APPENDIX A

STATEMENT OF WORK

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STATEMENT OF WORK (SOW)

1.0 SCOPE OF WORK

Mark Ridley-Thomas Behavioral Health Center

The Los Angeles County (LAC or County) Mark Ridley-Thomas (MRT) Behavioral Health Center (BHC) is one of the first facilities of its kind. Located in the Willowbrook area of LAC, this facility integrates inpatient, outpatient and supportive services for some of the most vulnerable and underserved populations, including those living with mental illness, substance use disorders, and homelessness.

The MRT BHC is the first facility in the County to bring together many different but related services. It houses staff from the LAC Department of Mental Health (DMH or Mental Health), Department of Health Services (DHS or Health Services), Department of Public Health (DPH or Public Health), Probation Department (Probation), and Workforce Development, Aging and Community Services (WDACS). County-contracted agencies are also co-located at the MRT BHC and provide essential services in partnership with County departments.

MRT BHC Facilities Management

The Contractor shall provide and coordinate the integrated facility management services for the MRT BHC located at 12021 Wilmington Ave. Los Angeles, CA 90059. Contractor shall provide full-service facility management services necessary to maintain the building and grounds of the MRT BHC, excluding linen services, security, and food services. Contractor shall run the day-to-day facility, operations, and property to reduce operating costs, improve compliance with all building codes, standards, and regulations, mitigate risk of damage to building, risk of accidents, and maintain overall building safety, maintain the facility in like-new condition, and create a positive experience for staff and all who utilize the facility.

COVID-19 precautions and protocols to deal with COVID positive facilities staff, visitors and residents of the multiple programs on the 3rd, 4th, 5th floors will be provided 30 days prior to starting work by County DMH staff.

2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS

2.1 All changes must be made in accordance with sub-paragraph 8.1 Amendments of the Contract.

3.0 QUALITY CONTROL

The Contractor shall establish and utilize a comprehensive Quality Control Plan (Plan) to assure the County a consistently high level of service throughout the term of the Contract. The Plan shall be submitted to the County's Monitoring Manager, upon request. 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 compliance inspections, audits, and program reviews conducted by the Contractor

3.2.1 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 the County upon request.

4.0 QUALITY ASSURANCE PLAN

The County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in the Contract, Paragraph 8.15, County's Quality Assurance Plan.

4.1 Meetings

Contractor shall attend any meetings that may be called by the County.

4.2 Contract Discrepancy Report (SOW Exhibit 1 of Appendix B)

Verbal notification of a Contract discrepancy will be made to the Facilities Manager or alternate, as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor.

The County Monitoring Manager will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Monitoring Manager within 10 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 Monitoring Manager within 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 the Contractor's performance.

5.0 DEFINITIONS

5.1 Department of Health Services - Second largest municipal health system in the nation. DHS operates as an integrated health system, operating 26 health centers and four acute care hospitals, in addition to providing health care to youth in the juvenile justice system and inmates in the LA County jails.

5.2 Department of Mental Health - The largest county mental health department in the United States that provides mental health services for LAC residents. DMH

directly operates 75 program sites in the County and serves over 250,000 clients annually.

5.3 Department of Public Health - County Department that works to protect and improve health and well-being in the largest county in the United States. With 14 Public Health Centers located throughout LAC, DPH provides free and/or low-cost services to those with no insurance or regular health care provider, including immunizations and communicable disease testing and treatment.

5.4 Probation Department - The largest probation services agency in the United States, and presumably the world. Provides probation services that include the supervision of 12,000 state parolees in the California; the supervision of at-home probation youth; and the supervision of youth in nine residential treatment service facilities (juvenile camps) and three juvenile halls.

5.5 Workforce Development, Aging and Community Services - County Department that provides comprehensive human services in partnership with community leaders, businesses, and private agencies. Assists residents to self-sufficiency, promotes the independence of older persons, provides employment and training, protects elderly and dependent adult victims of abuse and neglect, supports and strengthens communities impacted by hate violence, fosters positive intergroup relations to promote an informed inclusive society, and provides a neutral and impartial forum for the resolution of issues and problems involving the LAC Sheriff's Department.

6.0 RESPONSIBILITIES

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

COUNTY

6.1 Personnel

The County will administer the Contract according to the Contract, Paragraph 6.0, Administration of Contract - County. Specific duties will include:

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

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

6.1.3 Preparing Amendments in accordance with the Contract, Sub-paragraph 8.1 - Amendments.

6.2 Intentionally Omitted

CONTRACTOR

6.3 Facilities Manager

6.3.1 Contractor shall provide a full-time, on-site Facilities Manager and designated alternate(s). Contractor shall provide a telephone number where the Facilities Manager and his/her designee may be reached 24/7/365.

6.3.2 Facilities Manager shall act as a central point of contact with the County.

6.3.3 Facilities Manager shall have, at least, five years of experience managing a facility of similar scope and size.

6.3.4 Facilities Manager and alternate(s) shall have full authority to act for Contractor on all matters relating to the daily operation of the Contract. Facilities Manager and alternate(s) shall be able to effectively communicate in English, both orally and in writing.

6.3.5 Facilities Manager's key functions shall include but are not limited to the following:

1. Facility Needs: Facilities Manager shall understand the building's design as well as the equipment, both medical and not, that is used within and identify the appropriate resources needed. This includes the maintenance and repair of equipment such as elevators. In addition, the Facilities Manager must also oversee policies regarding the removal of hazardous waste and general maintenance programs.

2. Code Compliance: Facilities Manager must know and understand all applicable federal, State, Local Municipal law and ordinances as well as all applicable industry codes and standards from healthcare organizations, such as but not limited to the Americans with Disabilities Act (ADA), requirements from the Environmental Protection Agency (EPA), Occupational Safety and Health Administration (OSHA) and Centers for Disease Control and Prevention (CDC) policies.

3. Day to Day Operations: Facilities Manager shall manage the day to day activities of all Contractor personnel assigned to work at the MRT BHC. Facilities Manager shall coordinate with healthcare professionals and various departmental managers to determine what the facility needs, and shall develop and lead emergency training and drills for all building staff.

4. Finances: Facilities Manager shall track and report to County, upon request, on any and all expenditures including routine preventive and corrective maintenance, repairs, planned replacement, major maintenance, and deferred deficiencies (i.e. backlog reduction). Facilities Manager shall meet budget and schedule commitments;

develop and adhere to an operating budget for the facility and shall understand the facility's overall finances in order to create the budget and shall make the decision on new investments, spending priorities, and negotiate service agreements.

6.3.6 Contractor shall provide a support team that includes a Building Management Systems (BMS) manager who will provide software and support to the program. The Contractor shall schedule preventive maintenance tasks by BMS to assure a uniform and detailed process that includes but is not limited to the following: all required building inspections, equipment and elevator lubrications, any required equipment and elevator tests, and adjustments.

6.4 Personnel

6.4.1 Contractor shall assign a sufficient number of employees/personnel and subcontracted staff to perform the required work in Paragraph 10.0, SPECIFIC WORK REQUIREMENTS. Personnel and subcontractors shall be skilled in various types of facility maintenance to include the service listed in Section 10.0.

6.4.2 Contractor shall conduct background checks on its employees as set forth in sub-paragraph 7.5 of the Contract – Background and Security Investigations. This requirement shall also apply to any subcontracted staff performing work at the MRT BHC.

6.4.3 Contractor's staff shall maintain necessary qualifications in order to accomplish required work, including, but not limited to: access clearances, professional registrations, required licenses, etc.

6.4.4 Contractor shall hire, contract, or subcontract qualified and licensed service technicians to perform repairs and maintenance services stipulated in this SOW. Service Technicians used by the Contractor must be fully qualified in all aspects of maintenance to be performed, including repairs that may become necessary during the term(s) of this Contract.

6.4.5 The Contactor shall have and retain sufficient backup technicians who are qualified in all aspects of equipment repair and services requirements to assume the responsibilities for the maintenance of all building systems and equipment in case of emergency or other unforeseen conditions.

6.5 Identification Badges

6.5.1 Contractor shall ensure its employees are appropriately identified as set forth in sub-paragraph 7.4 of the Contract – Contractor's Staff Identification.

6.6 Materials and Equipment

Contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision, and other items such as necessary PPE (i.e. safety glasses, masks,

work boots, ear plugs, reflective vests, gloves, etc.) as necessary to perform all services, tasks, and functions defined in this Statement of Work (SOW). The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor shall use materials and equipment that are safe for the environment and safe for use by employee(s).

6.7 Training

6.7.1 Contractor shall provide training programs for all new employees and continuing in-service training for all employees and personnel.

6.7.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment. All equipment shall be checked daily for safety. All employees and subcontractors must wear safety and protective gear according to Occupational Safety and Health Administration (OSHA), State of California (State), and LAC standards.

6.7.3 Contractor and County shall coordinate mandatory trainings for all staff that work in County facilities. These may be offered by County and shall include mandatory trainings per federal, State and/or County mandates.

6.8 Contractor's Office

6.8.1 Contractor's Corporate/Administrative Headquarters

Contractor shall identify its corporate/administrative headquarters office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8 a.m. to 5 p.m., Monday through Friday, by at least one employee who can respond to inquiries which may be received about the Contractor's performance of the Contract.

6.8.2 Contractor's On-Site Office

Contractor's Facilities Manager and alternate shall be housed at the MRT BHC where he/she shall receive work order and maintenance requests. An answering service shall be provided to receive calls when staff are out of the office. **The Facilities Manager or alternate shall answer calls received by the answering service within** 24 hours **of receipt of the call for routine requests. Emergent calls shall be answered as soon as reasonably possible.**

7.0 HOURS/DAY OF WORK

7.1 Contractor shall provide comprehensive on-site operations and maintenance services 24 hours per day, seven days per week, and 365 days per year (24/7/365).

8.0 WORK SCHEDULES

8.1 Contractor shall submit a work schedule for Facilities Manager, alternate, and any other lead staff assigned to the MRT BHC to the County within 30 days prior to

starting work. Said work schedules shall be set on an annual calendar. Upon County's request, Contractor shall also identify all the required on-going maintenance tasks and task frequencies.

9.0 UNSCHEDULED WORK

9.1 The County may authorize the Contractor to perform unscheduled work, including, but not limited to, repairs and replacements when the need for such work arises out of extraordinary incidents such as accidental or unanticipated damage, vandalism, acts of God, and third party negligence, or to add to, modify or refurbish existing facilities.

9.2 Prior to performing any unscheduled work, the Contractor shall prepare and submit a written description of the work with an estimate of labor and materials. If the unscheduled work exceeds the Contractor's estimate, the County must approve the excess cost. In any case, no unscheduled work shall commence without written authorization from the County.

9.3 When a condition exists wherein there is imminent danger of injury to the public or damage to property, Contractor shall immediately perform unscheduled work. Contractor shall contact County for approval when reasonably possible, and provide a written estimate within 24 hours for approval. Contractor shall submit an invoice to County within five working days after completion of the work.

9.4 All unscheduled work shall commence on the established specified date. Contractor shall proceed diligently to complete said work within the time allotted.

9.5 The County reserves the right to perform unscheduled work itself or assign the work to another contractor.

10.0 SPECIFIC WORK REQUIREMENTS

10.1 Contractor shall collaborate with County and County-contracted agencies that provide services at the MRT BHC, to provide full-service facility management services necessary to maintain the building and grounds at MRT BHC. Services shall include but are not limited to the following:

10.1.1 Develop Standard Operating Procedures (SOPs) for building systems;

10.1.2 Develop Operations and Maintenance (O&M) protocols from O&M manuals gathered from General Contractor;

10.1.3 Develop and maintain an archive system that includes "as-built" documentation;

10.1.4 Grounds keeping/Landscape Services;

10.1.5 Pest Management and Control Services;

10.1.6 Building and Carpeting Maintenance and Repair;

10.1.7 Plumbing Maintenance and Repair;

10.1.8 HVAC Maintenance and Repair;

10.1.9 Electronic Systems Maintenance and Repair;

10.1.10 Electrical Maintenance and Repair;

10.1.11 Paint Maintenance and Repair;

10.1.12 Fire Alarm Systems;

10.1.13 Equipment Rental;

10.1.14 Utility Management: Electrical, Gas & Oil Utilities;

10.1.15 Thermal Utilities (Steam, Hot Water, Chilled Water);

10.1.16 Bulk Waste Removal;

10.1.17 Elevator Maintenance and Repair;

10.1.18 Asset Resource Management;

10.1.19 Cafeteria and food service equipment repair and/or maintenance tasks;

10.1.20 Shredding Service;

10.1.21 Mail Delivery;

10.1.22 Move Management;

10.1.23 Civil, Electrical, Mechanical, Structural and Life, Fire and Safety Engineering;

10.1.24 Maintenance Planning and Scheduling;

10.1.25 Service Requests and Work Order Dispatch;

10.1.26 Quality Health Safety & Environmental (QHSE) Operations;

10.1.27 Materials/Inventory Management;

10.1.28 Hazardous Materials Management and Disposal;

10.1.29 Budget Management that includes the submission of an annual operating budget; submission of financial reports, upon request; and annual Common Area Maintenance (CAM) reconciliations;

10.1.30 Building Inspections: Identifying and coordinating capital repairs and improvement plans for office buildings and building operating systems;

10.1.31 Tenant Relations: Maintaining regular liaison with building tenants/occupants and resolving building oriented complaints;

10.1.32 Implementing cost control and savings measures to ensure the buildings are operated effectively, efficiently and within budget;

10.1.33 Subcontract Management;

10.1.34 Modification or moving modular office furniture;

10.1.35 Technical Maintenance HVAC, high and low voltage, management of fluid networks, managing security equipment for goods and people;

10.1.36 Facility engineering: managing technical installations to ensure maintainability and reliability;

10.1.37 Monitoring and prevention, 24 hours on call;

10.1.38 Administrative Management: Central shipping and receiving, training, obtain necessary permit, general overhead, management (not performing direct chargeable work);

10.1.39 Computerized Maintenance Management System (CMMS);

10.1.40 Emergency Response Planning that includes leading emergency drills and development of evacuation plans;

10.1.41 Code Compliance;

10.1.42 Preventive Maintenance and Planning: Any planned maintenance activity that is designed to improve equipment life and avoid any unplanned maintenance activity;

10.1.43 Custodial/Janitorial Services;

10.1.44 Other Miscellaneous Services (Elevators, Exterior Window Cleaning, Maintain Key Control Systems, Moving Services, Signage, etc.); and

10.1.45 Parking Management Services: Coordinating and maintaining regular liaison with the LAC DHS to resolve building tenants/occupants parking related issues.

10.2 Service Requests: Contractor shall establish a formal electronic tracking process to receive and respond to both routine and emergency service requests from County and County-contracted service providers located at the MRT BHC. The formal process shall contemplate service requests that may be submitted 24/7/365. Said process should also provide updates to the requestor on the status of the request.

10.2.1 Contractor shall respond to service requests within a reasonable amount of time to prevent any type of service interruption. This includes the use of qualified technicians to complete all work within the response time frames specified, after notice is given to Contractor.

10.3 Disruption of Services: Contractor shall provide reasonable, prior notification to County administration and all service providers on the MRT BHC premises of any disruption of facility building services. Contractor shall coordinate scheduled outages with County administration and provide an anticipated schedule. Outages may include utility outages, road or facility closures, etc. or disruptions caused by any maintenance or construction work (such as blocked access, pest, or herbicide

spraying, HVAC down for service, etc.). Contractor shall notify County of affected downtime due to emergency outages or interruptions.

10.4 Contractor shall report any service requests and/or outages (scheduled or emergency) that involve the physical harm of any person(s) at the MRT BHC. These events shall be reported as soon as possible to County administration and to the affected service provider(s) on the premises. Report shall indicate steps taken to remedy the situation.

11.0 GREEN INITIATIVES

11.1 Contractor shall use reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.

11.2 Contractor shall notify County's Project Manager of Contractor's new green initiatives prior to the contract commencement.

12.0 PERFORMANCE REQUIREMENTS SUMMARY

All listings of services used in the Performance Requirements Summary (PRS), Exhibit 2 of Appendix B (SOW Exhibits), 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 the 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 unless and until incorporated into the Contract.