

**BOARD OF  
SUPERVISORS**

Hilda L. Solis  
First District

Holly J. Mitchell  
Second District

Lindsey P. Horvath  
Third District

Janice Hahn  
Fourth District

Kathryn Barger  
Fifth District



**Chief  
Executive  
Office.**

**COUNTY OF LOS ANGELES**

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 713, Los Angeles, CA 90012  
(213) 974-1101  
ceo.lacounty.gov

**Chief Executive Officer**  
Fesia A. Davenport

"To Enrich Lives Through Effective and Caring Service"

# ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

June 17, 2025

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

15 June 17, 2025

EDWARD YEN  
EXECUTIVE OFFICER

Dear Supervisors:

**REQUEST FOR APPROVAL AND AWARD  
OF INSURANCE BROKERS PROGRAM AGREEMENTS  
(ALL DISTRICTS) (3-VOTES)**

**SUBJECT**

Request delegated authority to award and execute agreements for the Insurance Brokers Program Master Agreement (Master Agreement) to provide insurance broker services for Los Angeles County (County).

**IT IS RECOMMENDED THAT THE BOARD:**

1. Authorize the Chief Executive Officer, or her designee, to execute agreements with the vendors listed in Enclosure I, in a format substantially similar to the sample agreement, provided in Enclosure II, effective upon the Board of Supervisors (Board) approval or July 1, 2025, whichever is later, for a five-year term, with four additional one-year extension options and one six-month extension option, for a total Master Agreement term of nine years and six months.
2. Authorize the Chief Executive Officer, or her designee, to execute agreements with new vendors that become qualified contractors throughout the term of the Master Agreement, suspend or terminate agreements for administrative convenience, and execute agreement amendments to: (i) exercise renewal extension options, (ii) approve assignment and delegation of agreements resulting from acquisitions, mergers, or other changes in entity, (iii) make changes to the terms and conditions to align with Board policy changes/directive, and (iv) add/or delete service categories and/or applicable exhibits of the Master Agreement as they become necessary.
3. Authorize the Chief Executive Officer, or her designee, to execute Work Orders (WO) resulting

from Work Order Solicitations conducted by the Chief Executive Office (CEO) up to the amount budgeted for services, amend or terminate WOs, and extend applicable agreements automatically beyond their term where a WO for a critical project is issued with an expiration date of no more than 180 days past the expiration of the Master Agreement. CEO will report Master Agreement fiscal activities to the Board annually.

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

The Master Agreement will cover the broad spectrum of insurance programs administered by the County. The insurance brokerage services resulting from this Master Agreement will support the risk management needs of all County departments and include the following categories.

- Property Insurance
- Liability Insurance
- Parametric Earthquake
- Commercial Crime Insurance
- Accidental Death and Dismemberment
- Aviation/Airport Liability

If approved by the Board, this Master Agreement will streamline insurance broker services by consolidating several existing CEO agreements. Specifically, it will replace the Special Insurance Program (SIP) Master Agreement that your Board adopted in July 2017 and set to expire June 30, 2025, the Aviation and Airports Insurance Broker Services contract, and the Consolidated Property Insurances broker services contract, both of which the Board adopted in December 2017 and set to expire December 31, 2025. This consolidation under a single Master Agreement is intended to simplify contract administration, improve efficiency and obtain competitive pricing throughout the Master Agreement term.

Once approved by your Board, a total of five (5) contractors that met the minimum requirements and are qualified will be added to the Master Agreement list under various categories, following a robust engagement and outreach process that reached hundreds of potential vendors. The Request for Statement of Qualifications (RFSQ) will remain open and will continuously qualify for new vendors and add Service Categories to respond to emerging needs and Board priorities.

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

The recommended actions support the Countywide Strategic Plan: North Star 3, Realize Tomorrow's Government Today, by consolidating and streamlining the contracting process, and increasing contractor participation opportunities through the Master Agreement process.

### **FISCAL IMPACT/FINANCING**

Funds will be expended for insurance brokerage services as needed under a resulting WO award to procure services through the Master Agreement. Payments will be secured under the CEO Insurance Budget. CEO will report Master Agreement fiscal activities to the Board annually.

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

The Board may award contracts for services provided by an independent contractor or private firm, pursuant to section 44.7 of the Los Angeles County Charter, Los Angeles County Code Section

2.121.250, and as authorized by Government Code Section 31000.8.

The County is obligated to purchase various types of insurance to reduce and transfer risk. To ensure CEO has access to a sufficient number of contractors, authority is being requested to execute agreements with additional qualified firms who, during the term of the Master Agreement, submit Statement of Qualifications (SOQ) in accordance with the solicitation requirements. Information about the Master Agreement requirements and opportunity to submit qualifications are posted and will remain on the County website.

The recommended Master Agreement has been approved as to form by County Counsel and it includes appropriate terms and conditions to protect the County. The proposed agreements include all Board-required programmatic provisions.

The proposed agreements and WOs are not subject to the County's Living Wage Program.

### **CONTRACTING PROCESS**

On March 11, 2025, CEO released a RFSQ soliciting SOQs from vendors with demonstrated experience in providing insurance brokerage services. CEO posted the solicitation and contracting opportunity announcement on the County's Doing Business With Us website, and also contacted the existing qualified contractors under SIP. CEO released Addendum One to the RFSQ on March 25, 2025, to answer vendor questions.

CEO received five SOQs by the initial due date of April 1, 2025. The SOQs were reviewed for compliance with requirements of the RFSQ. All vendors accepted the terms and conditions of the Master Agreement. As such, the vendors are being recommended for the award of an agreement to become a qualified contractor in one or more Service Categories.

Thereafter, as brokerage services are needed, specific services, tasks, and deliverables will be determined at the time the County department(s) release WO solicitations which shall describe in detail the particular project and the work required for the performance thereof. Qualified contractors will be solicited under competitive conditions in the Service Categories where the qualified contractor has been prequalified. WO awards will be made to the highest rated vendor, unless other selection criteria are set forth in the WO solicitation.

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

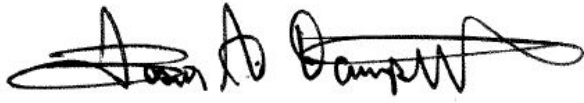
Approval of the recommendations will ensure County departments can obtain the professional insurance brokerage services they require. The agreements will allow the County to continue insurance coverage for personnel and County assets. Implementation of these agreements will not have any adverse impact on services currently being provided by County employees. The executed agreements will allow the County the versatility to respond to any changing insurance needs that may occur during the term of the Master Agreement.

The Honorable Board of Supervisors

6/17/2025

Page 4

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Fesia A. Davenport", with a stylized, flowing script.

FESIA A. DAVENPORT

Chief Executive Officer

FAD:JMN:DC

RUC:AL:er

Enclosures

c: Executive Office, Board of Supervisors  
County Counsel

**LIST OF VENDORS RECOMMENDED FOR MASTER AGREEMENT AWARD**

1. Alliant Insurance Services, Inc.
2. Aon Risk Insurance Services West, Inc.
3. Arthur J. Gallagher Risk Management Services, LLC
4. Marsh USA, LLC
5. Willis Towers Watson Insurance Services West, Inc.

**APPENDIX A**



**MASTER AGREEMENT**  
**BY AND BETWEEN**  
**COUNTY OF LOS ANGELES**  
**AND**  
**(CONTRACTOR)**  
**FOR**  
**INSURANCE BROKERS PROGRAM**

## TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
<b>1.0 APPLICABLE DOCUMENTS .....</b>	<b>2</b>
<b>2.0 DEFINITIONS .....</b>	<b>2</b>
2.1 Standard Definitions .....	2
<b>3.0 WORK .....</b>	<b>4</b>
<b>4.0 TERM OF MASTER AGREEMENT .....</b>	<b>5</b>
<b>5.0 CONTRACT SUM .....</b>	<b>5</b>
5.1 Total Contract Sum .....	5
5.2 Written Approval for Reimbursement .....	5
5.3 No Payment for Services Provided Following Expiration/Termination of Master Agreement.....	6
5.4 Invoices and Payments .....	6
5.5 Default Method of Payment: Direct Deposit or Electronic Funds Transfer .....	7
<b>6.0 ADMINISTRATION OF MASTER AGREEMENT – COUNTY .....</b>	<b>7</b>
6.1 County’s Project Manager .....	7
6.2 County’s Work Order Director .....	8
<b>7.0 ADMINISTRATION OF MASTER AGREEMENT - CONTRACTOR .....</b>	<b>8</b>
7.1 Contractor’s Project Manager.....	8
7.2 Contractor’s Authorized Official(s).....	8
7.3 Approval of Contractor’s Staff .....	8
7.4 Contractor’s Staff Identification .....	9
7.5 Background and Security Investigations .....	9
7.6 Confidentiality.....	9
<b>8.0 STANDARD TERMS AND CONDITIONS .....</b>	<b>11</b>
8.1 Amendments .....	11
8.2 Assignment and Delegation/Mergers or Acquisitions .....	12
8.3 Authorization Warranty.....	12
8.4 Complaints .....	13
8.5 Compliance with Applicable Laws .....	13
8.6 Compliance with Civil Rights Laws.....	14
8.7 Compliance with County’s Jury Service Program.....	14

## TABLE OF CONTENTS

<b><u>PARAGRAPH</u></b>	<b><u>PAGE</u></b>
8.8 Conflict of Interest .....	15
8.9 Consideration of Hiring County Employees Targeted for Layoffs or are on a County Re-employment List .....	16
8.10 Consideration of Hiring GAIN/START Participants.....	16
8.11 Contractor Responsibility and Debarment.....	17
8.12 Contractor's Acknowledgement of County's Commitment to Safely Surrendered Baby Law .....	19
8.13 Contractor's Warranty of Adherence to County's Child Support Compliance Program .....	19
8.14 County's Quality Assurance Plan .....	19
8.15 Intentionally Omitted .....	20
8.16 Employment Eligibility Verification.....	20
8.17 Counterparts and Electronic Signatures and Representations.....	20
8.18 Fair Labor Standards .....	20
8.19 Force Majeure .....	21
8.20 Governing Law, Jurisdiction, and Venue .....	21
8.21 Independent Contractor Status .....	21
8.22 Indemnification .....	22
8.23 General Provisions for all Insurance Coverage .....	22
8.24 Insurance Coverage .....	25
8.25 Liquidated Damages .....	27
8.26 Most Favored Public Entity.....	28
8.27 Nondiscrimination and Affirmative Action .....	28
8.28 Non Exclusivity.....	29
8.29 Notice of Delays .....	29
8.30 Notice of Disputes .....	30
8.31 Notice to Employees Regarding the Federal Earned Income Credit .....	30
8.32 Notice to Employees Regarding the Safely Surrendered Baby Law .....	30
8.33 Notices .....	30
8.34 Prohibition Against Inducement or Persuasion.....	30
8.35 Public Records Act.....	30



## TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
8.36 Publicity.....	31
8.37 Record Retention and Inspection-Audit Settlement.....	31
8.38 Recycled Bond Paper .....	32
8.39 Subcontracting .....	33
8.40 Termination for Breach of Warranty to Maintain Compliance with County's Child Support Compliance Program.....	33
8.41 Termination for Convenience .....	34
8.42 Termination for Default.....	34
8.43 Termination for Improper Consideration.....	35
8.44 Termination for Insolvency .....	36
8.45 Termination for Non-Adherence of County Lobbyist Ordinance .....	36
8.46 Termination for Non-Appropriation of Funds .....	36
8.47 Validity.....	37
8.48 Waiver .....	37
8.49 Warranty Against Contingent Fees .....	37
8.50 Warranty of Compliance with County's Defaulted Property Tax Reduction Program .....	37
8.51 Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program.....	38
8.52 Time off For Voting.....	38
8.53 Compliance with County's Zero Tolerance Policy on Human Trafficking .....	38
8.54 Intentionally Omitted .....	38
8.55 Compliance with Fair Chance Employment Hiring Practices.....	38
8.56 Compliance with the County Policy of Equity .....	38
8.57 Prohibition from Participation in Future Solicitation(s) .....	39
8.58 Injury and Illness Prevention Program .....	39
8.59 Campaign Contribution Prohibition Following Final Decision in Master Agreement Proceeding .....	39
<b>9.0 UNIQUE TERMS AND CONDITIONS .....</b>	<b>39</b>
9.1 Intentionally Omitted .....	39
9.2 Intentionally Omitted .....	39

## TABLE OF CONTENTS

<b><u>PARAGRAPH</u></b>	<b><u>PAGE</u></b>
9.3 Data Destruction .....	39
9.4 Local Small Business Enterprise (LSBE) Preference Program .....	40
9.5 Social Enterprise (SE) Preference Program.....	41
9.6 Disabled Veteran Business Enterprise (DVBE) Preference Program.....	41
<b>10.0 CONDITIONAL TERMS AND CONDITIONS .....</b>	<b>42</b>
10.1 Health Insurance Portability and Accountability Act of 1996 (HIPAA) .....	42
<b>11.0 SURVIVAL.....</b>	<b>43</b>
 <b>EXHIBITS</b>	
A Statement of Work	
B County's Administration	
C Contractor's Administration	
D Sample Work Order Formats	
E Insurance Categories	

**MASTER AGREEMENT BETWEEN  
COUNTY OF LOS ANGELES  
AND  
[CONTRACTOR]  
FOR  
INSURANCE BROKERS PROGRAM**

This Master Agreement is entered into by and between the County of Los Angeles (hereafter "County") and [Contractor Name] (hereafter "Contractor")..

**RECITALS**

WHEREAS, the County may contract with firms for the Insurance Brokers Program when certain requirements are met; and

WHEREAS, the Contractor is a firm specializing in providing services for the Insurance Brokers Program; and

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

WHEREAS, the Board of Supervisors has authorized the Chief Executive Officer or designee to execute and administer this Master Agreement; and

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

## 1.0 APPLICABLE DOCUMENTS

Exhibits A through F are attached to and form a part of this Master Agreement. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Master Agreement and the Exhibits, or between Exhibits, such conflict or inconsistency will be resolved by giving precedence first to the Master Agreement and then to the Exhibits according to the following priority:

Exhibits:

- A Statement of Work
- B County's Administration
- C Contractor's Administration
- D Sample Work Order Format
- E Commission Compensation
- F Insurance Categories

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

## 2.0 DEFINITIONS

### 2.1 Standard Definitions

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

**2.1.1 Active Contractor:** Identifies a Qualified Contractor who is in compliance with the terms and conditions and whose evidence of insurance requirements have all been received by the Department and are valid and in effect at the time of a given Work Order award. As used herein, the terms Active Contractor and Contractor may be used interchangeably throughout this Master Agreement.

**2.1.2 Chief Executive Office (Department):** The Department of the Chief Executive Office of the County of Los Angeles

**2.1.3 Chief Executive Officer (CEO):** The Chief Executive Officer, or designee (collectively, CEO), of the County. The CEO has the authority to execute Agreements and Amendments to the this Master Agreement, as well as Work Orders, and Work Order Amendments.

**2.1.4 Contractor's Project Manager:** The individual designated by the

Contractor to administer the Master Agreement operations after the Master Agreement award.

- 2.1.5 County's Project Manager:** Person designated as chief contact person with respect to the day-to-day administration of the Master Agreement.
- 2.1.6 County's Work Order Directors:** Responsible for coordinating and monitoring the Work Order.
- 2.1.7 Day(s):** Calendar day(s) unless otherwise specified.
- 2.1.8 Department:** The County of Los Angeles Chief Executive Office which is entering into this Master Agreement on behalf of the County of Los Angeles.
- 2.1.9 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 2.1.10 Insurance Premium:** The amount due in one sum or periodically for an insurance policy that includes all taxes and fees, but excludes broker's compensation.
- 2.1.11 Master Agreement:** County's standard agreement executed between County and individual Contractors. It sets forth the terms and conditions for the issuance and performance of, and otherwise governs, subsequent Work Orders.
- 2.1.12 Qualified Contractor:** A Contractor who has submitted a Statement of Qualifications (SOQ) in response to County's Request for Statement of Qualifications (RFSQ); has met the minimum mandatory requirements qualifications listed in the RFSQ and has an executed Master Agreement with the Department.
- 2.1.13 Request for Statement of Qualifications (RFSQ):** A solicitation based on establishing a pool of Qualified Vendors to provide services through Master Agreements.
- 2.1.14 Statement of Qualifications (SOQ):** A Contractor's response to an RFSQ.
- 2.1.15 Statement of Work:** A written description of tasks and/or deliverables desired by County for a specific Work Order.
- 2.1.16 Total Maximum Amount:** The total amount to be paid to Contractor for work performed under an executed Work Order.
- 2.1.17 Work Order:** A subordinate agreement executed wholly within and subject to the provisions of this Master Agreement, for the performance of tasks and/or provision of deliverables as described in a specification or a Statement of Work. Each Work Order must result from bids, solicited by and tendered to County, by Qualified Contractors. Unless otherwise specified in the Work Order Solicitation, highest rated, qualified bid responding to the requirements of the proposed Work Order. No work will be performed by Contractors except in accordance with validly bid and executed Work Orders.
- 2.1.18 Work Order Solicitation:** A solicitation for a Work Under this Master Agreement, submitted by County to Qualified Contractors who qualified under an Insurance Category. A Work Order Solicitation shall include the

requirements of County.

### **3.0 WORK**

- 3.1** Pursuant to the provisions of this Master Agreement, the Contractor must fully perform, complete and deliver on time, all tasks, deliverables, services and other work as set forth herein.
- 3.2** Work Orders will generally conform to the format shown in Exhibit D, which will describe in detail the particular project and the work required for the performance thereof. Payment for all work will be specified on each individual Work Order.
- 3.3** If Contractor provides any task, deliverable, service, or other work to County that utilizes other than approved Contractor Personnel, and/or that goes beyond the Work Order term to Total Maximum Amount as specified in the Work Order as originally written or modified in accordance with Paragraph 8.1 (Amendments), these will be gratuitous efforts on the part of Contractor for which Contractor will have no claim whatsoever against County.
- 3.4** County procedures for issuing and executing Work Orders are as set forth in this Paragraph. Upon determination by County to issue a Work Order solicitation, County will issue a Work Order solicitation detailing line of insurance, limits and other information, to all Master Agreement Qualified Contractors. Each interested Qualified Contractor so contacted must follow the submission requirements specified in the solicitation, including the submission timeframe. Failure of Contractor to provide a bid within the specified timeframe may disqualify Contractor for that particular Work Order. The County may, at its sole discretion, elect to disqualify a Qualified Contractor from participating in a Work Order request if the County determines that awarding the Qualified Contractor may result in a conflict of interest.
- 3.5** County may include additional Contractor qualifications (including, but limited to, additional insurance limits and/or specific experience.) on Work Order Solicitations, whenever the scope and nature of the Work Order requires specific competencies.
- 3.6** Upon completion of evaluations, County will execute the Work Order by and through the Department staff identified in this Master Agreement with the highest rated Qualified Contractor. It is understood by Contractor that County's competitive bidding procedure may have the effect that no Work Orders are awarded to some Master Agreement Qualified Contractors.
- 3.7** Following selection, all Contractors selected must be available to meet with County immediately after execution of Work Order. Inability of Contractor to comply with such commencement may be cause for disqualification of Contractor from the particular Work Order as determined in the sole discretion of County's Work Order Director.
- 3.8** In the event Contractor defaults three times under Paragraph 3.6 within a given County fiscal year, then County may terminate this Master Agreement pursuant to Paragraph 8.42 (Termination for Default).

## **4.0 TERM OF MASTER AGREEMENT**

- 4.1** The term of this Master Agreement will commence upon execution by the CEO, as authorized by the Board of Supervisors (Board) for an initial term of five (5) years through June 30, 2030, unless sooner extended or terminated, in whole or in part, as provided herein.
- 4.2** The County will have the sole option to extend the Master Agreement term for up to four (4) additional one-year periods and one six (6) month period, for a maximum total Master Agreement term of nine (9) years and six (6) months. Each such option and extension will be exercised at the sole discretion of the CEO, or designee, as authorized by the Board.
- 4.3** 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 a Master Agreement term extension option.
- 4.4** Contractor must notify the Department when this Master Agreement is within six (6) months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, Contractor must send written notification to the Department at the address herein provided in Exhibit B (County's Administration).
- 4.5** Notwithstanding any other provisions of this Paragraph 4.0, any Work Order issued hereunder prior to the expiration date of this Master Agreement which has a Work Order expiration date later than the Master Agreement expiration date shall automatically extend such Master Agreement expiration date up to one hundred eighty (180) days or to the Work Order expiration date, whichever occurs first. Such extended Master Agreement expiration date shall apply only to such Work Orders and shall not extend such date for any other purpose whatsoever, including issuing new Work Orders and or extending any other Work Order(s).

## **5.0 CONTRACT SUM**

### **5.1 Total Contract Sum**

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

### **5.2 Written Approval for Reimbursement**

The Contractor will not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any

other mechanism, with or without consideration for any reason whatsoever, will occur only with the County's express prior written approval.

### **5.3 No Payment for Services Provided Following Expiration/Termination of Master Agreement**

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

### **5.4 Invoices and Payments**

**5.4.1** For providing the tasks, deliverables, services, and other work authorized pursuant to this Master Agreement, Contractor must separately invoice County for each Work Order.

**5.4.2** Payment for all work will be established on the Work Order and subject to the Total Maximum Amount less any amounts assessed in accordance with Paragraph 8.25 (Liquidated Damages).

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

**5.4.4** All work performed by, and all invoices submitted by, Contractor pursuant to Work Orders issued hereunder must receive the written approval of County's Work Order Director, who will be responsible for a detailed evaluation of Contractor's performance before approval of work and/or payment of invoices is permitted.

**5.4.5** Invoices under this Master Agreement must be submitted to the address(es) set forth in the applicable Work Order.

#### **5.4.6 Invoice Content**

The policy period specified in Contractor's invoices must coincide with the period of performance or policy period specified in the applicable Work Order.

Each invoice submitted by Contractor must include:

- Work Order number and Contractor's Master Agreement number
- Contractor's Remittance Address
- Insurance Carrier(s) and Policy Number(s)
- Policy Period(s)
- Type of insurance coverage or the insurance description
- Total amount of the invoice
- Premium Cost(s)



- Applicable Fees, including stamping and surplus line fees;
- Commission Amount
- Administrative costs

#### **5.4.7 Preference Program Enterprises – Prompt Payment Program**

Certified Prompt Payment Enterprises (PPEs) will receive prompt payment for services they provide to County departments. Prompt payment is defined as fifteen (15) calendar 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](#)).

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

**5.5.1** The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under 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 Auditor-Controller (A-C).

**5.5.2** The 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.

**5.5.3** 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.

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

## **6.0 ADMINISTRATION OF MASTER AGREEMENT – COUNTY**

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

### **6.1 County's Project Manager**

The County's Project Manager is County's chief contact person with respect to the day-to-day administration of this Master Agreement first person for Contractor to contact with any questions.

## **6.2 County's Work Order Director**

A Work Order Director will be identified for each Work Order and is the chief contact person with respect to the day-to-day administration of each Work Order. The responsibilities of the Work Order Director include:

- 6.2.1** Ensuring that the technical standards and task requirements articulated in the individual Work Order are satisfactorily complied with, and must provide, on request, such information, coordination, documentation, and materials as may be reasonably required by Contractor to perform Work Orders;
- 6.2.2** Coordinating and monitoring the work of Contractor personnel assigned to the Work Order Director's specific projects, and for ensuring that this Master Agreement's objectives are met;
- 6.2.3** Monitoring, evaluating and reporting Contractor performance and progress on the Work Order; and
- 6.2.4** Providing direction to Contractor in the areas relating to County policy, information requirements, and procedural requirements.

County's Work Order Directors are not authorized to make any changes in Work Order labor rates, dollar totals or periods of performance, or in the terms and conditions of this Master Agreement, except through formally prepared Amendments, Paragraph 8.1.

## **7.0 ADMINISTRATION OF MASTER AGREEMENT - CONTRACTOR**

### **7.1 Contractor's Project Manager**

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

### **7.2 Contractor's Authorized Official(s)**

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

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

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. Contractor must provide

County with a resume of each proposed substitute and an opportunity to interview such person prior to any staff substitution.

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

Contractor will provide, at Contractor's expense, all staff providing services under this Master Agreement with a photo identification badge.

#### **7.5 Background and Security Investigations**

**7.5.1** In accordance with all laws, at any time prior to or during term of this Contract, the County may require that all Contractor's staff performing work under this Contract undergo and pass, to the satisfaction of County, a background investigation, as a condition of beginning and continuing to work under this Contract. County will use its discretion in determining the method of background clearance to be used, up to and including a County performed fingerprint security clearance or Contractor performed background clearance. The fees associated with obtaining the background information will be at the expense of the Contractor, regardless if the Contractor's staff passes or fails the background clearance investigation.

**7.5.2** County may request that the Contractor's staff be immediately removed from working on the County Contract at any time during the term of this Contract. County will not provide to the Contractor nor to the Contractor's staff any information obtained through the County conducted background clearance.

**7.5.3** County may immediately, at the sole discretion of the County, deny or terminate facility access to the Contractor's staff that do not pass such investigation(s) to the satisfaction of the County whose background or conduct is incompatible with County facility access.

**7.5.4** Disqualification, if any, of the Contractor's staff, pursuant to Paragraph 7.5, will not relieve the 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 agrees that all County Information, including but not limited to, data and information in any form such as documents, reports, algorithms, programs, graphics, cartographs, audiovisuals, and all other materials that are in possession of, belong to, or were obtained from the County; or originated, created, or developed by Contractor under the Contract (County Information), is confidential and proprietary to the County regardless of whether such information was disclosed intentionally or unintentionally, or marked as "confidential". Contractor will not disclose any County Information except as described under this Contract.

**7.6.2** Contractor must maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of

confidential records and information.

- 7.6.3** Contractor may disclose County Information only as necessary to carry out its obligations and to those individuals who have a need to know, or as required by law, and is prohibited from using County Information for any other purpose without the prior express written approval of the County Project Manager and Contract Manager. If required by a court of competent jurisdiction or an administrative body to disclose County Information, the Contractor must notify the County Project Manager immediately and prior to any such disclosure, to provide the County an opportunity to oppose or otherwise respond to such disclosure, unless prohibited by law from doing so.
- 7.6.4** Contractor agrees to immediately report to County any and all violations of these provisions by Contractor and staff, including but not limited to officers, employees, agents, volunteers, interns, subcontractors, and individuals providing services hereunder and/or by any other person of whom Contractor becomes aware.
- 7.6.5** If Contractor receives a request for the release of any data or information involving County Information, the Contractor must notify the County within three (3) calendar days and the County will coordinate an appropriate response, which may include instructing the Contractor to assist in fulfilling the request.
- 7.6.6** Contractor must inform all its staff, including but not limited to officers, employees, agents, volunteers, interns, subcontractors, and individuals providing services hereunder of the Confidentiality provisions of this Contract and ensure compliance of these provisions.
- 7.6.7** Contractor must indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, 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 Confidentiality provisions, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under Confidentiality provisions will be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County will have the right to participate in any such defense at County's sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in County's sole judgment, 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 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 County without County's prior written approval.
- 7.6.8** 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 whatever remedies are available within law or equity. Any breach of these provisions will constitute a material breach of this Contract and be grounds for immediate termination of this Contract in the exclusive discretion of the County.

- 7.6.9** Contractor acknowledges that violation of these provisions may subject Contractor and Contractor's staff, including but not limited to officers, employees, agents, volunteers, interns, subcontractors, and individuals providing services hereunder to civil and/or criminal action and that the County may seek all possible legal redress.

## **8.0 STANDARD TERMS AND CONDITIONS**

### **8.1 Amendments**

#### **8.1.1 Master Agreements**

- 8.1.1.1 Board of Supervisors/Chief Executive Officer Changes** – The County's Board or CEO may require the addition and/or change of certain terms and conditions in the Master Agreement during the term of this Master Agreement. The County reserves the right to add and/or change such provisions as required by the County's Board or CEO. To implement such orders, an Amendment to the Master Agreement must be prepared and executed by the Contractor and by the CEO.

- 8.1.1.2 Extensions of Time** – The CEO at their sole discretion, authorize extensions of time as defined in Paragraph 4.0 (Term of Master Agreement). The Contractor agrees that such extensions of time will not change any other term or condition of this Master Agreement during the period of such extensions. To implement an extension of time, an Amendment to the Master Agreement must be prepared and executed by the Contractor and by the CEO.

- 8.1.2 Addition of Service Categories** – Addition of Skilled Categories/Technical Specializations and Amendment to the Master Agreement will be prepared and executed by the Contractor and by the CEO to add or delete Skilled Categories or Technical Specializations.

- 8.1.2.1 Non-material Changes** – For any change which does not materially affect the scope of work, period of performance, price, or any other term or condition included under this Master Agreement, a Change Notice shall be issued in writing.

#### **8.1.3 Work Orders**

- 8.1.3.1 Material Change** – The County may, at its sole discretion, amend active Work Orders issued during the term of the Master

Agreement. For any change affecting the scope, term, or cost of an active Work Order, an Amendment to the Work Order shall be executed by the Contractor and the CEO.

8.1.3.2 **Non-material Change** – For any change which does not materially affect the scope of work, period of performance, price, or any other term or condition of a Work Order, a Change Notice shall be issued in writing to Contractor(s) awarded the Work Order.

8.1.3.3 **Work Order Solicitation** – For any change to Work Order Solicitations affecting the Work Order Bid due date, evaluation criteria, or any attachment, an Addendum shall be issued in writing to all vendors that were issued the original Work Order Solicitation.

## **8.2 Assignment and Delegation/Mergers or Acquisitions**

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

8.2.2 The Contractor must not assign, exchange, transfer, or delegate its rights or duties under this Master Agreement, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment, delegation, or otherwise transfer of its rights or duties, without such consent will be null and void. For purposes of this Paragraph, County consent will require a written amendment to the Master Agreement, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Master Agreement will be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County.

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

## **8.3 Authorization Warranty**

The Contractor represents and warrants that the person executing this Master Agreement for the Contractor is an authorized agent who has actual authority to

bind the Contractor to each and every term, condition, and obligation of this Master Agreement and that all requirements of the Contractor have been fulfilled to provide such actual authority.

#### **8.4 Complaints**

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

- 8.4.1** Within ten (10) business days after the Master Agreement effective date, the Contractor must provide the County with the Contractor's policy for receiving, investigating and responding to user complaints.
- 8.4.2** The County will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.
- 8.4.3** If the County requests changes in the Contractor's policy, the Contractor must make such changes and resubmit the plan within ten (10) business days for County approval.
- 8.4.4** If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor must submit proposed changes to the County for approval before implementation.
- 8.4.5** The Contractor must preliminarily investigate all complaints and notify the County's Project Manager of the status of the investigation within ten (10) business days of receiving the complaint.
- 8.4.6** When complaints cannot be resolved informally, a system of follow-through will be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.4.7** Copies of all written responses must be sent to the County's Project Manager within ten (10) business days of mailing to the complainant.

#### **8.5 Compliance with Applicable Laws**

- 8.5.1** In the performance of this Master Agreement, Contractor must comply with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Master Agreement are hereby incorporated herein by reference.
- 8.5.2** Contractor must indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph will be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, 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 County with a full and adequate defense, as determined by County in its sole judgment, County will be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor will not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

## **8.6 Compliance with Civil Rights Laws**

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

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

## **8.7 Compliance with County's Jury Service Program**

### **8.7.1 Jury Service Program**

This Master Agreement is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in [Sections 2.203.010 through 2.203.090 of the Los Angeles County Code](#).

### **8.7.2 Written Employee Jury Service Policy**

- 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 the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct



from the Employee's regular pay the fees received for jury service.

- For purposes of this Paragraph, "Contractor" means a person, partnership, corporation or other entity which has a Master Agreement with the County or a subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County Master Agreements or subcontracts. "Employee" means any California resident who is a full time employee of Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform services for the County under the Master Agreement, the subcontractor will also be subject to the provisions of this paragraph. The provisions of this paragraph will be inserted into any such subcontract agreement and a copy of the Jury Service Program must be attached to the agreement.
- If Contractor is not required to comply with the Jury Service Program when the Master Agreement commences, Contractor will have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor must immediately notify 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 the Master Agreement and at its sole discretion, that Contractor demonstrate to the County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.
- Contractor's violation of this Paragraph of the Master Agreement may constitute a material breach of the Master Agreement. In the event of such material breach, County may, in its sole discretion, terminate the Master Agreement and/or bar Contractor from the award of future County Master Agreements for a period of time consistent with the seriousness of the breach.

## **8.8 Conflict of Interest**

### **8.8.1 No County employee whose position with the County enables such**

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

**8.8.2** The Contractor must comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Master Agreement. The Contractor warrants that it is not now aware of any facts that create a conflict of interest. If the Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it must immediately make full written disclosure of such facts to the County. Full written disclosure must include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this Paragraph 8.8 will be a material breach of this Master Agreement.

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

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

**8.10 Consideration of Hiring GAIN/START Participants**

**8.10.1** Should the Contractor require additional or replacement personnel after the effective date of this Master Agreement, the 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 the Contractor's minimum qualifications for the open position. For this purpose, consideration will mean that the Contractor will interview qualified candidates. The County will refer GAIN/START participants by job category to the 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.

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

## **8.11 Contractor Responsibility and Debarment**

### **8.11.1 Responsible Contractor**

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

### **8.11.2 Chapter 2.202 of the County Code**

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

### **8.11.3 Non-responsible Contractor**

The County may debar a Contractor if the Board finds, in its discretion, that the Contractor has done any of the following: (1) violated a term of a Master Agreement with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively reflects on the Contractor's quality, fitness or capacity to perform a Master Agreement with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or offense which indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against the County or any other public entity.

### **8.11.4 Contractor Hearing Board**

- If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the 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 the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department will be provided an opportunity to object to the

tentative proposed decision prior to its presentation to the Board of Supervisors.

- 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 of Supervisors. The Board of Supervisors will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- If a Contractor has been debarred for a period longer than five (5) years, that Contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
- The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) the Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board 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.
- 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 of Supervisors. The Board of Supervisors will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

#### **8.11.5 Subcontractors of Contractor**

These terms will also apply to Contractor's Subcontractors.

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

**8.12.1** Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The Contractor must notify and provide to its employees, and will require each Subcontractor to notify and provide to its employees, a Fact Sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and information on where and how to safely surrender a baby. Additionally, the Contractor understands that it is the County's policy to encourage all County Contractors to voluntarily post the County's Safely Surrendered Baby Law Poster (available in English/Spanish/Chinese/Korean) in a prominent position at the Contractor's place of business. The Contractor will also encourage its Subcontractors, if any, to post this poster in a prominent position in the subcontractor's place of business. The Contractor, and its Subcontractor(s), can access posters and other program material at [www.babysafela.org](http://www.babysafela.org).

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

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

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

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

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

will include improvement/ corrective action measures taken by the County and the contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Master Agreement or impose other penalties as specified in this Master Agreement.

#### **8.15 Intentionally Omitted**

#### **8.16 Employment Eligibility Verification**

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

**8.16.2** The 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 the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Master Agreement.

#### **8.17 Counterparts and Electronic Signatures and Representations**

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

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

#### **8.18 Fair Labor Standards**

The 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 the Contractor's employees for which the County may be found jointly or solely liable.

## **8.19 Force Majeure**

- 8.19.1** Neither party will be liable for such party's failure to perform its obligations under and in accordance with this Master Agreement, if such failure arises out of fires, floods, 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").
- 8.19.2** Notwithstanding the foregoing, a default by a subcontractor of Contractor will not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor will not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this Paragraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.
- 8.19.3** In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

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

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

## **8.21 Independent Contractor Status**

- 8.21.1** This Master Agreement is by and between the County and the 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 the Contractor. The employees and agents of one party must not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.
- 8.21.2** The Contractor will be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Master Agreement 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 the Contractor.
- 8.21.3** The Contractor understands and agrees that all persons performing work

pursuant to this Master Agreement are, for purposes of Workers' Compensation liability, solely employees of the Contractor and not employees of the County. The Contractor will be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Master Agreement.

**8.21.4** The Contractor must adhere to the provisions stated in Paragraph 7.6 (Confidentiality).

## **8.22 Indemnification**

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

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

Without limiting Contractor's indemnification of County, and in the performance of this Master Agreement and until all of its obligations pursuant to this Master Agreement have been met, Contractor must provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraph 8.24 of this Master Agreement. These minimum insurance coverage terms, types and limits (Required Insurance) also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Master Agreement. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Master Agreement.

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

- Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, must be delivered to County at the address shown below and provided prior to commencing services under this Master Agreement.
- Renewal Certificates must be provided to County not less than 10 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.
- Certificates must identify all Required Insurance coverage types and limits specified herein, reference this Master Agreement by name or number, and be signed by an authorized representative



of the insurer(s). The Insured party named on the Certificate must match the name of the Contractor identified as the contracting party in this Master Agreement. Certificates must provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand (\$50,000.00) dollars, and list any County required endorsement forms.

- 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 the Contractor, its insurance broker(s) and/or insurer(s), will be construed as a waiver of any of the Required Insurance provisions.
- Certificates and copies of any required endorsements must be emailed to:

Name: Ansara Lewis

Email: [alewis@ceo.lacounty.gov](mailto:alewis@ceo.lacounty.gov)

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

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

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

#### **8.23.3 Cancellation of or Changes in Insurance**

Contractor must provide County with, or Contractor's insurance policies must contain a provision that 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 County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Master Agreement, in the sole discretion of the County, upon which the County may suspend or terminate this Master Agreement.

#### **8.23.4 Failure to Maintain Insurance**

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

#### **8.23.5 Insurer Financial Ratings**

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

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

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

#### **8.23.7 Waivers of Subrogation**

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

#### **8.23.8 Subcontractor Insurance Coverage Requirements**

Contractor must include all Subcontractors as insureds under Contractor's own policies, or must provide 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 County's prior review and approval of any Subcontractor request for modification of the Required Insurance.

#### **8.23.9 Deductibles and Self-Insured Retentions (SIRs)**

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

#### **8.23.10 Claims Made Coverage**

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

#### **8.23.11 Application of Excess Liability Coverage**

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

#### **8.23.12 Separation of Insureds**

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

#### **8.23.13 Alternative Risk Financing Programs**

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

#### **8.23.14 County Review and Approval of Insurance Requirements**

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

### **8.24 Insurance Coverage**

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

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

**8.24.2 Automobile Liability** insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance must cover liability arising out of Contractor's use of autos pursuant to this Master Agreement, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

**8.24.3** 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 County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. If applicable to Contractor's operations, coverage also must be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

**8.24.4 Professional Liability/Errors and Omissions**

Insurance covering Contractor's liability arising from or related to this Master Agreement, with limits of not less than \$5 million per claim and \$5 million aggregate. Further, Contractor understands and agrees it must maintain such coverage for a period of not less than three (3) years following this Agreement's expiration, termination or cancellation.

**8.24.5 Crime Coverage**

A Fidelity Bond or Crime Insurance policy with limits of not less than \$5 million per occurrence. Such coverage must protect against all loss of money, securities, or other valuable property entrusted by County to Contractor, and apply to all of Contractor's directors, officers, agents and employees who regularly handle or have responsibility for such money, securities or property. The County and its Agents must be named as an Additional Insured and Loss Payee as its interests may appear. This insurance must include third party fidelity coverage, include coverage for loss due to theft, mysterious disappearance, and computer fraud/theft, and must not contain a requirement for an arrest and/or conviction.

**8.24.6 Cyber Insurance**

The Contractor shall secure and maintain cyber liability insurance coverage with limits of \$2 million per occurrence and \$7 Million in the

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

## **8.25 Liquidated Damages**

**8.25.1** If, in the judgment of the CEO, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Chief Executive Officer, or their designee, at their option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the 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 the Contractor from the County, will be forwarded to the Contractor by the Chief Executive Officer, or their designee, in a written notice describing the reasons for said action.

**8.25.2** If the CEO determines that there are deficiencies in the performance of this Master Agreement that the CEO, or her designee, deems are correctable by the Contractor over a certain time span, the CEO, or her designee, will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the CEO may:

- Deduct from the 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 the 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 One Hundred Dollars (\$100) per day per infraction, or as may be specified in any Performance Requirements Summary ("PRS") Charts in future Work Orders, and that the Contractor will be liable to the County for liquidated damages in said amount. Said amount will be deducted from the County's payment to the Contractor; and/or (c) Upon giving five (5) days notice to the

Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County.

**8.25.3** The action noted in Paragraph 8.25.2 will not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Master Agreement.

**8.25.4** This paragraph will not, in any manner, restrict or limit the County's right to damages for any breach of this Master Agreement provided by law or as specified in the PRS or Paragraph 8.25.2, and will not, in any manner, restrict or limit the County's right to terminate this Master Agreement as agreed to herein.

## **8.26 Most Favored Public Entity**

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

## **8.27 Nondiscrimination and Affirmative Action**

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

**8.27.2** Contractor certifies to the County each of the following:

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

**8.27.3** The Contractor must take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.

Such action must include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

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

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

**8.27.6** The Contractor will allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 8.27 when so requested by the County.

**8.27.7** If the County finds that any provisions of this Paragraph 8.27 have been violated, such violation will constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement. While the County reserves the right to determine independently that the anti-discrimination provisions of this Master Agreement have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that the Contractor has violated Federal or State anti-discrimination laws or regulations will constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Master Agreement.

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

## **8.28 Non Exclusivity**

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

## **8.29 Notice of Delays**

Except as otherwise provided under this Master Agreement, when either party has knowledge that any actual or potential situation is delaying or threatens to delay

the timely performance of this Master Agreement, that party must, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

### **8.30 Notice of Disputes**

The Contractor must bring to the attention of the County's Work Order Director any dispute between the County and the Contractor regarding the performance of services as stated in this Master Agreement. If the County's Work Order Director is not able to resolve the dispute, the CEO or designee will resolve it.

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

The 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.

### **8.32 Notice to Employees Regarding the Safely Surrendered Baby Law**

The 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 Los Angeles County, and where and how to safely surrender a baby. The information is set forth in Exhibit C, Safely Surrendered Baby Law of this Master Agreement. Additional information is available at:

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

### **8.33 Notices**

All notices or demands required or permitted to be given or made under this Master Agreement must be in writing and will be hand delivered with signed receipt or mailed by first class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibits B (County's Administration) and C (Contractor's Administration). Addresses may be changed by either party giving ten (10) days' prior written notice thereof to the other party. The CEO will have the authority to issue all notices or demands required or permitted by the County under this Master Agreement.

### **8.34 Prohibition Against Inducement or Persuasion**

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

### **8.35 Public Records Act**

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



Agreement; as well as those documents which were required to be submitted in response to the Request for Statement of Qualifications (RFSQ) used in the solicitation process for this Master Agreement, become the exclusive property of the County. All such documents become a matter of public record and will be regarded as public records. Exceptions will be those elements in the [California Government Code Section 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.

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

### **8.36 Publicity**

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

- The Contractor must develop all publicity material in a professional manner; and
- During the term of this Master Agreement, the Contractor must not, and will not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of the CEO or Designee. The County will not unreasonably withhold written consent.

**8.36.2** The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Master Agreement with the County of Los Angeles, provided that the requirements of this Paragraph 8.36 (Publicity) will apply.

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

The Contractor must maintain accurate and complete financial records of its activities and operations relating to this Master Agreement in accordance with generally accepted accounting principles. The Contractor must also maintain accurate and complete employment and other records relating to its performance of this Master Agreement. The Contractor agrees that the County, or its authorized representatives, will have access to and the right to examine, audit, excerpt, copy,

or transcribe any pertinent transaction, activity, or record relating to this Master Agreement. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, will be kept and maintained by the Contractor and will be made available to the County during the term of this Master Agreement and for a period of five (5) 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 the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the County's option, the Contractor will pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

**8.37.1** In the event that an audit of the Contractor is conducted specifically regarding this Master Agreement by any Federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise, then the Contractor must file a copy of such audit report with the County's Auditor-Controller within thirty (30) days of the Contractor's receipt thereof, unless otherwise provided by applicable Federal or State law or under this Master Agreement. The County will make a reasonable effort to maintain the confidentiality of such audit report(s).

**8.37.2** Failure on the part of the Contractor to comply with any of the provisions of this paragraph will constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement.

**8.37.3** If, at any time during the term of this Master Agreement or within five (5) years after the expiration or termination of this Master Agreement, representatives of the County may conduct an audit of the Contractor regarding the work performed under this Master Agreement, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference will be either: a) repaid by the 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 the Contractor from the County, whether under this Master Agreement or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor, then the difference will be paid to the Contractor by the County by cash payment, provided that in no event will the County's maximum obligation for this Master Agreement exceed the funds appropriated by the County for the purpose of this Master Agreement.

### **8.38 Recycled Bond Paper**

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

### **8.39 Subcontracting**

**8.39.1** The requirements of this Master Agreement may not be subcontracted by the Contractor **without the advance approval of the County**. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Master Agreement.

**8.39.2** If the Contractor desires to subcontract, the Contractor must provide the following information promptly at the County's request:

- A description of the work to be performed by the subcontractor;
- A draft copy of the proposed subcontract; and
- Other pertinent information and/or certifications requested by the County.

**8.39.3** The Contractor must indemnify and hold the County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were Contractor employees.

**8.39.4** The Contractor will remain fully responsible for all performances required of it under this Master Agreement, including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.

**8.39.5** The County's consent to subcontract will not waive the County's right to prior and continuing approval of any and all personnel, including subcontractor employees, providing services under this Master Agreement. The Contractor is responsible to notify its subcontractors of this County right.

**8.39.6** The CEO of designee is authorized to act for and on behalf of the County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by the County, Contractor must forward a fully executed subcontract to the County for their files.

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

**8.39.8** The 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. The Contractor must ensure delivery of all such documents to:

Name: Ansara Lewis

Email: [alewis@ceo.lacounty.gov](mailto:alewis@ceo.lacounty.gov)

Subject: <Contractor Name> - Certificates of Insurance

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

Failure of the Contractor to maintain compliance with the requirements set forth in Paragraph 8.13 (Contractor's Warranty of Adherence to County's Child Support

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

#### **8.41 Termination for Convenience**

**8.41.1** County may terminate this Master Agreement, and any Work Order issued hereunder, in whole or in part, from time to time or permanently, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder will be effected by notice of termination to Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective will be no less than ten (10) days after the notice is sent.

**8.41.2** Upon receipt of a notice of termination and except as otherwise directed by the County, the Contractor must immediately:

- Stop work under the Work Order or under this Master Agreement, as identified in such notice;
- Transfer title and deliver to County all completed work and work in process; and
- Complete performance of such part of the work as would not have been terminated by such notice.

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

#### **8.42 Termination for Default**

**8.42.1** The County may, by written notice to the Contractor, terminate the whole or any part of this Master Agreement, if, in the judgment of the CEO or designee:

- Contractor has materially breached this Master Agreement;
- Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Master Agreement or any Work Order issued hereunder; or
- Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements of any Work Order issued under this Master Agreement, or of any obligations of this Master Agreement and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such

longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

**8.42.2** In the event that the County terminates this Master Agreement in whole or in part as provided in Paragraph 8.42.1, 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. The 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. The Contractor will continue the performance of this Master Agreement to the extent not terminated under the provisions of this paragraph.

**8.42.3** Except with respect to defaults of any subcontractor, the Contractor will not be liable for any such excess costs of the type identified in Paragraph 8.42.2 if its failure to perform this Master Agreement, including any Work Order issued hereunder, arises out of causes beyond the control and without the fault or negligence of the 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 the 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 the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor will not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in this Paragraph 8.42.3, the terms "subcontractor" and "subcontractors" mean subcontractor(s) at any tier.

**8.42.4** If, after the County has given notice of termination under the provisions of this Paragraph 8.42, it is determined by the County that the Contractor was not in default under the provisions of this Paragraph 8.42, or that the default was excusable under the provisions of Paragraph 8.42.3, the rights and obligations of the parties will be the same as if the notice of termination had been issued pursuant to Paragraph 8.41 (Termination for Convenience).

**8.42.5** The rights and remedies of the County provided in this Paragraph 8.42 will not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

#### **8.43 Termination for Improper Consideration**

**8.43.1** The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Master Agreement if it is found that consideration, in any form, was offered or given by the Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Master

Agreement or securing favorable treatment with respect to the award, amendment, or extension of the Master Agreement or the making of any determinations with respect to the Contractor's performance pursuant to the Master Agreement. In the event of such termination, the County will be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

**8.43.2** The Contractor must immediately report any attempt by a County officer, 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/>.

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

#### **8.44 Termination for Insolvency**

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

- Insolvency of the Contractor. The Contractor will be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code;
- The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code;
- The appointment of a Receiver or Trustee for the Contractor; or
- The execution by the Contractor of a general assignment for the benefit of creditors.

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

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

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

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

Notwithstanding any other provision of this Master Agreement, the County will not be obligated for the Contractor's performance hereunder or by any provision of this

Master Agreement during any of the County's future fiscal years unless and until the County's Board of Supervisors appropriates funds for this Master Agreement in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Master Agreement, then this Master Agreement will terminate as of June 30 of the last fiscal year for which funds were appropriated. The County will notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

#### **8.47 Validity**

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

#### **8.48 Waiver**

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

#### **8.49 Warranty Against Contingent Fees**

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

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

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

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

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



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

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.50 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) will constitute default under this Master Agreement. Without limiting the rights and remedies available to County under any other provision of this Master Agreement, failure of Contractor to cure such default within 10 days of notice will be grounds upon which County may terminate this Master Agreement and/or pursue debarment of Contractor, pursuant to [Los Angeles County Code Chapter 2.206](#).

**8.52 Time off For Voting**

The 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 10 days before every statewide election, every Contractor and subcontractors must keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of [Section 14000](#).

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

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 the Contractor or member of Contractor's staff be removed immediately from performing services under the Master Agreement. 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 Master Agreement.

**8.54 Intentionally Omitted**

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

**8.56 Compliance with the County Policy of Equity**

The 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/>). The 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. The Contractor, its



employees and subcontractors acknowledge and certify receipt and understanding of the CPOE. Failure of the 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 the contractor to termination of contractual agreements as well as civil liability.

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

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

#### **8.58 Injury and Illness Prevention Program**

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

#### **8.59 Campaign Contribution Prohibition Following Final Decision in Master Agreement 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 twelve (12) months after the date of the final decision in the proceeding involving this Master Agreement. Failure to comply with the provisions of [Government Code Section 84308](#) and of this paragraph, may be a material breach of this Master Agreement as determined in the sole discretion of the County.

### **9.0 UNIQUE TERMS AND CONDITIONS**

#### **9.1 Intentionally Omitted**

#### **9.2 Intentionally Omitted**

#### **9.3 Data Destruction**

Contractor(s) that have maintained, processed, or stored the County of Los Angeles' ("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:

<http://csrc.nist.gov/publications/PubsDrafts.html#SP-800-88 Rev.%201>)

The data and/or information may be stored on purchased, leased, or rented electronic storage equipment (e.g., printers, hard drives) and electronic devices (e.g., servers, workstations) that are geographically located within the County, or external to the County's boundaries. The County must receive within ten (10) business days, a signed document from Contractor(s) that certifies and validates the data and information were placed in one or more of the following stored states: unusable, unreadable, and/or indecipherable.

Contractor(s) 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*. Vendor must provide County with written certification, within ten (10) 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 indecipherable.

#### **9.4 Local Small Business Enterprise (LSBE) Preference Program**

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

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

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

**9.4.4** If the Contractor has obtained certification as a LSBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Master Agreement to which it would not otherwise have been entitled, will:

- Pay to the County any difference between the Master Agreement amount and what the County's costs would have been if the Master Agreement had been properly awarded;
- In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than ten (10) percent of the amount of the Master Agreement; and
- Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

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

## **9.5 Social Enterprise (SE) Preference Program**

**9.5.1** This Master Agreement is subject to the provisions of the County's ordinance entitled SE Preference Program, as codified in [Chapter 2.205 of the Los Angeles County Code](#).

**9.5.2** 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.

**9.5.3** 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.

**9.5.4** If Contractor has obtained County certification as a SE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Master Agreement to which it would not otherwise have been entitled, Contractor will:

- Pay to the County any difference between the Master Agreement amount and what the County's costs would have been if the Master Agreement had been properly awarded;
- In addition to the amount described in subdivision (1) above, the Contractor will be assessed a penalty in an amount of not more than ten percent (10%) of the amount of the Master Agreement; and
- Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

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

## **9.6 Disabled Veteran Business Enterprise (DVBE) Preference Program**

**9.6.1** This Master Agreement is subject to the provisions of the County's ordinance entitled DVBE Preference Program, as codified in [Chapter 2.211 of the Los Angeles County Code](#).

- 9.6.2** 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.
- 9.6.3** 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.
- 9.6.4** If Contractor has obtained certification as a DVBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Master Agreement to which it would not otherwise have been entitled, Contractor will:
- Pay to the County any difference between the Master Agreement amount and what the County's costs would have been if the Master Agreement had been properly awarded;
  - In addition to the amount described in subdivision (1) above, the Contractor will be assessed a penalty in an amount of not more than 10 percent of the amount of the Master Agreement; and
  - Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

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

## **10.0 CONDITIONAL TERMS AND CONDITIONS**

The applicability of the terms and conditions set forth herein shall be determined solely by the County and expressly delineated within each individual Work Order. The Contractor shall be obligated to comply only with those terms and conditions explicitly stated in the Work Order. It is the Contractor's responsibility to thoroughly review each Work Order for any additional terms and conditions that may be applicable.

### **10.1 Health Insurance Portability and Accountability Act of 1996 (HIPAA)**

The County is subject to the Administrative Simplification requirements and prohibitions of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA), and regulations promulgated thereunder, including the Privacy, Security, Breach Notification, and Enforcement Rules at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (collectively, the "HIPAA Rules"). Under this Agreement, the Contractor provides services to the County and the

Contractor creates, has access to, receives, maintains, or transmits Protected Health Information as defined in Exhibit G in order to provide those services. The County and the Contractor therefore agree to the terms of Exhibit G, "Business Associate Under Health Insurance Portability and Accountability Act of 1996 (HIPAA).

## **11.0 SURVIVAL**

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

Paragraph 1.0	(Applicable Documents)
Paragraph 2.0	(Definitions)
Paragraph 3.0	(Work)
Paragraph 5.3	(No Payment for Services Provided Following Expiration/Termination of Agreement)
Paragraph 7.6	(Confidentiality)
Paragraph 8.1	(Amendments)
Paragraph 8.2	(Assignment and Delegation/Mergers or Acquisitions)
Paragraph 8.18	(Fair Labor Standards)
Paragraph 8.19	(Force Majeure)
Paragraph 8.20	(Governing Law, Jurisdiction, and Venue)
Paragraph 8.22	(Indemnification)
Paragraph 8.23	(General Provisions for all Insurance Coverage)
Paragraph 8.24	(Insurance Coverage)
Paragraph 8.25	(Liquidated Damages)
Paragraph 8.33	(Notices)
Paragraph 8.37	(Record Retention and Inspection/Audit Settlement)
Paragraph 8.41	(Termination for Convenience)
Paragraph 8.42	(Termination for Default)
Paragraph 8.47	(Validity)
Paragraph 8.48	(Wavier)
Paragraph 8.57	(Prohibition from Participation in Future Solicitation(s))
Paragraph 8.59	Campaign Contribution Prohibition Following Final Decision in Master Agreement Proceeding
Paragraph 11.0	(Survival)

**AUTHORIZATION OF MASTER AGREEMENT FOR  
INSURANCE BROKER PROGRAMS SERVICES**

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Master Agreement to be executed by the Chief Executive Officer, \_\_\_\_\_ Department or designee and approved by County Counsel, and Contractor has caused this Master Agreement to be executed in its behalf by its duly authorized officer, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

COUNTY OF LOS ANGELES

By \_\_\_\_\_

By \_\_\_\_\_

Contractor

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_

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

APPROVED AS TO FORM:

\_\_\_\_\_  
DAWYN R. HARRISON

County Counsel

By \_\_\_\_\_

Deputy County Counsel

**Exhibit A**  
**STATEMENT OF WORK**

## TABLE OF CONTENTS

<b><u>PARAGRAPH</u></b>	<b><u>PAGE</u></b>
<b>SCOPE OF WORK.....</b>	<b>47</b>
<b>1.0</b> Policy Administration.....	47
<b>2.0</b> Renewal of Coverage.....	48
<b>3.0</b> Claims Services .....	49
<b>4.0</b> Other Services .....	49



## **STATEMENT OF WORK**

### **1.0 Policy Administration**

- 1.1** Contractor shall review policies, binders and endorsements to assure that policy language is appropriate, correct any deficiency or non-compliance and deliver all policies within the timeframe specified in each Work Order. Contractor shall evidence this comprehensive review by affixing the signature of an authorized officer of their company to each page of the coverage documents.
- 1.2** Contractor shall evaluate and continue to monitor corresponding insurers' financial status, evaluate the impact to the County, advise County immediately of any downgrading of insurers' financial status, evaluate impact to the County, and recommend or provide action steps to be taken to protect the County's interests.
- 1.3** Contractor shall provide early warning of anticipated rate and coverage changes and probable impact on insurance placements; recommend coverage changes, when indicated; assist with mid-term coverage additions and changes; and secure confirming endorsements from insurers.
- 1.4** Contractor shall service each policy issued to the County under each Work Order. This includes, but is not limited to, processing all changes and endorsements and verifying the accuracy of invoices.
- 1.5** Contractor shall assist with the resolution of coverage questions for insurances it has brokered, at the request of the County, and when necessary, consult with the County regarding the coverages placed.
- 1.6** Contractor shall process in a timely manner and be responsible for any funds to or from the County that are entrusted to the Contractor until the entrusted funds are disbursed and received by the designated payee. This responsibility shall continue beyond the Contract's expiration date until all the entrusted funds are received by the payees.
- 1.7** Contractor shall provide information and documents electronically and in hard copy as requested by County and required herein.
- 1.8** Contractor shall provide periodic reports as required and requested by the County to enable analysis of risks and coverage, compliance with insurance requirements and monitoring of claims for insurance placements. The reports shall include but not be limited to assessments of risks, updating of insured values, listing of claims, allocation of premiums, listing of certificates issued, update and listing of insured facilities, etc.
- 1.9** Contractor shall provide premium renewal estimates as required for County budgeting purposes.
- 1.10** Contractor shall issue certificates of insurance on policies placed by Contractor requested by the County within one (1) business day of receipt

of request.

- 1.11** Contractor shall review invoices received from carriers to determine accuracy and use best efforts to resolve accounting differences or discrepancies.
- 1.12** Contractor shall provide coverage opinions on policies placed by Contractor under each Work Order.
- 1.13** Contractor shall attend meetings with County Risk Management staff and other County personnel as requested by County.
- 1.14** Contractor shall at least annually review County exposures in relations to the scope and limits of the County's insurance placements under each Work Order and provide recommendations for change and submit a report on the County's exposure in relations to the scope and limits of such placements, including recommendations for change to the County's Project Manager.
- 1.15** Contractor shall assist with mid-term coverage additions and changes and secure confirming endorsements from insurers.

## **2.0 Renewal of Coverage**

- 2.1** Contractor shall periodically assess insurance market conditions and determine impact on program renewal. Recommend actions to be taken to minimize the impact of a "hard" market and the opportunity of a "soft" market. Alert the County to signs of severe market tightening whenever such signs appear.
- 2.2** Contractor shall conduct or arrange for studies, reviews, analyses and/or inspections that may be needed by underwriters or to determine adequacy of coverage and limits, or as requested by County.
- 2.3** Contractor shall review program structure to ensure required coverage and limits are at competitive pricing and that there are no gaps or overlaps in policies.
- 2.4** Contractor shall not later than 90 calendar days prior to policy expiration, develop, with input from County Risk Management staff, a renewal marketing plan that includes goals and strategies for:
  - 2.4.1** Coverage enhancements;
  - 2.4.2** Deductible options;
  - 2.4.3** Program structure changes;
  - 2.4.4** Insurers to approach;
  - 2.4.5** Price targets.
- 2.5** Contractor shall not later than 60 calendar days before the anniversary date of the expiring program year, obtain quotations, and place or recommend required insurance coverage with financially secure companies that meet County's requirements.

- 2.6 Contractor shall assist with insurance policy language, amendments or endorsements to meet the needs of the County as necessary.
- 2.7 Contractor shall control or limit commissions and fees charged by wholesalers and other intermediaries, if wholesalers or other intermediaries are used.
- 2.8 Contractor shall provide County with copies of all quotations received from insurers.

### **3.0 Claims Services**

Contractor shall assist the County in management of claims and litigation to conclusion; ensure resolution in a timely manner and indemnification of County to the fullest extent permitted under the policy. The full range of claims services are to be provided at no additional costs. This would include, at a minimum, the following:

- 3.1 Review adequacy and timeliness of all loss runs and reports; make changes as needed.
- 3.2 Provide expert assistance on coverage and policy interpretation relative to claims and litigation.
- 3.3 Assist the County in resolving all outstanding disputes and collect any resulting judgment and settlements owed the County in a timely manner.
- 3.4 Attend meetings as required regarding the program's claims process or relating to any claim or litigation submitted under this insurance program.
- 3.5 Monitor claims filed by the County against insurance policies placed by Broker. Contractor shall not be responsible for notifying carriers unless requested in writing by County.
- 3.6 Assist the County with resolving coverage, claim and insurance-related issues arising from policies placed by the Broker.

### **4.0 Other Services**

- 4.1 Contractor shall advise and/or recommend other insurance products/coverage if requested by the County or if Contractor deems in their judgment County may need such products.
- 4.2 Contractor shall market new insurance programs with commercial coverage sources with financially secure companies that meet County's requirements.
- 4.3 Contractor shall provide, with the concurrence or at the request of the County's Program Manager, seminars and training sessions for the benefit of County personnel relating to commercial insurance programs.
- 4.4 Contractor shall prepare an annual stewardship report related to the County's corresponding insurance placement by the timeframe specified in each Work Order.
- 4.5 Contractor shall provide an annual disclosure report of any and all

commissions, rebates, or other earnings on County placements related to the County's corresponding insurance placement by the timeframe specified in each Work Order each year.

**Exhibit B**  
**COUNTY'S ADMINISTRATION**

Master Agreement Number \_\_\_\_\_

**COUNTY'S PROJECT MANAGER**

Name:

Title:

Address:

Telephone:

E-mail:

**COUNTY'S WORK ORDER DIRECTOR**

Name:

Title:

Address:

Telephone:

E-mail:

**Exhibit C**  
**CONTRACTOR'S ADMINISTRATION**

Contractor's Name: Contractor's Name

Master Agreement Number: Master Agreement Number

**CONTRACTOR'S PROJECT MANAGER**

Name:

Title:

Address:

Telephone:

E-mail:

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

Name:

Title:

Address:

Telephone:

E-mail:

Name:

Title:

Address:

Telephone:

E-mail:

**NOTICES TO CONTRACTOR**

Name:

Title:

Address:

Telephone:

E-mail:



**Exhibit D**  
**SAMPLE WORK ORDER FORMAT**



# INSURANCE BROKER PROGRAMS MASTER AGREEMENT

Work Order Number \_\_\_\_\_

Master Agreement Number \_\_\_\_\_

This Work Order is undertaken between the County of Los Angeles (hereafter "County") and **Contractor** (hereafter "Contractor") for Insurance Broker Programs pursuant to the above Master Agreement (hereafter "Master Agreement").

## 1.0 Services

Vendor shall perform broker services as detailed in Exhibit A of the above Master Agreement, and any additional work prescribed in Section 1.1 of this Work Order.

### 1.1 Additional Work Requirements

## 2.0 Policy Requirements

1. Policy Description	
2. Policy Delivery (Reference SOW 1.1.1)	
3. Annual Stewardship Report (Reference SOW 1.4.4)	
4. Annual Disclosure Report (Reference SOW 1.4.5)	
5. Policy Annual Start Date	
6. Coverage Description	
7. Policy Form	
8. Insured Values	
9. Listing of Insured Units	
10. Who is Covered	
11. Policy Limits (Description)	
12. Deductible	
13. Self-insured Retention	
14. Major Exclusions & Restrictions	

15. County Work Order Director	
-----------------------------------	--

### **Payment**

Payment to Contractor shall be in arrears and based upon the approval and acceptance of services/deliverables as set forth in Section 1.0 (Services) of this Work Order, **not to exceed Total Maximum Amount reflected in Attachment I, Payment Schedule.**

### **Invoices**

Contractor shall submit all invoices for this Work Order in accordance with Paragraph 5.4 (Invoices and Payments) of the abovementioned Master Agreement.

### **Term**

The Term of this Work Order will be one (1) year from the date of execution by the CEO or designee. The County will have the sole option to extend this Work Order term for up to one (1) additional one-year period. Such an option will be exercised at the sole discretion of the CEO of Designee.

### **Conditional Terms and Conditions**

\_\_\_\_\_ The HIPAA provisions in sub-paragraph 10.1 of the above Master Agreement are in effect for this Work Order

## Exhibit D – Sample Work Order Format

Attachment I

### Pricing Schedule

(Year \_\_)

Payment for this Work Order shall not exceed the fees and commission % listed below.

#### Commission

Commission %: \_\_\_\_

Commission compensation shall be a percentage of the insurance premium.

#### Additional Costs

Administrative Costs: \$ \_\_\_\_

Applicable Fees: \$ \_\_\_\_

**Total Maximum Amount \$ \_\_\_\_**

### **Exhibit D – Sample Work Order Format**

Regardless of any oral promise made to Contractor by any County personnel whatsoever; all terms of the Master Agreement shall remain in full force and effect. The Terms of the Master Agreement shall govern and take precedence over any conflicting terms and/or conditions in this Work Order. Neither the rates or any other specifications in this Work Order are valid or binding if they do not comply with the terms and conditions of the Master Agreement.

**COUNTY OF LOS ANGELES  
CHIEF EXECUTIVE OFFICE**

By: \_\_\_\_\_ [Signature]

\_\_\_\_\_  
[PRINTED NAME]

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

**CONTRACTOR  
[CONTRACTOR]**

By: \_\_\_\_\_ [Signature]

\_\_\_\_\_  
[PRINTED NAME]

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

## Exhibit E – Insurance Categories

### Contractor

Insurance Brokers Program

Master Agreement No. \_\_\_\_

### Insurance Categories

Master Agreement Insurance Categories	Contractor Qualified
Property Insurance	
Liability Insurance	
Parametric Earthquake Insurance	
Commercial Crime Insurance	
Accidental Death and Dismemberment (AD&D)	
Aviation/Airport Liability	