDEMNIFICATION.

   The Contractor shall include in its Business Continuity Plan service offering, a means for segmenting and distributing IT infrastructure, disaster recovery and mirrored critical system, among any other measures reasonably necessary to ensure business continuity and provision of the SaaS.

   In the event that the SaaS is interrupted, the County Information may be accessed and retrieved within two (2) hours at any point in time. To the extent the Contractor hosts County Information related to the SaaS, the Contractor shall create daily backups of all County Information related to the County's use of the SaaS in a segmented or off-site "hardened" environment in a manner that ensures backups are secure consistent with cybersecurity requirements described in this Contract and available when needed.

c. **Enhancements:** Upgrades, replacements and new versions: The Contractor agrees to provide to County, at no cost, prior to, and during installation and implementation of the SaaS any software/firmware enhancements, upgrades, and replacements which the Contractor initiates or generates that are within the scope of the SaaS and that are made available at no charge to the Contractor's other customers.

   During the term of this Contract, the Contractor shall promptly notify the County of any available updates, enhancements or newer versions of the SaaS and within thirty (30) Days update or provide the new version to the County. The Contractor shall provide any accompanying documentation in the form of new or revised documentation necessary to enable the County to understand and use the enhanced, updated, or replaced SaaS.

   During the Contract term, the Contractor shall not delete or disable a feature or functionality of the SaaS unless the Contractor provides sixty (60) Days advance

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notice and the County provides written consent to delete or disable the feature or functionality. Should there be a replacement feature or functionality, the County shall have the sole discretion whether to accept such replacement. The replacement shall be at no additional cost to the County. If the Contractor fails to abide by the obligations in this section, the County reserves the right to terminate the Contract for material breach and receive a pro-rated refund.

d. **Location of County Information:** The Contractor warrants and represents that it shall store and process County Information only in the continental United States and that at no time will County Data traverse the borders of the continental United States in an unencrypted manner.

e. **Audit and Certification:** The Contractor agrees to conduct an annual System and Organization Controls (SOC 2 type II) audit or equivalent (i.e. The International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) 27001:2013 certification audit or Health Information Trust Alliance (HITRUST) Common Security Framework certification audit) of its internal controls for security, availability, integrity, confidentiality, and privacy. The Contractor shall have a process for correcting control deficiencies that have been identified in the audit, including follow up documentation providing evidence of such corrections. The results of the audit and the Contractor's plan for addressing or resolving the audit findings shall be shared with County's Chief Information Security Officer within ten (10) business days of the Contractor's receipt of the audit results. The Contractor agrees to provide County with the current audit certifications upon request.

f. **Services Provided by a Subcontractor:** Prior to the use of any Subcontractor for the SaaS under this Contract, the Contractor shall notify County of the proposed subcontractor(s) and the purposes for which they may be engaged at least thirty (30) Days prior to engaging the Subcontractor and obtain written consent of the County's Contract Administrator.

g. **Information Import Requirements at Termination:** Within one (1) Day of notification of termination of this Contract, the Contractor shall provide County with a complete, portable, and secure copy of all County Information, including all schema and transformation definitions and/or delimited text files with documented, detailed schema definitions along with attachments in a format to be determined by County upon termination.

h. **Termination Assistance Services:** During the ninety (90) Day period prior to, and/or following the expiration or termination of this Contract, in whole or in part, the Contractor agrees to provide reasonable termination assistance services at no additional cost to County, which may include:

    i. Developing a plan for the orderly transition of the terminated or expired SaaS from the Contractor to a successor;

    ii. Providing reasonable training to County staff or a successor in the performance of the SaaS being performed by the Contractor;

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iii. Using diligent efforts to assist and make available to the County any third-party services then being used by the Contractor in connection with the SaaS; and

iv. Such other activities upon which the Parties may reasonably agree.

ATTACHMENT B

BENEFIT PLAN ADMINISTRATION AND CONSULTING SERVICES				
	Services	**Prorated Implementation Fees**	**Budgeted/Paid Optional Work**	**Fiscal Year Maximum**
Current Contract Costs				
FY 2018-2019	$5,522,859.20	$0.00	$0.00	$5,522,859.20
FY 2019-2020	$5,756,180.77	$0.00	$0.00	$5,756,180.77
FY 2020-2021	$4,174,249.00	$0.00	$40,600.00	$5,416,107.00
FY 2021-2022[1]	$1,672,373.19	$0.00	$0.00	$1,672,373.19
New Contract Costs				
FY 2021-2022[2]	$529,695.50	$0.00	$250,000.00	$779,695.50
FY 2022-2023[3]	$3,673,134.84	$140,724.00	$500,000.00	$4,313,858.84
FY 2023-2024	$6,063,753.68	$281,448.00	$500,000.00	$6,845,201.68
FY 2024-2025	$6,134,103.68	$281,448.00	$500,000.00	$6,915,551.68
FY 2025-2026	$6,063,753.68	$281,448.00	$500,000.00	$6,845,201.68
FY 2026-2027	$6,134,103.68	$281,448.00	$500,000.00	$6,915,551.68
FY 2027-2028[4]	$6,063,753.68	$140,724.00	$500,000.00	$6,704,477.68
FY 2028-2029	$6,134,103.68	$0.00	$500,000.00	$6,634,103.68
FY 2029-2030[5]	$6,063,753.68	$0.00	$500,000.00	$6,563,753.68
FY 2030-2031	$6,134,103.68	$0.00	$500,000.00	$6,634,103.68
FY 2031-2032	$3,073,089.34	$0.00	$250,000.00	$3,323,089.34
New Contract Totals *(rounded to the nearest dollar)*	$56,067,352.00	$1,407,240.00	$5,000,000.00	$62,474,589.00

[1]Current Contract Termination December 31, 2022
[2]New Contract Start Build January 1, 2022
[3]New Contract Go-Live January 1, 2023
[4]First Optional Extended Term January 1, 2028
[5]Second Optional Extended Term January 1, 2030

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Attachment C

CIO ANALYSIS

Peter Loo
ACTING CHIEF INFORMATION OFFICER

BOARD AGENDA DATE:

12/21/2021

This document provides an analysis and recommendations by the Office of the Chief Information Officer pertaining only to "requests concerning the approval of actions related to the management, design, development, acquisition, expansion, or purchase of **automated systems and/or related services**," per Board Policy 6.020, "Chief Information Office Board Letter Approval". This document shall not be construed as endorsement, or a recommendation for approval, of any other items.

SUBJECT:

APPROVAL OF A BENEFIT PLAN ADMINISTRATION AND CONSULTING SERVICES CONTRACT WITH CONDUENT HR SERVICES, LLC

CONTRACT TYPE:

☒ New Contract ☐ Sole Source ☐ Amendment to Contract #: Enter contract #.

SUMMARY:

Description:

This request is for approval of a new Benefit Plan Administration and Consulting Services Contract with Conduent HR Services, LLC for 1) third-party administration of employee benefits plans and a benefits administration and enrollment system; 2) benefits communications consulting; 3) non-discrimination testing consulting; 4) actuarial valuation consulting; and 5) Commuter Benefit Plan Services. The contract term is for six years with two consecutive two-year options and a contract sum not to exceed $62,474,589, including $5,000,000 in Pool Dollars. Conduent, the lead contractor, will provide the system and administration of the employee benefit plans. Conduent will administer the Commuter Benefit Plan with support from subcontractor Edenred. Subcontractor Buck Global, LLC will provide benefits communications consulting and materials, actuarial valuation consulting, and non-discrimination testing consulting.

The Board Letter also recommends delegated authority for the DHR Director of Personnel, or designee, to execute the contract and exercise the extension options, as necessary.

Contract Amount: $62,474,589

APPROVAL OF A BENEFIT PLAN ADMINISTRATION AND CONSULTING SERVICES CONTRACT WITH CONDUENT HR SERVICES, LLC

FINANCIAL ANALYSIS:

10-year Contract costs:

Benefit Plan Administration	$	44,584,845
Benefits Communications Consulting	$	9,111,772
Affordable Care Act Mandate Reporting	$	2,601,972
Non-discrimination Testing Consulting	$	351,750
Actuarial Valuation Consulting	$	824,250
Pool Dollars	$	5,000,000
Total costs:	**$**	**62,474,589**

Notes:

THE 10-YEAR COSTS ABOVE WILL SPAN FROM JANUARY 1, 2022 – DECEMBER 31, 2031. THESE COSTS INCLUDE IMPLEMENTATION, POST IMPLEMENTATION SUPPORT SERVICES, MAINTENANCE, SUPPORT, HOSTING, LICENSING, AND CONSULTING. THE COSTS OF ADMINISTRATIVE, COMMUNICATION AND REGULATORY SERVICES, AND MATERIALS UNDER THE CONTRACT WILL BE PARTIALLY OFFSET BY ADMINISTRATIVE FEES PAID BY PARTICIPATING EMPLOYEES THROUGH PAYROLL DEDUCTIONS. THE REMAINING COSTS WILL BE FULLY OFFSET BY INTRAFUND TRANSFER AND REVENUE BILLINGS TO DEPARTMENTS. FUNDING FOR THE NEW SERVICES WILL BE INCLUDED IN THE FISCAL YEAR 2022-23 RECOMMENDED BUDGET, AND FUNDING FOR SUBSEQUENT YEARS WILL BE INCLUDED IN EACH FISCAL YEAR'S BUDGET.

RISKS:

1. As with any large system implementation project, there are risks in the areas of quality, cost, and schedule. In this case, the technology component of the project will be based on Software as a Service architecture and web-based functionality. DHR has mitigated the quality risks by negotiating a well thought out contract that includes general system requirements, technical system requirements, functional system requirements as well as 70 individual deliverables. Some of the key deliverables include a quality control plan, quality assurance plan, detailed project control document, quarterly customer service reports, corrective action plan, training plan, system environment certification, system documentation and test plans. The contract also includes service level agreements with well-documented contractor response times, resolution times, remedies, and service credits. DHR has also included the requirement for a County Project Manager and a contractor project manager. The cost risk has been mitigated by developing a detailed cost schedule and a not to exceed cost. The schedule risk will be mitigated by following a detailed project plan.
2. Conduent will be the lead contractor and provide the system and administration of employee benefit plans. Conduent will administer the commuter benefit plan with support from subcontractor Edenred. Subcontractor Buck Global, LLC will provide benefits communications consulting and materials, actuarial valuation consulting, and non-discrimination testing consulting. Although a single, consolidated contract for all services described will provide some efficiencies to the County, it is critical that DHR provide strong vendor management practices to Conduent.
3. Unlike the current contract, the new system will not include a voice response component. Because approximately 3,000 County employees currently utilize the voice response functionality, it is important the transition away from the voice response functionality be socialized with the users and managed seamlessly.
4. Because Conduent will be responsible for planning, implementing, testing, hosting, operating, maintaining, and supporting the system, DHR's technical staff will have limited involvement. As

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permitted by the contract, it may be useful to have DHR's technical team familiarize itself with the technology components of the system.

5. The Acting Chief Information Security Officer (CISO) has reviewed the Contract and did not identify any IT security or privacy related issues.

PREPARED BY:

_____ _____

HENRY BALTA, DEPUTY CHIEF INFORMATION OFFICER DATE

APPROVED:

_____ _____

PETER LOO, ACTING COUNTY CHIEF INFORMATION OFFICER DATE

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BOARD LETTER/MEMO – FACT SHEET
OPERATIONS CLUSTER

☒ Board Letter ☐ Board Memo ☐ Other

OPS CLUSTER AGENDA REVIEW DATE	12/1/2021	
BOARD MEETING	12/21/2021	
DELEGATED AUTHORITY BOARD LETTER	☐ Yes ☒ No	
SUPERVISORIAL DISTRICT AFFECTED	2nd	
DEPARTMENT	CEO, DMH, DPH	
SUBJECT	Approval of a request to authorize the Chief Executive Officer, or her designee, to negotiate and execute proposed real estate license agreements with one Department of Mental Health service provider, two Department of Public Health service providers, and Homeboy Industries at the MLK Behavioral Health Center (BHC).	
PROGRAM	The proposed license agreements will allow the DMH service provider, Valley Star Behavioral Health Center, to operate a Crisis Residential Treatment Program at the BHC; the DPH service providers, Healthright 360 and Behavioral Health Serviced, Inc., to operate a Respite and Recovery Center and residential facility at the BHC, and Homeboy Industries to provide food service to the program patients.	
SOLE SOURCE CONTRACT	Yes X No	
	If Yes, please explain why	
DEADLINES/ TIME CONSTRAINTS	Yes. Funding dictates that service providers are up in running before the end of the year.	
COST & FUNDING	Total County compensation: N/A	Funding source: No NCC associated with utilities and maintenance. The estimated cost associated with the delivery of these services will be covered with existing departmental resources and there will be no net County cost impact.
	TERMS (if applicable): The rent is gratis and County to pay all utilities and repairs. For DMH service provider license the term is 3 years with two, 1-year options to extend. For the DPH licenses and the license with Homeboy Industries, the term is 5 years with five, one-year options. The County has the right to terminate at will with a courtesy 30 days' notice.	
PURPOSE OF REQUEST	Approval of the recommended actions will allow the service provider to carry out the DMH service contract for mental health crises residential treatment programs, the service providers to carry out the DPH contracts for a Crisis Residential Treatment Program and Respite and Recovery Center, and Homeboy Industries to provide food for program patients.	
BACKGROUND (include internal/external issues that may exist)	On October 31, 2017, the Los Angeles County Board of Supervisors approved transforming the former Martin Luther King, Jr. General Hospital into a state of the art 505,000 square foot Behavioral Health Center which would provide a continuum of care with integrated residential, outpatient, and supportive services for some of Los Angeles County's most vulnerable populations, including those struggling with mental illness and substance use disorders. The Department of Public Health (DPH) has entered into contracts with service providers for the BHC after a competitive bidding process. Upon completion of a competitive solicitation, DMH has negotiated a contract for Crisis Residential Treatment Program (CRTP) services with Valley Star Behavioral Health, Inc. and expects to execute a service agreement, in the next few weeks. DPH will operate a 99-bed residential facility offering 24-hour, non-medical, short-term, treatment services to those with substance use disorder and a 33-bed Respite and Recovery Center offering a sobering center and residential withdrawal management services. Workforce Development, Aging and Community Services (WDACS) in partnership with DMH and DPH plans to enter into a sole source contract with Homeboy Industries for an industrial kitchen food service program to be located at the BHC. The Service Providers will contract directly with Homeboys Industries and provide funding for the food services. The proposed license is needed so Homeboys Industries can use the County kitchen to prepare the food. There is a desire for Homeboys industries to provide a grab and go service but that service is not covered by the proposed license.	
DEPARTMENTAL AND OTHER CONTACTS	Michael Rodriguez CEO- Real Estate Division 213-974-4246 Mgrodriguez@ceo.lacounty.gov	

County of Los Angeles
CHIEF EXECUTIVE OFFICE
Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
http://ceo.lacounty.gov`

FESIA A. DAVENPORT
Chief Executive Officer

Board of Supervisors
HILDA L. SOLIS
First District

HOLLY J. MITCHELL
Second District

SHEILA KUEHL
Third District

JANICE HAHN
Fourth District

KATHRYN BARGER
Fifth District

December 21, 2021

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**MARTIN LUTHER KING JR. MEDICAL CENTER
BEHAVORIAL HEALTH CENTER LICENSES TO
ONE MENTAL HEALTH RESIDENTIAL TREATMENT PROGRAM PROVIDER,
TWO PUBLIC HEALTH SUBSTANCE USE DISORDER TREATMENT PROVIDERS,
AND HOMEBOY INDUSTRIES
(SECOND DISTRICT) (3 VOTES)**

SUBJECT

Approval of the recommended actions will authorize the County to license the use of the property located at 12021 South Wilmington Avenue, Los Angeles, commonly known as the Martin Luther King Jr. Medical Center (MLK) Behavioral Health Center (BHC), to Homeboy Industries and the following service providers (collectively Service Providers): Department of Public Health: Healthright 360, and Behavioral Health Services, Inc. Department of Mental Health: Valley Star Behavioral Health, Inc.

IT IS RECOMMENDED THAT THE BOARD:

1. Find that the proposed licenses to the Service Providers and Homeboy Industries are categorically exempt from the provisions of the California Environmental Quality Act (CEQA) for the reasons stated in this Board letter and in the record of the project.

2. Pursuant to Government Code section 26227, find that the portions of the BHC proposed to be licensed to the Service Providers and Homeboys Industries are not currently needed for County purposes.

3. Pursuant to Government Code section 26227, find that the programs and services to be provided by the Service Providers and Homeboys Industries are necessary to meet the social needs of the County and serve public purposes which benefit the County.

4. Authorize the Chief Executive Officer, or her designee, to negotiate and execute license agreements (Licenses) with Homeboy Industries and the Service Providers, approved as to form by County Counsel, to occupy their respective premises at the BHC pursuant to the terms and conditions set forth in their respective proposed Licenses.

5. Authorize the Chief Executive Officer, or her designee, to negotiate, approve, and/or execute any ancillary documentation or amendments, approved as to form by County Counsel, which are necessary and appropriate to effectuate the proposed Licenses and to take any other actions necessary and appropriate to implement and effectuate the proposed Licenses.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

On October 31, 2017, the Board approved transforming the former Martin Luther King, Jr. General Hospital into a state of the art 505,000 square foot Behavioral Health Center, which would provide a continuum of care with integrated residential, outpatient, and supportive services for some of Los Angeles County's most vulnerable populations, including those struggling with mental illness and substance use disorders.

The Department of Public Health (DPH) has entered into contracts with Healthright 360 and Behavioral Health Services, Inc. for the BHC after a competitive bidding process. DPH will operate a 99-bed residential facility offering 24-hour, non-medical, short-term, treatment services to those with substance use disorder, and a 33-bed Respite and Recovery Center offering a sobering center and residential withdrawal management services.

Upon completion of a competitive solicitation, the Department of Mental Health (DMH) has negotiated a contract for Crisis Residential Treatment Program (CRTP) services with Valley Star Behavioral Health, Inc. and expects to execute a service agreement. In the next few weeks, DMH's Service Providers will operate a 16-bed program promoting reintegration into the community via recovery oriented individualized plans.

Workforce Development, Aging and Community Services (WDACS), in collaboration with DMH and DPH, plans to enter into a sole source contract with Homeboy Industries for an industrial kitchen food service and a Grab-n-Go retailer endeavor to be located at the BHC. The license with Homeboy Industries, which is the subject of this Board letter, is needed to allow Homeboy Industries to use the County facilities to provide such food service. The proposed license is only for use of the kitchen to prepare and supply food services to the patients and not for the Grab-in-Go nor any WDACS programs. The license for the Grab-n-Go will be presented to your Board for approval at a later date. WDACS is currently exploring ways for its workforce development system to utilize the newly developed MLK BHC industrial kitchen and/or facilities and any on-sight programs to provide employment and training opportunities for the community and those who face barriers to employment. WDACS will collaborate with DMH, DPH, Homeboy Industries, our America Jobs Centers of California (AJCC) system and others to provide workforce training and employment opportunities as appropriate to the facility and the needs of the community. WDACS will collaborate with DMH and DPH on any needed connections

between our AJCC system and Homeboy Industries to ensure there is synergy and interaction in order to provide appropriate workforce development services at the facility.

The proposed licenses are needed to allow the service providers to use County property to provide the services described herein. The proposed License with the DMH Service Provider would have a three-year term with two, one-year options to extend. If the DMH Service Providers exercises all the options, the total proposed License term would be five years. The proposed Licenses with the DPH Service Providers and Homeboy Industries would have five-year terms with five, one-year options to extend. If each of the DPH Service Providers and Homeboy Industries exercises their respective five options, the total proposed License terms would be ten years. The proposed Licenses would have gratis rent and the County would provide utilities and building maintenance. The Service Providers would provide CRTP and substance use disorder services pursuant to separate services agreements that would run concurrently with the term of the Licenses. Homeboy Industries will provide food for those patients seeking services from the Service Providers. It will be very convenient and efficient for Homeboy Industries to provide food to the patients while on site. The Licenses are needed to allow the Service Providers and Homeboy Industries to use County property to provide the specified services.

Implementation of Strategic Plan Goals

The proposed Licenses support the Countywide Strategic Plan Goal of Enhancing Delivery of Comprehensive Interventions by streamlining access to integrated health services (Strategy I.2.2) and integrating substance use disorder treatment services (Strategy I.2.3) by allowing the Service Providers to provide mental health support, and support to those with substance use disorders, in the form of group and individual therapy, education, medication, and case management. Homeboy Industries will assist the Service Providers by providing food to patients receiving services from each Service Provider.

FISCAL IMPACT/FINANCING

The recommended actions have no financial impact to the County as they relate to the approval of gratis license agreements.

While this Board letter is related to gratis license agreements to be provided at no cost, the County will pay all utilities and building maintenance costs associated with the licensed space which will be prorated between the impacted County departments as determined in a future Memorandum of Understanding (MOU) or building maintenance agreement. There is no net County cost associated with utilities or maintenance costs.

Lastly, in addition to the gratis license agreements, there will be a need for service agreements for the delivery of service provided in the gratis space, which is not addressed in this letter and that will happen via a separate action. DMH will provide CRTP services and DPH will provide Respite and Recovery Center as well as Residential services—these services will be provided by contracted providers. The estimated cost associated with the delivery of these services will be covered with existing departmental resources and there will be no net County cost impact.

Furthermore, food services for clients housed at the BHC will be subject to agreements between the DPH and DMH Service Providers and Homeboy Industries with no impact on the County.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Pursuant to Government Code section 26227, the Board has the authority to make available real property not needed for County purposes, to non-profit entities for the operation of programs which serve public purposes and are necessary to meet the social needs of the population of the County. In addition, Government Code section 25537(b) provides authority for the Board to enter into licenses of a duration not exceeding ten years and having monthly rental not exceeding $10,000 without the need for a bidding procedure. The Service Providers will provide much needed mental health and substance abuse support so that individuals can fully integrate into the community and Homeboys Industries will provide food service to those availing themselves of these services.

ENVIRONMENTAL DOCUMENTATION

The proposed Licenses to the Service Providers are categorically exempt from the provisions of CEQA pursuant to State CEQA Guidelines section 15301 (Existing Facilities), and Class 1 of the County of Los Angeles Environmental Document and Reporting Procedures and Guidelines, and none of the exceptions set forth in the State CEQA Guidelines section 15300.2 apply.

The proposed Licenses will comply with all applicable regulations, and there are no cumulative impacts, unusual circumstances, damage to scenic highways, listing on hazardous waste site compiled, pursuant to Government Code section 65962.5, or indications that it may cause a substantial adverse change in the significance of a historical resource that would make the exemption inapplicable.

Upon the Board's approval of the recommended actions, a Notice of Exemption will be filed with the Registrar-Recorder/County Clerk in accordance with section 21152 of the California Public Resources Code.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended action will not have any impact on current services or projects.

CONCLUSION

It is requested that the Executive Office of the Board, return one certified copy of the Minute Order and an adopted, stamped copy of this Board letter to the Chief Executive Office, Real Estate Division at 320 West Temple Street, 7th Floor, Los Angeles, CA 90012, for further processing.

Respectfully submitted,

FESIA A. DAVENPORT
Chief Executive Officer

FAD:JMN:JTC
DL:JLC:MGR:gw

c: Executive Office, Board of Supervisors
County Counsel
Auditor-Controller
Mental Health
Health Services
Public Health
Workforce Development, Aging and Community Services

BOARD LETTER/MEMO – FACT SHEET
OPERATIONS CLUSTER

☒ Board Letter ☐ Board Memo ☐ Other

OPS CLUSTER AGENDA REVIEW DATE	12/1/2021	
BOARD MEETING	12/21/2021	
DELEGATED AUTHORITY BOARD LETTER	☒ Yes ☐ No	
SUPERVISORIAL DISTRICT AFFECTED	Supervisorial Districts 1-5	
DEPARTMENT	Internal Services Department (ISD)	
SUBJECT	Request to purchase a z15 Mainframe server to support County Mainframe Applications for Disaster Recovery and Business Continuity activities.	
PROGRAM	N/S	
SOLE SOURCE CONTRACT	☐ Yes ☒ No	
	If Yes, please explain why: N/A	
DEADLINES/ TIME CONSTRAINTS	The existing z12BC Mainframe server CBU (Capacity back-up) expires on February 4, 2022. New Z15 server must be purchased and provisioned by Feb 4th, 2022. IBM Mainframe section cost pool 110 will be used to fund the purchase.	
COST & FUNDING	Total cost: $ 652,804	Funding source: Technology Division Cost Pool - 110
	TERMS (if applicable): N/A	
	Explanation: Due to the critical nature of the County hosted mainframe applications such as Law Enforcement for Sheriff's, Probation, Court Service, and other external interfaces to JDIC, DMV, Federal and State agencies, request to complete purchase before the expiry deadline.	
PURPOSE OF REQUEST	To replace the existing z12BC Mainframe server that has a CBU (Capacity back-up) expiring on February 4, 2022. This is a hard deadline with no extensions. CBU is set by IBM when the equipment was purchased.	
BACKGROUND (include internal/external issues that may exist)	This purchase is required to replace end of life server (Z12BC) with Z15 Server with a CBU of five years. Z15 Server will be provisioned at LRC (Local Recovery Center) and supports Data Replication, Failover and Disaster Recovery activities for critical Mainframe applications running at the primary site (DC1).	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: • Rumi Salihue, Division Manager, (562) 940-3969, MSalihue@isd.lacounty.gov	

County of Los Angeles
INTERNAL SERVICES DEPARTMENT
1100 North Eastern Avenue
Los Angeles, California 90063

SELWYN HOLLINS
Director

"Trusted Partner and Provider of Choice"

Telephone: (323) 267-2101
FAX: (323) 264-7135

December 21, 2021

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

ACQUISITION OF COMPUTER EQUIPMENT TO REPLACE END-OF-LIFE HARDWARE FOR CUSTOMER HOSTED, COUNTYWIDE AUTOMATED APPLICATIONS IN LOCAL RECOVERY CENTER (ALL DISTRICTS – 3 VOTES)

CIO RECOMMENDATION: APPROVE (X), APPROVE WITH MODIFICATION ( ), DISAPPROVE ( )

SUBJECT

Request approval to purchase computer equipment to meet the needs of County departments.

IT IS RECOMMENDED THAT THE BOARD:

Authorize the Internal Services Department (ISD) to purchase IBM computer equipment for a total capital asset expenditure not to exceed $652,804 to replace end-of-life hardware for ISD's hosted customer applications that will be installed in the Local Recovery Center (LRC), supporting failover and Disaster Recovery for critical applications running at the primary Data Center (DC1).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

ISD acquires computer equipment on an ongoing basis to meet the computer application needs of County departments. Per County Policy P-2710, Board approval is required when individual equipment components exceed $250,000.

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This request is for approval to procure one IBM Z15 server to replace the IBM Z12BC server with Capacity Back-Up (CBU) expiring on February 4, 2022. After the CBU expires, the Z12BC server can no longer be used at full capacity; which will negatively affect Disaster Recovery (DR) environment operations. Mainframe applications owned by departments such as the Sherriff, Superior Courts, Department of Public Works (DPW), District Attorney (DA), Probation, Department of Health Services (DHS), Treasurer Tax Collector (TTC), Auditor-Controller and Assessor will be at high risk in the event of failure without DR capabilities. The new Z15 server will be used to replace the Z12BC server with CBU expiry set for a five-year period. The total cost of this server is not to exceed $652,804.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended action supports the County Strategic Plan Goal III.2.3, Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency to support implementation of technological enhancements and acquisitions that increase efficiency (e.g. infrastructure, software, hardware, applications) including replacement of legacy systems and Strategy III.3, Pursue Operational Effectiveness. The acquisition of this computer equipment is necessary to meet the information technology requirements of the departments served by ISD and supports the County strategic goal for Organizational Effectiveness.

FISCAL IMPACT/FINANCING

ISD has funding for this IBM Z15 server acquisition cost of $652,804 in its Fiscal Year 2021-22 Adopted Budget. ISD recovers all these costs through existing billing charges to customer departments, so there is no change in the billing or cost to them. All costs have been planned, budgeted and approved for this hardware refresh.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The recommended contract includes the County's standard terms and conditions, which have been approved as to form by County Counsel. The contract contains the Board's required contract provisions including those pertaining to consideration of qualified County employees targeted for layoffs as well as qualified GAIN/GROW participants for employment openings, compliance with the Jury Service Ordinance, Safely Surrendered Baby Law, and the Child Support program.

On October 16, 2001, the Board approved the classification categories for fixed assets (now referred to as capital assets) and new requirements for major capital assets purchases requiring County departments to obtain Board approval to purchase ordinance equipment with a unit cost of $250,000 or greater prior to submitting their requisition to

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the County's Purchasing Agent.

In compliance with Board Policy 6.020 "Chief Information Office Board Letter Approval", the Office of the Chief Information Officer (OCIO) reviewed the information technology (IT) components of this request and recommends approval. The OCIO determined this recommended action does not include any new IT items that would necessitate a formal CIO Analysis.

CONTRACTING PROCESS

This procurement falls under the statutory authority of the County's Purchasing Agent and will be accomplished in accordance with the County's Purchasing Policies and Procedures. This brand specific solicitation will be competitively solicited advertised among authorized IBM resellers and awarded to the lowest responsible and responsive bidder.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The Z12BC CBU expires on February 4, 2022. Beyond this date and without the replacement server, mainframe DR operations and DR services to nine County departments (Sheriff, Probation, TTC, DA, DPW, DHS, Superior Courts, Auditor-Controller and Assessor) will be halted. These nine departments have sixteen business-critical applications running on the mainframe to serve the public. Some of the critical applications, such as the County Warrant system, Automated Jail Information system, Adult Probation system, Trail Courts Information system, Secured/Unsecured Tax Roll system, Prosecutor Information Management system, Medical Eligibility system and Property Database system, will be heavily impacted in the event of a disaster. Approval of the recommended contract will allow the County to continue to provide hosting, failover, and DR services for critical applications without interruption.

CONCLUSION

Upon approval by the Board, it is requested that the Executive Office, Board of Supervisors, return one stamped copy of the approved Board letter to ISD as well as two original signed contracts.

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Respectfully submitted,

SELWYN HOLLINS
Director

Reviewed By:

PETER LOO
Acting Chief Information Officer

SH:BC:RS
K:ITSAdmin/SSB/BoardLetters/IBM Z15 Server12.21.21

c: Executive Office, Board of Supervisors
Chief Executive Officer
County Counsel

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