



OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ROBERT G. LUNA, SHERIFF



December 19, 2023

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 MODEL MASTER AGREEMENT FOR
TEMPORARY PERSONNEL SERVICES
(ALL DISTRICTS) (3 VOTES)**

SUBJECT

The Los Angeles County (County) Sheriff's Department (Department) is seeking Board approval of a Model Master Agreement (Model Agreement) that will be used to execute Master Agreements (Agreements) with qualified vendors to provide as-needed Temporary Personnel Services (Services).

IT IS RECOMMENDED THAT THE BOARD:

1. Approve the attached Model Agreement for the term of January 19, 2024, through January 18, 2028, with an option to extend for three, one-year option periods, for a total term not to exceed seven years.
2. Delegate authority to the Sheriff, or his designee, to execute Agreements substantially similar to the attached Model Agreement with qualified vendors commencing January 19, 2024, or upon execution by the Sheriff, whichever is later, to meet the needs of the Department.
3. Delegate authority to the Sheriff, or his designee, to execute Amendments and Change Notices to the Agreements as set forth throughout the Model Agreement, to:
(1) effectuate modifications which do not materially affect any term of the

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Agreements, (2) add new or revised standard County contract provisions adopted by the Board as required periodically, (3) exercise option terms, (4) effectuate the assignment and delegation/mergers or acquisitions provision, (5) effectuate incremental increases to the Hourly Billable Rates in accordance with the Cost-of-Living Adjustment (COLA) provision of the Model Agreement; and (6) terminate Agreements, either in whole or in part, by the provision of a ten-day written notice.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of the recommended actions will allow the Department to establish Agreements with a pool of qualified vendors to provide the Department with an array of temporary specialized personnel job classifications to fill critical vacancies throughout the Department. The temporary personnel will provide coverage during extended sick and family leave, special projects, and emergencies, thus providing staff flexibility and minimum dislocation of permanent employees.

Implementation of Strategic Plan Goals

The recommended action is consistent with the principles of the County's Strategic Plan, Strategy III.3 – Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability, by effectively maximizing the use of County assets in ways that are fiscally responsible and align with the County's highest priority service delivery needs.

FISCAL IMPACT/FINANCING

The estimated annual cost for the Services is \$100,000. Actual expenditures will be incurred solely on an as-needed basis. Over the term of the Agreements, the Department will request and seek to establish the necessary appropriations in the Department's operating budget to meet the anticipated need for each Fiscal Year. The Department anticipates submitting a request for these appropriations as part of the Fiscal Year 2024-2025 recommended budget.

Payment for all work will be on a fixed hourly billable rate and subject to the total maximum hours specified on each individual work order which must not exceed 90 days or 720 working hours.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The current Model Agreement for Services was approved by the Board on January 24, 2017. The Department has five Agreements that will expire on January 18, 2024.

The Model Agreement was determined to be a Non-Proposition A Agreement due to the Services being used on a part-time, as-needed basis. The Board of Supervisors is authorized under California Government Code Section 31000.4, to obtain temporary Services to assist County agencies and departments during the times of peak workload, temporary absence, or emergency for a period not to exceed 90 working days. This allows the County to enter into service contracts with agencies that provide qualified temporary workers to assist in meeting emergent or unanticipated needs when existing employees are unavailable or when the hiring of fulltime employees to accomplish a temporary task is determined to be not in the County's best interest. The Department will acquire the Services by soliciting work orders to qualified contractors on a rotational basis.

The Living Wage Program (County Code, Chapter 2.201) does not apply to the recommended Model Agreement.

The Model Agreement includes all current County-required provisions, including Jury Service, Safely Surrendered Baby Law, Defaulted Property Tax Reduction Program, Zero Tolerance Policy on Human Trafficking, Fair Chance Employment, Policy of Equity, and Prohibition from Participation in Future Solicitations.

The attached Model Agreement has been approved as to form by County Counsel.

CONTRACTING PROCESS

On August 9, 2023, the Department released a Request for Statement of Qualifications (RFSQ) 714-SH to solicit Statements of Qualifications (SOQs) from vendors to provide Services. The Department posted the solicitation on the County and Department websites with an initial closing date of September 21, 2023.

The RFSQ will remain open until the needs of the Department are met. Upon the Board's approval of the recommended actions, the Sheriff intends to execute Agreement(s) with all qualified vendors.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the Model Agreement will enable the Department to maintain a pool of qualified contractors to deliver uninterrupted Services.

The Honorable Board of Supervisors
December 19, 2023
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CONCLUSION

Upon Board approval, please return a copy of the adopted Board letter to the Department's Contracts Unit.

Sincerely,



ROBERT G. LUNA
SHERIFF

MODEL MASTER AGREEMENT



MASTER AGREEMENT

BY AND BETWEEN

COUNTY OF LOS ANGELES

SHERIFF'S DEPARTMENT

AND



FOR

TEMPORARY PERSONNEL SERVICES

**MASTER AGREEMENT PROVISIONS
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ATTACHMENT

Attachment 1 Statement of Work

EXHIBITS

- Exhibit A County's Administration
- Exhibit B Contractor's Administration
- Exhibit C Safely Surrendered Baby Law
- Exhibit D Contract Discrepancy Report
- Exhibit E Invoice Discrepancy Report
- Exhibit F Personnel Job Classifications
- Exhibit G Sample Work Order
- Exhibit H1 Certification of Employee Status
- Exhibit H2 Certification of No Conflict of Interest
- Exhibit H3 Contractor Acknowledgement and Confidentiality Agreement
- Exhibit I Job Classification Checklist

**MASTER AGREEMENT
BY AND BETWEEN
COUNTY OF LOS ANGELES
SHERIFF'S DEPARTMENT
AND**

**FOR
TEMPORARY PERSONNEL SERVICES**

This Master Agreement, Attachments, and Exhibits made and entered into this _____ day of _____, 20____ by and between the County of Los Angeles (County), Sheriff's Department (Department) and _____ (Contractor) to provide Temporary Personnel Services (Services).

RECITALS

WHEREAS, the County may contract with private businesses for Temporary Personnel Services when certain requirements are met; and

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

WHEREAS, this Master Agreement is therefore authorized under California Codes, Government Code Section 31000 which authorizes the County Board of Supervisors (Board) to contract for special services; and

WHEREAS, the Board has authorized the Sheriff or his designee to execute and administer this Master Agreement; and

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

Attachment 1 and Exhibits A, B, C, D, E, F, G, H1, H2, H3, and I are attached to and form a part of this Master Agreement. 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 this base Master Agreement, Attachment and Exhibits, or between Attachment and Exhibits, such conflict or inconsistency will be resolved by giving precedence first to this Master Agreement and then to the following:

Attachment:

Attachment 1 Statement of Work

Exhibits:

- Exhibit A County's Administration
- Exhibit B Contractor's Administration
- Exhibit C Safely Surrendered Baby Law
- Exhibit D Contract Discrepancy Report
- Exhibit E Invoice Discrepancy Report
- Exhibit F Personnel Job Classifications
- Exhibit G Sample Work Order
- Exhibit H1 Certification of Employee Status
- Exhibit H2 Certification of No Conflict of Interest
- Exhibit H3 Contractor Acknowledgement and Confidentiality Agreement
- Exhibit I Job Classification Checklist

This Master Agreement, Attachment, and the Exhibits hereto constitute the complete and exclusive statement of understanding between the parties, and supersedes all previous Master Agreements, written and oral, and all communications between the parties relating to the subject matter of this Master Agreement. No change to this Master Agreement will be valid unless prepared pursuant to Paragraph 8.1 (Amendments and Change Notices) and signed by both parties.

2.0 DEFINITIONS

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein will be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

2.1 Active Contractor: A Qualified Contractor who is in compliance with the terms and conditions of this Master Agreement and whose evidence of

insurance requirements have been received by the Department and are valid and in effect at the time a Work Order is issued. As used herein, the terms Active Contractor and Contractor may be used interchangeably throughout all Master Agreement documents.

- 2.2 Amendment:** Has the meaning set forth in Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement.
- 2.3 Business Day(s):** Monday through Friday, excluding designated County-observed holidays.
- 2.4 Change Notice:** Has the meaning set forth in Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement
- 2.5 Contractor:** The sole proprietor, partnership, or corporation that has entered into a Master Agreement with the County as identified in the preamble.
- 2.6 Contractor Project Manager:** The person designated by Contractor to administer this Master Agreement operations after this Master Agreement award.
- 2.7 Contractor Staff:** Contractor's employees, consultants, subcontractors, and agents who will be performing task, subtasks, Work, or Services on a fully executed Work Order under this Master Agreement on behalf of Contractor.
- 2.8 County:** County of Los Angeles.
- 2.9 County Project Director:** The person designated by the County to approve all Work Orders and contractual or administrative matters relating to this Master Agreement that cannot be resolved by County Project Manager. All references to County Project Director will mean, "County Project Director or designee," unless otherwise specified.
- 2.10 County Project Manager:** The person designated by County Project Director to manage the day-to-day operations of this Master Agreement. All references to County Project Manager will mean, "County Project Manager or designee," unless otherwise specified.
- 2.11 Day(s):** Calendar Day(s) unless otherwise specified.
- 2.12 Fiscal Year:** The 12-month period beginning July 1st and ending the following June 30th.
- 2.13 Hourly Billable Rate:** The fully burdened hourly billable rates of compensation as set forth in Exhibit F (Personnel Job Classifications) to this Master Agreement. Each rate includes all direct and indirect costs (including any applicable taxes, out of pocket expenses, and mileage), overhead, and administrative expenses attributable to each hour worked.
- 2.14 Master Agreement:** The County's standard agreement/contract executed between the County and individual Contractors. It sets forth the terms and

conditions for the issuance and performance of Work Orders, and otherwise governs, all Services provided under this Master Agreement.

- 2.15 Qualified Contractor:** A Contractor who has submitted a Statement of Qualifications (SOQ) in response to the County's Request for Statement of Qualifications (RFSQ); has met the minimum mandatory qualifications listed in the RFSQ, and has an executed Master Agreement with the Department.
- 2.16 Request For Statement of Qualifications (RFSQ):** A solicitation based on establishing a pool of qualified Vendors to provide Services through Master Agreements.
- 2.17 Sheriff:** The elected official who is the Sheriff of the County. All references to Sheriff will mean, "Sheriff or designee," unless otherwise specified.
- 2.18 Statement of Qualifications (SOQ):** A Contractor's response to an RFSQ.
- 2.19 Statement of Work (SOW):** The document that provides a written description of tasks, subtasks, directions, deliverables, goods, Services and other Work required by the County under this Master Agreement, as set forth in Attachment 1 (Statement of Work) to this Master Agreement, including all Exhibits and any fully executed Amendments and Change Notices.
- 2.20 Term:** Has the meaning set forth in Paragraph 4.0 (Term of Master Agreement).
- 2.21 Timecard:** A daily and weekly record verified and signed by unit supervisor validating hours and days worked by Contractor Staff.
- 2.22 Work:** Any and all tasks, subtasks, deliverables, goods, and other Services performed by or on behalf of Contractor including the Work required pursuant to this Master Agreement, including all Attachments and Exhibits, and all fully executed Amendments and Change Notices.
- 2.23 Work Order:** A subordinate agreement executed wholly within and subject to the provisions of this Master Agreement, for the performance of tasks and/or provision of deliverables as described in a specification or a statement of work. No Work will be performed by Contractors except in accordance with validly executed Work Order.

3.0 WORK

- 3.1 Pursuant to the provisions of this Master Agreement, Contractor must fully perform, complete and deliver on time, all tasks, deliverables, Services and other Work as set forth in this Master Agreement, including Attachment 1 (Statement of Work), and any fully executed Work Order.
- 3.2 Department procedures for issuing and executing Work Orders are as set forth in Paragraph 3.0 (Work) of Attachment 1 (Statement of Work) to this Master Agreement.
- 3.3 Active Contractors will be issued Work Orders on an as-needed rotational basis in accordance with Contractor's qualifications to provide the

requested personnel job classification as specified in Exhibit I (Job Classification Checklist) to this Master Agreement. However, based on the needs of the County, the Department has the sole discretion to issue a Work Order to any of the Active Contractors.

- 3.4 Work Orders must conform to Exhibit G (Sample Work Order) to this Master Agreement.
- 3.5 If Contractor provides any task, deliverable, Service, or other Work to the County other than what is specified in this Master Agreement without a fully executed Work Order, and/or utilizes other than approved Contractor Staff, and/or goes beyond the scope of the Work Order, and/or goes beyond the expiration date, and/or exceeds the maximum working days or maximum working hours specified in the fully executed Work Order as originally written or modified in accordance with Paragraph 8.1 (Amendments and Change Notices), these will be gratuitous efforts on the part of Contractor for which Contractor will have no claim whatsoever against the County.
- 3.6 Contractor acknowledges that, subject to this Paragraph 3.0 (Work), all Work performed under this Master Agreement, including pursuant to any fully executed Amendments and Change Notices, is payable in arrears on a monthly basis in accordance with the terms and conditions of this Master Agreement.
- 3.7 Contractor must be available to meet the Department's start date specified in each Work Order. Inability of Contractor to comply with the start date may be cause for disqualification of Contractor from that particular Work Order as determined in the sole discretion of County Project Director.
- 3.8 In the event Contractor defaults three times under Paragraph 3.7 above, within a given County Fiscal Year, then the County may terminate this Master Agreement pursuant to Paragraph 8.42 (Termination for Default) below.
- 3.9 All Work must be provided solely as specified under this Master Agreement and in accordance with a fully executed Work Order and must receive the written approval of County Project Director in order to qualify for payment.
- 3.10 The Department reserves the right to add and/or delete personnel job classifications in Exhibit F (Personnel Job Classification) to this Master Agreement throughout the Term of this Master Agreement in accordance with Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement.
- 3.11 The execution of a Master Agreement does not guarantee a Contractor any minimum amount of Work. The County does not promise, warrant, or guarantee that the County will utilize any particular level of Contractor's Services, or any Services at all, during the Term of this Master Agreement. The determination as to the need for Services will rest solely within the discretion of the Department.

4.0 TERM OF MASTER AGREEMENT

- 4.1 This Master Agreement(s) will commence on January 19, 2024, or upon the date of its execution by the Sheriff as authorized by the Board, whichever is later, and will terminate on January 18, 2028, unless sooner extended or terminated, in whole or in part, as provided in this Master Agreement.
- 4.2 The County will have the sole option to extend this Master Agreement for up to three one-year option periods, for a maximum total Master Agreement Term not to exceed seven years. Each such option period will be exercised at the sole discretion of the Sheriff as authorized by the Board, and will be in the form of a written Amendment in accordance with Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement.
- 4.3 The County maintains a database that tracks/monitors Contractor performance history. Information entered into the database may be used for a variety of purposes, including determining whether the County will exercise a Master Agreement Term option period.
- 4.4 Contractor must notify the Department when this Master Agreement is within six months from the expiration of the Term as provided for hereinabove. Upon occurrence of this event, Contractor must send written notification to the Department at the address provided in Exhibit A (County's Administration) to this Master Agreement.

5.0 CONTRACT SUM

5.1 Total Contract Sum

Contractor will not be entitled to any payment by the County under this Master Agreement except pursuant to validly executed and satisfactorily performed Work Order. In each year of this Master Agreement, the total of all amounts actually expended by the County hereunder ("maximum annual expenditures") may not exceed amounts allocated to the Department by the Board in their approved budgets. The County has sole discretion to expend some, all, or none of such budgeted amounts. The sum of such annual expenditures for the duration of this Master Agreement is the Contract Sum.

5.2 Written Approval for Reimbursement

Contractor will 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 entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, will occur only with the County's express prior written approval.

5.3 Budget Reductions

In the event that the Board adopts, in any Fiscal Year, a County Budget which provides reductions in the salaries and benefits to the majority of County employees and imposes similar reductions with respect to County contracts, the County reserves the right to reduce its payment obligation under this Master Agreement correspondingly for that Fiscal Year and any subsequent Fiscal Year during the Term of this Master Agreement (including any option terms), and the Services to be provided by Contractor under this Master Agreement will also be reduced correspondingly. The County's notice to Contractor regarding said reduction in payment obligations will be provided within 30 Days of the Board's approval of such actions. Except as set forth in the preceding sentence, Contractor must continue to provide all of the Services set forth in this Master Agreement.

5.4 No Payment for Services Provided Following Expiration/Termination of Master Agreement

5.4.1 Contractor will have no claim against the 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 Master Agreement. Should Contractor receive any such payment it will immediately notify the County and must immediately repay all such funds to the County. Payment by the County for Services rendered after expiration/termination of this Master Agreement will not constitute a waiver of the County's right to recover such payment from Contractor.

5.4.2 Notwithstanding the above, Contractor will be entitled to payment for Services that is satisfactorily completed after the expiration or termination of this Master Agreement, provided that such Services are pursuant to a Work Order that is validly executed during the Term of this Master Agreement. This provision will survive the expiration or termination of this Master Agreement.

5.5 Invoices and Payments

5.5.1 Contractor must invoice the County only for providing the tasks, deliverables, Services, and Work as specified in Attachment 1 (Statement of Work) to this Master Agreement pursuant to a fully executed Work Order. Contractor must separately invoice the County for each Work Order.

5.5.2 Payment for all Work will be based on a fixed Hourly Billable Rate as specified in Exhibit F (Personnel Job Classifications) to this Master Agreement and subject to the total maximum amount specified on each fully executed Work Order less any amounts assessed in accordance with Paragraph 8.25 (Liquidated Damages). The Hourly Billable Rates will remain fixed and firm for the Term of this Master Agreement, unless amended at the

Department's discretion, in accordance with Paragraph 5.6 (Cost of Living Adjustments), pursuant to Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement.

- 5.5.3 The County will not pay Contractor for any overtime premiums, travel expenses, meals, lodging, holidays, vacation, sick leave, per diem, or miscellaneous expenses, etc.

5.5.4 Submission of Invoices

- a. Invoices under this Master Agreement must be submitted to County Project Director at the address set forth in the Work Order within 15 Days following each month of Services provided.
- b. The County will submit payment to Contractor within 30 Days after receipt of a Department approved invoice.

5.5.5 Invoice Content

The period of performance specified in Contractor's invoice(s) must coincide with the period of performance specified in the applicable Work Order.

Each invoice submitted must include, at a minimum, the following:

- Invoice number;
- Invoice date;
- Contractor's name, address, and telephone number;
- County Work Order number;
- County Master Agreement number;
- Period of performance of Work being invoiced;
- Name(s) of Contractor Staff who performed the Work and personnel job classification assignment;
- Copy of individual weekly Timecard for the pay period identified on invoice;
- Number of hours and days worked for each Contractor's Staff and the Hourly Billable Rate(s) as specified in the Work Order and in accordance with Exhibit F (Personnel Job Classification) to this Master Agreement;
- Total amount of the invoice; and
- Copy of fully executed Work Order.

5.5.6 Approval of Invoices

All invoices submitted by Contractor for payment must receive the written approval of County Project Director, who will be responsible for a detailed evaluation of Contractor's performance, before

payment of invoice(s) is permitted. In no event will the County be liable or responsible for any payment prior to such written approval. Contractor will not be entitled to any payment by the County under this Master Agreement except pursuant to a validly executed and satisfactorily performed Work Order.

5.5.7 County’s Right to Withhold

In addition to any rights of the County provided in this Master Agreement, or at law or in equity, the County may, upon notice to Contractor, withhold payment for any Work while Contractor is in default hereunder, or at any time that Contractor has not provided the County approved Work.

5.5.8 Invoice Discrepancy Report

County Project Manager will review all invoices for any discrepancies and issue an Invoice Discrepancy Report (IDR), attached hereto as Exhibit E (Invoice Discrepancy Report) to this Master Agreement, to Contractor within five Business Days of receipt of invoice if payment amounts are disputed. Contractor must review the disputed charges and submit to County Project Manager a written explanation detailing the basis for the charges within five Business Days of receipt of the IDR from County Project Manager. If County Project Manager does not receive a written response from Contractor within five Business Days of the County’s notice to Contractor of an IDR, then payment will be made by the County, less the disputed charges. None of the foregoing will preclude the County from seeking remedy from Contractor for invoice discrepancies discovered at any time during the Term of this Master Agreement

5.5.9 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 15 Days after receipt of an undisputed invoice.

5.6 Cost of Living Adjustments (COLA)

If requested by Contractor, the Master Agreement’s Hourly Billable Rates may be, at the sole discretion of the County, 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 12-month period preceding this Master Agreement anniversary date, which will be the effective date for any COLA.

However, any increase must not exceed the general salary movement granted to County employees as determined by the Chief Executive Office as of each July 1 for the prior 12-month period. Furthermore, should fiscal circumstances ultimately prevent the Board from approving any increase in County employee salaries, no COLA will be granted.

Before any COLA increase will take effect and become part of this Master Agreement, a written Amendment to this Master Agreement must be formally approved by the County and executed by the parties.

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

- 5.7.1 The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or Services provided under a Master Agreement with the County will be direct deposit or EFT, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).
- 5.7.2 Contractor must 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 direct deposit or EFT will supersede this requirement with respect to those payments.
- 5.7.4 At any time during the duration of this Master Agreement, a 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 contracting department(s), will decide whether to approve exemption requests.

6.0 ADMINISTRATION OF MASTER AGREEMENT – COUNTY

A listing of all County Administration referenced in the following Paragraphs are designated in Exhibit A (County's Administration) to this Master Agreement. The County will notify Contractor in writing of any change in the names or addresses shown.

6.1 County Project Director

The responsibilities of County Project Director may include, but not limited to, the following:

- a. County Project Director is the approving authority for all individual Work Order solicitations and executions, and
- b. Ensuring that the objectives of this Master Agreement are met, and
- c. Providing direction to Contractor, in areas relating to County policy, information requirements, and procedural requirements.

6.2 County Project Manager

County Project Manager is the Contractor's chief contact person with respect to the day-to-day administration of this Master Agreement. County Project Manager will prepare all Work Orders and generally be the first person for Contractor to contact with any questions.

The responsibilities of the County Project Manager may include, but not limited to, the following:

- a. Preparing Work Orders,
- b. Monitoring the Work of Contractor Staff assigned to the executed Work Order and ensuring that this Master Agreement's objectives are met,
- c. Inspecting any and all tasks, deliverables, goods, Services, or other Work provided by or on behalf of Contractor,
- d. County Project Manager will issue Contract Discrepancy Reports in accordance with Paragraph 7.0 (Contract Discrepancy Report) of Attachment 1 (Statement of Work) to this Master Agreement. A sample of the Contract Discrepancy Report is attached as Exhibit D (Contract Discrepancy Report) to this Master Agreement,
- e. County Project Manager will issue Invoice Discrepancy Reports in accordance with Paragraph 5.5.8 (Invoice Discrepancy Report) of this Master Agreement, and
- f. County Project Manager will approve all invoices for payment.

7.0 ADMINISTRATION OF MASTER AGREEMENT - CONTRACTOR

7.1 Contractor Project Manager

- 7.1.1 Contractor Project Manager is designated in Exhibit B (Contractor's Administration) to this Master Agreement. Contractor must notify the County in writing of any change in the name or address of Contractor Project Manager.
- 7.1.2 Contractor Project Manager will be responsible for Contractor's day-to-day activities as related to this Master Agreement and will coordinate with County Project Manager on a regular basis with respect to all active Work Orders.
- 7.1.3 Contractor Project Manager will be responsible for Contractor's performance of all Work and ensuring Contractor's compliance with this Master Agreement.

- 7.1.4 Contractor Project Manager must monitor Contractor Staff performance and delivery of required Work as specified in the executed Work Order.
- 7.1.5 During the Term of this Master Agreement, Contractor Project Manager must be available to meet and confer with County Project Director at least monthly, in person or by phone, to review Work progress and discuss Work coordination.

7.2 Contractor's Authorized Official(s)

- 7.2.1 Contractor's Authorized Official(s) are designated in Exhibit B (Contractor's Administration) to this Master Agreement. Contractor must promptly notify County in writing of any change in the name(s) or address(es) of Contractor's Authorized Official(s).
- 7.2.2 Contractor represents and warrants that all requirements of Contractor have been fulfilled to provide actual authority to such officials to execute documents under this Master Agreement on behalf of Contractor.

7.3 Approval of Contractor's Staff

The County has the absolute right to approve or disapprove all of Contractor Staff performing Work hereunder and any proposed changes in Contractor Staff, including Contractor Project Manager. For any changes to Contractor Project Manager, Contractor must provide the County with a resume of each proposed substitute, list of references which verify proposed substitute meets the Minimum Mandatory Qualifications, and an opportunity to interview such person prior to any staff substitution, when requested by the County.

7.4 Contractor's Staff Identification

- 7.4.1 Contractor is responsible for ensuring that Contractor Staff have obtained a County ID badge from County Project Manager prior to commencement of Work in a County facility.
- 7.4.2 All of Contractor Staff assigned to County facilities are required to visibly display a County Identification (ID) badge on their person at all times.
- 7.4.3 Contractor Staff may be asked to leave a County facility by a County representative if they do not have the proper County ID badge on their person.
- 7.4.4 If County requests the removal of Contractor Staff or if Contractor Staff has terminated employment with Contractor, Contractor must retrieve and return County ID badge to the County on the next Business Day after Contractor Staff has been removed from working on this Master Agreement.

7.5 Background and Security Investigations

- 7.5.1 Each of Contractor's staff performing Services under this Master Agreement must undergo and pass a background investigation to the satisfaction of the County as a condition of beginning and continuing to perform Services under this Master Agreement. The background investigation will be administered by the Department and may include, but will not be limited to, criminal conviction information obtained through a Driver License check or through fingerprints submitted to the California Department of Justice to include state, local, and federal-level review.
- 7.5.2 The County Project Director will schedule the background investigations with the Department's Civilian Background Unit. All fees associated with obtaining the background information are borne by Contractor regardless of whether Contractor Staff passes or fails the background clearance investigation. The County will not provide to Contractor or to Contractor Staff any information obtained through the County's background investigation.
- 7.5.3 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.5 (Background and Security Investigations) will not relieve Contractor of its obligation to complete all Work in accordance with the terms and conditions of this Master Agreement.

7.6 Confidentiality

- 7.6.1 Contractor must 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.
- 7.6.2 Contractor must indemnify, defend, and hold harmless the County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this Paragraph 7.6, as determined by the County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 7.6 will be conducted by Contractor and performed by counsel selected by Contractor and approved by the County. Notwithstanding the preceding sentence, the County will have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails

to provide the County with a full and adequate defense, as determined by the County in its sole judgment, the County will be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by the County in doing so. Contractor will not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of the County without the County's prior written approval.

- 7.6.3 Contractor must inform all its officers, employees, agents and subcontractors providing Services hereunder of the confidentiality provisions of this Master Agreement.
- 7.6.4 Contractor must sign and adhere to the provisions of Exhibit H3 (Contractor Acknowledgement and Confidentiality Agreement) to this Master Agreement.

8.0 STANDARD TERMS AND CONDITIONS

8.1 Amendments and Change Notices

- 8.1.1 The Board or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions to this Master Agreement during the Term of this Master Agreement. The County reserves the right to add and/or change such provisions as required by the Board or Chief Executive Officer. To implement such orders, an Amendment to this Master Agreement must be prepared and executed by Contractor and Sheriff.
- 8.1.2 For any change which does not materially affect the scope of Work, Term, price, payments, or any other term or condition of this Master Agreement, including any addition or deletion of temporary Personnel Job Classifications set forth in Exhibit F (Personnel Job Classifications) to this Master Agreement, a Change Notice to this Master Agreement will be executed by County Project Director and Contractor Project Manager.
- 8.1.3 For any change which materially affects the scope of Work, Term, price, payments, or any other term or condition of this Master Agreement, an Amendment to this Master Agreement will be executed by Contractor and the Board.
- 8.1.4 Notwithstanding Paragraphs 8.1.1 through 8.1.3 above, the Sheriff is specifically authorized to prepare and execute Amendments on behalf of the County to: (a) exercise any option period of this Master Agreement as defined in Paragraph 4.0 (Term of Master Agreement), (b) effectuate modifications pursuant to Paragraph 8.2 (Assignment and Delegation/Mergers or Acquisitions) below, and (c) effectuate incremental increases to the Hourly Billable Rates in accordance with Paragraph 5.6 (Cost-of-Living Adjustment (COLA)) above.

8.2 Assignment and Delegation/Mergers or Acquisitions

- 8.2.1 Contractor must notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If Contractor is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers.
- 8.2.2 Contractor must not assign, exchange, transfer, or delegate its rights or duties under this Master Agreement, whether in whole or in part, without the prior written consent of the County, in its discretion, and any attempted assignment, delegation, or otherwise transfer of its rights or duties, without such consent will be null and void. For purposes of this Paragraph, County consent will require a written Amendment to this Master Agreement, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Master Agreement will be deductible, at the County's sole discretion, against the claims, which Contractor may have against the County.
- 8.2.3 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 the County's express prior written approval, will be a material breach of this Master Agreement which may result in the termination of this Master Agreement. In the event of such termination, the County will be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

8.3 Authorization Warranty

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

8.4 Complaints

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

- 8.4.1 Within ten Business Days after this Master Agreement effective date, Contractor must provide the County with Contractor's policy for receiving, investigating and responding to user complaints.
- 8.4.2 The County will review Contractor's policy and provide Contractor with approval of said plan or with requested changes.
- 8.4.3 If the County requests changes in Contractor's policy, Contractor must make such changes and resubmit the plan within ten Business Days for County approval.
- 8.4.4 If, at any time, Contractor wishes to change Contractor's policy, Contractor must submit proposed changes to the County for approval before implementation.
- 8.4.5 Contractor must preliminarily investigate all complaints and notify County Project Manager of the status of the investigation within ten Business Days of receiving the complaint.
- 8.4.6 When complaints cannot be resolved informally, a system of follow-through will be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.4.7 Copies of all written responses must be sent to County Project Manager within ten Business Days of mailing to the complainant.

8.5 Compliance with Applicable Laws

- 8.5.1 In the performance of this Master Agreement, Contractor must comply with all applicable federal, state and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Master Agreement are hereby incorporated herein by reference.
- 8.5.2 Contractor must indemnify, defend, and hold harmless the County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to 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 the County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 8.5 (Compliance with Applicable Laws) will be conducted by Contractor and performed by counsel selected by Contractor and approved by the County. Notwithstanding the preceding sentence, the County will have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide the County with a full and adequate defense, as determined by the

County in its sole judgment, the County will be entitled to retain its own counsel, including, without limitation, County counsel, and reimbursement from Contractor for all such costs and expenses incurred by the County in doing so. Contractor will 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 the County without the County's prior written approval.

8.6 Compliance with Civil Rights Laws

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 will, 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 Master Agreement or under any project, program, or activity supported by this Master Agreement. Additionally, Contractor certifies to the County:

- a. That Contractor has a written policy statement prohibiting discrimination in all phases of employment.
- b. That Contractor periodically conducts a self-analysis or utilization analysis of its work force.
- c. That Contractor has a system for determining if its employment practices are discriminatory against protected groups.
- d. Where problem areas are identified in employment practices, Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.

8.7 Compliance with County's Jury Service Program

8.7.1 Jury Service Program: This Master Agreement is subject to the provisions of the 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](#).

8.7.2 Written Employee Jury Service Policy

- a. Unless Contractor has demonstrated to the 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 must have and adhere to a written policy that provides that its Employees will 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.

- b. For purposes of this Paragraph, "Contractor" means a person, partnership, corporation, or other entity which has a Master Agreement 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 County Master Agreements or subcontracts. "Employee" means any California resident who is a full-time employee of Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: (a) the lesser number is a recognized industry standard as determined by the County, or (b) 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 90 Days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform Services for the County under the Master Agreement, the subcontractor will also be subject to the provisions of this Paragraph. The provisions of this Paragraph will be inserted into any such subcontract agreement and a copy of the Jury Service Program must be attached to the agreement.
- c. If Contractor is not required to comply with the Jury Service Program when this Master Agreement commences, Contractor will have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor must immediately notify the 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 must immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during this Master Agreement and at its sole discretion, that Contractor demonstrate to the 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.
- d. Contractor's violation of this Paragraph 8.7.2 may constitute a material breach of this Master Agreement. In the event of such material breach, the County may, in its sole discretion, terminate this Master Agreement and/or bar Contractor from an award of future County contracts for a period of time consistent with the seriousness of the breach.

8.8 Conflict of Interest

- 8.8.1 No County employee whose position with the County enables such employee to influence the award of this Master Agreement or any competing Master Agreement, and no spouse or economic dependent of such employee, will be employed in any capacity by Contractor or have any other direct or indirect financial interest in this Master Agreement. No officer or employee of Contractor who may financially benefit from the performance of Work hereunder will in any way participate in the County's approval, or ongoing evaluation, of such Work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such Work.
- 8.8.2 Contractor must comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the Term of this Master Agreement. 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 must immediately make full written disclosure of such facts to the County. Full written disclosure must 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 8.8 (Conflict of Interest) will be a material breach of this Master Agreement.

8.9 Consideration of Hiring County Employees Targeted for Layoffs or are on a County Re-employment List

Should Contractor require additional or replacement personnel after the effective date of this Master Agreement to perform the Services set forth herein, Contractor must 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 Master Agreement.

8.10 Consideration of Hiring GAIN/GROW Participants

- 8.10.1 Should Contractor require additional or replacement personnel after the effective date of this Master Agreement, Contractor will give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet Contractor's minimum qualifications for the open position. For this purpose, consideration will mean that Contractor will interview qualified candidates. The County will refer GAIN/GROW participants by job category to Contractor. Contractors must 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.

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

8.11 Contractor Responsibility and Debarment

8.11.1 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 this Master Agreement. It is the County's policy to conduct business only with responsible Contractors.

8.11.2 Chapter 2.202 of the County Code

Contractor is hereby notified that, in accordance with [Chapter 2.202 of the County Code](#), if the County acquires information concerning the performance of Contractor on this or other Master Agreements which indicates that Contractor is not responsible, the County may, in addition to other remedies provided in this Master Agreement, 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 years but may exceed five years or be permanent if warranted by the circumstances, and terminate any or all existing Contracts Contractor may have with the County.

8.11.3 Non-responsible Contractor

The County may debar a Contractor if the Board finds, in its discretion, that Contractor has done any of the following: (a) violated a term of a Master Agreement with the County or a nonprofit corporation created by the County, (b) committed an act or omission which negatively reflects on Contractor's quality, fitness or capacity to perform a Master Agreement with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (c) committed an act or offense which indicates a lack of business integrity or business honesty, or (d) made or submitted a false claim against the County or any other public entity.

8.11.4 Contractor Hearing Board

- a. 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.

- b. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Contractor and/or Contractor's representative will be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board will prepare a tentative proposed decision, which will contain a recommendation regarding whether Contractor should be debarred, and, if so, the appropriate length of time of the debarment. Contractor and the Department will be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.
- c. 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 will be presented to the Board. The Board will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- d. If a Contractor has been debarred for a period longer than five years, that Contractor may after the debarment has been in effect for at least five years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Contractor has adequately demonstrated one or more of the following: (a) elimination of the grounds for which the debarment was imposed; (b) a bona fide change in ownership or management; (c) material evidence discovered after debarment was imposed; or (d) any other reason that is in the best interests of the County.
- e. The Contractor Hearing Board will consider a request for review of a debarment determination only where: (a) Contractor has been debarred for a period longer than five years; (b) the debarment has been in effect for at least five years; and (c) 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 will conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing will be conducted and the request for review decided by the Contractor

Hearing Board pursuant to the same procedures as for a debarment hearing.

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

8.11.5 Subcontractors of Contractor

These terms will also apply to subcontractors of County Contractors.

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

Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. Contractor understands that it is the County's policy to encourage all County Contractors to voluntarily post Exhibit C (Safely Surrendered Baby Law) 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:

<https://laCounty.gov/residents/family-services/child-safety/safe-surrender/>.

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

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

8.13.2 As required by the [County's Child Support Compliance Program \(County Code Chapter 2.200\)](#) and without limiting Contractor's duty under this Master Agreement to comply with all applicable provisions of law, Contractor warrants that it is now in compliance and will during the Term of this Master Agreement maintain 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 will 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).

8.14 County's Quality Assurance Plan

The County or its agent(s) will monitor Contractor's performance under this Master Agreement on not less than an annual basis. Such monitoring will include assessing Contractor's compliance with all Master Agreement terms and conditions and performance standards. Contractor deficiencies which the County determines are significant or continuing and that may place performance of this Master Agreement in jeopardy if not corrected will be reported to the Board and listed in the appropriate Contractor performance database. The report to the Board will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Master Agreement or impose other penalties as specified in this Master Agreement.

8.15 Damage to County Facilities, Buildings or Grounds

8.15.1 Contractor must repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or employees or agents of Contractor. Such repairs must be made immediately after Contractor has become aware of such damage, but in no event later than 30 Days after the occurrence.

8.15.2 If Contractor fails to make timely repairs, the County may make any necessary repairs. All costs incurred by the County, as determined by the County, for such repairs must be repaid by Contractor by cash payment upon demand.

8.16 Employment Eligibility Verification

8.16.1 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 Master Agreement meet the citizenship or alien status requirements set forth in federal and state statutes and regulations. Contractor must 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 must retain all such documentation for all covered employees for the period prescribed by law.

8.16.2 Contractor must indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against Contractor or the

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 Master Agreement.

8.17 Counterparts and Electronic Signatures and Representations

8.17.1 This Master Agreement may be executed in two or more counterparts, each of which will be deemed an original but all of which together will constitute one and the same Master Agreement. The facsimile, email or electronic signature of the parties will be deemed to constitute original signatures, and facsimile or electronic copies hereof will be deemed to constitute duplicate originals.

8.17.2 The County and Contractor hereby agree to regard electronic representations of original signatures of authorized official(s) of each party, when appearing in appropriate places on the Amendments and Change Notices prepared pursuant to Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement and received via communications facilities (facsimile, email or electronic signature), as legally sufficient evidence that such legally binding signatures have been affixed to Amendments and Change Notices to this Master Agreement.

8.18 Fair Labor Standards

Contractor must comply with all applicable provisions of the Federal Fair Labor Standards Act and must indemnify, defend, and hold harmless the 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 the County may be found jointly or solely liable.

8.19 Force Majeure

8.19.1 Neither party will be liable for such party's failure to perform its obligations under and in accordance with this Master Agreement, if such failure arises out of fires, floods, earthquakes, epidemics, pandemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), civil disorders, 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").

8.19.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor will 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 will 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 Paragraph, the term “subcontractor” and “subcontractors” mean subcontractors at any tier.

- 8.19.3 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.

8.20 Governing Law, Jurisdiction, and Venue

This Master Agreement will 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 Master Agreement and further agrees and consents that venue of any action brought hereunder will be exclusively in the County.

8.21 Independent Contractor Status

- 8.21.1 This Master Agreement is by and between the County and Contractor and is not intended, and must not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and Contractor. The employees and agents of one party must not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.
- 8.21.2 Contractor will be solely liable and responsible for providing all compensation and benefits to, or on behalf of, all persons performing Work pursuant to this Master Agreement. The County will 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 Contractor Staff provided by or on behalf of Contractor.
- 8.21.3 Contractor understands and agrees that all persons performing Work pursuant to this Master Agreement are, for purposes of Workers' Compensation liability, solely employees of Contractor and not employees of the County. Contractor will 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 Master Agreement.

8.21.4 Contractor must adhere to the provisions stated in Paragraph 7.6 (Confidentiality) of this Master Agreement.

8.22 Indemnification

Contractor must indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents and volunteers ("County Indemnities") from and against any and all liability, including but not limited to demands, claims, actions, fees, costs and expenses (including attorney and expert witness fees), arising from and/or relating to this Master Agreement, except for such loss or damage arising from the sole negligence or willful misconduct of County Indemnities.

8.23 General Provisions for all Insurance Coverage

Without limiting Contractor's indemnification of the County, and in the performance of this Master Agreement and until all of its obligations pursuant to this Master Agreement have been met, Contractor must provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraph 8.24 (Insurance Coverage) of this Master Agreement. 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 Master Agreement. The County in no way warrants that the Required Insurance is sufficient to protect Contractor for liabilities which may arise from or relate to this Master Agreement.

8.23.1 Evidence of Coverage and Notice to County

- a. Certificate(s) of insurance coverage (Certificate) satisfactory to the County, and a copy of an Additional Insured endorsement confirming the County and its Agents (defined below) has been given Insured status under Contractor's General Liability policy, must be delivered to the County at the address shown below and provided prior to commencing Services under this Master Agreement.
- b. Renewal Certificates must be provided to the County not less than ten Days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or subcontractor insurance policies at any time.
- c. Certificates must identify all Required Insurance coverage types and limits specified herein, reference this Master Agreement by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate must match the name of Contractor identified as the contracting party in this Master Agreement. Certificates must 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 \$50,000.00, and list any County required endorsement forms.

- d. Neither the County's failure to obtain, nor the 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) and/or insurer(s), will be construed as a waiver of any of the Required Insurance provisions.
- e. Certificates and copies of any required endorsements must be sent to the County Contract Compliance Manager as listed in Exhibit A (County's Administration) to this Master Agreement.
- f. Contractor must promptly report to the 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 must promptly notify the County of any third-party claim or suit filed against Contractor or any of its subcontractors which arises from or relates to this Master Agreement, and could result in the filing of a claim or lawsuit against Contractor and/or the County.

8.23.2 Additional Insured Status and Scope of Coverage

The County, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) must 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 the County. The County and its Agents additional insured status must 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 the County. The full policy limits and scope of protection also must apply to the County and its Agents as an additional insured, even if they exceed the 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.

8.23.3 Cancellation of or Changes in Insurance

Contractor must provide the County with, or Contractor's insurance policies must contain a provision that the County will 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 must be provided to the County at least

ten Days in advance of cancellation for non-payment of premium and 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 this Master Agreement, in the sole discretion of the County, upon which the County may suspend or terminate this Master Agreement.

8.23.4 Failure to Maintain Insurance

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance will constitute a material breach of this Master Agreement, upon which the County immediately may withhold payments due to Contractor, and/or suspend or terminate this Master Agreement. The County, at its sole discretion, may obtain damages from Contractor resulting from said breach. Alternatively, the 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.

8.23.5 Insurer Financial Ratings

Coverage must be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by the County.

8.23.6 Contractor's Insurance Must Be Primary

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

8.23.7 Waivers of Subrogation

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

8.23.8 Subcontractor Insurance Coverage Requirements

Contractor must include all subcontractors as insureds under Contractor's own policies or must provide the County with each subcontractor's separate evidence of insurance coverage. Contractor will be responsible for verifying each subcontractor complies with the Required Insurance provisions herein and must require that each subcontractor name the County and Contractor

as additional insureds on the subcontractor's General Liability policy. Contractor must obtain the County's prior review and approval of any subcontractor request for modification of the Required Insurance.

8.23.9 Deductibles and Self-Insured Retentions (SIRs)

Contractor's policies will not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the 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 must be executed by a corporate surety licensed to transact business in the State of California.

8.23.10 Claims Made Coverage

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

8.23.11 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.

8.23.12 Separation of Insureds

All liability policies must 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.

8.23.13 Alternative Risk Financing Programs

The 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. The County and its Agents must be designated as an Additional Covered Party under any approved program.

8.23.14 County Review and Approval of Insurance Requirements

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

8.24 Insurance Coverage

8.24.1 Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming the 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

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

8.24.3 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 must include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer. The written notice must be provided to the County at least ten Days in advance of cancellation for non-payment of premium and 30 Days in advance for any other cancellation or policy change. If applicable to Contractor's operations, coverage also must be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

8.24.4 Professional Liability/Errors and Omissions

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

8.25 Liquidated Damages

8.25.1 If, in the judgment of County Project Director, Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, County Project Director, in addition to, or 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 the County, will be forwarded to Contractor by County Project Director in a written notice describing the reasons for said action.

- 8.25.2 If County Project Director determines that there are deficiencies in the performance of this Master Agreement, County Project Director deems are correctable by Contractor over a certain time span, County Project Director or County Project Manager will provide a written notice, using Exhibit D (Contract Discrepancy Report) to this Master Agreement, to Contractor to correct the deficiency within specified time frames. Should Contractor fail to correct deficiencies within said time frame, County Project Director or County Project Manager 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 \$100 per day per infraction, and that Contractor will be liable to the County for liquidated damages in said amount. Said amount will be deducted from the County's payment to Contractor; and/or
 - c. Upon giving five Days' notice to Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the Work by an alternate source, whether it be the County forces or separate private contractor, will be deducted and forfeited from the payment to Contractor from the County, as determined by the County.
- 8.25.3 The action noted in Paragraph 8.25.2 above, will not be construed as a penalty, but as adjustment of payment to Contractor to recover County cost due to the failure of Contractor to complete or comply with the provisions of this Master Agreement.
- 8.25.4 This Paragraph will not, in any manner, restrict or limit the County's right to damages for any breach of this Master Agreement provided by law or as specified in Paragraph 8.25.2 above, and will not, in any manner, restrict or limit the County's right to terminate this Master Agreement as agreed to herein.

8.26 Most Favored Public Entity

If Contractor's prices decline or should Contractor at any time during the Term of this Master Agreement 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 Master Agreement, then such lower prices will be immediately extended to the County.

8.27 Nondiscrimination and Affirmative Action

8.27.1 Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and will 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.

8.27.2 Contractor certifies to the County each of the following:

- a. Contractor has a written policy statement prohibiting discrimination in all phases of employment.
- b. Contractor periodically conducts a self-analysis or utilization analysis of its work force.
- c. Contractor has a system for determining if its employment practices are discriminatory against protected groups.
- d. Where problem areas are identified in employment practices, Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.

8.27.3 Contractor must 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 must 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.

8.27.4 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.

8.27.5 Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies will comply with all applicable federal and state laws and regulations to the end that no person will, 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 Master Agreement or under any project, program, or activity supported by this Master Agreement.

8.27.6 Contractor will allow County representatives access to Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 8.27 (Nondiscrimination and Affirmative Action) when so requested by the County.

8.27.7 If the County finds that any provisions of this Paragraph 8.27 (Nondiscrimination and Affirmative Action) have been violated, such violation will constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement. While the County reserves the right to determine independently that the anti-discrimination provisions of this Master Agreement 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 will constitute a finding by the County that Contractor has violated the anti-discrimination provisions of this Master Agreement.

8.27.8 The parties agree that in the event Contractor violates any of the anti-discrimination provisions of this Master Agreement, the County will, at its sole option, be entitled to the sum of \$500 for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Master Agreement.

8.28 Non-Exclusivity

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

8.29 Notice of Delays

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

8.30 Notice of Disputes

Contractor must bring to the attention of County Project Director or County Project Manager any dispute between the County and Contractor regarding the performance of Services as stated in this Master Agreement. If County Project Director or County Project Manager is not able to resolve the dispute, the Sheriff will resolve it.

8.31 Notice to Employees Regarding the Federal Earned Income Credit

Contractor must notify its employees, and must 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 must be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015.

8.32 Notice to Employees Regarding the Safely Surrendered Baby Law

Contractor must notify and provide to its employees and must 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 C (Safely Surrendered Baby Law) to this Master Agreement. Additional information is available at:

<https://laCounty.gov/residents/family-services/child-safety/safe-surrender/>.

8.33 Notices

All notices or demands required or permitted to be given or made under this Master Agreement must be in writing and will 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 A (County's Administration) and B (Contractor's Administration) to this Master Agreement. Addresses may be changed by either party giving ten Days prior written notice thereof to the other party. County Project Director or County Project Manager will have the authority to issue all notices or demands required or permitted by the County under this Master Agreement.

8.34 Prohibition Against Inducement or Persuasion

Notwithstanding the above, Contractor and the County agree that, during the Term of this Master Agreement and for a period of one year thereafter, neither party will 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.

8.35 Public Records Act

8.35.1 Any documents submitted by Contractor; all information obtained in connection with the County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to Paragraph 8.37 (Record Retention and Inspection/Audit

Settlement) of this Master Agreement; as well as those documents which were required to be submitted in response to the Request for Statement of Qualifications (RFSQ) used in the solicitation process for this Master Agreement, become the exclusive property of the County. All such documents become a matter of public record and will 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". The County will 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.

- 8.35.2 In the event the 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 an SOQ marked "trade secret," "confidential," or "proprietary," Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

8.36 Publicity

- 8.36.1 Contractor must not disclose any details in connection with this Master Agreement 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, the County will not inhibit Contractor from publishing its role under this Master Agreement within the following conditions:
- a. Contractor must develop all publicity material in a professional manner, and
 - b. During the Term of this Master Agreement, Contractor must not, and will not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of County Project Director or County Project Manager. The County will not unreasonably withhold written consent.
- 8.36.2 Contractor may, without the prior written consent of the County, indicate in its proposals and sales materials that it has been awarded this Master Agreement with the County, provided that the requirements of this Paragraph 8.36 (Publicity) will apply.

8.37 Record Retention and Inspection-Audit Settlement

Contractor must maintain accurate and complete financial records of its activities and operations relating to this Master Agreement in accordance with generally accepted accounting principles. Contractor must also maintain accurate and complete employment and other records relating to its performance of this Master Agreement. Contractor agrees that the County, or its authorized representatives, will have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Master Agreement. 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, and proprietary data and information, will be kept and maintained by Contractor and will be made available to the County during the Term of this Master Agreement and for a period of five years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material must be maintained by Contractor at a location in the County, provided that if any such material is located outside the County, then, at the County's option, Contractor will pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

- 8.37.1 In the event that an audit of Contractor is conducted specifically regarding this Master Agreement by any federal or state auditor, or by any auditor or accountant employed by Contractor or otherwise, then Contractor must file a copy of such audit report with the County's Auditor-Controller within 30 Days of Contractor's receipt thereof, unless otherwise provided by applicable federal or state law or under this Master Agreement. The County will make a reasonable effort to maintain the confidentiality of such audit report(s).
- 8.37.2 Failure on the part of Contractor to comply with any of the provisions of this Paragraph 8.37 (Record Retention and Inspection-Audit Settlement) will constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement.
- 8.37.3 If, at any time during the Term of this Master Agreement or within five years after the expiration or termination of this Master Agreement, representatives of the County may conduct an audit of Contractor regarding the Work performed under this Master Agreement, and if such audit finds that County's dollar liability for any such Work is less than payments made by the County to Contractor, then the difference will be either: (a) repaid by Contractor to the County by cash payment upon demand or (b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to Contractor from the County, whether under

this Master Agreement or otherwise. If such audit finds that County's dollar liability for such Work is more than the payments made by the County to Contractor, then the difference will be paid to Contractor by the County by cash payment, provided that in no event will the County's maximum obligation for this Master Agreement exceed the funds appropriated by the County for the purpose of this Master Agreement.

8.38 Recycled Bond Paper

Consistent with the Boards' 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 Master Agreement.

8.39 Subcontracting

- 8.39.1 The requirements of this Master Agreement may not be subcontracted by Contractor **without the advance approval of the County**. Any attempt by Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Master Agreement.
- 8.39.2 If Contractor desires to subcontract, Contractor must provide the following information promptly at the County's request:
- a. A description of the Work to be performed by the subcontractor,
 - b. A draft copy of the proposed subcontract, and
 - c. Other pertinent information and/or certifications requested by the County.
- 8.39.3 Contractor must indemnify and hold the 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.
- 8.39.4 Contractor will remain fully responsible for all performances required of it under this Master Agreement, including those that Contractor has determined to subcontract, notwithstanding the County's approval of Contractor's proposed subcontract.
- 8.39.5 The County's consent to subcontract will not waive the County's right to prior and continuing approval of any and all Contractor Staff, including subcontractor employees, providing Services under this Master Agreement. Contractor is responsible to notify its subcontractors of this County right.
- 8.39.6 County Project Director is authorized to act for and on behalf of the County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by the County, Contractor must forward a fully executed subcontract to the County for their files.

- 8.39.7 Contractor will 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 the County's consent to subcontract.
- 8.39.8 Contractor must obtain certificates of insurance, which establish that the subcontractor maintains all the programs of insurance required by the County from each approved subcontractor. Contractor must ensure delivery of all such documents to County Contract Compliance Manager listed in Exhibit A (County's Administration) to this Master Agreement before any subcontractor employee may perform any Work hereunder.

8.40 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 8.13 (Contractor's Warranty of Adherence to County's Child Support Compliance Program) of this Master Agreement, will constitute default under this Master Agreement. Without limiting the rights and remedies available to the County under any other provision of this Master Agreement, failure of Contractor to cure such default within 90 Days of written notice will be grounds upon which the County may terminate this Master Agreement pursuant to Paragraph 8.42 (Termination for Default) below and pursue debarment of Contractor, pursuant to [County Code Chapter 2.202](#).

8.41 Termination for Convenience

- 8.41.1 The County may terminate this Master Agreement, and any Work Order issued hereunder, in whole or in part, from time to time or permanently, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of Work hereunder will be affected 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 will be no less than ten Days after the notice is sent.
- 8.41.2 Upon receipt of a notice of termination and except as otherwise directed by the County, Contractor must immediately:
- a. Stop Work under the Work Order or under this Master Agreement, as identified in such notice,
 - b. Transfer title and deliver to the County all completed Work and Work in process, and
 - c. Complete performance of such part of the Work as would not have been terminated by such notice.

- 8.41.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of Contractor under this Master Agreement or Work Order must be maintained by Contractor in accordance with Paragraph 8.37 (Record Retention and Inspection/Audit Settlement) of this Master Agreement.

8.42 Termination for Default

- 8.42.1 The County may, by written notice to Contractor, terminate the whole or any part of this Master Agreement, if, in the judgment of County Project Director:
- a. Contractor has materially breached this Master Agreement;
 - b. Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, Service, or other Work required either under this Master Agreement or any Work Order issued hereunder; or
 - c. Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements of any Work Order issued under this Master Agreement, or of any obligations of this Master Agreement and in either case, fails to demonstrate convincing progress toward a cure within five Business Days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.
- 8.42.2 In the event that the County terminates this Master Agreement in whole or in part as provided in Paragraph 8.42.1 above, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. Contractor will be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. Contractor will continue the performance of this Master Agreement to the extent not terminated under the provisions of this Paragraph.
- 8.42.3 Except with respect to defaults of any subcontractor, Contractor will not be liable for any such excess costs of the type identified in Paragraph 8.42.2 above if its failure to perform this Master Agreement, including any Work Order issued hereunder, 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 the 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 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 will 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 8.42.3, the terms "subcontractor" and "subcontractors" mean subcontractor(s) at any tier.

- 8.42.4 If, after the County has given notice of termination under the provisions of this Paragraph 8.42 (Termination for Default), it is determined by the County that Contractor was not in default under the provisions of this Paragraph 8.42 (Termination for Default), or that the default was excusable under the provisions of Paragraph 8.42.3 above, the rights and obligations of the parties will be the same as if the notice of termination had been issued pursuant to Paragraph 8.41 (Termination for Convenience) of this Master Agreement.
- 8.42.5 The rights and remedies of the County provided in this Paragraph 8.42 (Termination for Default) will not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

8.43 Termination for Improper Consideration

- 8.43.1 The County may, by written notice to Contractor, immediately terminate the right of Contractor to proceed under this Master Agreement 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 Master Agreement or securing favorable treatment with respect to the award, amendment, or extension of this Master Agreement or the making of any determinations with respect to Contractor's performance pursuant to this Master Agreement. In the event of such termination, the County will be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.
- 8.43.2 Contractor must immediately report any attempt by a County officer or employee to solicit such improper consideration. The report must be made to the Los Angeles County Fraud Hotline at (800) 544-6861 or <https://fraud.laCounty.gov/>.
- 8.43.3 Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

8.44 Termination for Insolvency

8.44.1 The County may terminate this Master Agreement forthwith in the event of the occurrence of any of the following:

- a. Insolvency of Contractor. Contractor will be deemed to be insolvent if it has ceased to pay its debts for at least 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,
- b. The filing of a voluntary or involuntary petition regarding Contractor under the Federal Bankruptcy Code,
- c. The appointment of a Receiver or Trustee for Contractor, or
- d. The execution by Contractor of a general assignment for the benefit of creditors.

8.44.2 The rights and remedies of the County provided in this Paragraph 8.44 (Termination for Insolvency) will not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

8.45 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, must fully comply with the County's Lobbyist Ordinance, [County Code Section 2.160.010](#). 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 will constitute a material breach of this Master Agreement, upon which the County may in its sole discretion, immediately terminate or suspend this Master Agreement.

8.46 Termination for Non-Appropriation of Funds

Notwithstanding any other provision of this Master Agreement, the County will not be obligated for Contractor's performance hereunder or by any provision of this Master Agreement during any of the County's future Fiscal Years unless and until the Board appropriates funds for this Master Agreement in the County's Budget for each such future Fiscal Year. In the event that funds are not appropriated for this Master Agreement, then this Master Agreement will terminate as of June 30 of the last Fiscal Year for which funds were appropriated. The County will notify Contractor in writing of any such non-allocation of funds at the earliest possible date.

8.47 Validity

If any provision of this Master Agreement or the application thereof to any person or circumstance is held invalid, the remainder of this Master

Agreement and the application of such provision to other persons or circumstances will not be affected thereby.

8.48 Waiver

No waiver by the County of any breach of any provision of this Master Agreement will constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Master Agreement will not be construed as a waiver thereof. The rights and remedies set forth in this Paragraph 8.48 will not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

8.49 Warranty Against Contingent Fees

8.49.1 Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Master Agreement upon any agreement 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.

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

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

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

8.50.2 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 Master Agreement will maintain compliance, with [Los Angeles County Code Chapter 2.206](#).

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

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.50 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) above will constitute default under this Master Agreement. Without limiting the rights and remedies available to the County under any other provision of this Master Agreement, failure of

Contractor to cure such default within ten Days of notice will be grounds upon which the County may terminate this Master Agreement and/or pursue debarment of Contractor, pursuant to [Los Angeles County Code Chapter 2.206](#).

8.52 Time Off for Voting

Contractor must notify its employees, and must 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 Days before every statewide election, every Contractor and subcontractors must 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](#).

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

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

8.53.2 If a Contractor or member of Contractor Staff is convicted of a human trafficking offense, the County will require that Contractor or member of Contractor Staff be removed immediately from performing Services under this Master Agreement. The County will not be under any obligation to disclose confidential information regarding the offenses other than those required by law.

8.53.3 Disqualification of any member of Contractor Staff pursuant to this Paragraph 8.53 (Compliance with County's Zero Tolerance Policy on Human Trafficking) will not relieve Contractor of its obligation to complete all Work in accordance with the terms and conditions of this Master Agreement.

8.54 Intentionally Omitted

8.55 Compliance with Fair Chance Employment Hiring Practices

Contractor, and its subcontractors, must will comply with fair chance employment hiring practices set forth in [California Government Code Section 12952](#), Contractor's violation of this Paragraph 8.55 (Compliance with Fair Chance Employment Hiring Practices) may constitute a material breach of this Master Agreement. In the event of such material breach, the County may, in its sole discretion, terminate this Master Agreement.

8.56 Compliance with the County Policy of Equity

Contractor acknowledges that the 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 the 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 the 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.

8.57 Prohibition from Participation in Future Solicitation(s)

A Contractor or its subsidiary or subcontractor, is prohibited from submitting a bid or proposal in a County solicitation if the Contractor has provided advice or consultation for the solicitation. A Contractor is also prohibited from submitting a bid or proposal in a County solicitation if the Contractor has developed or prepared any of the solicitation materials on behalf of the County. A violation of this provision will result in the disqualification of Contractor from participation in County solicitation or the termination or cancellation of any resultant County contract.

8.58 Injury and Illness Prevention Program

Contractor will be required to comply with the State of California's Cal OSHA's regulations. California Code of Regulations Title 8 Section 3203 requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

8.59 Intentionally Omitted

9.0 UNIQUE TERMS AND CONDITIONS

9.1 Local Small Business Enterprise (LSBE) Preference Program

9.1.1 This Master Agreement is subject to the provisions of the County's ordinance entitled LSBE Preference Program, as codified in [Chapter 2.204 of the Los Angeles County Code](#).

9.1.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a LSBE.

9.1.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a LSBE.

9.1.4 If Contractor has obtained certification as a LSBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information

withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Master Agreement to which it would not otherwise have been entitled, must:

- a. Pay to the County any difference between this Master Agreement amount and what the County's costs would have been if this Master Agreement had been properly awarded,
- b. In addition to the amount described in subdivision (a), be assessed a penalty in an amount of not more than ten percent of the amount of this Master Agreement, and
- c. Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties will also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the State and the Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a Master Agreement award.

9.2 Social Enterprise (SE) Preference Program

- 9.2.1 This Master Agreement is subject to the provisions of the County's ordinance entitled SE Preference Program, as codified in [Chapter 2.205 of the Los Angeles County Code](#).
- 9.2.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a SE.
- 9.2.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a SE.
- 9.2.4 If Contractor has obtained County certification as a SE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Master Agreement to which it would not otherwise have been entitled, Contractor must:

- a. Pay to the County any difference between this Master Agreement amount and what the County's costs would have been if this Master Agreement had been properly awarded,
- b. In addition to the amount described in subdivision (a) above, Contractor will be assessed a penalty in an amount of not more than ten percent of the amount of this Master Agreement, and
- c. Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties will also apply to any entity that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a Master Agreement award.

9.3 Disabled Veteran Business Enterprise (DVBE) Preference Program

- 9.3.1 This Master Agreement is subject to the provisions of the County's ordinance entitled DVBE Preference Program, as codified in [Chapter 2.211 of the Los Angeles County Code](#).
- 9.3.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a DVBE.
- 9.3.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a DVBE.
- 9.3.4 If Contractor has obtained certification as a DVBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Master Agreement to which it would not otherwise have been entitled, Contractor must:
 - a. Pay to the County any difference between this Master Agreement amount and what the County's costs would have been if this Master Agreement had been properly awarded,
 - b. In addition to the amount described in subdivision (a) above, Contractor will be assessed a penalty in an amount of not more than ten percent of the amount of this Master Agreement, and

- c. Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

Notwithstanding any other remedies in this Master Agreement, the above penalties will also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification and fails to notify the state and the Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a Master Agreement award.

10.0 SURVIVAL

In addition to any terms and conditions of this Master Agreement that expressly survive expiration or termination of this Master Agreement by their terms, the following provisions shall survive the expiration or termination of this Master Agreement for any reason:

- Paragraph 1.0 (Applicable Documents)
- Paragraph 2.0 (Definitions)
- Paragraph 3.0 (Work)
- Paragraph 5.4 (No Payment for Services Provided Following Expiration/Termination of Agreement)
- Paragraph 7.6 (Confidentiality)
- Paragraph 8.1 (Amendments and Change Notices)
- Paragraph 8.2 (Assignment and Delegation/Mergers or Acquisitions)
- Paragraph 8.5 (Compliance with Applicable Laws)
- Paragraph 8.18 (Fair Labor Standards)
- Paragraph 8.29 (Force Majeure)
- Paragraph 8.20 (Governing Law, Jurisdiction, and Venue)
- Paragraph 8.22 (Indemnification)
- Paragraph 8.23 (General Provisions for all Insurance Coverage)
- Paragraph 8.24 (Insurance Coverage)
- Paragraph 8.25 (Liquidated Damages)
- Paragraph 8.33 (Notices)
- Paragraph 8.37 (Record Retention and Inspection/Audit Settlement)
- Paragraph 8.41 (Termination for Convenience)
- Paragraph 8.42 (Termination for Default)
- Paragraph 8.47 (Validity)

- Paragraph 8.48 (Waiver)
- Paragraph 8.57 (Prohibition from Participation in Future Solicitation(s))
- Paragraph 10.0 (Survival)

**MASTER AGREEMENT
BY AND BETWEEN
COUNTY OF LOS ANGELES
SHERIFF'S DEPARTMENT
AND**

**FOR
TEMPORARY PERSONNEL SERVICES**

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Master Agreement to be executed by the Sheriff of the Los Angeles County and Contractor has caused this Master Agreement to be executed in its behalf by its duly authorized representative on the dates written below.

COUNTY OF LOS ANGELES

By: _____
ROBERT G. LUNA, SHERIFF

Date _____

CONTRACTOR

By: _____

Signature: _____

Title: _____

Date: _____

APPROVED AS TO FORM:
DAWYN R. HARRISON
County Counsel

By: *Michele Jackson*
Michele Jackson
Principal Deputy County Counsel

ATTACHMENT 1

STATEMENT OF WORK

TEMPORARY PERSONNEL SERVICES

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1.0 SCOPE OF WORK

- 1.1 The County of Los Angeles (County) Sheriff's Department (Department) is seeking qualified Contractors that can provide Temporary Personnel Services (Services), on an as-needed basis. Contractor must provide an array of specialized personnel job classifications in accordance with Exhibit F (Personnel Job Classifications) to the Master Agreement.
- 1.2 Contractor Staff will be assigned to fill vacancies at various Department facilities located throughout the County for a period not to exceed 90 working days or 720 working hours.

2.0 HOURS/DAYS OF WORK

Working days/hours are generally Monday through Friday, 6:00 a.m. until 5:00 p.m., excluding County-recognized holidays. Working hours may vary, depending on the assigned Work and Work location. Notwithstanding, Contractor Staff may be required to Work holidays and weekends, based on the needs of the Department.

3.0 WORK

- 3.1 The County will issue Work Orders on a rotational basis to all Contractors qualified to provide the requested job classification(s), in accordance with Exhibit I (Job Classification Checklist) to the Master Agreement. County Project Manager may select a Contractor out of rotation for the requested job classification when: a) the next Contractor in rotation is unable to provide the required Contractor Staff, or b) there is only one Contractor in rotation that can provide the required Contractor Staff. Notwithstanding, the Department has the sole discretion to issue a Work Order to any Contractor, based on the immediate needs of the County.

3.2 Work Order Process

- 3.2.1 Upon the Department's determination to issue a Work Order, the Department will contact Contractor to request the name(s) of Contractor Staff available to potentially fill an open temporary position. Contractor is encouraged to provide the Department with the names of alternate Contractor Staff to be considered in the event proposed Contractor Staff fails to pass the Department's background investigation.
- 3.2.2 All Contractor Staff must be pre-screened by Contractor in accordance with Paragraph 5.5 (Contractor Staff Qualifications) of this SOW.

3.2.2.1 Approval of Contractor Staff

All proposed Contractor Staff must undergo a Department selection process, as follows:

- a. The Department will interview all proposed Contractor Staff to find the best fit for each vacancy.

- b. The Department will coordinate with Contractor to schedule an interview date/time for each proposed Contractor Staff.
- c. Upon completion of interview(s), the Department will notify Contractor of the name(s) of Contractor Staff selected to begin the background process.
- d. If proposed Contractor Staff does not pass the Department's background investigation, the Department will notify Contractor of its intent to begin the background process on alternate proposed Contractor Staff, if applicable.

If no alternate Contractor Staff is proposed, the Department may, in its sole discretion, proceed to the next qualified Contractor.
- e. If proposed Contractor Staff successfully passes the Department's background investigation, the Department will contact Contractor to establish a Work start date.

- 3.2.2 Upon determination of a Work start date, the Department will issue a Work Order (refer to Exhibit G of the Master Agreement) to Contractor for review and signature. Contractor must respond to the Work Order within the timeframe defined therein.
- 3.2.3 Contractor's failure to provide acceptance of Work or failure to provide any required documentation in response to a Work Order, within its specified timeframe, may result in the Department proceeding to the next available Contractor.
- 3.2.4 The Department will coordinate with Contractor to ensure that approved Contractor Staff listed on the Work Order reports to the job assignment.
- 3.2.5 If at any time Contractor cannot fulfill a fully executed Work Order, the Department will proceed to the next qualified Contractor in rotation for the specified job classification.

4.0 SPECIFIC WORK REQUIREMENTS

- 4.1 Contractor must provide the most qualified Contractor Staff for each job classification based on education, work experience, certification/license, background, interpersonal skills, and aptitude.
- 4.2 Contractor Staff must be able and willing to Work in a complex, fast paced, confidential, and demanding Work environment, including working around County inmates.

- 4.3 Contractor Staff must be eighteen years of age or older, who are eligible to work under the laws of the United States of America and the State of California.
- 4.4 Contractor Staff must have the ability to fluently read, write, speak, and understand English.
- 4.5 Contractor Staff must present a neat, businesslike appearance, and behave in a professional manner.
- 4.6 Contractor Project Manager must monitor and supervise assigned Contractor Staff performance and delivery of the required Services.
- 4.7 Contractor Project Manager must follow-up with County Project Manager to ensure the delivery of Services is satisfying the Work requirements.
- 4.8 Contractor must provide written notification to County Project Manager prior to any change of Contractor Project Manager.

5.0 CONTRACTOR'S RESPONSIBILITY

- 5.1 Contractor must ensure Contractor Staff assigned to a Work Order can perform the duties and meet the minimum requirements listed for each job classification specified in Exhibit F (Personnel Job Classifications) to the Master Agreement.
- 5.2 Contractor must maintain copies of all qualifying information, including education credentials (e.g., diplomas, transcripts, certifications, etc.) and other applicable supporting documents for all Contractor Staff performing Services under the Master Agreement.
- 5.3 Contractor will be responsible, at Contractor's sole expense, for providing training to all Contractor's Staff assigned to perform Services under a fully executed Work Order.
- 5.4 Contractor will be solely responsible for providing to its employees all legally required employee benefits. The County will not be liable for direct payment of any salaries, wages, or other compensation to any Contractor Staff.

5.5 Contractor Staff Qualifications

- 5.5.1 Prior to recommending Contractor Staff to perform Services, Contractor must pre-screen and qualify all Contractor Staff. Contractor must ensure that all proposed Contractor Staff meet the following requirements:
 - a. At least 18 years or older,
 - b. No history of excessive alcohol consumption or abuse,
 - c. No history of illegal controlled substance abuse,
 - d. No history of past or present criminal activity,
 - e. No history of felony or misdemeanor convictions,

- f. Have successfully passed a reference check verifying previous employment history, and
- g. Have provided all applicable supporting documents demonstrating ability to perform the duties and meet the minimum requirements of the job classification as specified in Exhibit F (Personnel Job Classification) to the Master Agreement.

5.5.2 Any costs associated with performing the pre-screening of Contractor Staff will be at the Contractor's sole expense, regardless of whether Contractor Staff is accepted or not by the Department.

5.6 Contractor's Office

Contractor must, at its sole expense, have and maintain an office with a telephone in the company's name where Contractor conducts business. The office must be staffed during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, by at least one employee who can respond to inquiries and observations which may be received about Contractor's performance of the Master Agreement. When the office is closed, an answering service must be provided to receive calls. Contractor must return calls received by the answering service no later than noon the following Business Day.

5.7 Timecards

- 5.7.1 Contractor Staff must sign-in/sign-out daily on the weekly timecard (Timecard) provided by the Department's unit of assignment. Each week the Department's unit supervisor (Supervisor) will verify the accuracy of hours worked and sign the Timecard. The Supervisor will forward the unit's Timecard to County Project Manager weekly.
- 5.7.2 Contractor must ensure that all Timecards are complete and approved (signed by Supervisor) prior to submitting for payment.
- 5.7.3 Contractor must maintain a weekly time log for all Contractor Staff assigned to provide Services in accordance with Paragraph 8.37 (Record Retention and Inspection-Audit Settlement) of the Master Agreement.
- 5.7.4 County Project Manager will compare the Timecard and Contractor's weekly time log for any discrepancies.

6.0 QUALITY ASSURANCE PLAN

The Department will evaluate Contractor's performance under the Master Agreement using the quality assurance procedures as defined in Paragraph 8.14 (County's Quality Assurance Plan) of the Master Agreement.

6.1 As-Needed Meetings

During the Term of the Master Agreement, Contractor Project Manager must be available to meet and confer with County Project Director, as necessary, in person or by phone. Contractor will be notified by County Project Director, three Days prior to the meeting, as to the date, time, and location (if applicable), of the meeting.

7.0 CONTRACT DISCREPANCY REPORT (CDR)

- 7.1 The County will notify Contractor in writing of any contract discrepancy as soon as possible whenever a contract discrepancy is identified. The problem must be resolved within a time mutually agreed upon by the County and Contractor.
- 7.2 County Project Manager will determine whether a Contract Discrepancy Report (CDR) (refer to Exhibit D to the Master Agreement), will be issued. Upon receipt of the CDR, Contractor is required to respond in writing to County Project Manager within five Business Days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR must be submitted to County Project Manager within ten Business Days of receipt of the CDR.

COUNTY'S ADMINISTRATION

MASTER AGREEMENT NO. _____

COUNTY PROJECT DIRECTOR:

Name: ANASTASIA (STACY) TRIMARCHI
Title: ASSISTANT DIRECTOR
Address: 211 W. TEMPLE STREET, 4TH FLOOR
LOS ANGELES, CA 90012
Telephone: 213-229-1720
Facsimile: _____
E-Mail Address: AKTRIMAR@LASD.ORG

COUNTY PROJECT MANAGER:

Name: JOY E. KWON
Title: ADMINISTRATIVE SERVICES MANAGER II
Address: 211 W. TEMPLE STREET, 4TH FLOOR
LOS ANGELES, CA 90012
Telephone: 213-229-1721
Facsimile: _____
E-Mail Address: JEKWON@LASD.ORG

COUNTY CONTRACT COMPLIANCE MANAGER:

Name: ANGELO FAIELLA
Title: ASSISTANT DIRECTOR
Address: 211 W. TEMPLE STREET, 6TH FLOOR
LOS ANGELES, CA 90012
Telephone: 213-229-3259
Facsimile: _____
E-Mail Address: AFAIELL@LASD.ORG

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S NAME

MASTER AGREEMENT NO. _____

CONTRACTOR PROJECT MANAGER:

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

CONTRACTOR'S AUTHORIZED OFFICIAL(S):

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

Notices to Contractor shall be sent to the following address:

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

SAFELY SURRENDERED BABY LAW

**THERE'S A BETTER CHOICE.
SAFELY SURRENDER YOUR BABY.**

Any fire station. Any hospital. Any time.



1.877.222.9723

BabySafeLA.org

No shame | No blame | No names



SAFELY SURRENDERED BABY LAW

Some parents of newborns can find themselves in difficult circumstances. Sadly, babies are sometimes harmed or abandoned by parents who feel that they're not ready or able to raise a child. Many of these mothers or fathers are afraid and don't know where to turn for help.

This is why California has a Safely Surrendered Baby Law, which gives parents the choice to legally leave their baby at any hospital or fire station in Los Angeles County.

FIVE THINGS YOU NEED TO KNOW ABOUT BABY SAFE SURRENDER

- 1 Your newborn can be surrendered at any hospital or fire station in Los Angeles County up to 72 hours after birth.
- 2 You must leave your newborn with a fire station or hospital employee.
- 3 You don't have to provide your name.
- 4 You will only be asked to voluntarily provide a medical history.
- 5 You have 14 days to change your mind; a matching bracelet (parent) and anklet (baby) are provided to assist you if you change your mind.

No shame | No blame | No names



ABOUT THE BABY SAFE SURRENDER PROGRAM

In 2002, a task force was created under the guidance of the Children's Planning Council to address newborn abandonment and to develop a strategic plan to prevent this tragedy.

Los Angeles County has worked hard to ensure that the Safely Surrendered Baby Law prevents babies from being abandoned. We're happy to report that this law is doing exactly what it was designed to do: save the lives of innocent babies. Visit BabySafeLA.org to learn more.

No shame | No blame | No names

ANY FIRE STATION.
ANY HOSPITAL.
ANY TIME.

1.877.222.9723
BabySafeLA.org

THERE'S A BETTER CHOICE.
SAFELY SURRENDER YOUR BABY.



No shame | No blame | No names



SAFELY SURRENDERED BABY LAW



FROM SURRENDER TO ADOPTION: ONE BABY'S STORY

Los Angeles County firefighter Ted and his wife Becki were already parents to two boys. But when they got the call asking if they would be willing to care for a premature baby girl who'd been safely surrendered at a local hospital, they didn't hesitate.

Baby Jenna was tiny, but Ted and Becki felt lucky to be able to take her home. "We had always wanted to adopt," Ted says, "but taking

home a vulnerable safely surrendered baby was even better. She had no one, but now she had us. And, more importantly, we had her."

Baby Jenna has filled the longing Ted and Becki had for a daughter—and a sister for their boys. Because her birth parent safely surrendered her when she was born, Jenna is a thriving young girl growing up in a stable and loving family.

ANSWERS TO YOUR QUESTIONS

Who is legally allowed to surrender the baby?

Anyone with lawful custody can drop off a newborn within the first 72 hours of birth.

Do you need to call ahead before surrendering a baby?

No. A newborn can be surrendered anytime, 24 hours a day, 7 days a week, as long as the parent or guardian surrenders the child to an employee of the hospital or fire station.

What information needs to be provided?

The surrendering adult will be asked to fill out a medical history form, which is useful in caring for the child. The form can be returned later and includes a stamped return envelope. No names are required.

What happens to the baby?

After a complete medical exam, the baby will be released and placed in a safe and loving home, and the adoption process will begin.

What happens to the parent or surrendering adult?

Nothing. They may leave at any time after surrendering the baby.

How can a parent get a baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days by calling the Los Angeles County Department of Children and Family Services at (800) 540-4000.

If you're unsure of what to do:

You can call the hotline 24 hours a day, 7 days a week and anonymously speak with a counselor about your options or have your questions answered.

1.877.222.9723 or BabySafeLA.org

English, Spanish and 140 other languages spoken.

CONTRACT DISCREPANCY REPORT

TO: _____

FROM: _____

DATES: Prepared by County: _____ Master Agreement No.: _____

Received by Contractor: _____

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 County Representative

Date

COUNTY ACTIONS: _____

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

INVOICE DISCREPANCY REPORT

1. INVOICE DISCREPANCY (to be completed by County Project Manager)

Today's Date: _____ Master Agreement No.: _____

Contractor: _____

Phone Number: _____

Invoice Number: _____ Date of Invoice: _____

Description of Issue(s) with Invoice: _____

Signed: _____ Date: _____

County Project Manager

2. REVIEWED

Signed: _____ Date: _____

County Project Director

3. CONTRACTOR RESPONSE (to be completed by Contractor Project Director)

Date received from County Project Manager: _____

Explanation regarding Issue(s) with Invoice: _____

Corrective Action Taken: _____

Signed: _____ Date: _____

Contractor Project Director

4. COUNTY EVALUATION of Contractor's Response and Action taken.

5. APPROVED BY COUNTY

_____ Date: _____

_____ Date: _____

6. CONTRACTOR NOTIFIED ON _____ Date: _____

INSTRUCTIONS

County Project Manager: Forward IDR to the Contractor for investigation and response.

Contractor: Must respond to County Project Manager in writing within five Business Days of receipt of IDR.

County Project Manager: Forward completed IDR to Contracts Unit.

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
Administrative Assistant/ Human Resources	<p>Duties: Assist in:</p> <ul style="list-style-type: none"> ▪ Performing job analysis to support the development of selection system materials. ▪ The development, administration, and/or scoring of exams. ▪ Performing statistical analysis of data resulting from job analysis surveys, test administration, interviews, etc. ▪ The development of training materials such as interviewer rater training. ▪ General office duties as required. ▪ Various projects (e.g., process, redesign, or reengineering). <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ BA/BS degree with graduate coursework in Statistics, Human Resources, Selection and Psychometrics. ▪ Currently enrolled in graduate school for Industrial/Organizational (I/O) Psychology or recent graduate. 	<p>\$ 38.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>Civilian Investigator</p>	<p>Duties: Conducts the initial interviews and screening of applicants. Questions applicants regarding facts and incidents in their history and reviews documentation. Contacts current and former employers, neighbors, family members, spouses, and references to interview them. Reviews case file documentation in detail. May recommend discontinuance of background investigation and resolves any discrepancies in the information collected.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ Completion of 60 semester or 90 quarter units from an accredited college, including at least 15 semester or 23 quarter units in Criminal Justice, Police Science, or related field –AND- One year of field investigative work involving public contact for a police or criminal investigation agency. Experience as a field investigator may be substituted for the required education on a year-to-year basis to a maximum substitution of two years' experience. 	<p>\$54.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
Clerk	<p>Duties: Performs specialized clerical work. Checks documents for completeness, accuracy, and compliance with legal and other requirements. Acts as receptionist or counter clerk.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ One year office clerical experience. 	<p>\$ 32.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>General Maintenance Worker</p>	<p>Duties: Performs a wide variety of general maintenance and repair work including:</p> <p>Carpentry Assembles and installs shelves, cabinets, and chair rails; hangs pictures and bulletin boards; repairs scratches and scuffs on furniture and woodwork; repairs poorly fitting doors, windows, or drawers; repairs wood flooring.</p> <p>Electrical Replaces broken or defective light switches, sockets, outlets, bulbs, fixtures, fluorescent tubes, and starters.</p> <p>Masonry Patches broken asphalt, concrete, and plaster surfaces; replaces loose bricks or ceramic tile.</p> <p>Painting Paints shelves, cabinets, and furniture; does touch-up painting on interior and exterior surfaces; paints parking lot stripes and parking bumpers; paints motors and other mechanical equipment.</p> <p>Plumbing Replaces or repairs defective flush valves, faucet and toilet washers and packing; stops leaks in joints by tightening; replaces short lengths of pipe; cleans clogged pipelines using a snake, closet auger, force cup, or chemicals.</p> <p>Mechanical Replaces or adjusts drive belts; maintains and adjusts motors, pumps, and compressors; lubricates and checks heating, cooling, or ventilating systems for proper operation.</p>	<p>\$ 35.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

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JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p><i>General Maintenance Worker - Continued</i></p>	<p>Miscellaneous Replaces glass in windows, doors, and partitions; performs minor sheet metal work; maintains parking lots; makes minor roof repairs; operates and maintains furnaces and low-pressure boilers. Inspects buildings to ensure safety and to determine the need for repair or maintenance. Operates power tools. May maintain and repair various types of equipment and tools. May assist journey-level trade positions performing installation work or repairs. May operate automotive gernequipment in performance of duties.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ Two years' experience in general building maintenance and repair involving a variety of minor carpentry, electrical, masonry, painting, and plumbing work. 	

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>Information Technology Aide</p>	<p>Duties: Provides support to professional information technology staff by performing routine systems testing, including validating user manuals, procedures, and other instructional materials. Collects, documents, maintains, and distributes Departmental information technology materials. Provides support by documenting, and tracking user problem calls.</p> <p>Responds to routine information technology related problems, such as issuing or resetting customer passwords. Gathers and retains systems documentation, including flow diagrams, screen and report samples, error messages, and processing instructions. Extracts and summarizes report data; compiles statistics and prepares reports for staff analysis; prepares charts, graphs and forms as assigned. May assist in the installation, configuration, maintenance, and troubleshooting of information technology devices.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ Two years highly specialized or supervisory clerical experience involved with information technology including the use or installation of desktop software. -OR- ▪ Two years of responsible secretarial experience in an information systems environment. 	<p>\$ 36.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>Senior Information Technology Aide</p>	<p>Duties: Provides support to Departmental staff for a variety of information technology related issues including the identifying, tracking, documenting, researching, and resolving of basic problem calls.</p> <p>Serves as a liaison between field staff and centralized IT staff by answering questions, providing instructions, and furnishing written materials, forms, and policies and procedures related to Departmental and County IT systems. Responds to reported desktop related connectivity problems such as issuing or resetting customer passwords. Instructs systems customers on navigation and utilization of on-line computer related programs and procedures.</p> <p>Supports IT professionals by performing routine systems testing, including validating user manuals, procedures, and other instructional materials. Following established procedures, conducts acceptance testing on software tools. Assists in documenting help desk calls that require higher-level research and investigation. Extracts and summarizes report data; compiles statistics, analyzes data, and prepares reports for management. May coordinate IT training scheduling for Departmental staff. May assist in IT technical training of Departmental users. May act as lead to Aides and other clerical personnel. May assist in the installation, configuration, maintenance and troubleshooting of information technology devices including personal computers, video display terminals, printers, cabling and other hardware.</p>	<p>\$42.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<i>Senior Information Technology Aide - Continued</i>	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ One year of experience providing assistance to professional information technology staff and providing routine customer related information systems related tasks. 	

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
Information Technology Technical Support Analyst I	<p>Duties: Installs, configures, maintains, and tests computer hardware, software and peripheral equipment following established procedures. Troubleshoots, diagnoses, and resolves routine hardware, software, and network connectivity problems. Identifies trends in the reported problem calls and recommends improvements. Participates in hardware and software installation and upgrade projects. Assists in defining and recommending appropriate hardware and software configurations and standards to meet customer needs. Configures basic software distribution tools.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ One year of experience installing, configuring, testing, troubleshooting, and repairing client computing devices or software, in a centralized information technology organization. 	<p style="text-align: center;">\$ 49.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>Information Technology Technical Support Analyst II</p>	<p>Duties: Installs, configures, maintains, and tests computer hardware, software, and peripheral equipment. Acts as a technical resource to end users and other information technology staff, troubleshoots, diagnoses, and resolves moderately complex hardware, software, and network connectivity problems, including problems not covered by established procedures. Analyzes and makes recommendations regarding user support needs. Reviews, tests and finalizes user instructions and procedures; conducts formal and informal end user training and may develop technical orientation and training materials as necessary. Leads small hardware and software installation, upgrade projects, and participates in large and/or complex projects with general direction. Develops specifications to purchase new hardware, software and other peripheral devices based upon established departmental standards. Configures software distribution tools. May act in a lead capacity to other technical staff.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ Two (2) year of experience installing, configuring, testing, troubleshooting, and repairing client computing devices or software, in a centralized Information Technology Organization. 	<p>\$54.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>Network Systems Administrator I</p>	<p>Duties: Participates in network and server system administration and support functions, including applying patches, installing, repairing, maintaining, and upgrading hardware and operating systems. Creates and manages user accounts and user roles or groups; assigns privileges, passwords and administers the network security system. Establishes network connectivity to new nodes. Provides assistance to network users in resolving routine network problems. Monitors network security following established procedures. Performs network backup and restore operations following established procedures. Configures network devices as directed. Participates with other team members on large hardware and software migration and conversion projects; assists in installing multi-platform interfaces. Monitors network performance and reports problems according to established procedures. Assists in the development and maintenance of network documentation, logs, and files. Assists in allocating server resources and installing new servers. Assists in the Virtual Local Area Network (VLAN) configuration process required to support the installation and maintenance of services over Internet Protocol (IP), such as audio, video and data. May assist in the design and maintenance of network architecture, including hubs, routers, and physical network.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ Bachelor’s Degree in Computer Science, Information Systems, or a closely related field from an accredited college or university and one year of full-time, paid experience within the last two years in Local Area Network (LAN) design, configuration or administration. 	<p>\$ 57.00 / Hour</p>

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JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p><i>Network Systems Administrator I - Continued</i></p>	<p>-OR-</p> <ul style="list-style-type: none"> ▪ Two (2) years within the last three (3) years of full-time, paid experience in LAN design, configuration, or administration. 	

PERSONNEL JOB CLASSIFICATIONS

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JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>Intermediate Food Service Worker</p>	<p>Duties: Acts as a lead person over food service workers in the preparation of food items, while operating standard kitchen equipment used to peel, slice, strain, or mix various food ingredients. Assigns duties to and checks work performance of subordinate food service workers while in progress or upon completion. Performs light cooking duties such as preparing hot cakes, eggs, potatoes, or performs simple cooking in small quantities for service in the employees' dining rooms. Observes food in the process of cooking and monitors cooking time, ensuring foods are sufficiently cooked. Prepares and loads serving carts, transports food and utensils to dining halls, housing modules or patient rooms. Prepares and serves specially prescribed medical diets and nourishments without immediate supervision, prepares food trays, and ensures that patients/inmates receive prescribed diets, and may assist in feeding weak, injured or aged patients/inmates. Prepares, weighs, labels, and apportions special diet food as prescribed by medical staff. Operates dishwashing equipment to clean dishes, utensils, pots, and pans, cleans kitchen work areas, floors, food storage areas and kitchen equipment, collects and disposes of garbage or supervises food service workers performing these tasks. Assists in the receiving and storing of food supplies, retrieving food supplies, ingredients and condiments from kitchen storerooms. May bone, carve, and slice cooked roasts, poultry, and other meats. May act as a lead person, supervising and/or instructing youth in a County-sponsored program.</p>	<p>\$24.00 / Hour</p>

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JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p><i>Intermediate Food Service Worker - Continued</i></p>	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ <u>Option A:</u> Six months' experience in the preparation, serving, or cooking of food. ▪ <u>Option B:</u> Completion of a six-month (at minimum) recognized course in quantity food preparation and cooking. 	

PERSONNEL JOB CLASSIFICATIONS

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JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
Senior Cook	<p>Duties: Supervises and instructs food service staff including subordinate food service workers and cooks in standard preparation and cooking techniques utilized in the preparation of a variety of food items, proper use of various kitchen utensils and equipment, portioning and serving of food items, preparation and set up of meal facilities, and proper cleaning of dishes, pots, pans, equipment, kitchen work areas, and food storage areas. Makes work assignments and inspects the work of food service staff and/or inmate workers while in progress, and upon completion, to ensure that the quality of food prepared is acceptable and meets established dietary guidelines. Instructs food services staff and/or inmate workers in health and safety regulations and monitors compliance with those regulations. Inspects food supplies received, rejects those supplies of poor or unacceptable quality, oversees the proper storage of supplies accepted and monitors the rotation of supplies to prevent spoilage. Coordinates workstation cooking activities with those of other kitchen units, ensuring that food items are prepared on time and that food to be served is maintained at proper temperatures. Supervises the setup of meal facilities and oversees the serving of food in compliance with Department policy and procedures and health and safety regulations. Ensures that utensils and work areas are clean and ready for the next shift. May requisition food supplies based on daily/weekly menu plans. Modifies recipes to meet changes in the number of servings and the substitution of recipe ingredients when other ingredients are unavailable. May be assigned to perform baking duties or work in the butcher shop. May be assigned to oversee the activities of a shift. May act as a lead person, supervising and/or instructing youth in a</p>	<p>\$33.00 / Hour</p>

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

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JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p><i>Senior Cook - Continued</i></p>	<p>County-sponsored program.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ <u>Option A:</u> Completion of a certificate program accredited by the American Culinary Federation Educational Institute (ACFEI) of at least 48 semester units in Culinary Arts and two years' experience in quantity food preparation and cooking of complete meals for an institutional, commercial, military, or similar establishment. ▪ <u>Option B:</u> Two years' journey level experience in quantity food preparation and cooking of complete meals for an institutional, commercial, military, or similar establishment. 	

PERSONNEL JOB CLASSIFICATIONS

Personnel Job Classifications include job classification, duties, minimum requirements, and Hourly Billable Rate.

Contractor will be paid for Services performed at the Hourly Billable Rates indicated herein and will remain firm and fixed for the Term of the Master Agreement, unless a cost of living is granted as specified in Paragraph 5.6 (Cost of Living Adjustment (COLA)) and Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.

JOB CLASSIFICATION	DUTIES & MINIMUM REQUIREMENTS	HOURLY BILLABLE RATE
<p>Video Production Equipment Operator</p>	<p>Duties: Sets up and adjusts video production equipment, and performs minor maintenance by using test instruments, diagnostic routines, and electronics tools to prepare equipment for immediate use in the studio and at field locations.</p> <p>Operates audio mixer, video camera, electronic machine, audio graphics machine, audio recorder, video recorder, and duplication rack as required by the directors to provide special effects, sound, and pictures of highly technical quality.</p> <p>Arranges for special effects by adjusting and operating equipment to produce the desired effects. Determines the number, types, and locations for the placement, assists in setting up, and operates lighting and sound equipment such as microphones, speakers, flood lamps, spotlights, and reflectors.</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> ▪ One year's experience in the operation of broadcast quality video production equipment. 	<p>\$ 43.00 / Hour</p>

**SAMPLE
WORK ORDER**
LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
TEMPORARY PERSONNEL SERVICES

(CONTRACTOR NAME)

Work Order No.: _____ **Master Agreement No.:** _____

Date Work Order sent to Contractor: _____

Date Work Order and documents Due: _____

Unit requesting Service: _____

Assignment location address: _____
(Depending on the needs of the County
the assignment location may vary) _____

Job Classification requested: _____

Hourly Billable Rate per Exhibit F (Personnel Job Classifications): \$ _____

Upon receipt of a Work Order from the County, Contractor must complete Section I below and return all required documentation listed by the due date stated above. No Work must commence until Contractor receives a full executed Work Order signed by both Contractor and the County. Failure of Contractor to provide a written response and all required documentation within the time specified will disqualify Contractor for this particular Work Order request.

SECTION I - WORK ORDER REQUIREMENTS FOR CONTRACTOR

A. Name of Contractor Staff assigned to this Work Order:

C. Exhibit H1 - Certification of Employee Status

D. Exhibit H2 - Certification of No Conflict of Interest

E. Exhibit H3 - Contractor Acknowledgement and Confidentiality Agreement

Contractor's Acknowledgement: _____ Date: _____

Signature

Work Order No. _____ Master Agreement No. _____

SECTION II - WORK ORDER DETAILS

(TO BE COMPLETED BY COUNTY PROJECT MANAGER)

Contractor Staff Name: _____

Date Work Order Received from Contractor: _____

Work Schedule: Days _____ Start Time _____ End Time _____

Work Start Date: _____

Anticipated Work Order Expiration Date: _____

Work Order Suspended Date (if applicable): _____

****Expiration date subject to change based on actual days and/or hours worked****
****Maximum hours not to exceed 90 working days or 720 working hours****

SECTION III - GENERAL

Contractor must satisfactorily perform all Work detailed in this Work Order per a fixed Hourly Billable Rate, in compliance with the terms and conditions of the Master Agreement.

SECTION IV - PAYMENT

- A. The total maximum amount that the County will pay Contractor for all Services provided under this Work Order must not exceed _____.
- B. Contractor must invoice the County only for actual hours worked, in accordance with the terms and conditions of Contractor's Master Agreement. Contractor must be responsible for limiting the number of days and hours worked by Contractor Staff under this Work Order so as not to exceed 90 days or 720 working hours.
- C. Contractor must satisfactorily perform and complete all required Services in accordance with Attachment 1 (Statement of Work) to the Master Agreement and this Work Order notwithstanding the fact that total payment from the County will not exceed the total maximum amount of this Work Order.
- D. Contractor must submit all invoices under this Work Order to:
Los Angeles County Sheriff's Department
Hall of Justice
Personnel Administration Bureau / Personnel Programs
211 West Temple Street, 4th Floor
Los Angeles, CA 90012

Work Order No. _____ Master Agreement No. _____

SECTION V - SERVICES

Contractor's signature on this Work Order confirms Contractor's awareness of, and agreement with, the provisions of Paragraph 3.0 (Work) of the Master Agreement, which establish that Contractor will not be entitled to any compensation whatsoever for any task, deliverable, Service, or other Work:

- A. without a fully executed Work Order, and/or
- B. that is not specified in this Work Order, and/or
- C. performed by a Contractor Staff not specified in this Work Order, and/or
- D. that goes beyond the scope of Work of this Work Order, and/or
- E. that goes beyond the expiration date of this Work Order, and/or
- F. that exceeds 90 working days or 720 working hours of this Work Order, regardless of any oral promise made whatsoever to Contractor by any County personnel.

The County, in its sole discretion, may terminate or suspend this Work Order at any time, in whole or in part, from time to time or permanently, when such action is deemed to be in the best interest of the County.

ALL TERMS OF THE MASTER AGREEMENT WILL REMAIN IN FULL FORCE AND EFFECT. THE TERMS OF THE MASTER AGREEMENT WILL GOVERN AND TAKE PRECEDENCE OVER ANY CONFLICTING TERMS AND/OR CONDITIONS IN THIS WORK ORDER. NEITHER THE HOURLY BILLABLE RATES NOR ANY OTHER SPECIFICATIONS IN THIS WORK ORDER ARE VALID OR BINDING IF THEY DO NOT COMPLY WITH THE TERMS AND CONDITIONS OF THE MASTER AGREEMENT.

CONTRACTOR

COUNTY OF LOS ANGELES

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

CERTIFICATION OF EMPLOYEE STATUS

(Note: This certification is to be executed and returned to County with Contractor's executed Work Order. Work cannot begin on the Work Order until County receives this executed document.)

CONTRACTOR NAME

Work Order No. _____ County Master Agreement No. _____

I CERTIFY THAT: (1) I am an Authorized Official of Contractor; (2) the individual(s) named below is(are) this organization's employee(s); (3) applicable state and federal income tax, FICA, unemployment insurance premiums, and workers' compensation insurance premiums, in the correct amounts required by state and federal law, will be withheld as appropriate, and paid by Contractor for the individual(s) named below for the entire time period covered by the attached Work Order.

EMPLOYEES

- 1. _____
- 2. _____
- 3. _____
- 4. _____

I declare under penalty of perjury that the foregoing is true and correct.

Signature of Authorized Official

Printed Name of Authorized Official

Title of Authorized Official

Date

CERTIFICATION OF NO CONFLICT OF INTEREST

(Note: This certification is to be executed and returned to County with Contractor's executed Work Order. Work cannot begin on the Work Order until County receives this executed document.)

CONTRACTOR NAME

Work Order No. _____ County Master Agreement No. _____

Los Angeles County Code Section 2.180.010.A provides as follows:

“2.180.010 - Certain contracts prohibited.

- A. Notwithstanding any other section of this code, County shall not contract with, and shall reject any bid or proposal submitted by, the persons or entities specified below, unless the board of supervisors finds that special circumstances exist which justify the approval of such contract:
 - 1. Employees of County or of public agencies for which the board of supervisors is the governing body;
 - 2. Profit-making firms or businesses in which employees described in subdivision 1 of subsection A serve as officers, principals, partners, or major shareholders;
 - 3. Persons who, within the immediately preceding 12 months, came within the provisions of subdivision 1 of subsection A, and who:
 - a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or
 - b. Participated in any way in developing the contract or its service specifications; and
 - 4. Profit-making firms or businesses in which the former employees, described in subdivision 3 of subsection A, serve as officers, principals, partners, or major shareholders.”

Contractor hereby declares and certifies that no Contractor Personnel, nor any other person acting on Contractor’s behalf, who prepared and/or participated in the preparation of the bid or proposal submitted for the Work Order specified above, is within the purview of County Code Section 2.180.010.A, above.

I declare under penalty of perjury that the foregoing is true and correct.

Signature of Authorized Official

Printed Name of Authorized Official

Title of Authorized Official

Date

CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's executed Work Order. Work cannot begin on the Work Order until County receives this executed document.)

Contractor Name _____

Work Order No. _____ County Master Agreement No. _____

GENERAL INFORMATION:

Contractor referenced above has entered into a Master Agreement with the County of Los Angeles to provide certain services to County. County requires the Corporation to sign this Contractor Acknowledgement and Confidentiality Agreement.

CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that 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 Master Agreement.

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 Master Agreement. 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 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. 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, 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 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 Master Agreement 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 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 County, design 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 Master Agreement. 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.

SIGNATURE OF AUTHORIZED OFFICIAL: _____ DATE: _____

PRINTED NAME: _____

TITLE: _____

JOB CLASSIFICATION CHECKLIST

Contractor asserts that it can provide the required temporary personnel job classifications in accordance with Exhibit F (Personnel Job Classification) to the Master Agreement, in the following areas:

Please check ALL job classifications you can provide:	
1. Administrative Assistant / Human Resources	
2. Civilian Investigator	
3. Clerk	
4. General Maintenance Worker	
5. Information Technology Aide	
6. Senior Information Technology Aide	
7. Information Technology Technical Support Analyst I	
8. Information Technology Technical Support Analyst II	
9. Network Systems Administrator I	
10. Intermediate Food Service Worker	
11. Senior Cook	
12. Video Production Equipment Operator	

Note: you will not be considered to provide temporary personnel for classifications left unchecked.

On behalf of _____ (Contractor's name)
 I certify that the information contained in this Exhibit I (Job Classification Checklist) is true and correct. Contractor agrees to the hourly billable rates in Exhibit F (Personnel Job Classifications) to the Master Agreement for each of the classifications listed above.

 Signature

 Date

 Contractor's Authorized Official Name (Print)

 Title