



# OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ROBERT G. LUNA, SHERIFF



September 10, 2024

## ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

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

85 September 10, 2024

*Edward Yen*  
EDWARD YEN  
EXECUTIVE OFFICER

Dear Supervisors:

**APPROVE SOLE SOURCE CONTRACT WITH NICE SYSTEMS, INC.  
TO PROVIDE NETWORKED LOGGING RECORDER SYSTEM  
MAINTENANCE AND SUPPORT SERVICES  
(ALL DISTRICTS) (3 VOTES)**

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

### SUBJECT

The Los Angeles County (County) Sheriff's Department (Department) is seeking Board approval and execution of a sole source contract (Contract) with NICE Systems, Inc. (NICE) to provide continued maintenance and support services (Services) for the Department's Networked Logging Recorder System (NLRS), previously known as the Digital Voice Logging Record System.

### **IT IS RECOMMENDED THAT THE BOARD:**

1. Approve and instruct the Chair of the Board to sign the attached Contract with NICE, effective September 11, 2024, through September 10, 2027.
2. Delegate authority to the Sheriff, or his authorized designee, to execute amendments and change notices to the Contract, as set forth throughout the Contract in order to: (1) effectuate modifications, which do not materially affect any term of the Contract, (2) add new or revised standard County contract provisions

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adopted by the Board, as periodically required, (3) effectuate the assignment and delegation/mergers or acquisitions provision, (4) engage NICE to provide Services, as required by the County, with up to \$15,000 in contingency funds for required tear down, move, and reconfiguration (TMR), for the term of the Contract, and (5) terminate the Contract, either in whole or in part, by the provision of a ten-day written notice.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The NLRS is critical to maintaining the integrity of the Department's patrol operations. Approval of the recommended actions will allow the Department to continue receiving Services from NICE to 46 Networked Logging Recorders (NLRs) located at facilities throughout the County that are operated by the Department's Communications and Fleet Management Bureau (CFMB). At the same time, the Department completes the Request for Proposals process for a replacement system. The current Agreement expired on May 1, 2024.

The NICE is the sole provider of the Department's NLRS. The Department has utilized the present NLRS and its predecessors for over 19 years. The NICE system archives over 36 million recordings annually that can only be retrieved using NICE's proprietary technology.

The NLRS is proprietary to NICE. The NICE does not license, certify, nor otherwise endorse any third party to maintain its proprietary technology.

### **Background**

The Department owns and operates 46 NLRs located at facilities throughout the County, which capture and catalogue digital voice radio transmissions, 911 emergency calls, and routine calls for service. The recordings, which are encrypted using NICE's proprietary technology, are frequently required for criminal and civil court proceedings, as well as Department internal investigations.

On October 18, 2011, the Board approved Agreement Number 77675 (Agreement) with Voice Print International, Inc. (VPI) for a term of three years, with two one-year option periods, plus one additional six-month option period in any increment, for digital voice logging recorder system maintenance and support services.

Amendment Numbers One through Seven to the Agreement were executed to, among other things, extend the term of the Agreement, and memorialize the conversion of VPI to a limited liability company and its acquisition by NICE.

In July 2019, the Department published a Request for Information (RFI) to investigate commercial off-the-shelf digital voice logging record systems. Five vendors responded to the RFI and conducted onsite demonstrations. It was the Department's original intent to issue a solicitation for a successor contract. After reviewing the information obtained from responses to the RFI, the Department concluded that the excessive costs and associated risks of implementing a new solution and ongoing support were not in the County's best interest. The Department ultimately decided to pursue an extension to the existing Agreement and engage NICE to complete a technology refresh.

On April 29, 2021, the Sheriff, with the Board's authorization, executed Amendment Number Eight to the Agreement, which again extended the term of the Agreement for an additional three-year period from May 2, 2021, through May 1, 2024. This extension allowed for continued Services and permitted the Department to engage NICE to implement a complete hardware/software refresh for the Department's NLRS, including data integration services and end-user training.

In April 2022, NICE completed the hardware and software refresh for the Department's NLRS.

### **Implementation of Strategic Plan Goals**

The requested actions support the County Strategic Plan's North Star 2: Foster Vibrant and Resilient Communities; Focus Area Goal C: Public Safety: Enhance the safety of the public and our communities by addressing the risks, danger, harm, and conditions that cause, drive, or can help mitigate unlawful activity and crime and supports law enforcement accountability and transparency; Strategy I. Prevention, Protection, and Security: Support and invest in innovative practices, crime prevention resources, and infrastructure to provide protection and security.

### **FISCAL IMPACT/FINANCING**

The maximum contract sum for the Contract will not exceed \$1.2 million, which includes an allocation of \$15,000 in contingency funds for required TMR. Funding is allocated in the Department's operating budget, and the Department is responsible for ensuring it has adequate funding in its operating budgets prior to requesting and approving services under the Contract.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The NICE has affirmed it complies with all Board and County Chief Executive Office requirements, including the Jury Service Program, Safely Surrendered Baby Law, and Defaulted Property Tax Reduction Program.

In compliance with Board Policy 6.020, "Chief Information Office Board Letter Approval," the Office of the Chief Information Officer (OCIO) reviewed the information technology (IT) components (management, design, development, acquisition, expansion, or purchase of IT systems and related services" of this request and recommends approval. The OCIO determined this recommended action does not include any new IT items that would necessitate a formal written CIO analysis.

The Contract has been approved as to form by County Counsel.

### **CONTRACTING PROCESS**

On July 26, 2023, pursuant to Board Policy 5.100, the Department provided the Board with advance notification of its intent to enter negotiations for a new sole source Contract with NICE.

On December 5, 2023, the Department published a new RFI to investigate cloud-based commercial off-the-shelf NLRs. The Department received six responses to the RFI, which are currently under review. The Department anticipates releasing a Request for Proposals by the second quarter of 2025.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of this action will ensure uninterrupted Services for the critical NLRs, currently operated by CFMB, while the Department completes the solicitation process for a successor contract and completes its implementation of the new solution.

The Honorable Board of Supervisors  
September 10, 2024  
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**CONCLUSION**

Upon Board approval, please return two adopted copies of this Board letter and two original executed copies of the Contract to the Department's Contracts Unit.

Sincerely,



ROBERT G. LUNA  
SHERIFF

Reviewed by:



PETER LOO  
CHIEF INFORMATION OFFICER



**CONTRACT BY AND BETWEEN**

**COUNTY OF LOS ANGELES**

**AND**

**NICE SYSTEMS, INC.**

**FOR**

**NETWORKED LOGGING RECORDER SYSTEM**

**MAINTENANCE AND SUPPORT SERVICES**

79604

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- B** Equipment List and Price Schedule
- C** County's Administration
- D** Contractor's Administration
- E1** Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement
- E2** Contractor Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
- E3** Contractor Non-Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
- F** Safely Surrendered Baby Law
- G1** County-Information Security and Privacy Requirements Exhibit
- G2** Departmental Information Security Requirements
- G3** Compliance with Departmental Encryption Requirements
- G4** Departmental Application Security Requirements

**CONTRACT BETWEEN  
COUNTY OF LOS ANGELES  
AND  
NICE SYSTEMS, INC.  
FOR  
NETWORKED LOGGING RECORDER SYSTEM  
MAINTENANCE AND SUPPORT SERVICES**

This Contract (Contract) is made and entered into this **10th** day of **September**, 2024 by and between the County of Los Angeles (County) on behalf of its Sheriff's Department and NICE Systems, Inc. (Contractor), located at 221 River Street, 10<sup>th</sup> Floor, Hoboken, New Jersey 07030.

**RECITALS**

WHEREAS, the County may contract with private businesses for Networked Logging Recorder System maintenance and support services (Services) when certain requirements are met; and

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

WHEREAS, Contractor possesses the necessary skills, qualifications, competence, license, and expertise and, therefore, is qualified to perform such Services; and

WHEREAS, the County does not have the requisite technical staff with the specific skills and expertise necessary to perform the Services; and

WHEREAS, the County is authorized by the California Government Code, Section 31000 to contract for special services, including the Services described herein.

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**

Exhibits A, B, D, E1, E2, E3, F, G1, G2, G3, and G4 are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, Service, or other Work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency will be resolved by giving precedence first to the terms and conditions of this Contract and then to the Exhibits according to the following priority.

### **Standard Exhibits:**

- Exhibit A Statement of Work
- Exhibit B Equipment List and Price Schedule
- Exhibit C County's Administration
- Exhibit D Contractor's Administration
- Exhibit E1 Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement
- Exhibit E2 Contractor Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
- Exhibit E3 Contractor Non-Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
- Exhibit F Safely Surrendered Baby Law
- Exhibit G1 County-Information Security and Privacy Requirements
- Exhibit G2 Departmental Information Security Requirements
- Exhibit G3 Compliance with Departmental Encryption Requirements
- Exhibit G4 Departmental Application Security Requirements

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

## **2.0 DEFINITIONS**

### **2.1 Standard Definitions:**

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

- 2.1.1 **Amendment:** has the meaning set forth in Paragraph 8.1 (Amendments and Change Notices) of this Contract.
- 2.1.2 **Board:** means the Los Angeles County Board of Supervisors.
- 2.1.3 **Business Day(s):** means Monday through Friday, excluding designated County-observed holidays.
- 2.1.4 **Change Notice:** has the meaning set forth in Paragraph 8.1 (Amendments and Change Notices) of this Contract.
- 2.1.5 **Content:** means the electronic data and information provided by the County through its use of the Services.
- 2.1.6 **Contract:** means the agreement executed between the County and Contractor. Included are all supplemental agreements amending or extending the service to be performed. This Contract sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, Services, and other Work.
- 2.1.7 **Contract Sum:** means the total monetary amount that would be payable by the County to Contractor for providing all goods, Services, and other Work.
- 2.1.8 **Contractor:** means the sole proprietor, partnership, joint venture, limited liability company, corporation, or other legal entity who has entered into a written agreement with the County to perform or execute the Work covered by this Contract.
- 2.1.9 **Contractor Software:** means the software licensed to the County on hardware owned or controlled by Contractor pursuant to an Order. All references in this Contract to purchases of Contractor Software are intended by the parties to mean purchases of licenses to Software, all other software references in this Contract are to non-Contractor Software, where applicable.
- 2.1.10 **Contractor's Authorized Official(s):** means the individual(s) designated by Contractor to ensure Work performance and compliance to this Contract after award of this Contract.
- 2.1.11 **Contractor's Project Manager:** means the individual designated by Contractor to administer Contract operations under this Contract.
- 2.1.12 **County:** means the County of Los Angeles.
- 2.1.13 **County Counsel:** means the County's Office of the County Counsel.
- 2.1.14 **County Project Director:** means the person designated by the County with authority for the County on contractual or administrative matters relating to this Contract that cannot be resolved by County Project Manager. All references here forward to County Project Director will mean, "County Project Director or his/her authorized designee."
- 2.1.15 **County Project Manager:** means the person designated by County Project Director to manage the operations under this Contract. All references here forward to County Project Manager will mean, "County Project Manager or his/her authorized designee."

- 2.1.16 **Day(s):** means calendar day(s) unless otherwise specified.
- 2.1.17 **Deficiencies:** means any malfunction, error, or defect in the design, development, or implementation of the System; any error or omission, or deviation from the specifications or mutually agreed upon industry standards, or any other malfunction or error, including the provision of negligent workmanship, which results in the System, in whole or in part, not performing in accordance with the provisions of this Contract, including Exhibit A (Statement of Work), and any executed Change Notice or Amendment, as determined by County Project Director, in County Project Director's sole discretion
- 2.1.18 **Department:** means the Los Angeles County Sheriff's Department.
- 2.1.19 **Documentation:** means the applicable specifications, user manuals, and self-help guides accompanying Services or Software.
- 2.1.20 **Fiscal Year:** means the 12-month period beginning July 1st and ending the following June 30th.
- 2.1.21 **Networked Logging Recorder or Equipment:** means the hardware, software, and related accessories associated with each local implementation of the County's networked logging recording system, each of which is specifically set forth in Exhibit B (Equipment List and Price Schedule) to this Contract.
- 2.1.22 **Order:** means an ordering or transaction document prepared by Contractor and executed by the parties subject to this Contract, which details the Services or Contractor Software, including the commercial details for such purchase. Orders do not include any preprinted terms on any invoices submitted to the County or other terms that are additional to, or inconsistent with, the terms of this Contract. For Professional Services, the term 'Order' may mean a SOW.
- 2.1.23 **Sheriff:** means the Sheriff of Los Angeles County.
- 2.1.24 **Statement of Work (SOW):** means the written directions, provisions, and requirements provided herein and special provisions pertaining to the method, frequency, manner, and place of performing this Contract's Services.
- 2.1.25 **Subcontract:** means an agreement by Contractor and a third-party to provide goods and/or services to fulfill this Contract.
- 2.1.26 **Subcontractor:** means any individual, person or persons, sole proprietor, firm, partnership, joint venture, limited liability company, corporation, or other legal entity furnishing supplies, services of any nature, equipment, and/or materials to Contractor in furtherance of Contractor's performance of this Contract, at any tier, under oral or written agreement.
- 2.1.27 **System:** means one or more Networked Logging Recorders, including all components thereof, or all Networked Logging Recorders collectively, used by the Department to capture both radio and telephone conversations which are routinely required for criminal and civil court proceedings as well as Department internal investigations.

2.1.28 **Term:** has the meaning set forth in Paragraph 4.0 (Term of Contract) of this Contract.

2.1.29 **Updates:** means any and all upgrades, enhancements, revisions, bug fixes, patches, modifications, and replacements to the software, including without limitation those required to keep current with Contractor's technology standards and industry standards and to achieve and maintain System's compliance with applicable federal, state, and local laws, rules, regulations, and ordinances.

2.1.30 **Work:** means any and all tasks, subtasks, deliverables, goods, and other Services performed by or on behalf of Contractor pursuant to this Contract, including Exhibit A (Statement of Work) and all other Exhibits hereto.

### 3.0 WORK

Pursuant to the provisions of this Contract, Contractor must fully perform, complete, and deliver on time, all tasks, deliverables, Services, and other Work as set forth in herein, including Exhibit A (Statement of Work).

If Contractor provides any tasks, deliverables, goods, Services, or other Work, other than as specified in this Contract, the same will be deemed to be a gratuitous effort on the part of Contractor, and Contractor will make no claim whatsoever against the County.

### 4.0 TERM OF CONTRACT

The Term of this Contract will be from September 11, 2024 through September 10, 2027, unless sooner terminated or extended, in whole or in part, as provided in this Contract.

The County maintains a database that track/monitor Contractor performance history. Information entered into the database may be used for a variety of purposes, including determining whether the County will exercise any Contract term extension option.

Contractor must notify the Department when this Contract is within six months of the expiration of the Term as provided for hereinabove. Upon occurrence of this event, Contractor must send written notification to County Project Director, with a copy to County Project Manager, at the address herein provided in Exhibit C (County's Administration) of this Contract.

### 5.0 CONTRACT SUM

#### 5.1 Maximum Contract Sum

The Maximum Contract Sum under this Contract will be the total monetary amount payable by the County to Contractor for all goods, Services, and other Work provided by Contractor, inclusive of all parts, taxes, other expenses, and teardown, move, and reconfiguration (TMR) services (refer to Paragraph 5.2 below), for the entire Term of this Contract and will not exceed the total amount detailed in Exhibit B (Equipment List and Price Schedule) to this Contract. No out-of-pocket fees, costs, or expenses including, but



not limited to travel, meals, and lodging will be reimbursed by the County to Contractor under this Contract. There is no guarantee that the entire Contract Sum amount will be paid to Contractor under this Contract.

## **5.2 TMR Services**

Exhibit B (Equipment List and Price Schedule) to this Contract includes a price for each TMR service, as further specified in Exhibit A (Statement of Work), which may be required by the County during the Term of this Contract. Contractor must provide up to six TMR services at no charge to the County, and thereafter may charge a flat-rate fee of \$1,500 for each additional TMR. This fee is inclusive of all costs associated with any repairs resulting from damage incurred during said TMRs, as well as all parts, labor, and travel expenses for Contractor employees providing services under this Contract. The TMR rate listed in Exhibit B (Equipment List and Price Schedule) to this Contract will remain firm and fixed through the Term of this Contract. The County will pay Contractor in arrears upon completion of each TMR in accordance with Paragraph 5.6 (Invoices and Payments) of this Contract.

## **5.3 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 explicitly specified herein. Assumption or takeover of any of Contractor's duties, responsibilities, or obligations, or performance of same by any person or entity other than Contractor, whether through assignment, Subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, must not occur without the County's express prior written approval.

## **5.4 Notification of 75% of Total Contract Sum**

Contractor must maintain a system of record keeping that will allow Contractor to determine when it has incurred 75% of the total Contract Sum under this Contract. Upon occurrence of this event, Contractor must send written notification to County Project Director, with a copy to County Project Manager, at the address herein provided in Exhibit C (County's Administration) to this Contract.

## **5.5 No Payment for Services Provided Following Expiration-Termination of Contract**

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 Contract. Should Contractor receive any such payment it must 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 Contract will not constitute a waiver of the County's right to recover such payment from Contractor.

## 5.6 Invoices and Payments

### 5.6.1 Approval of Invoices

Contractor must invoice the County only for providing the tasks, deliverables, goods, Services, other Work, and TMR services specified in Exhibit A (Statement of Work) to this Contract and elsewhere hereunder. Contractor must prepare invoices, which will include the charges owed to Contractor by the County under the terms of this Contract. Contractor's payments will be as provided in Exhibit B (Equipment List and Price Schedule) and Contractor will be paid only for the tasks, deliverables, goods, Services, other Work, and TMR services approved in writing by the County, as evidenced by County Project Director's signature. In no event will the County be liable or responsible for any payment prior to such written approval.

5.6.2 Contractor's invoice must include the charges owed to Contractor by the County under the terms of this Contract as provided in Exhibit B (Equipment List and Price Schedule) to this Contract.

### 5.6.3 Submission of Invoices

All invoices and supporting documents under this Contract must be submitted to the person designated in Exhibit C (County's Administration) as County Project Manager at the address specified.

### 5.6.4 Invoice Details

Each invoice submitted by Contractor must indicate, at a minimum:

- Contract name and number,
- The tasks, deliverables, goods, Services, other Work, or TMR services for which payment is claimed,
- The calendar dates and number of hours expended to provide such tasks, deliverables, goods, Services, other Work, or TMR services,
- If applicable, the date of written approval of the tasks, deliverables, goods, Services, other Work, or TMR services by County Project Director,
- Indication of any applicable credits due to the County under the terms of this Contract,
- If applicable, a copy of any written acceptance provided by County Project Director, and
- Any other information required by County Project Director.

5.6.5 For the required maintenance and support Services, including but not limited to preventive maintenance, major repairs, security patches, and software upgrades to ensure continuous operations, Contractor must submit annual invoices to the County by the beginning of each Fiscal Year of the Contract.

5.6.6 For TMR services, Contractor must submit invoices to the County upon the successful completion of the TMR services.

5.6.7 All invoices and supporting documents under this Contract must be submitted to County Project Director, with a copy to County Project Manager, at the address herein provided in Exhibit C (County's Administration) of this Contract.

**5.6.8 Preference Program Enterprises – Prompt Payment Program (if applicable)**

Certified Prompt Payment Enterprises (PPEs) will receive prompt payment for services they provide to the County departments. Prompt payment is defined as 15 Days after receipt of an approved, undisputed invoice which has been properly matched against documents such as a receiving, shipping, or services delivered report, or any other validation of receipt document consistent with Board Policy 3.035 ([Preference Program Payment Liaison and Prompt Payment Program](#)).

**5.7 Intentionally Omitted**

**5.8 Default Method of Payment: Direct Deposit or Electronic Funds Transfer**

5.8.1 The County has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/ contract with the County will be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the County Auditor-Controller (A-C).

5.8.2 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.

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

5.8.4 At any time during the duration of this Contract, Contractor may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business, or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with the contracting department(s), will decide whether to approve any exemption requests.

**6.0 ADMINISTRATION OF CONTRACT - COUNTY**

**6.1 County Administration**

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

**6.2 County Project Director**

The role of County Project Director may include:

- 6.2.1 Coordinating with Contractor and ensuring Contractor's performance of this Contract; however, in no event will Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused, or limited thereby, and
- 6.2.2 Upon request of Contractor, providing direction to Contractor, as appropriate in areas relating to County policy, information requirements, and procedural requirements; however, in no event, will Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused, or limited thereby.

### **6.3 County Project Manager**

The role of County Project Manager is authorized to include:

- 6.3.1 Meeting with Contractor's Project Manager on a regular basis,
- 6.3.2 Inspecting any and all tasks, deliverables, goods, Services, other Work, or TMR services provided by or on behalf of Contractor; however, in no event will Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused, or limited thereby,
- 6.3.3 County Project Manager is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate the County in any respect whatsoever, and
- 6.3.4 The role to oversee the day-to-day administration of this Contract; however, in no event will Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused, or limited thereby. County Project Manager reports to County Project Director.

## **7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR**

### **7.1 Contractor Administration**

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

### **7.2 Contractor Project Manager**

- 7.2.1 Contractor's Project Manager is designated in Exhibit D (Contractor's Administration). Contractor must notify the County in writing of any change in the name or address of Contractor's Project Manager.
- 7.2.2 Contractor's Project Manager will be responsible for Contractor's day-to-day activities as related to this Contract and will meet and coordinate with County Project Director and County Project Manager on a regular basis.

### **7.3 Approval of Contractor's Staff**

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

## **7.4 Contractor's Staff Identification**

Contractor must provide, at Contractor's expense, a photo identification badge to all staff providing Services under this Contract. Contractor staff must prominently display identification badges when entering any County facility.

## **7.5 Background and Security Investigations**

- 7.5.1 All Contractor's staff performing Services under this Contract 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 Contract. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include federal, state, and local-level review, which may include, but will not be limited to, criminal conviction information.
- 7.5.2 County Project Director will schedule the background investigation with the Department's Civilian Backgrounds Unit. The fees associated with the background investigation will be at the expense of Contractor, regardless of whether the member of Contractor's staff passes or fails the background investigation.
- 7.5.3 If a member of Contractor's staff does not pass the background investigation, the County may request that the member of Contractor's staff be removed immediately from performing Services under this Contract. Contractor must comply with the County's request at any time during the Term of this Contract. The County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation.
- 7.5.4 The County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of the County or whose background or conduct is incompatible with the County facility access.
- 7.5.5 These terms will also apply to Subcontractors of Contractor.
- 7.5.6 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 Contract.

## **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, the 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 (Confidentiality), as determined by the County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 7.6 (Confidentiality) 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 to 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 of its officers, employees, agents, and Subcontractors providing Services hereunder of the confidentiality provisions of this Contract.

7.6.4 Contractor must sign and adhere to the provisions of Exhibit E1 (Contractor Acknowledgment, Confidentiality, and Copyright Assignment Agreement) to this Contract.

7.6.5 Contractor must cause each of its employees performing Services covered by this Contract to sign and adhere to the provisions of Exhibit E2 (Contractor Employee Acknowledgment, Confidentiality, and Copyright Assignment Agreement) to this Contract.

Contractor must cause each non-employee performing Services covered by this Contract to sign and adhere to the provisions of Exhibit E3 (Contractor Non-Employee Acknowledgment, Confidentiality, and Copyright Assignment Agreement) to this Contract.

7.6.6 Subject to California's Public Records Act, the above Confidentiality provisions in this Paragraph 7.6 (Confidentiality) must be mutual in relation to the County's access to and use of Contractor's Confidential Information.

## **8.0 STANDARD TERMS AND CONDITIONS**

### **8.1 Amendments and Change Notices**

No representative of either the County or Contractor, including those named in this Contract, is authorized to make any changes in any of the terms, obligations, or conditions of this Contract, except through the procedures set forth in this Paragraph 8.1 (Amendments and Change Notices). The County reserves the right to change any portion of the Work required under this Contract, or amend such other terms and conditions, as may become necessary. Any such revision must be accomplished in the following manner:

- 8.1.1 The Board or Chief Executive Officer or authorized designee may require the addition and/or change of certain terms and conditions in this Contract during the Term of this Contract. The County reserves the right to add and/or change such provisions as required by the Board or Chief Executive Officer. To implement such changes, an Amendment to this Contract must be prepared and executed by Contractor and by the Sheriff, or his authorized designee.
- 8.1.2 For any change which does not materially affect the scope of Work, Term, Contract Sum, payments, or any material term or any other condition included under this Contract, a Change Notice to this Contract must be prepared and executed by County Project Director and Contractor's Project Manager.
- 8.1.3 For any change which materially affects the scope of Work, Term, Contract Sum, payments, or any material term or condition included under this Contract, an Amendment to this Contract must be prepared and executed by Contractor and by the Board.
- 8.1.4 Notwithstanding the foregoing, the Sheriff, or his authorized designee, is specifically authorized to prepare and execute Amendments on behalf of the County to: (i) add and/or update terms and conditions as required by the Board or the Chief Executive Office, (ii) delete or add equipment, provided such change does not increase the Maximum Contract Sum, (iii) effectuate Contract modifications that do not materially affect the Term of this Contract, and (iv) effect assignment of rights and or delegation of duties as required under Paragraph 8.2 (Assignment and Delegation/Mergers or Acquisitions) below.

**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 practicably 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 cannot assign, exchange, transfer, or delegate its rights or duties under this Contract, whether in whole or in part, without the prior express written consent of the County, in its sole 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, the County consent will require a written Amendment to this Contract, which must be formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Contract will be deductible, by the County against claims 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 Contract which may result in the termination of this Contract. In the event of such termination, the County will be entitled to pursue the same remedies against Contractor under this Contract as in the event of default by Contractor.

**8.3 Authorization Warranty**

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

**8.4 Budget Reductions**

In the event that the Board adopts, in any Fiscal Year, a County Budget which provides for reductions in the salaries and benefits paid 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 Contract correspondingly for that Fiscal Year and any subsequent Fiscal Year during the Term of this Contract (including any extensions), and the Services to be provided by Contractor under this Contract will also be reduced correspondingly. The County’s notice to Contractor regarding said reduction in payment obligation will be provided within 30 Days of the Board’s approval of such actions. Contractor must continue to provide all of the Services set forth in this Contract.

**8.5 Complaints**

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

**8.5.1 Complaint Procedures**

- 8.5.1.1 Within ten Business Days after this Contract’s effective date, Contractor must provide the County with Contractor’s policy for receiving, investigating, and responding to user complaints.
- 8.5.1.2 The County will review Contractor’s policy and provide Contractor with approval of said plan or with requested changes.
- 8.5.1.3 If the County requests changes in Contractor’s policy, Contractor must make such changes and resubmit the plan within five Business Days for County approval.
- 8.5.1.4 If, at any time, Contractor wishes to change Contractor’s policy, Contractor must submit proposed changes to the County for approval before implementation.
- 8.5.1.5 Contractor must preliminarily investigate all complaints and notify County Project Manager of the status of the investigation within two Business Days of receiving the complaint.
- 8.5.1.6 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.



8.5.1.7 Copies of all written responses must be sent to County Project Manager within three Business Days of mailing to the complainant.

## **8.6 Compliance with Applicable Laws**

8.6.1 In the performance of this Contract, 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 Contract are hereby incorporated by reference.

8.6.2 Contractor must indemnify, defend, and hold harmless the County, elected officials, 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 8.6 (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 receive reimbursement from Contractor for all such costs and expenses incurred by the County in doing so. Contractor has no right or authority to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in any such case, on behalf of the County without the County's prior express written approval.

## **8.7 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 Contract or under any project, program, or activity supported by this Contract. Additionally, Contractor certifies to the County:

- 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.

## **8.8 Compliance with the County's Jury Service Program**

### **8.8.1 Jury Service Program**

This Contract 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](#).

### **8.8.2 Written Employee Jury Service Policy**

8.8.2.1 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.

8.8.2.2 For purposes of this Paragraph, "Contractor" means a person, partnership, limited liability company, corporation, or other entity which has a contract with the County or a Subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts 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: i) the lesser number is a recognized industry standard as determined by the County, or ii) 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 this Contract, the Subcontractor is 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 Contract.

8.8.2.3 If Contractor is not required to comply with the Jury Service Program when this Contract 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 Contract 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.

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

## **8.9 Conflict of Interest**

8.9.1 No County employee whose position with the County enables such employee to influence the award of this Contract or any competing Contract, 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 Contract. 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.

8.9.2 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 Contract. Contractor warrants that it is not now aware of any facts that create a conflict of interest. If Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it 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 will be a material breach of this Contract.

## **8.10 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 Contract 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 Contract.

## 8.11 Consideration of Hiring GAIN/START Participants

- 8.11.1 Should Contractor require additional or replacement personnel after the effective date of this Contract, 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 Skills and Training to Achieve Readiness for Tomorrow (START) 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/START participants by job category to Contractor. Contractors must report all job openings with job requirements to: [gainstart@dpss.lacounty.gov](mailto:gainstart@dpss.lacounty.gov) and [BSERVICES@OPPORTUNITY.LACOUNTY.GOV](mailto:BSERVICES@OPPORTUNITY.LACOUNTY.GOV) and DPSS will refer qualified GAIN/START job candidates.
- 8.11.2 In the event that both laid-off County employees and GAIN/START participants are available for hiring, County employees must be given first priority.

## 8.12 Contractor Responsibility and Debarment

### 8.12.1 Responsible Contractor

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

### 8.12.2 Chapter 2.202 of the County Code

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

### 8.12.3 Non-responsible Contractor

The County may debar a Contractor if the Board finds, in its discretion, that Contractor has done any of the following: i) violated a material term of a contract with the County or a nonprofit corporation created by the County, ii) committed an act or omission which negatively reflects on Contractor's quality, fitness, or capacity to perform a contract 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, iii) committed an act or offense which indicates a lack of business integrity or business honesty, or iv) made or submitted a false claim against the County or any other public entity.

#### **8.12.4 Contractor Hearing Board**

- 8.12.4.1 If there is evidence that Contractor may be subject to debarment, the Department will notify Contractor in writing of the evidence which is the basis for the proposed debarment and will advise Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 8.12.4.2 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Contractor and/or Contractor's representative 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.
- 8.12.4.3 After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board 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.
- 8.12.4.4 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: i) elimination of the grounds for which the debarment was imposed, ii) a bona fide change in ownership or management, iii) material evidence in favor of Contractor is discovered after debarment was imposed, or iv) any other reason that is in the best interests of the County.
- 8.12.4.5 The Contractor Hearing Board will consider a request for review of a debarment determination only where: i) Contractor has been debarred for a period longer than five years, ii) the debarment has been in effect for at least five years, and iii) 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.

8.12.4.6 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.

#### 8.12.5 **Subcontractors of Contractor**

These terms will also apply to Subcontractors of Contractors performing Work under this Contract.

### 8.13 **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 F (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/>.

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

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

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

### 8.15 **County's Quality Assurance Plan**

The County or its Agent(s) will monitor Contractor's performance under Exhibit A (Statement of Work) to this Contract on not less than an annual basis. Such monitoring will include assessing Contractor's compliance with all Contract terms and conditions and

performance standards. Contractor Deficiencies which the County determines are significant or continuing and that may place performance of this Contract 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 Contract or impose other penalties as specified in this Contract.

**8.16 Damage to County Facilities, Buildings or Grounds**

8.16.1 Contractor will repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or its employees or its agents. 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.

8.16.2 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.

**8.17 Employment Eligibility Verification**

8.17.1 Contractor warrants that it fully complies with all federal and state statutes and regulations regarding the employment of aliens and others and that all its employees performing Work under this Contract meet the citizenship or alien status requirements set forth in federal and state statutes and regulations. Contractor must obtain, from all its employees and Subcontractors 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 amended. Contractor must retain all documentation for all covered employees for the period prescribed by law.

8.17.2 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 Contract.

**8.18 Counterparts and Electronic Signatures and Representations**

This Contract 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 Contract. 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.

The County and Contractor hereby agree to regard electronic representations of original signatures of authorized officers of each party, when appearing in appropriate places on

the Amendments and Change Notices prepared pursuant to Paragraph 8.1 (Amendments and Change Notices) and received via communications facilities (facsimile, email or electronic signature), as legally sufficient evidence that such legally binding signatures have been affixed Amendments and Change Notices to this Contract.

### **8.19 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 or Subcontractor personnel for which the County may be found jointly or solely liable.

### **8.20 Force Majeure**

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

8.20.2 Notwithstanding the foregoing, a default by a Subcontractor of Contractor 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 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.

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

### **8.21 Governing Law, Jurisdiction, and Venue**

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

### **8.22 Independent Contractor Status**

8.22.1 This Contract 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 will not be, nor be construed to be, employees or agents of the other party for any purpose whatsoever.

- 8.22.2 Contractor is solely liable and responsible for providing to, or on behalf of, all its persons performing Work pursuant to this Contract any and all compensation and benefits. 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 personnel provided by or on behalf of Contractor.

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

### **8.23 Indemnification**

Contractor must indemnify, defend, and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents, and volunteers (County Indemnitees) from and against any and all liability brought by a third party, including but not limited to demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from death or personal injury resulting from negligence or willful misconduct in connection with Contractor's performance of its obligations under this Contract, except for such loss or damage arising from the sole negligence or willful misconduct of the County Indemnitees.

### **8.24 General Provisions for all Insurance Coverage**

- 8.24.1 Without limiting Contractor's indemnification of the County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor must provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraphs 8.24 (General Provisions for all Insurance Coverage) and 8.25 (Insurance Coverage) of this Contract. These minimum insurance coverage terms, types, and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract.

- 8.24.2 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 Contract.

#### **8.24.3 Evidence of Coverage and Notice to County**

- 8.24.3.1 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 as stated in Paragraph 8.24.3.5 below and provided prior to commencing services under this Contract.

- 8.24.3.2 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.
- 8.24.3.3 Certificates must identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The insured party named on the Certificate must match the name of Contractor identified as the contracting party in this Contract. 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 (to the extent such information is contained in Contractor's certificate), and list any County required endorsement forms.
- 8.24.3.4 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.
- 8.24.3.5 Certificates and copies of any required endorsements must be sent to County Contract Compliance Manager as in Exhibit C (County's Administration) to this Contract.
- 8.24.3.6 Contractor also 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 Contract and could result in the filing of a claim or lawsuit against Contractor and/or the County.

#### 8.24.4 **Additional Insured Status and Scope of Coverage**

The County, its Special Districts, Elected Officials, Officers, Agents, employees, and volunteers (collectively the 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. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

#### **8.24.5 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 Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Contract.

#### **8.24.6 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 Contract, upon which the County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. 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.

#### **8.24.7 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 in advance by the County.

#### **8.24.8 Contractor's Insurance Must Be Primary**

Contractor's insurance policies, with respect to any claims related to this Contract, 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. Commercial General Liability will be primary to and non-contributory with any and all insurance otherwise maintained by or afforded to the County, but only to the extent of liabilities falling within Contractor's indemnity obligations pursuant to the terms of this Contract.

#### **8.24.9 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 Contract. Contractor must require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

#### **8.24.10 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.

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

Contractor's policies will not obligate the County to pay any portion of any Contractor deductible or SIR.

**8.24.12 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 Contract. Contractor understands and agrees it will maintain such coverage for a period of not less than three years following Contract expiration, termination, or cancellation.

**8.24.13 Application of Excess Liability Coverage**

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

**8.24.14 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.

**8.24.15 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.

**8.24.16 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.

**8.25 Insurance Coverage**

**8.25.1 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 (as part of the CGL or on a standard alone basis):	\$1 million

Personal and Advertising Injury: \$1 million  
 Each Occurrence: \$1 million

8.25.2 **Automobile Liability** insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and 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 Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

8.25.3 **Workers Compensation and Employers’ Liability** insurance or qualified self-insurance satisfying statutory requirements, which includes Employers’ Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also 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.

8.25.4 **Unique Insurance Coverage**

8.25.4.1 **Intentionally Omitted**

8.25.4.2 **Intentionally Omitted**

8.25.4.3 **Intentionally Omitted**

8.25.4.4 **Intentionally Omitted**

8.25.4.5 **Technology Errors & Omissions / Cyber Insurance**

Technology Errors & Omissions / Cyber Insurance for liabilities arising from errors, omissions, or negligent acts in rendering or failing to render computer or information technology services and technology products, and (i) privacy breaches (liability arising from the loss or disclosure of confidential information no matter how it occurs), ii) system breach, iii) denial or loss of service, iv) introduction, implantation or spread of malicious software code, and v) unauthorized access to or use of computer systems. Coverage for violation of software copyright should be included. Technology services should at a minimum include: i) systems analysis, ii) systems programming, iii) data processing, iv) systems integration, v) outsourcing including outsourcing development and design, vi) systems design, consulting, development and modification, vii) training services relating to computer software or hardware, viii) management, repair and maintenance of computer products, networks and systems, ix)

marketing, selling, servicing, distributing, installing and maintaining computer hardware or software, x) data entry, modification, verification, maintenance, storage, retrieval or preparation of data output, and xi) any other services provided by Contractor with limits of not less than \$10 million. No exclusions/restrictions for unencrypted portable devices/media may be on the policy. The County and its Agents must be provided additional insured status.

**8.25.4.6 Intentionally Omitted**

**8.25.4.7 Intentionally Omitted**

**8.26 Liquidated Damages**

8.26.1 If, in the judgment of the Sheriff, or his authorized designee, Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Sheriff, or his authorized designee, at his option, 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 the Sheriff, or his authorized designee, in a written notice describing the reasons for said action.

8.26.2 If the Sheriff, or his authorized designee, determines that there are Deficiencies in the performance of this Contract that the Sheriff, or his authorized designee, deems are correctable by Contractor over a certain time span, the Sheriff, or his authorized designee, will provide a written notice to Contractor to correct the deficiency within specified time frames. Should Contractor fail to correct Deficiencies within said time frame, the Sheriff, or his authorized designee, may: a) deduct from Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum, and/or b) deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages is \$200 per Day, hereunder, 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. Notwithstanding the foregoing, Contractor's total liability under this Paragraph 8.26 (Liquidated Damages) will be capped at 20% of the Monthly Contract Sum for each month in which there is cause for liquidated damages to be assessed against Contractor.

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

8.26.4 This Paragraph 8.26 (Liquidated Damages) will not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by

law or as specified in Paragraph 8.26.2 above, and will not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

## **8.27 Most Favored Public Entity**

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

## **8.28 Nondiscrimination and Affirmative Action**

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

8.28.2 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.

8.28.3 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.

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

8.28.5 Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies 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 Contract or under any project, program, or activity supported by this Contract.

- 8.28.6 Contractor will allow County representatives access to Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) when so requested by the County.
- 8.28.7 If the County finds that any provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) have been violated, such violation will constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that Contractor has violated federal or state anti-discrimination laws or regulations will constitute a finding by the County that Contractor has violated the anti-discrimination provisions of this Contract.
- 8.28.8 The parties agree that in the event Contractor violates any of the anti-discrimination provisions of this Contract, the County will, at its sole option, be entitled to the sum of \$500 for each such violation as allowed under California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

### **8.29 Non-Exclusivity**

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

### **8.30 Notice of Delays**

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

### **8.31 Notice of Disputes**

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

### **8.32 Notice to Employees Regarding the Federal Earned Income Credit**

Contractor must notify its employees, and will 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.



### 8.33 Notice to Employees Regarding the Safely Surrendered Baby Law

Contractor must notify and provide to its employees, and will require each Subcontractor to notify and provide to its employees, information regarding the Safely Surrendered Baby Law, its implementation in the County, and where and how to safely surrender a baby. The information is set forth in Exhibit F (Safely Surrendered Baby Law) to this Contract. Additional information is available at: <https://lacounty.gov/residents/family-services/child-safety/safe-surrender/>.

### 8.34 Notices

All notices or demands required or permitted to be given or made under this Contract 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 C (County's Administration) and D (Contractor's Administration) to this Contract, or delivered by email, and will be deemed given upon personal reply acknowledgment receipt. Addresses may be changed by either party giving ten Days prior written notice thereof to the other party. County Project Director will have the authority to issue all notices or demands required or permitted by the County under this Contract.

### 8.35 Prohibition Against Inducement or Persuasion

Notwithstanding the above, Contractor and the County agree that, during the Term of this Contract 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.

### 8.36 Public Records Act

8.36.1 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 8.38 (Record Retention and Inspection-Audit Settlement) of this Contract are considered Contractor Confidential Information, except as required by applicable law. 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 7921 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.

8.36.2 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 a proposal marked "trade secret," "confidential," or "proprietary," Contractor agrees to defend and indemnify the County for all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

### **8.37 Publicity**

- 8.37.1 Contractor must not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing Contractor's need to identify its services and related clients to sustain itself, the County will not inhibit Contractor from publishing its role under this Contract within the following conditions:
- a. Contractor must develop all publicity material in a professional manner, and
  - b. During the Term of this Contract, Contractor must 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.
- 8.37.2 Contractor may, without the prior written consent of the County, indicate in its proposals and sales materials that it has been awarded this Contract with the County, provided that the requirements of this Paragraph 8.37 (Publicity) will apply.

### **8.38 Record Retention and Inspection-Audit Settlement**

- 8.38.1 Contractor must maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. Contractor must also maintain accurate and complete employment records and other records relating to its performance of this Contract. 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 Contract. 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, must be kept and maintained by Contractor and must be made available to the County during the Term of this Contract 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 must 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.
- 8.38.2 In the event that an audit of Contractor is conducted specifically regarding this Contract by any federal or state auditor, or by any auditor or accountant employed by Contractor or otherwise, then Contractor 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 Contract. Subject to applicable law, the County will make a reasonable effort to maintain the confidentiality of such audit report(s). Failure on the part of Contractor to comply with any of the provisions of this Paragraph 8.38 (Record

Retention and Inspection-Audit Settlement) will constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

- 8.38.3 If, at any time during the Term of this Contract or within five years after the expiration or termination of this Contract, representatives of the County conduct an audit of Contractor regarding the Work performed under this Contract, and if such audit finds that the County's dollar liability for any such Work is less than payments made by the County to Contractor, then the difference must 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 Contract or any other agreement. If such audit finds that the 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 Contract exceed the funds appropriated by the County for the purpose of this Contract.

### **8.39 Recycled Bond Paper**

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

### **8.40 Subcontracting**

- 8.40.1 The requirements of this Contract may not be subcontracted by Contractor without the advance written 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 Contract.
- 8.40.2 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.
  - c. Other pertinent information and/or certifications requested by the County.
- 8.40.3 Contractor must indemnify, defend, 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.
- 8.40.4 Contractor will remain fully responsible for all performances required of it under this Contract, including those that Contractor has determined to Subcontract, notwithstanding the County's approval of Contractor's proposed Subcontract.
- 8.40.5 The County's consent to Subcontract will not waive the County's right to prior and continuing approval of any and all personnel, including Subcontractor employees, providing Services under this Contract. Contractor is responsible for notifying its Subcontractors of this County right.

- 8.40.6 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.
- 8.40.7 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.
- 8.40.8 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. Before any Subcontractor employee may perform any Work hereunder, Contractor must ensure delivery of all such documents to County Project Director at the address herein provided in Exhibit C (County's Administration) to this Contract.

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

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

**8.42 Termination for Convenience**

- 8.42.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of Work hereunder will be effectuated 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.
- 8.42.2 After receipt of a notice of termination and except as otherwise directed by the County, Contractor must:
  - a. Stop Work under this Contract on the date and to the extent specified in such notice, and
  - b. Complete performance of such part of the Work, as well as Work not affected by the notice, as would not have been terminated by such notice.
- 8.42.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of Contractor under this Contract must be maintained by

Contractor in accordance with Paragraph 8.38 (Record Retention and Inspection-Audit Settlement) above.

### **8.43 Termination for Default**

- 8.43.1 The County may, by written notice to Contractor, terminate the whole or any part of this Contract, if Contractor fails to cure the below within 90 Days after receiving such notice, and in the judgment of County Project Director:
- a. Contractor has materially breached this Contract, or
  - b. Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, Service, or other Work required either under this Contract, or
  - c. Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within 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.
- 8.43.2 In the event that the County terminates this Contract in whole or in part as provided in Paragraph 8.43.1 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 must continue the performance of this Contract to the extent not terminated under the provisions of this Paragraph.
- 8.43.3 Except with respect to defaults of any Subcontractor, Contractor will not be liable for any such excess costs of the type identified in Paragraph 8.43.2 above, if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of 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 Subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this Paragraph, the term "Subcontractor(s)" means Subcontractor(s) at any tier.
- 8.43.4 If, after the County has given notice of termination under the provisions of this Paragraph 8.43 (Termination for Default) it is determined by the County that Contractor was not in default under the provisions of this Paragraph 8.43

(Termination for Default) or that the default was excusable under the provisions of Paragraph 8.43.3 above, the rights and obligations of the parties will be the same as if the notice of termination had been issued pursuant to Paragraph 8.42 (Termination for Convenience) above.

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

#### **8.44 Termination for Improper Consideration**

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

8.44.2 Contractor must immediately report any attempt by a County elected official, officer or employee, or agent 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/>.

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

#### **8.45 Termination for Insolvency**

8.45.1 The County may terminate this Contract immediately and without delay if any of the following occur:

- 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.

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

#### **8.46 Termination for Non-Adherence of County Lobbyist Ordinance**

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

#### **8.47 Termination for Non-Appropriation of Funds**

Notwithstanding any other provision of this Contract, the County will not be obligated for Contractor's performance hereunder or by any provision of this Contract during any of the County's future Fiscal Years unless and until the Board appropriates funds for this Contract in the County's Budget for each such future Fiscal Year. In the event that funds are not appropriated for this Contract, then this Contract 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.

#### **8.48 Validity**

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

#### **8.49 Waiver**

No waiver by the County of any breach of any provision of this Contract 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 Contract will not be construed as a waiver thereof. The rights and remedies set forth in this Paragraph 8.49 will not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

#### **8.50 Warranty Against Contingent Fees**

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

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

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

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.

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

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

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

### **8.53 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](#).

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

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

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

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

### **8.55 Intentionally Omitted**

### **8.56 Compliance with Fair Chance Employment Hiring Practices**

Contractor, and its Subcontractors, must comply with fair chance employment hiring practices set forth in [California Government Code Section 12952](#). Contractor's violation



of this Paragraph of this Contract may constitute a material breach of this Contract. In the event of such material breach, the County may, in its sole discretion, terminate this Contract.

### **8.57 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 this Contract or other contractual agreements, as well as civil liability.

### **8.58 Prohibition from Participation in Future Solicitation(s)**

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

### **8.59 Injury and Illness Prevention Program**

Contractor will be required to comply with the State of California's Cal OSHA 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.

### **8.60 Limitation of Liability**

8.60.1 In no event will either party have any liability for indirect, incidental, consequential, special, punitive, exemplary, or similar damages arising out of or related to this Contract (where arising in contract, tort, or otherwise), including lost profits, revenues, goodwill, interrupted communications, or business interruption, and regardless of the theory of liability, even if advised of the possibility of such damages, such damages were foreseeable.

8.60.2 In no event will the aggregate liability of each party arising out of or related to this Contract exceed two times the Maximum Contract Sum as detailed in Exhibit B (Equipment List and Price Schedule) to this Contract. However, the foregoing limitation will not apply to the County's payment obligations

hereunder or for Contractor to recover payment for use of the Services or Contractor Software in excess of the quantity purchased under an Order.

8.60.3 The limitations in Paragraphs 8.60.1 and 8.60.2 above will not apply to a party's liability for its infringement or misappropriation of the other party's intellectual property rights, its indemnification obligations under Paragraph 9.3 (Patent, Copyright and Trade Secret Indemnification) below, or to the extent prohibited by law.

### **8.61 Campaign Contribution Prohibition Following Final Decision in Contract Proceeding**

Pursuant to Government Code Section 84308, Contractor and its Subcontractors, are prohibited from making a contribution of more than \$250 to a County officer for 12 months after the date of the final decision in the proceeding involving this Contract. Failure to comply with the provisions of Government Code Section 84308 and of this Paragraph, may be a material breach of this Contract as determined in the sole discretion of the County.

## **9.0 UNIQUE TERMS AND CONDITIONS**

### **9.1 Intentionally Omitted**

### **9.2 Ownership of Materials, Software and Copyright**

9.2.1 Subject to Contractor's pre-existing ownership rights in its materials, Contractor Software, and copyrights, the County will be the sole owner of all right, title, and interest, including copyright, in and to all software, plans, diagrams, facilities, and tools (hereafter "materials") which are originated or created through Contractor's Work pursuant to this Contract. Contractor, for valuable consideration herein provided, must execute all documents necessary to assign and transfer to, and vest in the County all of Contractor's right, title, and interest in and to such original materials, including any copyright, patent, and trade secret rights which arise pursuant to Contractor's Work under this Contract.

9.2.2 During the Term of this Contract and for five years thereafter, Contractor must maintain and provide security for all of Contractor's working papers prepared under this Contract. The County will have the right to inspect, copy, and use at any time during and subsequent to the Term of this Contract, any and all such working papers and all information contained therein.

9.2.3 Any and all materials, software and tools which are developed or were originally acquired by Contractor outside the scope of this Contract, which Contractor desires to use hereunder, and which Contractor considers to be proprietary or confidential, must be specifically identified by Contractor to County Project Manager as proprietary or confidential, and must be plainly and prominently marked by Contractor as "Proprietary" or "Confidential" on each appropriate page of any document containing such material. The parties agree that all materials, Contractor Software, and tools identified as Confidential by Contractor are hereunder deemed proprietary and confidential to Contractor.

- 9.2.4 The County will use reasonable means to ensure that Contractor's proprietary and/or confidential items are safeguarded and held in confidence. The County agrees not to reproduce, distribute, or disclose to non-County entities any such proprietary and/or confidential items without the prior written consent of Contractor.
- 9.2.5 Notwithstanding any other provision of this Contract, the County will not be obligated to Contractor in any way under Paragraph 9.2.4 above for any of Contractor's proprietary and/or confidential items which are not plainly and prominently marked with restrictive legends as required by Paragraph 9.2.3 above or for any disclosure which the County is required to make under any state or federal law or order of court.
- 9.2.6 All the rights and obligations of this Paragraph 9.2 (Ownership of Materials, Software and Copyright) will survive the expiration or termination of this Contract.

### **9.3 Patent, Copyright and Trade Secret Indemnification**

- 9.3.1 Contractor must indemnify, hold harmless, and defend the County from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of Contractor's Work under this Contract. The County will inform Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and will support Contractor's defense and settlement thereof. The foregoing defense and indemnity obligations will not apply if: (a) the allegation does not state with specificity that the Services or Contractor Software are the basis of the Claim; or (b) if a Claim arises from: (i) specifications, technology, applications, or designs furnished by the County or a third party on the County's behalf; (ii) the use or combination of the Services or Contractor Software or any part thereof with any product or service, data, or processes not provided by Contractor, if the Services or Contractor Software or use thereof would not infringe without such combination; (iii) the modification of the Services or Contractor Software not provided by Contractor's authorized personnel; (iv) Services or Contractor Software under an Order for which there is no charge; (v) the County's failure to use the Services or Contractor Software in accordance with the Documentation; or (vi) the Content.
- 9.3.2 In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that the County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, Contractor, at its sole expense, and providing that the County's continued use of the System is not materially impeded, must either:
  - a. Procure for the County all rights to continued use of the questioned equipment, part, or software product, or

- b. Replace the questioned equipment, part, or software product with a non-questioned item, or
- c. Modify the questioned equipment, part, or software so that it is free of claims.

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

#### **9.4 Data Destruction**

If Contractor has maintained, processed, or stored County data and/or information, implied or expressed, have the sole responsibility to certify that the data and information have been appropriately destroyed consistent with the National Institute of Standards and Technology (NIST) Special Publication SP 800-88 titled Guidelines for Media Sanitization. Available at: <https://csrc.nist.gov/publications/PubsDrafts.html#SP-800-88 Rev.%201>.

If any County data and/or information has been stored on purchased, leased, or rented electronic storage equipment (e.g., printers, hard drives) and electronic devices (e.g., servers, workstations) that data must be geographically located on County approved premises and never store in a location external to County premises. The County must receive within ten Business Days, a signed document from Contractor that certifies and validates the data and information were placed in one or more of the following stored states: unusable, unreadable, and indecipherable.

If applicable, Contractor must certify that any County data stored on purchased, leased, or rented electronic storage equipment and electronic devices, including, but not limited to printers, hard drives, servers, and/or workstations are destroyed consistent with the current National Institute of Standard and Technology (NIST) Special Publication SP-800-88, Guidelines for Media Sanitization. Contractor must provide the County with written certification, within ten Business Days of removal of any electronic storage equipment and devices that validates that any and all County data was destroyed and is unusable, unreadable, and/or undecipherable.

#### **9.5 Intentionally Omitted**

#### **9.6 Intentionally Omitted**

#### **9.7 Social Enterprise (SE) Preference Program (If Applicable)**

9.7.1 This Contract 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](#).

9.7.2 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.

9.7.3 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.

- 9.7.4 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 contract to which it would not otherwise have been entitled, Contractor must:
- a. Pay to the County any difference between this Contract amount and what the County's costs would have been if this Contract 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 Contract, 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).
- 9.7.5 The above penalties will also apply to any entity that has previously obtained proper certification, however, because of a change in their status would no longer be eligible for certification, and fails to notify the County Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

**9.8 Disabled Veteran Business Enterprise (DVBE) Preference Program (If Applicable)**

- 9.8.1 This Contract 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](#).
- 9.8.2 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.
- 9.8.3 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.
- 9.8.4 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 Contract to which it would not otherwise have been entitled, Contractor must:
- a. Pay to the County any difference between this Contract amount and what the County's costs would have been if this Contract 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 Contract, 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).

9.8.5 Notwithstanding any other remedies in this Contract, 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 County Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

**9.9 Intentionally Omitted**

**9.10 Intentionally Omitted**

**9.11 Intentionally Omitted**

**9.12 Compliance with County’s Women in Technology Hiring Initiative**

At the direction of the Board, the County has established a “Women in Technology” (WIT) Hiring Initiative focused on recruiting, training, mentoring, and preparing all genders, including women, at-risk youth, and underrepresented populations (program participants) for County Information Technology (IT) careers. In support of the subject initiative, IT Contractors currently offering certification, training, and/or mentoring programs must make such program(s) available to WIT program participants, if feasible. Contractors must report such programs available to: [WITProgram@isd.lacounty.gov](mailto:WITProgram@isd.lacounty.gov).

**10.0 Survival**

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

Paragraph 1 (Applicable Documents)

Paragraph 2 (Definitions)

Paragraph 3 (Work)

Paragraph 5.5 (No Payment for Services Provided Following Expiration/Termination of Contract)

Paragraph 7.6 (Confidentiality)

Paragraph 8.1 (Amendments and Change Notices)

Paragraph 8.2 (Assignment and Delegation/Mergers or Acquisitions)

Paragraph 8.6.2 (Compliance with Applicable Laws)

Paragraph 8.19 (Fair Labor Standards)

Paragraph 8.20 (Force Majeure)

Paragraph 8.21 (Governing Law, Jurisdiction, and Venue)

Paragraph 8.23 (Indemnification)

Paragraph 8.24 (General Provisions for all Insurance Coverage)

Paragraph 8.25 (Insurance Coverage)

Paragraph 8.26 (Liquidated Damages)

Paragraph 8.34 (Notices)

Paragraph 8.38 (Record Retention and Inspection/Audit Settlement)

Paragraph 8.42 (Termination for Convenience)

Paragraph 8.43 (Termination for Default)

Paragraph 8.48 (Validity)

Paragraph 8.49 (Wavier)

Paragraph 8.58 (Prohibition from Participation in Future Solicitation(s))

Paragraph 8.60 (Campaign Contribution Prohibition Following Final Decision in Contract Proceeding)

Paragraph 9.2 (Ownership of Materials, Software and Copyright)

Paragraph 9.3 (Patent, Copyright and Trade Secret Indemnification)

Paragraph 10 (Survival)

IN WITNESS WHEREOF, Contractor has executed this Contract, or caused it to be duly executed and the County of Los Angeles, by order of its Board of Supervisors has caused this Contract to be executed on its behalf by the Chair of said Board and attested by the Executive Officer-Clerk of the Board of Supervisors thereof, the Day and year first above written.

I hereby certify that pursuant to Section 25103 of the Government Code, Delivery of this document has been made.

EDWARD YEN  
Executive Officer  
Clerk of the Board of Supervisors

By: *Kzomete*  
Deputy



ATTEST:

Edward Yen, Executive Officer of the Board of Supervisors

By: *Kzomete*

APPROVED AS TO FORM:

DAWYN R. HARRISON

County Counsel

By: *Cammy C. DuPont*

Cammy C. DuPont  
Principal Deputy County Counsel

Digitally signed by Cammy C. DuPont  
Date: 2024.07.15 16:20:54 -07'00'

COUNTY OF LOS ANGELES

By: *John Rennie*  
Chair, Board of Supervisors

CONTRACTOR

By: *John Rennie*  
Its Authorized Representative

Printed Name: John Rennie

Title: M. General Manager, Public Safety and Justice

Date: Jul 9, 2024

By: *Ashley Goodwin*  
Its Authorized Representative

Printed Name: Ashley Goodwin

Title: -VP Finance

Date: Jul 10, 2024

79604

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

85 September 10, 2024

*Edward Yen*  
EDWARD YEN  
EXECUTIVE OFFICER



# **EXHIBIT A**

## **STATEMENT OF WORK**

### **NETWORKED LOGGING RECORDER SYSTEM MAINTENANCE AND SUPPORT SERVICES**

# STATEMENT OF WORK

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## Statement of Work

### 1.0 INTRODUCTION

#### 1.1 Purpose

The purpose of the Contract is to provide the Los Angeles County (County) Sheriff's Department (Department) with Networked Logging Recorder System (System) maintenance and support (M&S) services.

1.2 Terms or phrases with initial letter capitalized, where applicable, whether singular or plural, will have the meanings set forth in Paragraph 2.0 (Definitions) of the Contract, whenever such terms are used in this Statement of Work (SOW).

#### 1.3 Background

1.3.1 The Department's System has Networked Logging Recorders (NLRs) as set forth in Exhibit B (Equipment List and Price Schedule) to the Contract located at facilities throughout the County. These NLRs are used to capture both radio and telephone conversations. Recordings are routinely required for criminal and civil court proceedings as well as Department internal investigations. These NLRs contain both hardware and software that can be monitored and serviced by Contractor either on-site at County facilities or remotely via the Sheriff's Data Network.

1.3.2 In order to ensure that the System continues to operate efficiently and effectively, the System, including the NLRs, must be maintained and repaired or replaced, as specified in Paragraph 3.0 (Equipment Maintenance Program) of this SOW, when problems are detected.

### 2.0 SCOPE OF WORK

2.1 Contractor must provide M&S services for the System, including the NLRs, as directed by the Department's Communications and Fleet Management Bureau. As part of Contractor's M&S services, Contractor must correct any and all Deficiencies in the System.

- 2.2 Contractor must provide a full-service maintenance program for the NLRs set forth in Exhibit B (Equipment List and Price Schedule) to the Contract according to the terms of, and in the manner set forth in, the Contract including this SOW.

**3.0 EQUIPMENT MAINTENANCE PROGRAM**

3.1 General

Contractor must service the entire geographical area of the County and must provide unlimited remote access and/or on-site labor, diagnostics, and repairs to the System, including the NLRs, listed in Exhibit B (Equipment List and Price Schedule) to the Contract, located at facilities throughout the County.

3.2 Remote Access Diagnostics / Repairs

3.2.1 Contractor must provide on-line (remote access) System diagnostics, maintenance, and repairs 24 hours per day, 7 days per week, 365/6 days per year. Limited exceptions will be made only for County network malfunctions which impede Contractor's remote access capabilities.

3.2.2 Contractor must first attempt to remotely diagnose and repair County Equipment in accordance with Paragraph 3.6 (Service Response Time) below. If Contractor is unable to repair Equipment using remote diagnostics, Contractor must dispatch Contractor staff to repair the Equipment pursuant to Paragraphs 3.3 (On-Site Diagnostics/Repairs) and 3.6 (Service Response Time) below.

3.2.3 When providing remote access services, Contractor must adhere to the County's network security standards defined in Exhibits G1 (County-Information Security and Privacy Requirements Exhibit), G2 (Departmental Information Security Requirements), G3 (Compliance with Departmental Encryption Requirements), and G4 (Departmental Application Security Requirements) to the Contract.

3.3 On-Site Diagnostics / Repairs

3.3.1 On-site service at County facilities will normally occur Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. (Pacific Time). Contractor understands that the workload may

require service outside the 8:00 a.m. and 5:00 p.m. (Pacific Time) work schedule, on an as-needed basis, which may include weekends and holidays.

3.3.2 Contractor staff will be responsible for installing all parts, components, and software necessary to effectuate the required service or repair of the System, including the NLRs.

3.3.3 Contractor staff must have all necessary parts, materials, and tools available on-site at County facilities when servicing and performing on-site repairs.

### 3.4 Addition/Deletion of County Equipment

The County, at its sole discretion, reserves the right to add up to ten additional NLRs to the Contract at no extra charge to the County. In like manner, the County, in its sole discretion, reserves the right to delete up to ten NLRs from the Contract with no adjustment to the annual maintenance cost set forth in Exhibit B (Equipment List and Price Schedule) to the Contract. In the event any NLRs are added or deleted in accordance with this Paragraph during the Term of the Contract, Exhibit B (Equipment List and Price Schedule) to the Contract will be updated accordingly pursuant to Paragraph 8.1 (Amendments and Change Notices) of the Contract.

### 3.5 Work Description

3.5.1 Emergencies: means when Networked Logging Recorder(s) and/or the System is not recording any one or more of its channels; or the System is in immediate danger of losing any recordings it has captured, or anytime the retrieval of a recording is unable to be performed and the specific recording is critical to an investigation of any matter wherein life, property, and/or the safety of others is at risk.

3.5.2 Non-Emergencies: means when Networked Logging Recorder(s) and/or the System are recording and archiving all recorded channels, but a non-critical portion of the System needs repair or replacement for full functionality).

### 3.6 Service Response Time

- 3.6.1 Upon receipt of a call or service request via Contractor's website: [Service Portal - Customer Support \(service-now.com\)](http://service-now.com) from a County authorized user, Contractor must open a service ticket. Contractor must promptly utilize remote diagnostics for problem identification. If the problem cannot be corrected remotely within two hours from the time the initial request for service is received by Contractor, Contractor must dispatch on-site support to the County facility, when determined necessary by Contractor.
- 3.6.2 Contractor's on-site response time, when determined necessary by Contractor, for unresolved Emergencies must not exceed six hours from the time a request for service is received by the County.
- 3.6.3 Contractor's on-site response time, when determined necessary by Contractor, for unresolved Non-Emergencies must not exceed 24 hours from the time a request for service is received by the County.

### 3.7 Software Maintenance - Updates / Diagnostics / Repairs

Contractor must provide all software Updates, diagnostics, and repairs to Contractor's proprietary software, SQL database software, and related applications at no additional charge to the County during the Term of the Contract, and as needed to maintain the functionality of the System, including the NLRs. In the event of software Updates which require upgraded hardware components to realize total software/hardware functionality, the acquisition and cost of such hardware will be the responsibility of the County. All software Updates, diagnostics and repairs must be performed in the manner specified in Paragraphs 3.2 (Remote Access Diagnostics/Repairs) and 3.3 (On-Site Diagnostics/Repairs) above. Updates will only be made available to the County: (a) for the version of, and options included in, the software that was originally purchased by the County and any future versions thereof provided by Contractor as part of the support; and (b) if and when such updates are made commercially available by Contractor to its customers generally. The software and content of the updates will be determined by Contractor in Contractor's sole discretion. For the avoidance of doubt, if the support Term is terminated in accordance with the terms of the Contract, Contractor will

not provide, and the County will not be entitled to receive, any updates after the effective date of termination.

### 3.8 Technical Support

Contractor must provide both on-line (remote access) and telephonic technical support 24 hours a day, 7 days a week, 365/6 days a year. Limited exceptions will be made only for County network malfunctions which impede Contractor's remote access capabilities.

### 3.9 Unresolved Request for Service

If a request for service cannot be completed within a 48-hour window because of extenuating circumstances (e.g., parts must be ordered or a software fix needs to be developed), Contractor staff must provide a full written description of the Work in progress, as well as an expected return-to-service date for the Equipment in question. Documentation for said Work in progress is subject to the conditions outlined in Paragraph 4.3 (Request for Service-Equipment Documentation) below.

Contractor must immediately email the service ticket to:

[voiceprintmaint@lasd.org](mailto:voiceprintmaint@lasd.org)

#### 3.9.1 County-Owned Surplus Equipment; Replacement Equipment

In an effort to minimize downtime to the System, temporary replacement units must be utilized for System failures, including critical system failures, which cannot be immediately remedied. A critical System failure is one for which there is no workaround, rendering the System incapable of recording, cataloguing, or playing back existing recordings per the specifications of, or published System capabilities of, the Equipment manufacturer. Temporary replacement units must be utilized as set forth below:

- a. Contractor must install a County-owned surplus unit, if available, for any NLR that must be removed from the County premises for repair. In the event a County-owned surplus unit is not available, Contractor may replace the failed NLR with a temporary replacement unit until all repairs have been effected.

- b. For incomplete/unresolved service requests that are not, or cannot, be resolved within 24 hours, Contractor may install a replacement unit until such repairs have been effected to the original Equipment, in accordance with this Paragraph 3.9 (Unresolved Request for Service).
- c. Contractor must not remove Equipment from the County premises until a replacement unit has been delivered to the site and/or without prior authorization from the on-site watch commander (typically, the Lieutenant who is in charge of the shift). Documentation for said removals is subject to the conditions outlined in Paragraph 4.3 (Request for Service-Equipment Documentation) below.
- d. In all instances, Contractor must immediately notify County Project Manager of the need for said replacement unit. Contractor must arrange for the pick-up and delivery by freight carrier of the replacement unit to the affected location.
- e. Contractor must notify County Project Manager within 48 hours of removal of Equipment from County premises, as to when such Equipment will be repaired and returned.
- f. It is intended that any County-owned surplus Equipment or Contractor provided temporary replacement unit be used on a temporary basis only. If the original failed Equipment cannot be repaired within ten Days, Contractor must replace the entire Equipment with new Equipment of similar quality and features at no cost to the County within 15 Business Days.
- g. If the County and Contractor agree that Equipment is at the end of life, Contractor must replace the entire Equipment with new Equipment of similar quality and features at no cost to the County within a mutually agreed upon time frame.

### 3.10 Teardown, Move, and Reconfiguration (TMR)

Contractor may be required to perform a TMR for each item of Equipment identified in Exhibit B (Equipment List and Price Schedule) to the Contract.

- 3.10.1 During the Term of the Contract, the County may elect, and Contractor must provide, TMR services for up to six items of Equipment at no additional cost to the County.



- 3.10.2 The County may elect, in like manner, to reduce the number of Equipment items scheduled for TMR, or to not implement any TMR during the Term of the Contract if determined to be in the best interest of the County.
- 3.10.3 For each TMR service which is additional to those six described in Paragraph 3.9.1 above, Contractor must provide those services at the flat-rate TMR pricing set forth in Exhibit B (Equipment List and Price Schedule) to the Contract. The County will not pay Contractor on a time and materials basis for TMR services.
- 3.10.4 For each TMR service which is additional to those six described in Paragraph 3.9.1 above, Contractor must invoice for each TMR only after each identified item of Equipment scheduled for TMR service has been successfully moved, reconfigured to the satisfaction of the County, and received written approval from County Project Director. Contractor will not receive payment for TMR services until all damages are repaired to the satisfaction of the County, as further specified in Paragraph 3.10.8 below.
- 3.10.5 Equipment identified for TMR may be moved within a ten mile geographic radius of their present location within the County.
- 3.10.6 Contractor must provide all necessary transportation, materials, tools, and qualified personnel to execute TMR services.
- 3.10.7 Any TMR service must begin at a date and time to be determined by County Project Manager in consultation with Contractor. A TMR service may occur over several days during the Term of the Contract which may or may not be contiguous. Actual locations and instructions for the TMR will be provided to Contractor by County Project Manager using documentation procedures acceptable to Contractor.
- 3.10.8 Damages incurred, or repairs needed as a result of TMR services, will be the sole responsibility of Contractor, including all additional labor, parts, components, and/or materials required to repair damages. Contractor must ensure that any and all damages are repaired to the satisfaction of the County, and subject to the approval of County Project Manager.

3.11 Resolution of Deficiencies

Deficiencies will be assigned a severity level by County Project Manager. Contractor must correct the Deficiency in accordance with the respective severity level response times as described below.

SEVERITY LEVEL	LEVEL DEFINITIONS	CALL BACK RESPONSE TIME	ON SITE RESPONSE TIME
P1 - Critical*	I. Critical issue that severely impacts the use of the System. II. No workaround available to County.	Within 2 hours of the County's notification.	NICE determines if a dispatch is required, after the initial remote triage. If one is required, NICE will dispatch within 8 hours.
P2 - High**	I. Major functionality is significantly impacted. II. No workaround available to County.	Within 4 hours of the County's notification.	NICE determines if a dispatch is required, after the initial remote triage. If one is required, NICE will dispatch within 24 hours.
P3 - Medium**	I. Multiple users impacted by a moderate loss of use of the System. II. Critical or high impact on non-production System. III. A workaround exists.	Within 24 hours of the County's notification.	NICE determines if a dispatch is required, after the initial remote triage. If one is required, NICE will dispatch within 48 hours.

SEVERITY LEVEL	LEVEL DEFINITIONS	CALL BACK RESPONSE TIME	ON SITE RESPONSE TIME
P4 - Low**	I. Minor loss of the System features. II. Inquiries. III. Medium or low impact on non-production System.	Within 48 hours of the County's notification.	NICE determines if a dispatch is required, after the initial remote triage. If one is required, NICE will dispatch within 72 hours.

\* 24/7/365

\*\* 8:00 a.m. – 5:00 p.m. (Monday-Friday) local time where Contractor Software is installed.

3.12 Downtime

Given the description of P1 and P2 Deficiencies [refer to Paragraph 3.11 (Resolution of Deficiencies) above], the parties agree that System downtime is likely, both due to the nature of the Deficiencies and the time needed by Contractor to achieve resolution. Contractor must endeavor to apply best industry practices to resolve the System Deficiency, or provide a temporary workaround, as applicable, to ensure System downtime is minimized.

The provision of a temporary workaround does not relieve Contractor of the burden to achieve timely resolution of the subject Deficiency. Contractor must perform Work continuously until a resolution has been achieved to the County's satisfaction.

**4.0 CONTRACTOR RESPONSIBILITIES**

- 4.1 Contractor must provide to County Project Director a Quality Control (QC) Plan in accordance with Paragraph 8.0 (Quality Control Plan) to this SOW.
- 4.2 Contractor must maintain an office with a telephone in the company's name where Contractor conducts business. At least one Contractor employee must be available during the hours of 8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday, to respond to complaints which may be received about Contractor's performance of the Contract. Contractor must provide voicemail to receive calls outside of normal business hours. Contractor must

respond to calls received by voicemail after normal business hours, on the next Business Day.

#### 4.3 Request for Service – Equipment Documentation

4.3.1 Contractor must maintain a complete service tracking system for each item of Equipment covered under the Contract which must minimally track the following:

- a. Dates and times requests for service are submitted,
- b. Dates and times requests for service are dispatched and completed,
- c. Facility from which request for service is submitted,
- d. Name of the person who submitted the request for service,
- e. Make, model, and serial number of Equipment serviced,
- f. Description of problem,
- g. Description of Work completed or disposition of Work in progress, including a listing of parts replaced or placed on order [see Paragraph 3.9 (Unresolved Request for Service) above],
- h. Documented service history,
- i. Service technician's full printed name, and
- j. Contract number.

4.3.2 Upon completion of each and every request for service, including TMR services (as applicable), Contractor staff must provide County personnel with a completed service ticket for each service request before leaving County premises.

Additionally, Contractor staff will simultaneously email the completed service ticket to: [voiceprintmaint@lasd.org](mailto:voiceprintmaint@lasd.org).

Contractor's service tickets must include:

- a. The service date,
- b. Service location,
- c. Make, model, and serial number of equipment serviced,
- d. Description of Work completed or disposition of Work in progress, including a listing of parts replaced or placed on order [see Paragraph 3.9 (Unresolved Request for Service)], and
- e. Service technician's full printed name.

- 4.3.3 Contractor must maintain an electronic inventory of all Equipment identified in Exhibit B (Equipment List and Price Schedule) to the Contract. This inventory file must be transferred to the County in a tabular format upon request.
- 4.3.4 Contractor must, upon request and within one Day, provide County Project Manager with any requested information regarding service requests/history of the Equipment per site.

#### 4.4 Training

Contractor must ensure that all Contractor employees providing services under the Contract are trained and qualified in their assigned tasks relative to the Contract, and have met the established QC standards of Contractor, as approved by the County, pursuant to this SOW.

- 4.4.1 All Contractor staff must be trained and certified directly by Contractor. Verification of certification must be provided to the County upon request.
- 4.4.2 Contractor must provide training programs for all Contractor employees, including in-service training for all new and existing employees associated with the Contract.

### 5.0 COUNTY RESPONSIBILITIES

- 5.1 The County will provide Contractor with reasonable access to, and use of, the general facilities and services of County premises in order to enable Contractor to perform its obligations under the Contract. The County will appoint the appropriate and authorized persons from its staff to liaise with Contractor.
- 5.2 The County will ensure that such County staff is reasonably available to Contractor as required for consultation and guidance with regard to all information, facilities, and services required by Contractor for the performance of its obligations under the Contract.
- 5.3 The County will be responsible for:
  - providing an Uninterruptible Power Supply (UPS) for the computer hardware,

- the procurement and/or provision of all computer peripherals and consumables (e.g. laptops, monitors, printers, and etc.),
- internet connection for remote diagnostics
- the procurement and updates of anti-virus software for the System,
- any regular maintenance that is normally undertaken by the user or operator as described in the operating manual for the Equipment,
- the correct use of the System in accordance with the manufacturer's operating instructions,
- backups of all call records on a periodic basis as prudently required,
- the security and integrity of all backups and recoveries of the software and data,
- notify and coordinate with Contractor before relocating or moving the System, and
- managing access to County's virtual private network.

## **6.0 CONTRACTOR STAFF**

### **6.1 Contractor Project Manager**

- 6.1.1 Contractor must assign one Contractor Project Manager to the project. The duties of Contractor Project Manager are set forth below and further described in Paragraph 7.2 (Contractor Project Manager) of the Contract.
- 6.1.2 Contractor must ensure that Contractor Project Manager is able to receive telephonic communication from the Department. Contractor must provide a telephone number where Contractor Project Manager may be reached Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. (Pacific Time). Contractor Project Manager must act as a central point of contact with the County.
- 6.1.3 Contractor Project Manager must be a full-time employee of Contractor, located within the United States, and able to effectively communicate in English, both orally and in writing.
- 6.1.4 Contractor Project Manager must have previous experience in the management of Work requirements for facilities of similar size and complexity as the County and must demonstrate previous experience in the management of Work requirements for NLRs of the same type

and complexity listed in Exhibit B (Equipment List and Price Schedule) to the Contract.

6.1.5 During the deployment and prior to handoff to support, Contractor Project Manager will be responsible for handling additions, deletions, and modifications to Exhibit B (Equipment List and Price Schedule) to the Contract and resolving all service-related issues.

6.1.6 Contractor Project Manager must have full authority to act for Contractor on all matters relating to the daily operation of the Contract.

6.2 Contractor must, upon execution of the Contract, provide to County Project Director, upon request, any and all professional licenses or certificates of proposed Contractor staff assigned to perform services related to the maintenance, repair, and operation of the System described herein and throughout the Contract. Further, Contractor must annually provide, upon request, all updated documents described above to County Project Director.

6.3 The conditions outlined in this Paragraph 6.0 (Contractor Staff) are supplemental to those listed in Paragraph 7.0 (Administration of Contract-Contractor) of the Contract.

**7.0 MATERIALS AND TOOLS**

**7.1 Contractor Materials and Tools**

7.1.1 The purchase of all materials, tools, and diagnostic equipment (collectively, Tools) needed to provide the services under the Contract is the sole responsibility of Contractor.

7.1.2 Contractor must maintain all of its Tools in accordance with Occupational Safety and Health Administration (OSHA), or other regulatory standards as they may apply, and must regularly check said Tools for safety and functionality. Contractor must ensure that all Contractor employees wear safety and protective gear in accordance with OSHA and/or other regulatory employee safety standards.

7.1.3 Contractor must train its employees in the safe handling of Contractor's materials, tools, and diagnostic equipment.

**7.2 Material Standards, Repairs**

- 7.2.1 Contractor must use either original equipment manufacturer (OEM) parts, or alternates that meet or exceed OEM standards. Contractor will incur financial liability for any damages that may result from the use or installation of parts, and must bear the expense of repairing or replacing damaged County Equipment or other property.
- 7.2.2 When an article is mentioned by trade name or a manufacturer's name, it is intended to establish a standard of merit. Articles of other manufacturers may be used, provided they are of the same type and of equal quality. The Department will be the sole judge as to "equal." All materials and parts must be new, or an approved type, or certified overhauled, and installed as recommended by the manufacturer. All materials and parts must be properly tested, regulated, adjusted, and placed in proper operating condition before the Work can be accepted.
- 7.2.3 Contractor must not charge the County any freight charges related to delivery of Equipment or parts.

**8.0 QUALITY ASSURANCE PLAN**

8.1 The County will evaluate Contractor's performance under the Contract, using the quality assurance procedures set forth in Paragraph 8.15 (County's Quality Assurance Plan) of the Contract.

**8.2 Meetings**

Contractor will be required to attend in-person meetings called by the Department, in its sole discretion. The purpose of these meetings will be to discuss and resolve problems, and/or adjust assignments and working schedules to meet new needs. If reasonably possible, Contractor will be given written notice at least 14 Days prior to the meeting as to the date, time, and location. Meetings are not billable to the County, including in-person or virtual.

**8.3 County Observations**

In addition to Departmental contracting personnel, other County personnel may observe performance, activities, and review documents relevant to



the Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with Contractor's performance.

**9.0 CONTRACTOR DAMAGES / CLEANUP**

- 9.1 All damages incurred to the System by Contractor must be quickly repaired or quickly replaced at Contractor's sole expense.
- 9.2 All such repairs or replacements must be completed within the time requirements determined by the County. If Contractor fails to repair or replace damaged property, the County will deduct the cost of repairs for such damages, as determined by the County, from existing unpaid invoices due to Contractor or from future invoices submitted by Contractor, or bill Contractor. In such event, the provisions of Paragraph 8.16 (Damage to County Facilities, Buildings, or Grounds) of the Contract will apply.
- 9.3 Upon completion of Work, Contractor must remove remaining excess materials from the Equipment. Any dirt, stains, or residues caused by Work under the Contract must be cleaned off and removed.

**10.0 WARRANTIES**

101 Warranty of Professional Skills and Performance

For the services set forth in the Contract, Contractor warrants that all Work performed under the Contract will be performed in a timely and efficient manner using only qualified, skilled, or original equipment manufacturer (OEM) trained technical staff specifically qualified to maintain and repair the Equipment listed in Exhibit B (Equipment List and Price Schedule) to the Contract. Further, Contractor warrants that all maintenance and support services and any other Work performed by Contractor will conform to the specifications for, and to the standards set by the OEM of the Equipment listed in Exhibit B (Equipment List and Price Schedule) to the Contract.

10.2 Warranty to Maintain Equipment within Specifications

Contractor warrants that it will maintain the System free from defects and Deficiencies in workmanship and materials so that the System will conform to the performance capabilities, characteristics, specifications,

functions, and standards applicable thereto, as published by the OEM thereof.

**11.0 ACCEPTABILITY OF WORK**

11.1 All Work by Contractor must be done in a professional manner and must be acceptable to technically qualified Department personnel designated by the County. All Work will be completed within the time frames specified in Paragraph 3.0 (Equipment Maintenance Program) above, and of a quality consistent with Paragraph 8.0 (Quality Assurance Plan) above, and elsewhere in the Contract.

**12.0 DISCREPANCIES**

12.1 If the County determines that Work is not complete, not performed to acceptable industry standards, or for some other reason not acceptable, the County and Contractor will follow dispute resolution procedures set forth in Paragraph 8.31 (Notice of Disputes) of the Contract.

**13.0 COMPLIANCE VERIFICATION**

13.1 Upon reasonable prior notice to the County, Contractor must have the right to verify that: (a) the County is in compliance with the licensing terms of the Contract; and (b) the quantity of software licenses in use by the County is consistent with the quantity of software licenses purchased by the County under the Contract. If Contractor reveals that the County's use of the Contractor's Software is in excess of the software licenses purchased, Contractor must invoice the County for the excess number of licenses at Contractor's then-current list price for Contractor's Software. The County will make payment to Contractor for such additional software licenses in accordance with Paragraph 5.6 (Invoices and Payments) of the Contract.

**14.0 SUPPORT CONTACTS**

14.1 The County may contact the Contractor helpdesk via the Self-Service Portal or by calling the following:

<b>Table A-1</b> Support Contacts	
<b>For NICE Enterprise Solution Family</b>	
<a href="https://niceprod.service-now.com/csm">https://niceprod.service-now.com/csm</a>	Recommended First Step
United States and Asia Pacific Region	+1 800-642-3611

**LOS ANGELES COUNTY SHERIFF'S DEPARTMENT**  
**Networked Logging Recorder System Maintenance and Support Services**  
**EQUIPMENT LIST AND PRICE SCHEDULE - NICE Systems, INC.**

	Location	MODEL	UPGRADE SERIAL #	YEAR 1 Initial Term Price	YEAR 2 Initial Term Price	YEAR 3 Initial Term Price
1	Altadena	NICE-NIR	51399	5,346.30	5,346.30	5,346.30
2	Avalon	NICE-NIR	51456	5,346.30	5,346.30	5,346.30
3	Carson	NICE-NIR	51444	5,346.30	5,346.30	5,346.30
4	Century	NICE-NIR	51431	5,346.30	5,346.30	5,346.30
5	Cerritos	NICE-NIR	51459	5,346.30	5,346.30	5,346.30
6	Compton	NICE-NIR	51419	5,346.30	5,346.30	5,346.30
7	County Services Bureau	NICE-NIR	51454	5,346.30	5,346.30	5,346.30
8	Crescenta Valley	NICE-NIR	51400	5,346.30	5,346.30	5,346.30
9	Data Systems Bureau	NICE-NIR	51434	5,346.30	5,346.30	5,346.30
10	East Los Angeles	NICE-NIR	51319	5,346.30	5,346.30	5,346.30
11	Harbor UCLA	NICE-NIR	55179	5,346.30	5,346.30	5,346.30
12	Industry	NICE-NIR	51428	5,346.30	5,346.30	5,346.30
13	Lakewood	NICE-NIR	51435	5,346.30	5,346.30	5,346.30
14	Lancaster	NICE-NIR	51455	5,346.30	5,346.30	5,346.30
15	Lawndale	NICE-NIR	51867	5,346.30	5,346.30	5,346.30
16	LCMC-USC Medical Center	NICE-NIR	55177	5,346.30	5,346.30	5,346.30
17	Lomita	NICE-NIR	51450	5,346.30	5,346.30	5,346.30
18	Lost Hills	NICE-NIR	51442	5,346.30	5,346.30	5,346.30
19	Marina Del Rey	NICE-NIR	51453	5,346.30	5,346.30	5,346.30
20	Mental Eval Team (El Monte)	NICE-NIR	55293	5,346.30	5,346.30	5,346.30
21	MLK Hospital	NICE-NIR	55178	5,346.30	5,346.30	5,346.30
22	Norwalk	NICE-NIR	51421	5,346.30	5,346.30	5,346.30
23	Olive View Medical Center	NICE-NIR	55176	5,346.30	5,346.30	5,346.30
24	Palmdale	NICE-NIR	51430	5,346.30	5,346.30	5,346.30
25	Paramount	NICE-NIR	51911	5,346.30	5,346.30	5,346.30
26	PDC-NCCF	NICE-NIR	55295	5,346.30	5,346.30	5,346.30
27	Pico Rivera	NICE-NIR	51422	5,346.30	5,346.30	5,346.30
28	Rancho Los Amigos	NICE-NIR	55180	5,346.30	5,346.30	5,346.30
29	San Dimas	NICE-NIR	51432	5,346.30	5,346.30	5,346.30
30	Santa Clarita	NICE-NIR	51429	5,346.30	5,346.30	5,346.30
31	Sheriff's HQ	NICE-NIR	51809	5,346.30	5,346.30	5,346.30
32	South Los Angeles	NICE-NIR	51417	5,346.30	5,346.30	5,346.30
33	Temple City	NICE-NIR	51402	5,346.30	5,346.30	5,346.30
34	Transit Services Bureau	NICE-NIR	51420	5,346.30	5,346.30	5,346.30
35	Twin Towers	NICE-NIR	55207	5,346.30	5,346.30	5,346.30
36	Walnut	NICE-NIR	51433	5,346.30	5,346.30	5,346.30
37	West Hollywood	NICE-NIR	51418	5,346.30	5,346.30	5,346.30
38	SCC Trailer C	NICE-NIR	55294	5,346.30	5,346.30	5,346.30
39	SCC	NICE-NIR	51240	22,360.08	22,360.08	22,360.08
40	SCC	NICE-NIR	51244	22,360.08	22,360.08	22,360.08
41	SCC	NICE-NIR	51245	22,360.08	22,360.08	22,360.08
42	SCC	NICE-NIR	51243	22,360.28	22,360.08	22,360.08
43	SCC	NICE-NIR	51241	22,360.28	22,360.08	22,360.08
44	SCC	NICE-NIR	51242	22,360.28	22,360.08	22,360.08
45	SCC	NICE-NIR	51239	22,360.28	22,360.08	22,360.08
46	SCC	NICE-NIR	51238	22,358.88	22,359.68	22,359.70
				\$ 382,039.64	\$ 382,039.64	\$ 382,039.66

Maintenance and Support Services Total: \$ 1,146,118.94

The Contract allows for up to six items of Equipment to be moved at no additional charge. Additional moves may require a one-time Teardown, Move and Reconfiguration (TMR) from the Equipment's current location to their new location that will be within a ten mile geographical radius of the current location. For each item of Equipment scheduled for TMR in excess of six, Contractor's flat rate for each TMR will be \$1,500.00 (the maximum amount for the duration of the Contract and any authorized extensions). Refer to Paragraph 3.10 of Exhibit A (Statement of Work).

Contractor's Flat Rate fee for EACH TMR shall be: \$ 1,500.00

County's Contingency funds for excess TMRs (Up to ten items of Equipment):	\$ 15,000.00
Maximum Contract Sum (includes \$15,000 County's Contingency Funds for Excess TMRs):	\$ 1,161,118.94
Maximum Contract Sum is not to exceed this amount.	

Contractor asserts that the below signed person is authorized to bind CONTRACTOR to the PRICING represented herein.

**John Rennie**


**Ashley Goodwin**

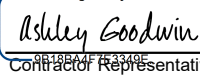
Contractor Representative (Print)

Contractor Representative (Print)

DocuSigned by:

DocuSigned by:

 7/15/2024  
 Contractor Representative (signature) Date

 7/15/2024  
 Contractor Representative (signature) Date

County of Los Angeles  
 Sheriff's Department

NICE Systems, Inc.  
 NLRS Maintenance and Support Services  
 Exhibit B - Equipment List and Pricing Schedule

## COUNTY'S ADMINISTRATION

CONTRACT NO. \_\_\_\_\_

### COUNTY PROJECT DIRECTOR:

Name: David C. Sum

Title: Captain

Address: 1277 N. Eastern Ave., Los Angeles, CA 90063

Telephone: (323) 881-8001

Facsimile: N/A

E-Mail Address: DCSum@lasd.org

### COUNTY PROJECT MANAGER:

Name: Jim Cerda

Title: Lieutenant

Address: 1277 N. Eastern Ave., Los Angeles, CA 90063

Telephone: (323) 881-8070

Facsimile: N/A

E-Mail Address: JCerda@lasd.org

### CONTRACT COMPLIANCE OFFICER:

Name: Karen B. Lieu

Title: Contract Monitor

Address: 211 W. Temple St. 6<sup>th</sup> Floor, Los Angeles, CA 90012

Telephone: (213) 229-3266

Facsimile: N/A

E-Mail Address: KBLieu@lasd.org

### CONTRACTOR'S ADMINISTRATION

**CONTRACTOR'S NAME:** NICE Systems, Inc.

**CONTRACT NO:** \_\_\_\_\_

**CONTRACTOR'S PROJECT MANAGER:**

Name: Rudy Gallego Jr.

Title: Project Manager

Address: 2211 Arlington Ave., Torrence, CA 90501

Telephone: (442) 307-4587

Facsimile: N/A

E-Mail Address: Rudy.Gallegos@NICE.com

**CONTRACTOR'S AUTHORIZED OFFICIAL(S)**

Name: John Rennie

Title: General Manager

Address: 221 River St., Hoboken, NJ 07030

Telephone: (201) 289-7782

Facsimile: N/A

E-Mail Address: John.Rennie@NICE.com

Name: Ashley Goodwin

Title: Vice President, Business Finance

Address: 221 River St., Hoboken, NJ 07030

Telephone: (201) 370-5745

Facsimile: N/A

E-Mail Address: Ashley.Goodwin@NICE.com

**Notices to Contractor shall be sent to the following:**

Name: Jeffrey Visger

Title: Regional Sales Manager

Address: 3 Scenic Terrain Ave., Henderson, NV 89011

Telephone: (951) 378-0610

Facsimile: N/A

E-Mail Address: Jeff.Visger@NICE.com

**CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT**

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

CONTRACTOR NAME NICE Systems, Inc. Contract No. \_\_\_\_\_

**GENERAL INFORMATION:**

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

**CONTRACTOR ACKNOWLEDGEMENT:**

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced Contract.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of their performance of work under the above-referenced Contract. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

**CONFIDENTIALITY AGREEMENT:**

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Contract between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design 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-

County of Los Angeles  
Sheriff's Department

NICE Systems, Inc.  
NLRS Maintenance and Support Services  
Exhibit E1 – Contractor Acknowledgement,  
Confidentiality, and Copyright Assignment Agreement

**CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT**

referenced Contract. Contractor and Contractor’s Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor’s Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor’s Staff shall keep such information confidential.

Contractor and Contractor’s Staff agree to report any and all violations of this agreement by Contractor and Contractor’s Staff and/or by any other person of whom Contractor and Contractor’s Staff become aware.

Contractor and Contractor’s Staff acknowledge that violation of this agreement may subject Contractor and Contractor’s Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress, including termination of the Contract.

**COPYRIGHT ASSIGNMENT AGREEMENT**

Contractor and Contractor’s Staff agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, developed or acquired by Contractor and Contractor’s Staff in whole or in part pursuant to the above referenced Contract, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, Contractor and Contractor’s Staff hereby assign and transfer to the County in perpetuity for all purposes all my right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, Contractor and Contractor’s Staff agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit M1, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County’s right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

Contractor and Contractor’s Staff acknowledge that violation of this agreement may subject them to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE:  DATE: 7/15/2024 /

PRINTED NAME: John Rennie

TITLE OF ITS AUTHORIZED REPRESENTATIVE: M. General Manager, Public Safety and Justice



**CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT**

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

Contractor Name \_\_\_\_\_ Contract No. \_\_\_\_\_

Employee Name \_\_\_\_\_

**GENERAL INFORMATION:**

Your employer referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement.

**EMPLOYEE ACKNOWLEDGEMENT:**

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced Contract. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced Contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced Contract. I understand and agree that I do not have and 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.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced Contract is contingent upon my passing, to the sole satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the sole satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future Contract.

**CONFIDENTIALITY AGREEMENT:**

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

County of Los Angeles  
Sheriff's Department

NICE Systems, Inc.  
NLRS Maintenance and Support Services  
Exhibit E2 – Contractor Employee Acknowledgement,  
Confidentiality, and Copyright Assignment Agreement

**CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT**

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Contract between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced Contract. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this Contract or termination of my employment with my employer, whichever occurs first.

**COPYRIGHT ASSIGNMENT AGREEMENT**

I agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, developed or acquired by me in whole or in part pursuant to the above referenced Contract, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, I hereby assign and transfer to the County in perpetuity for all purposes all my right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, I agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit M1, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County's right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

I acknowledge that violation of this agreement may subject me to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress, including but not limited to my removal from working on the Contract.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

TITLE OF CONTRACTOR EMPLOYEE: \_\_\_\_\_

County of Los Angeles  
Sheriff's Department

NICE Systems, Inc.  
NLRS Maintenance and Support Services  
Exhibit E2 – Contractor Employee Acknowledgement,  
Confidentiality, and Copyright Assignment Agreement

**CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY,  
AND COPYRIGHT ASSIGNMENT AGREEMENT**

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

Contractor Name \_\_\_\_\_ Contract No. \_\_\_\_\_

Non-Employee Name \_\_\_\_\_

**GENERAL INFORMATION:**

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Non-Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement.

**NON-EMPLOYEE ACKNOWLEDGEMENT:**

I understand and agree that the Contractor referenced above has exclusive control for purposes of the above-referenced Contract. I understand and agree that I must rely exclusively upon my employer and the Contractor referenced above for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced Contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced Contract. I understand and agree that I do not have and 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.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced Contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

**CONFIDENTIALITY AGREEMENT:**

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by the above-referenced Contractor for the County. I have read this agreement and have taken due time to consider it prior to signing.

County of Los Angeles  
Sheriff's Department

NICE Systems, Inc.  
NLRS Maintenance and Support Services  
Exhibit E3 – Contractor Non-Employee Acknowledgement,  
Confidentiality, and Copyright Assignment Agreement

**CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY,  
AND COPYRIGHT ASSIGNMENT AGREEMENT**

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Contract between the above-referenced Contractor and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to the above-referenced Contractor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information, and all other original materials produced, created, or provided to or by me under the above-referenced Contract. I agree to protect these confidential materials against disclosure to other than the above-referenced Contractor or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me, I shall keep such information confidential.

I agree to report to the above-referenced Contractor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to the above-referenced Contractor upon completion of this Contract or termination of my services hereunder, whichever occurs first.

**COPYRIGHT ASSIGNMENT AGREEMENT**

I agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, developed or acquired by me in whole or in part pursuant to the above referenced Contract, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, I hereby assign and transfer to the County in perpetuity for all purposes all my right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, I agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit M1, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County's right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

I acknowledge that violation of this agreement may subject me to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress, including but not limited to my removal from working on the Contract.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

TITLE OF CONTRACTOR NON-EMPLOYEE: \_\_\_\_\_

County of Los Angeles  
Sheriff's Department

NICE Systems, Inc.  
NLRS Maintenance and Support Services  
Exhibit E3 – Contractor Non-Employee Acknowledgement,  
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**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

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





## 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](http://BabySafeLA.org)**

English, Spanish and 140 other languages spoken.

***EXHIBIT G1***

**COUNTY - INFORMATION SECURITY**  
**AND PRIVACY REQUIREMENTS EXHIBIT**



**EXHIBIT G1**  
**COUNTY - INFORMATION SECURITY**  
**AND PRIVACY REQUIREMENTS EXHIBIT**

The County of Los Angeles (“County”) is committed to safeguarding the Integrity (as defined below) of the County systems, Data, Information and protecting the privacy rights of the individuals that it serves. This Information Security and Privacy Requirements Exhibit (“Exhibit”) sets forth the County and Contractor’s commitment and agreement to fulfill each of their respective obligations under applicable local, state or federal laws, rules, or regulations, as well as applicable industry standards concerning privacy, Data protections, Information Security, Confidentiality, Availability, and Integrity of such Information. The Information Security and privacy requirements and procedures in this Exhibit are to be established by Contractor before the Effective Date of the Contract and maintained throughout the term of the Contract.

These requirements and procedures are a minimum standard and are in addition to the requirements of the underlying base agreement between the County and Contractor (the “Contract”) and any other agreements between the parties. However, it is Contractor's sole obligation to: (i) implement appropriate and reasonable measures to secure and protect its systems and all County Information against internal and external Threats and Risks; and (ii) continuously review and revise those measures to address ongoing Threats and Risks. Failure to comply with the minimum requirements and procedures set forth in this Exhibit will constitute a material, non-curable breach of Contract by Contractor, entitling the County, in addition to the cumulative of all other remedies available to it at law, in equity, or under the Contract, to immediately terminate the Contract. To the extent there are conflicts between this Exhibit and the Contract, this Exhibit will prevail unless stated otherwise.

**1. DEFINITIONS**

Unless otherwise defined in the Contract, the definitions herein contained are specific to the uses within this Exhibit.

- a. **Availability:** the condition of Information being accessible and usable upon demand by an authorized entity (Workforce Member or process).
- b. **Confidentiality:** the condition that Information is not disclosed to system entities (users, processes, devices) unless they have been authorized to access the Information.
- c. **County Information:** all Data and Information belonging to the County.
- d. **Data:** a subset of Information comprised of qualitative or quantitative values.
- e. **Incident:** a suspected, attempted, successful, or imminent Threat of unauthorized electronic and/or physical access, use, disclosure, breach, modification, or destruction of information; interference with Information Technology operations; or significant violation of County policy.
- f. **Information:** any communication or representation of knowledge or understanding such as facts, Data, or opinions in any medium or form, including electronic, textual, numerical, graphic, cartographic, narrative, or audiovisual.
- g. **Information Security Policy:** high level statements of intention and direction of an organization used to create an organization’s Information Security Program as formally expressed by its top management.
- h. **Information Security Program:** formalized and implemented Information Security Policies, standards and procedures that are documented describing the program management safeguards and common controls in place or those planned for meeting the County’s information security requirements.
- i. **Information Technology:** any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of Data or Information.

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**COUNTY - INFORMATION SECURITY**  
**AND PRIVACY REQUIREMENTS EXHIBIT**

- j. **Integrity:** the condition whereby Data or Information has not been improperly modified or destroyed and authenticity of the Data or Information can be ensured.
- k. **Mobile Device Management (MDM):** software that allows Information Technology administrators to control, secure, and enforce policies on smartphones, tablets, and other endpoints.
- l. **Privacy Policy:** high level statements of intention and direction of an organization used to create an organization's Privacy Program as formally expressed by its top management.
- m. **Privacy Program:** A formal document that provides an overview of an organization's privacy program, including a description of the structure of the privacy program, the resources dedicated to the privacy program, the role of the organization's privacy official and other staff, the strategic goals and objectives of the Privacy Program, and the program management controls and common controls in place or planned for meeting applicable privacy requirements and managing privacy risks.
- n. **Risk:** a measure of the extent to which the County is threatened by a potential circumstance or event, Risk is typically a function of: (i) the adverse impacts that would arise if the circumstance or event occurs; and (ii) the likelihood of occurrence.
- o. **Threat:** any circumstance or event with the potential to adversely impact County operations (including mission, functions, image, or reputation), organizational assets, individuals, or other organizations through an Information System via unauthorized access, destruction, disclosure, modification of Information, and/or denial of service.
- p. **Vulnerability:** a weakness in a system, application, network or process that is subject to exploitation or misuse.
- q. **Workforce Member:** employees, volunteers, and other persons whose conduct, in the performance of work for Los Angeles County, is under the direct control of Los Angeles County, whether or not they are paid by Los Angeles County. This includes, but may not be limited to, full and part time elected or appointed officials, employees, affiliates, associates, students, volunteers, and staff from third party entities who provide service to the County.

**2. INFORMATION SECURITY AND PRIVACY PROGRAMS**

- a. **Information Security Program.** Contractor must maintain a company-wide Information Security Program designed to evaluate Risks to the Confidentiality, Availability, and Integrity of the County Information covered under this Contract.

Contractor's Information Security Program must include the creation and maintenance of Information Security Policies, standards, and procedures. Information Security Policies, standards, and procedures will be communicated to all Contractor employees in a relevant, accessible, and understandable form and will be regularly reviewed and evaluated to ensure operational effectiveness, compliance with all applicable laws and regulations, and addresses new and emerging Threats and Risks.

Contractor must exercise the same degree of care in safeguarding and protecting County Information that Contractor exercises with respect to its own Information and Data, but in no event less than a reasonable degree of care. Contractor will implement, maintain, and use appropriate administrative, technical, and physical security measures to preserve the Confidentiality, Integrity, and Availability of County Information.

Contractor's Information Security Program must:

- Protect the Confidentiality, Integrity, and Availability of County Information in Contractor's possession or control;

**EXHIBIT G1**  
**COUNTY - INFORMATION SECURITY**  
**AND PRIVACY REQUIREMENTS EXHIBIT**

- Protect against any anticipated Threats or hazards to the Confidentiality, Integrity, and Availability of County Information;
- Protect against unauthorized or unlawful access, use, disclosure, alteration, or destruction of County Information;
- Protect against accidental loss or destruction of, or damage to, County Information; and
- Safeguard County Information in compliance with any applicable laws and regulations which apply to Contractor.

b. **Privacy Program.** Contractor must establish and maintain a company-wide Privacy Program designed to incorporate Privacy Policies and practices in its business operations to provide safeguards for Information, including County Information. Contractor’s Privacy Program must include the development of, and ongoing reviews and updates to Privacy Policies, guidelines, procedures and appropriate workforce privacy training within its organization. These Privacy Policies, guidelines, procedures, and appropriate training will be provided to all Contractor employees, agents, and volunteers. Contractor’s Privacy Policies, guidelines, and procedures must be continuously reviewed and updated for effectiveness and compliance with applicable laws and regulations, and to appropriately respond to new and emerging Threats and Risks. Contractor’s Privacy Program must perform ongoing monitoring and audits of operations to identify and mitigate privacy Threats.

Contractor must exercise the same degree of care in safeguarding the privacy of County Information that Contractor exercises with respect to its own Information, but in no event less than a reasonable degree of care. Contractor will implement, maintain, and use appropriate privacy practices and protocols to preserve the Confidentiality of County Information.

Contractor’s Privacy Program must include:

- A Privacy Program framework that identifies and ensures that Contractor complies with all applicable laws and regulations;
- External privacy policies, and internal privacy policies, procedures and controls to support the privacy program;
- Protections against unauthorized or unlawful access, use, disclosure, alteration, or destruction of County Information;
- A training program that covers Privacy Policies, protocols and awareness;
- A response plan to address privacy Incidents and privacy breaches; and
- Ongoing privacy assessments and audits.

**3. PROPERTY RIGHTS TO COUNTY INFORMATION**

All County Information is deemed property of the County, and the County will retain exclusive rights and ownership thereto. County Information will not be used by Contractor for any purpose other than as required under this Contract, nor will such or any part of such be disclosed, sold, assigned, leased, or otherwise disposed of, to third parties by Contractor, or commercially exploited or otherwise used by, or on behalf of, Contractor, its officers, directors, employees, or agents. Contractor may assert no lien on or right to withhold from the County, any County Information it receives from, receives addressed to, or stores on behalf of, the County. Notwithstanding the foregoing, Contractor may aggregate, compile, and use County Information in order to improve, develop or enhance the System Software and/or other services offered, or to be offered, by Contractor, provided that (i) no County Information in such aggregated or compiled pool is identifiable

**EXHIBIT G1**  
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**AND PRIVACY REQUIREMENTS EXHIBIT**

as originating from, or can be traced back to the County, and (ii) such Data or Information cannot be associated or matched with the identity of an individual alone, or linkable to a specific individual. Contractor specifically consents to the County's access to such County Information held, stored, or maintained on any and all devices Contactor owns, leases or possesses.

**4. CONTRACTOR'S USE OF COUNTY INFORMATION**

Contractor may use County Information only as necessary to carry out its obligations under this Contract. Contractor will collect, maintain, or use County Information only for the purposes specified in the Contract and, in all cases, in compliance with all applicable local, state, and federal laws and regulations governing the collection, maintenance, transmission, dissemination, storage, use, and destruction of County Information, including, but not limited to, (i) any local, state and federal law governing the protection of personal Information, (ii) any local, state and federal security breach notification laws, and (iii) the rules, regulations and directives of the Federal Trade Commission, as amended from time to time.

**5. SHARING COUNTY INFORMATION AND DATA**

Contractor must not share, release, disclose, disseminate, make available, transfer, or otherwise communicate orally, in writing, or by electronic or other means, County Information to a third party for monetary or other valuable consideration.

**6. CONFIDENTIALITY**

Refer to Paragraph 7.6 (Confidentiality) and Exhibit G2 (Departmental Information Security Requirements) of the Contract.

**7. SUBCONTRACTORS AND THIRD PARTIES**

The County acknowledges that in the course of performing its services, Contractor may desire or require the use of goods, services, and/or assistance of Subcontractors or other third parties or suppliers. The terms of this Exhibit will also apply to all Subcontractors and third parties. Contractor or third party will be subject to the following terms and conditions: (i) each third party must agree in writing to comply with and be bound by the applicable terms and conditions of this Exhibit, both for itself and to enable Contractor to be and remain in compliance with its obligations hereunder, including those provisions relating to Confidentiality, Integrity, Availability, disclosures, security, and such other terms and conditions as may be reasonably necessary to effectuate the Contract including this Exhibit; and (ii) Contractor will be and remain fully liable for the acts and omissions of each Subcontractor and third party, and fully responsible for the due and proper performance of all Contractor obligations under this Contract.

Contractor must obtain advanced approval from the County's Chief Information Security Officer and/or Chief Privacy Officer prior to subcontracting services subject to this Exhibit.

**8. STORAGE AND TRANSMISSION OF COUNTY INFORMATION**

All County Information must be rendered unusable, unreadable, or indecipherable to unauthorized individuals. Without limiting the generality of the foregoing, Contractor will encrypt all workstations, portable devices (such as mobiles, wearables, tablets,) and removable media (such as portable or removable hard disks, floppy disks, USB memory drives, CDs, DVDs, magnetic tape, and all other removable storage media) that store County Information in accordance with Federal Information Processing Standard (FIPS) 140-2 or otherwise approved by the County's Chief Information Security Officer.

Contractor will encrypt County Information transmitted on networks outside of Contractor's control with

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Transport Layer Security (TLS) or Internet Protocol Security (IPSec), at a minimum cipher strength of 128 bit or an equivalent secure transmission protocol or method approved by County's Chief Information Security Officer.

In addition, any cloud storage of County information will reside in CJIS compliant cloud providers only. All mobile devices storing County Information will be managed by a Mobile Device Management system. Such system must provide provisions to enforce a password/passcode on enrolled mobile devices. All workstations/Personal Computers (including laptops, 2-in-1s, and tablets) will maintain the latest operating system security patches, and the latest virus definitions. Virus scans must be performed at least monthly. Request for less frequent scanning must be approved in writing by the County's Chief Information Security Officer.

**9. DESTRUCTION OF COUNTY INFORMATION**

Contractor must return or destroy County Information in the manner prescribed in this section unless the Contract prescribes procedures for returning or destroying County Information and those procedures are no less stringent than the procedures described in this section.

- a. **Return or Destruction.** Upon the County's written request, or upon expiration or termination of this Contract for any reason, Contractor must (i) promptly destroy, all originals and copies of all documents and materials it has received containing County Information; or (ii) if destruction is not permissible under applicable law, continue to protect such Information in accordance with the terms of this Contract. For documents or materials referred to in Subsections (i) and (ii) of this Section that the County requests be destroyed, Contractor will provide an attestation on company letterhead and certified documentation from a media destruction firm consistent with subdivision b. below of this Section.
- b. **Method of Destruction.** Contractor will destroy all originals and copies by (i) cross-cut shredding paper, film, or other hard copy media so that the Information cannot be read or otherwise reconstructed; and (ii) purging, or destroying electronic media containing County Information consistent with NIST Special Publication 800-88, "Guidelines for Media Sanitization" such that the County Information cannot be retrieved. Contractor will provide an attestation on company letterhead and certified documentation from a media destruction firm, detailing the destruction method used and the County Information involved, the date of destruction, and the company or individual who performed the destruction. Such statement will be sent to the designated County contract manager within ten Days of termination or expiration of the Contract or at any time upon the County's request. On termination or expiration of this Contract, the County will return or destroy all Contractor's Information marked as confidential (excluding items licensed to the County hereunder, or that provided to the County by Contractor hereunder), at the County's option.

**10. PHYSICAL AND ENVIRONMENTAL SECURITY**

All Contractor facilities that process County Information will be located in secure areas and protected by perimeter security such as barrier access controls (e.g., the use of guards and entry badges) that provide a physically secure environment from unauthorized access, damage, and interference.

All Contractor facilities that process County Information will be maintained with physical and environmental controls (temperature and humidity) that meet or exceed hardware manufacturer's specifications.

**11. OPERATIONAL MANAGEMENT, BUSINESS CONTINUITY, AND DISASTER RECOVERY**

Contractor must: (i) monitor and manage all of its Information processing facilities, including, without

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limitation, implementing operational procedures, change management, and Incident response procedures consistent with Section 13 SECURITY AND PRIVACY INCIDENTS; and (ii) deploy adequate anti-malware software and adequate back-up systems to ensure essential business Information can be promptly recovered in the event of a disaster or media failure; and (iii) ensure its operating procedures are adequately documented and designed to protect Information and computer media from theft and unauthorized access.

Contractor must have business continuity and disaster recovery plans. These plans must include a geographically separate back-up data center and a formal framework by which an unplanned event will be managed to minimize the loss of County Information and services. The formal framework includes a defined back-up policy and associated procedures, including documented policies and procedures designed to: (i) perform back-up of data to a remote back-up data center in a scheduled and timely manner; (ii) provide effective controls to safeguard backed-up data; (iii) securely transfer County Information to and from back-up location; (iv) fully restore applications and operating systems; and (v) demonstrate periodic testing of restoration from back-up location. If Contractor makes backups to removable media (as described in Section 8 STORAGE AND TRANSMISSION OF COUNTY INFORMATION), all such backups must be encrypted in compliance with the encryption requirements noted above in Section 8 STORAGE AND TRANSMISSION OF COUNTY INFORMATION.

## **12. ACCESS CONTROL**

Subject to and without limiting the requirements under Section 8 STORAGE AND TRANSMISSION OF COUNTY INFORMATION, County Information (i) may only be made available and accessible to those parties explicitly authorized under the Contract or otherwise expressly approved by the County Project Director or Project Manager in writing; and (ii) if transferred using removable media (as described in Section 8 STORAGE AND TRANSMISSION OF COUNTY INFORMATION) must be sent via a bonded courier and protected using encryption technology designated by Contractor and approved by the County's Chief Information Security Officer in writing. The foregoing requirements will apply to back-up media stored by Contractor at off-site facilities.

Contractor must implement formal procedures to control access to the County systems, services, and/or Information, including, but not limited to, user account management procedures and the following controls:

- a. Network access to both internal and external networked services must be controlled, including, but not limited to, the use of industry standard and properly configured firewalls;
- b. Operating systems will be used to enforce access controls to computer resources including, but not limited to, multi-factor authentication, use of virtual private networks (VPN), authorization, and event logging;
- c. Contractor will conduct regular, no less often than semi-annually, user access reviews to ensure that unnecessary and/or unused access to County Information is removed in a timely manner;
- d. Applications will include access control to limit user access to County Information and application system functions;
- e. All systems will be monitored to detect deviation from access control policies and identify suspicious activity. Contractor will record, review and act upon all events in accordance with Incident response policies set forth in Section 13 SECURITY AND PRIVACY INCIDENTS; and
- f. In the event any hardware, storage media, or removable media (as described in Section 8 STORAGE AND TRANSMISSION OF COUNTY INFORMATION) must be disposed of or sent off-site for servicing, Contractor must ensure all County Information, has been eradicated from such hardware and/or media using industry best practices as discussed in Section 8 STORAGE AND TRANSMISSION

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OF COUNTY INFORMATION.

**13. SECURITY AND PRIVACY INCIDENTS**

In the event of a Security or Privacy Incident, Contractor must:

- a. Promptly notify the County's Chief Information Security Officer, the Departmental Information Security Officer, and the County's Chief Privacy Officer of any Incidents involving County Information, within twenty-four (24) hours of detection of the Incident. All notifications will be submitted via encrypted email and telephone.

**County Chief Information Security Officer and Chief Privacy Officer email**

CISO-CPO\_Notify@lacounty.gov

**Chief Information Security Officer:**

Jeffrey Aguilar  
Chief Information Security Officer  
320 W. Temple Street, 7th Floor, Los Angeles, CA 90012  
(213) 253-5659

**Chief Privacy Officer:**

Lillian Russell  
Chief Privacy Officer  
320 W. Temple Street, 7th Floor, Los Angeles, CA 90012  
(213) 351-5363

**Departmental Information Security Officer:**

Fransiscus X. Gunawan (DISO)  
Departmental Information Security Officer  
12440 Imperial Hwy., Suite 400 E., Norwalk, CA 90650  
(562) 345-4181

- b. Include the following Information in all notices:
  - i. The date and time of discovery of the Incident,
  - ii. The approximate date and time of the Incident,
  - iii. A description of the type of County Information involved in the reported Incident,
  - iv. A summary of the relevant facts, including a description of measures being taken to respond to and remediate the Incident, and any planned corrective actions as they are identified, and
  - v. The name and contact information for the organizations official representative(s), with relevant business and technical information relating to the incident.
- c. Cooperate with the County to investigate the Incident and seek to identify the specific County Information involved in the Incident upon the County's written request, without charge, unless the Incident was caused by the acts or omissions of the County. As Information about the Incident is collected or otherwise becomes available to Contractor, and unless prohibited by law, Contractor will provide Information regarding the nature and consequences of the Incident that are reasonably requested by the County to allow the County to notify affected individuals, government agencies, and/or credit bureaus.
- d. Immediately initiate the appropriate portions of their Business Continuity and/or Disaster Recovery plans in the event of an Incident causing an interference with Information Technology operations.

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- e. Assist and cooperate with forensic investigators, the County, law firms, and and/or law enforcement agencies at the direction of the County to help determine the nature, extent, and source of any Incident, and reasonably assist and cooperate with the County on any additional disclosures that the County is required to make as a result of the Incident.
- f. Allow the County or its third-party designee at the County's election to perform audits and tests of Contractor's environment that may include, but are not limited to, interviews of relevant employees, review of documentation, or technical inspection of systems, as they relate to the receipt, maintenance, use, retention, and authorized destruction of County Information.

Notwithstanding any other provisions in the Contract and this Exhibit, Contractor will be (i) liable for all damages and fines, (ii) responsible for all corrective action, and (iii) responsible for all notifications arising from an Incident involving County Information caused by Contractor's weaknesses, negligence, errors, or lack of Information Security or privacy controls or provisions.

**14. NON-EXCLUSIVE EQUITABLE REMEDY**

Contractor acknowledges and agrees that due to the unique nature of County Information there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach may result in irreparable harm to the County, and therefore, that upon any such breach, the County will be entitled to appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to additional remedies available within law or equity. Any breach of Confidentiality as outlined in Paragraph 7.6 (Confidentiality) and Exhibit G2 (Departmental Information Security Requirements) of the Contract, constitutes a material breach of this Contract and will be grounds for immediate termination of this Contract at the exclusive discretion of the County.

**15. AUDIT AND INSPECTION**

Refer to Exhibit G2 (Departmental Information Security Requirements) of the Contract.



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**ADDENDUM A: CONTRACTOR HARDWARE CONNECTING TO COUNTY SYSTEMS**

Notwithstanding any other provisions in this Contract, Contractor must ensure the following provisions and security controls are established for any and all Systems or Hardware provided under this Contract.

- a. **Inventory:** Contractor must actively manage, including through inventory, tracking, loss prevention, replacement, updating, and correcting, all hardware devices covered under this Contract. Contractor must be able to provide such management records to the County at inception of the Contract and anytime upon request.
- b. **Access Control:** Contractor agrees to manage access to all Systems or Hardware covered under this Contract. This includes industry-standard management of administrative privileges including, but not limited to, maintaining an inventory of administrative privileges, changing default passwords, use of unique passwords for each individual accessing Systems or Hardware under this Contract, and minimizing the number of individuals with administrative privileges to only those strictly necessary. Prior to effective date of this Contract, Contractor must document their access control plan for Systems or Hardware covered under this Contract and provide such plan to the Department Information Security Officer (DISO) who will consult with the County's Chief Information Security Officer (CISO) for review and approval. Contractor must modify and/or implement such plan as directed by the DISO and CISO.
- c. **Operating System and Equipment Hygiene:** Contractor agrees to ensure that Systems or Hardware will be kept up to date, using only the most recent and supported operating systems, applications, and programs, including any patching or other solutions for vulnerabilities, within 90 Days of the release of such updates, upgrades, or patches. Contractor agrees to ensure that the operating system is configured to eliminate any unnecessary applications, services and programs. If for some reason Contractor cannot do so within 90 Days, Contractor must provide a Risk assessment to the Department DISO.
- d. **Vulnerability Management:** Contractor agrees to continuously acquire, assess, and take action to identify and remediate vulnerabilities within the Systems and Hardware covered under this Contract. If such vulnerabilities cannot be addressed, Contractor must provide a Risk assessment to the Department DISO who will consult with the County's CISO. The County's CISO must approve the Risk acceptance and Contractor accepts liability for Risks that result to the County for exploitation of any un-remediated vulnerabilities.
- e. **Media Encryption:** Throughout the duration of this Contract, Contractor will encrypt all workstations, portable devices (e.g., mobiles, wearables, tablets,) and removable media (e.g., portable or removable hard disks, floppy disks, USB memory drives, CDs, DVDs, magnetic tape, and all other removable storage media) associated with Systems and Hardware provided under this Contract in accordance with Federal Information Processing Standard (FIPS) 140-2 or otherwise required or approved by the Department DISO.
- f. **Malware Protection:** Contractor will provide and maintain industry-standard endpoint antivirus and anti-malware protection on all Systems and Hardware as approved or required by the Department DISO who will consult with the County's CISO to ensure provided hardware is free, and remains free of malware. Contractor agrees to provide the County documentation proving malware protection status upon request.

***EXHIBIT G2***

**DEPARTMENTAL INFORMATION SECURITY**  
**REQUIREMENTS**

## **EXHIBIT G2**

# **DEPARTMENTAL INFORMATION SECURITY REQUIREMENTS**

This Exhibit G2 sets forth information security procedures to be established by Contractor before the effective date of the Contract and maintained throughout the term of the Contract. These procedures are in addition to the requirements of the Contract. They present a minimum standard only. However, it is Contractor's sole obligation to: (i) implement appropriate measures to secure its systems and data, including Personal Information, Protected Health Information and County's Confidential Information, against internal and external threats and risks; and (ii) continuously review and revise those measures to address ongoing threats and risks. Failure to comply with the minimum standards set forth in this Exhibit G2 will constitute a material, non-curable breach of the Contract by Contractor, entitling County, in addition to and cumulative of all other remedies available to it at law, in equity, or under the Contract, to immediately terminate the Contract. Unless specifically defined in this Exhibit G2, capitalized terms have the meanings set forth in the Contract.

### **1. SECURITY POLICY**

Contractor must establish and maintain a formal, documented, mandated, company-wide information security program, including security policies, standards and procedures (collectively "**Information Security Policy**"). The Information Security Policy will be communicated to all Contractor personnel in a relevant, accessible, and understandable form and will be regularly reviewed and evaluated to ensure its operational effectiveness, compliance with all applicable laws and regulations, and to address new threats and risks.

### **2. PERSONNEL AND CONTRACTOR PROTECTIONS**

Contractor must screen and conduct background checks on all Contractor personnel who will have access to County's Confidential Information, including Personally Identifiable Information and Protected Health Information, for potential security risks and require all employees and contractors to sign an appropriate written confidentiality/non-disclosure agreement. All agreements with third parties involving access to Contractor's systems and data, including all outsourcing arrangements and maintenance and support agreements (including facilities maintenance), will specifically address security risks, controls, and procedures for information systems. Contractor must supply each of its Contractor personnel with appropriate, ongoing training regarding information security procedures, risks, and threats. Contractor must have an established set of procedures to ensure Contractor personnel promptly report actual and/or suspected breaches of security.

### **3. REMOVABLE MEDIA**

Except in the context of Contractor's routine back-ups or as otherwise specifically authorized by the County in writing, Contractor must institute strict security controls, including encryption of Removable Media (as defined below), to prevent transfer of Personally Identifiable Information and Protected Health Information to any form of Removable Media. For purposes of this Exhibit G2, "**Removable Media**" means portable or removable hard disks, floppy disks, USB memory drives, zip disks, optical disks, CDs, DVDs, digital film, digital cameras, memory cards (e.g., Secure Digital (SD), Memory Sticks (MS), CompactFlash (CF), SmartMedia (SM), MultiMediaCard (MMC), and xD-Picture Card (xD)), magnetic tape, and all other removable data storage media.

#### **4. STORAGE, TRANSMISSION AND DESTRUCTION OF PROTECTED HEALTH INFORMATION**

All Protected Health Information will be rendered unusable, unreadable, or indecipherable to unauthorized individuals in accordance with the Health Insurance Portability and Accountability Act of 1966 (HIPAA), as amended and supplemented by the Health Information Technology for Economic and Public Health Act (HITECH). Without limiting the generality of the foregoing, Contractor will encrypt all workstations and portable devices (e.g., mobiles, wearables, tablets, thumb drives, external hard drives) that store County's Confidential Information (including Protected Health Information) in accordance with Federal Information Processing Standard (FIPS) 140-2. Contractor will encrypt County's Confidential Information transmitted on networks outside of Contractor's control with Secure Socket Layer (SSL or TLS), at a minimum, cipher strength of 256 bit. If County's Confidential Information is no longer required to be retained by Contractor under the Contract and applicable law, Contractor will destroy such information by: (a) shredding or otherwise destroying paper, film, or other hard copy media so that the information cannot be read or otherwise cannot be reconstructed; and (b) clearing, purging, or destroying electronic media containing Protected Health Information consistent with NIST Special Publication 800-88, Guidelines for Media Sanitization such that the Protected Health Information cannot be retrieved. Contractor will not store County's Confidential Information (including Protected Health Information) in the cloud or in any other online storage provider.

All mobile devices storing County's Confidential Information (including Protected Health Information) must be managed by a Mobile Device Management system. All workstations, PCs, laptops, and tablets will maintain the latest security patches and have the latest virus definitions. Virus scans should be run daily and logged.

#### **5. DATA CONTROL; MEDIA DISPOSAL AND SERVICING**

Subject to and without limiting the requirements under Section 4 (Storage, Transmission and Destruction of Protected Health Information), Personally Identifiable Information, Protected Health Information, and County's Confidential Information: (i) may only be made available and accessible to those parties explicitly authorized under the Contract or otherwise expressly approved by the County in writing; (ii) if transferred across the Internet, any wireless network (e.g., cellular, 802.11x, or similar technology), or other public or shared networks, must be protected using appropriate encryption technology as designated or Approved by County Project Director in writing; and (iii) if transferred using Removable Media (as defined above) must be sent via a bonded courier or protected using encryption technology designated by Contractor and previously approved by the County in writing. The foregoing requirements will apply to back-up data stored by Contractor at off-site facilities. In the event any hardware, storage media, or Removable Media must be disposed of or sent off-site for servicing, Contractor must ensure all County's Confidential Information, including Personally Identifiable Information and Protected Health Information, has been cleared, purged, or scrubbed from such hardware and/or media using industry best practices (e.g., NIST Special Publication 800-88, Guidelines for Media Sanitization).

#### **6. HARDWARE RETURN**

Upon termination or expiration of the Contract at any time upon the County's request, Contractor must return all hardware, if any, provided by the County containing Personally Identifiable Information, Protected Health Information, or County's Confidential Information to the County. The Personally Identifiable Information, Protected Health Information, and County's Confidential Information should not be removed or altered in any way. The hardware should be physically sealed and returned via a bonded courier or as otherwise directed by the County. In the event the hardware containing County's Confidential Information or Personally Identifiable Information is owned by Contractor or a third party, a notarized statement, detailing the destruction method used and the data sets involved, the date of destruction, and the company and/or individual who performed the destruction will be sent to a

designated County security representative within fifteen (15) days of termination or expiration of the Contract or at any time upon the County's request. Contractor's destruction or erasure of Personal Information and Protected Health Information pursuant to this Section will be in compliance with industry Best Practices (e.g., NIST Special Publication 800-88, Guidelines for Media Sanitization).

## **7. PHYSICAL AND ENVIRONMENTAL SECURITY**

Contractor facilities that process Personally Identifiable Information, Protected Health Information, or County's Confidential Information must be housed in secure areas and protected by perimeter security such as barrier access controls (e.g., the use of guards and entry badges) that provide a physically secure environment from unauthorized access, damage, and interference.

## **8. COMMUNICATIONS AND OPERATIONAL MANAGEMENT**

Contractor must: (i) monitor and manage all of its information processing facilities, including without limitation, implementing operational procedures, change management and incident response procedures; (ii) deploy adequate anti-viral software and adequate back-up facilities to ensure essential business information can be promptly recovered in the event of a disaster or media failure; and (iii) ensure its operating procedures will be adequately documented and designed to protect information, computer media, and data from theft and unauthorized access.

## **9. ACCESS CONTROL**

Contractor must implement formal procedures to control access to its systems, services, and data, including but not limited to, user account management procedures and the following controls:

- a. Network access to both internal and external networked services will be controlled, including but not limited to, the use of properly configured firewalls;
- b. Operating systems will be used to enforce access controls to computer resources including but not limited to, authentication, authorization, and event logging;
- c. Applications will include access control to limit user access to information and application system functions; and
- d. All systems will be monitored to detect deviation from access control policies and identify suspicious activity. Contractor will record, review and act upon all events in accordance with incident response policies set forth below.

## **10. SECURITY INCIDENT**

A "Security Incident" means the successful unauthorized access, use, disclosure, modification or interference with system operations in an information system.

- a. Contractor will promptly notify (but in no event more than twenty-four (24) hours after the detection of a Security Incident) the designated County security contact by telephone and subsequently via written letter of any potential or actual security attacks or Security Incidents.
- b. The notice must include the approximate date and time of the occurrence and a summary of the relevant facts, including a description of measures being taken to address the occurrence. A Security Incident includes instances in which internal personnel access systems in excess of their user rights or use the systems inappropriately.
- c. Contractor will provide a report of all Security Incidents noting the corrective actions taken to mitigate the Security Incidents. This will be provided via a written letter to the County security representative as part of Contractor's annual audit or as reasonably requested by the County. The County or its third party designee may, but is not obligated, perform audits of Contractor's environment that may include, but are not limited to, interviews of relevant personnel, review of documentation, or technical inspection of systems, as they relate to the receipt, maintenance, use,

retention, and authorized destruction of Personally Identifiable Information, Protected Health Information, and County's Confidential Information.

- d. The County reserves the right to view, upon request, summary results (i.e., the number of high, medium and low vulnerabilities) and related corrective action schedule for which Contractor has undertaken on its behalf to assess Contractor's own network security. If requested, copies of these summary results and corrective action schedules will be sent to the County security contact.

## 11. CONTRACTOR SELF AUDIT

As part of Contractor's annual audit or upon the County's request, Contractor will provide to the County a summary of: (1) the results of any security audits, security reviews, or other relevant audits listed below, conducted by Contractor or a third party; and (2) the corrective actions or modifications, if any, Contractor will implement in response to such audits.

Relevant audits conducted by Contractor as of the Effective Date must include:

- a. ISO 27001:2013 (Information Security Management) or FDA's Quality System Regulation, etc. – Contractor-wide. A full recertification is conducted every three (3) years with surveillance audits annually.
  - (i) **External Audit** – Audit conducted by non-Contractor personnel, to assess Contractor's level of compliance to applicable regulations, standards, and contractual requirements.
  - (ii) **Internal Audit** – Audit conducted by qualified Contractor Personnel (or contracted designee) not responsible for the area of review, of Contractor organizations, operations, processes, and procedures, to assess compliance to and effectiveness of Contractor's Quality System ("CQS") in support of applicable regulations, standards, and requirements.
  - (iii) **Supplier Audit** – Quality audit conducted by qualified Contractor Personnel (or contracted designee) of product and service suppliers contracted by Contractor for internal or Contractor client use.
  - (iv) **Detailed findings** – are not published externally, but a summary of the report findings, and corrective actions, if any, will be made available to the County as provided above and the ISO certificate is published on Buck Consultants LLC.
- b. SSAE-16 (formerly known as SAS -70 II) – As to the Hosting Services only:
  - (i) Audit spans a full twelve (12) months of operation and is produced annually.
  - (ii) The resulting detailed report is available to the County.
  - (iii) Detailed findings are not published externally, but a summary of the report findings, and corrective actions, if any, will be made available to the County as provided above.

## 12. SECURITY AUDITS

In addition to the audits described in Section 11 (Contractor Self Audit), during the term of this Contract, the County or its third-party designee may annually, or more frequently as agreed in writing by the parties, request a security audit of Contractor's systems. The audit will take place at a mutually agreed time by the parties, but in no event on a date more than ninety (90) days from the date of the request by the County. The County's request for security audit will specify the areas (e.g., Administrative, Physical and Technical) that are subject to the audit and may include but not limited to physical controls, inspection, process reviews, policy reviews, evidence of external and internal vulnerability scans, evidence of code reviews, and evidence of system configuration and audit log reviews. The County will pay for all third-party costs associated with the audit. It is understood that summary data of the results must be filtered to remove the specific information of other Contractor customers such as IP address, server names, etc.

Contractor will cooperate with the County in the development of the scope and methodology for the audit, and the timing and implementation of the audit. Any of the County's regulators will have the same right upon request, to request an audit as described above. Contractor agrees to comply with all reasonable recommendations that result from such inspections, tests, and audits within reasonable timeframes.

### 13. CONFIDENTIALITY

- a. **Confidential Information.** Contractor agrees that all information supplied by its affiliates and agents to the County including, without limitation, (a) any information relating to the County's customers, patients, business partners, or personnel; (b) Personally Identifiable Information (as defined below); and (c) any HIPAA and -HITECH, will be deemed confidential and proprietary to the County, regardless of whether such information was disclosed intentionally or unintentionally or marked as "confidential" or "proprietary" ("Confidential Information"). To be deemed "Confidential Information," trade secrets and mask works must be plainly and prominently marked with restrictive legends.
- b. **County Data.** All of County's Confidential Information, data, records and information of the County to which Contractor has access, or otherwise provided to Contractor under this Contract, is and will remain the property of the County and the County retains exclusive rights and ownership thereto. The County Data may not be used by Contractor for any purpose other than as required under this Contract, nor may such data or any part of such data be disclosed, sold, assigned, leased or otherwise disposed of to third parties by Contractor or commercially exploited or otherwise used by or on behalf of Contractor, its officers, directors, employees, or agents.
- c. **Non-Exclusive Equitable Remedy.** Subject to the limitations and other applicable provisions set forth in the Contract, Contractor acknowledges and agrees that due to the unique nature of Confidential Information there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach or threatened breach may result in irreparable harm to the County, and therefore, that upon any such breach or any threat thereof, the County will be entitled to appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to whatever remedies either of them might have at law or equity. Any breach of this Section 13 (Confidentiality) will constitute a material breach of this Contract and be grounds for immediate termination of this Contract in the exclusive discretion of the County.
- d. **Personally Identifiable Information.** "Personally Identifiable Information" means any information that identifies a person, including but not limited to, name, address, email address, passwords, account numbers, social security numbers, credit card information, personal financial or healthcare information, personal preferences, demographic data, marketing data, credit data, or any other identification data. For the avoidance of doubt, Personally Identifiable Information includes, but not be limited to, all "nonpublic personal information," as defined under the Gramm-Leach-Bliley Act (15 United States Code ("U.S.C.") §6801 et seq.), Protected Health Information, and "Personally Identifiable Information" as that term is defined in EU Data Protection Directive (Directive 95/46/EEC) on the protection of individuals with regard to processing of personal data and the free movement of such data.
  - i. **Personally Identifiable Information.** In connection with this Contract and performance of the services, Contractor may be provided or obtain, from the County or otherwise, Personally Identifiable Information pertaining to County's current and prospective personnel, directors and officers, agents, investors, patients, customers, and incarcerated persons and may need to process such Personally Identifiable Information and/or transfer it, all subject to the restrictions set forth in this Contract and otherwise in compliance with all applicable foreign and domestic laws and regulations for the sole purpose of performing the services.

- ii. **Treatment of Personally Identifiable Information.** Without limiting any other warranty or obligations specified in this Contract, and in particular the Confidentiality provisions of the Contract, during the term of this Contract and thereafter in perpetuity, Contractor will not gather, store, log, archive, use, or otherwise retain any Personally Identifiable Information in any manner and will not disclose, distribute, sell, share, rent, or otherwise retain any Personally Identifiable Information to any third party, except as expressly required to perform its obligations in this Contract or as Contractor may be expressly directed in advance in writing by the County. Contractor represents and warrants that Contractor will use and process Personally Identifiable Information only in compliance with (a) this Contract, (b) the County's then current privacy policy, and (c) all applicable local, state, and federal laws and regulations (including, but not limited to, current and future laws and regulations relating to spamming, privacy, confidentiality, data security, and consumer protection).
- iii. **Retention of Personally Identifiable Information.** Contractor will not retain any Personally Identifiable Information for any period longer than necessary for Contractor to fulfill its obligations under this Contract. As soon as Contractor no longer needs to retain such Personally Identifiable Information in order to perform its duties under this Contract, Contractor will promptly return or destroy or erase all originals and copies of such Personally Identifiable Information as required by this Contract.
- e. **Return of Confidential Information.** On the County's written request or upon expiration or termination of this Contract for any reason, Contractor will promptly: (a) return or destroy all originals and copies of all documents and materials it has received containing County's Confidential Information; and (b) if return or destruction is not permissible under applicable law, continue to protect such information in accordance with the terms of this Contract, and provide a notarized written statement to the County certifying that all documents and materials referred to in Subsections 13(a) and (b) above have been delivered to the County or destroyed, as requested by the County. On termination or expiration of this Contract, the County will return or destroy all Contractor's Confidential Information (excluding items licensed to the County hereunder or that are required for use of the Deliverables and/or the Software), at Contractor's option.



***EXHIBIT G3***

**COMPLIANCE WITH DEPARTMENTAL**  
**ENCRYPTION REQUIREMENTS**

**EXHIBIT G3**

**COMPLIANCE WITH DEPARTMENTAL  
ENCRYPTION REQUIREMENTS**

Contractor is required to provide information about its encryption practices with respect to Personal Information, Protected Health Information, Medical Information, and any other information described in Exhibit G2 (Departmental Information Security Requirements) to the Contract by completing this Exhibit G3. By signing this Exhibit G3, Contractor certifies that it will be in compliance with the Los Angeles County Board of Supervisors Policy 5.200 (Contractor Protection of Electronic County Information) upon the Effective Date and during the Term of the Contract.

COMPLIANCE QUESTIONS	DOCUMENTATION AVAILABLE			
	YES	NO	YES	NO
1) Will County data stored on your workstation(s) be encrypted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Will County data stored on your laptop(s) be encrypted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Will County data stored on removable media be encrypted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Will County data be encrypted when transmitted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Will Contractor maintain a copy of any validation/attestation reports generated by its encryption tools?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Will County data be stored on remote servers*? <i>*cloud storage, Software-as-a-Service or SaaS</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

John Rennie

\_\_\_\_\_  
Official's Name

M. General Manager, Public Safety and Justice

\_\_\_\_\_  
Official's Title

DocuSigned by:



\_\_\_\_\_  
Official's Signature

***EXHIBIT G4***

**DEPARTMENTAL APPLICATION SECURITY**  
**REQUIREMENTS**

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## Introduction

### Security Requirements Goals and Objectives:

The Application Security Requirements outlines the overall security requirements that need to be addressed for every software application deployed and/or used by the County of Los Angeles. These requirements apply to all County and externally hosted applications: County developed and third party developed applications.

These requirements include the overall security capabilities needed to support the business processes for County departments and agencies. At a minimum, these requirements will be used to track, test, and monitor the overall System's security capabilities that shall consistently be met throughout the terms of the contract.

Requests for exceptions to any specific requirements within this requirement must be reviewed by the Departmental Information Security Officer (DISO) and approved by the Departmental management. The request should specifically state the scope of the exception, along with justification for granting the exception, the potential impact or risk attendant upon granting the exception, and risk mitigation measures to be undertaken by the project. The Departmental management will review such requests, confer with the requesting project team and approve as appropriate.

### Application Name and Brief Description:

NICE Inform; Voice Recording and Logging

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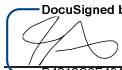
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NICE Systems, Inc.

### Application Owner Name

DocuSigned by:  


D4212C6E49AB4B1...  
**Application Owner Signature**

Section Number	Security Requirements	Meets RQMTS (Y/N)	Comments/ Indicate Any Compensating Controls if Requirement Not Met
<b>1.0</b>	<b>Secure Coding</b>		
1.1	Comply with the County Application Secure Coding Standard	Y	
<b>2.0</b>	<b>Software as a Service (SaaS), if applicable</b>		
2.1	Comply with the County SaaS Security and Privacy Standard	Y	
<b>3.0</b>	<b>Authentication (Login/Sign-on)</b>		
3.1	Authentication mechanism uses password that meets the County Password Security Standard	Y	
3.2	Authentication must take place over a secured/encrypted transport protocol (e.g., HTTPS)	Y	
3.3	Application login must be integrated with a central department and/or County authentication mechanism (e.g., AD)	Y	
3.4	System encrypts passwords before transmission	Y	
3.5	Ensure passwords are hashed and salted before storage	Y	

Section Number	Security Requirements	Meets RQMTS (Y/N)	Comments/ Indicate Any Compensating Controls if Requirement Not Met
3.6	For public facing applications, implement multi-factor authentication (e.g., password) for applications with sensitive and/or confidential information (e.g., PII, PHI)	Y	
<b>4.0</b>	<b>Authorization (Permissions)</b>		
4.1	Users are associated with a well-defined set of roles and privileges	Y	
4.2	Users accessing resources hold valid credentials to do so, for example: <ul style="list-style-type: none"> <li>• User interface (UI) only shows navigation to authorized functions</li> <li>• Server side authorization checks for every function</li> <li>• Server side checks do not solely rely on information provided by user</li> </ul>	Y	
4.3	Role and permission metadata is protected from replay or tampering by using one of the following: <ul style="list-style-type: none"> <li>• Tokens/tickets expires after a single use or after a brief period</li> <li>• Standard authorization/authentication protocol (e.g., SAML, OAuth)</li> </ul>	Y	

Section Number	Security Requirements	Meets RQMTS (Y/N)	Comments/ Indicate Any Compensating Controls if Requirement Not Met
<b>5.0</b>	<b>Configuration Management (Database and Application Configuration Security)</b>		
5.1	Database Security: System restricts users from directly accessing the database	Y	
5.2	Application Configuration stores (e.g., web.config, httpd.conf) are secured from unauthorized access and tampering (secure file access permissions)	Y	
5.3	Application/database connection credentials need to be encrypted in transit and in storage	Y	
5.4	Application/database connection and service accounts must comply with least privilege principle (i.e., must not be database admin account)	Y	
<b>6.0</b>	<b>Data Security</b>		
6.1	Sensitive (e.g., password protected) and/or confidential data (e.g., PII, PHI) at rest and in transit must be in an encrypted format (i.e., pursuant to Board of Supervisors Policy No.5.200)	Y	
6.2	Provide database/file encryption for protection of sensitive data fields while the data is at rest (e.g., stored data)	Y	



Section Number	Security Requirements	Meets RQMTS (Y/N)	Comments/ Indicate Any Compensating Controls if Requirement Not Met
<b>7.0</b>	<b>Audit logging and reporting</b>		
7.1	Application provides audit reports such as configuration, user accounts, roles, and privileges	Y	
7.2	Auditing and logging an event in the system must include, at a minimum: <ul style="list-style-type: none"> <li>• Successful and unsuccessful logons to application</li> <li>• Security Configuration changes (add, delete users, change roles/group permissions, etc.)</li> <li>• Sensitive business transaction/functions (e.g., override approvals)</li> <li>• All logged information is handled securely and protected as per its data classification</li> </ul>	Y	
7.3	The event parameters logged must include: <ul style="list-style-type: none"> <li>• User or system account ID</li> <li>• Date/time stamp</li> <li>• IP address</li> <li>• Error/event code and type</li> <li>• Type of transaction</li> <li>• User device or peripheral device involved in transactions</li> <li>• Outcome (success or failure) of the event</li> </ul>	Y	
7.4	Audit logs must be compliant with the applicable retention schedule and regulatory requirements	Y	

Section Number	Security Requirements	Meets RQMTS (Y/N)	Comments/ Indicate Any Compensating Controls if Requirement Not Met
<b>8.0</b>	<b>Reference</b>		
8.1	County Web Application Secure Coding Standards	Y	
8.2	County Password Security Standard	Y	
8.3	Database Security Standard	Y	
8.4	County Windows Server Baseline Security Standard	Y	

## SOLE SOURCE CHECKLIST

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

- New Sole Source Contract
- Sole Source Amendment to Existing Contract

Date Existing Contract First Approved: \_\_\_\_\_

Check (✓)	<b>JUSTIFICATION FOR SOLE SOURCE CONTRACTS</b> Identify applicable justification and provide documentation for each checked item.
	➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. A monopoly is an “ <i>Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.</i> ”
	➤ Compliance with applicable statutory and/or regulatory provisions.
	➤ Compliance with State and/or federal programmatic requirements.
	➤ Services provided by other public or County-related entities.
	➤ Services are needed to address an emergent or related time-sensitive need.
	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
	➤ Additional services are needed to complete an ongoing task and it would be prohibitively costly in time and money to seek a new service provider.
	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/ system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
	➤ It is in the best economic interest of the County (e.g., significant costs to replace an existing system or infrastructure, administrative cost savings and excessive learning curve for a new service provider, etc.) In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

Rene' Phillips  
Chief Executive Office

07/28/24  
Date

**QUESTIONNAIRE FOR SOLE SOURCE CONTRACT FOR NETWORKED LOGGING RECORDER  
SYSTEM MAINTENANCE AND SUPPORT SERVICES WITH NICE SYSTEMS, INC.**

It is the policy of the County, to solicit the maximum number of bids/proposals for a commodity or service from the largest relevant market and to select vendors on a competitive basis.

There are certain acquisitions which when in the best interest of the County, can only be obtained from a sole source. Sole source acquisitions must be justified in sufficient detail to explain the basis for suspending the usual competitive procurement process.

**NOTE:** Please refer to Procedure P-3700 of the ISD Purchasing Policies on Procedures Manual.

**DOCUMENTATION FOR SOLE SOURCE JUSTIFICATION MUST INCLUDE RESPONSES TO THE  
FOLLOWING QUESTIONS:**

- 1. What is being requested?**  
A new sole source contract with NICE Systems, Inc. for continued maintenance and support of the recently upgraded NICE Networked Logging Recorder System (NLRS), currently used by the Department.
- 2. Why is the product needed – how will it be used?**  
The new contract will provide continued maintenance and support of existing hardware and software of the NICE networked logging recorder system. The retention of recordings of radio transmissions, 9-1-1 calls, and administrative telephonic recordings are necessary for Department investigations, prevention of civil liability, public information requests, and is mandated by the California Government Code.
- 3. Is this “brand” of product the only one that meets the user’s requirements? If yes, what is unique about the product?**  
Both the system and services are proprietary to NICE.
- 4. Have other products/vendors been considered? If yes, which products/vendors have been considered and how did they fail to meet the user’s requirements?**  
Not applicable.
- 5. Will purchase of this product avoid other costs, e.g. data conversion, etc? Or will it incur additional cost, e.g. training, conversion, etc?**  
Not applicable.
- 6. Is the product proprietary or is it available from various dealers? Have you verified this?**  
Both the system and services are proprietary to NICE.
- 7. Reasonableness of Price. Does the County obtain a percentage discount or special discount not available to the private sector?**  
Not applicable.
- 8. What is the dollar value of existing equipment and the Purchase Order No. for the existing equipment?**  
Not applicable.