



OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ROBERT G. LUNA, SHERIFF



November 18, 2025

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

Dear Supervisors:

**APPROVE MODEL MASTER AGREEMENT FOR
POLYGRAPH EXAMINATION SERVICES
(ALL DISTRICTS) (3 VOTES)**

SUBJECT

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

IT IS RECOMMENDED THAT THE BOARD:

1. Approve the attached Model Agreement for a term of three years, with an option to extend for four additional one-year option periods, for a total term not to exceed seven years.
2. Delegate authority to the Sheriff, or his designee, to execute Agreements substantially similar to the attached Model Agreement with qualified vendors commencing upon execution by the Sheriff, or his designee.

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3. Delegate Authority to the Sheriff, or his designee, to execute Amendments and Change Notices to the Agreements as set forth throughout the Model Agreement, to: (1) effectuate modifications which, do not materially affect any term of the Agreements, (2) add new or revised standard County contract provisions adopted by the Board required periodically, (3) exercise option terms if it is in the best interest of the County, (4) effectuate the assignment and delegations/mergers or acquisitions provision, and (5) terminate Agreements, either in whole or in part, by provision of a ten-day written notice.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The Department has historically utilized qualified contractors to provide as-needed Services during periods of increased hiring. Sworn staffing levels are at a critically low level, resulting in the Department's aggressive hiring efforts and the need to increase Services to help expedite the background process.

The Department's current Model Master Agreement for Services was approved by the Board on December 21, 2021, and expires on January 16, 2027. The Department has decided to resolicit for a new Model Master Agreement for Services in order to establish competitive rates with the intent of attracting a larger pool of qualified vendors.

Since 2014, the fixed hourly rate of \$75 per hour for a minimum three-hour test has remained unchanged. The new Model Agreement will increase the rate to \$112.25 per hour for a minimum three-hour test. The new rates are necessary to remain competitive with other local agencies and coincide with rates paid by the County's Probation Department for similar Services.

Approval of the recommended actions will allow the Department to establish agreements with a pool of qualified contractors to support the Personnel Administration Bureau's Pre-employment Unit with hiring backlog and the Department's critical mission of increasing sworn staffing levels. It is the intent of the Department to issue work to active contractors on a rotational basis by availability and geographical area.

Implementation of Strategic Plan Goals

The recommended action supports the principles of the County Strategic Plan's North Star 2: Foster Vibrant and Resilient Communities; Focus Area Goal C. Public Safety; Strategy II, Operational Enhancement: Enhance organizational and administrative operations, and training of our public safety entities, to better serve the community by streamlining the hiring process and increasing the presence of law enforcement in the community.

FISCAL IMPACT/FINANCING

The estimated annual cost for these Services is approximately \$500,000. Actual expenditures will be incurred solely on an as-needed basis. Over the term of the Agreements, appropriate allocations will be established in the Department's operating budget to meet the anticipated needs each fiscal year.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Model Agreement was determined to be a Non-Proposition A agreement due to the Services being highly specialized and used on an as-needed basis.

The Model Agreement requires contractors to comply with all Board and Chief Executive Office requirements, including Jury Service, Safely Surrendered Baby Law, Defaulted Property Tax Reduction Program, Zero Tolerance Policy for Human Trafficking, Fair Chance Employment, Policy of Equity, Prohibition from Participation in Future Solicitations, and Campaign Contribution Prohibition Following Final Decision in Master Agreement Proceeding.

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

CONTRACTING PROCESS

On September 2, 2025, the Department released a Request for Statement of Qualifications (RFSQ) 744-SH to solicit Statements of Qualifications from vendors to provide Services. The Department posted the solicitation on the County and Department website with an initial due date of October 2, 2025.

The RFSQ will remain open until the needs of the Department are met. Upon the Board's approval of this action, the Sheriff, or his designee, will execute Agreements with the qualified contractors.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the Model Agreement will enable the Department to maintain a pool of qualified contractors to assist in providing Services to the Department's Pre-employment Unit.

The Honorable Board of Supervisors
November 18, 2025
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CONCLUSION

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

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Luna". The signature is fluid and cursive, with the first letter of each word being capitalized and prominent.

ROBERT G. LUNA
SHERIFF

MODEL MASTER AGREEMENT



MASTER AGREEMENT

BY AND BETWEEN

COUNTY OF LOS ANGELES

SHERIFF'S DEPARTMENT

AND

[CONTRACTOR]

FOR

POLYGRAPH EXAMINATION SERVICES

**MASTER AGREEMENT
POLYGRAPH EXAMINATION SERVICES**

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Exhibit E	Rate of Compensation
Exhibit F	Contract Discrepancy Report
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**MASTER AGREEMENT
BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
[CONTRACTOR]
FOR
POLYGRAPH EXAMINATION SERVICES**

This Master Agreement, Attachments, and Exhibits made and entered into on _____ by and between the County of Los Angeles (County), Sheriff's Department (Department) and _____ (Contractor), to provide as-needed Polygraph Examination Services (Services). _____ is located at _____.

RECITALS

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

WHEREAS, Contractor is a private (public, non-profit) firm specializing in providing Services; and

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

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

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

1.0 APPLICABLE DOCUMENTS

Attachments 1, 1A, 1B, and Exhibits A through G 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 Attachments and the Exhibits, or between Attachments and Exhibits, such conflict or inconsistency will be resolved by giving precedence first to this Master Agreement and then to the Attachments and Exhibits according to the following priority:

Attachments:

Attachment 1 Statement of Work
Attachment 1A Examination Log
Attachment 1B Examiner Billing Log

Exhibits:

Exhibit A County's Administration
Exhibit B Contractor's Administration
Exhibit C Safely Surrendered Baby Law
Exhibit D1 Certification of Employee Status
Exhibit D2 Certification of No Conflict of Interest
Exhibit D3 Contractor Acknowledgement and Confidentiality Agreement
Exhibit E Rate of Compensation
Exhibit F Contract Discrepancy Report
Exhibit G Invoice Discrepancy Report

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

2.0 DEFINITIONS

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

2.1 Active Contractor: 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 Work is issued. As used herein, the terms Active Contractor and Contractor may be used interchangeably throughout this Master Agreement.

2.2 Amendment: Has the meaning set forth in Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement.

- 2.3 Business Day(s):** Monday through Friday, excluding County-observed holidays.
- 2.4 Change Notice:** Has the meaning set forth in Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement.
- 2.5 Contractor:** The sole proprietor, partnership, or corporation that has entered into this Master Agreement with the County as identified in the preamble.
- 2.6 Contractor Project Manager:** The individual designated by Contractor to oversee and administer the operations of this Master Agreement following Master Agreement award.
- 2.7 County Project Director:** The individual designated by the County with the authority to approve and issue all Work and manage all contractual or administrative matters related to this Master Agreement. All references to "County Project Director" will mean "County Project Director or designee," unless otherwise specified.
- 2.8 County Project Manager:** The individual designated by the County Project Director as the primary contact for managing the day-to-day operations of this Master Agreement. All references to "County Project Manager" will mean "County Project Manager or designee," unless otherwise specified.
- 2.9 Day(s):** Calendar day(s) unless otherwise specified.
- 2.10 Fiscal Year:** The 12-month period beginning July 1st and ending on June 30th of the following year.
- 2.11 Master Agreement:** County's standard agreement executed between the County and individual Contractors. It sets forth the terms and conditions for the issuance and performance of, and otherwise governs, subsequent Work.
- 2.12 Polygraph Examinee:** Means a person who is taking a polygraph examination.
- 2.13 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 Vendor's Minimum Mandatory Qualifications listed in the RFSQ and holds an executed Master Agreement with the Department.
- 2.14 Request for Statement of Qualifications (RFSQ):** A solicitation based on establishing a pool of Qualified Vendors to provide services through Master Agreements.
- 2.15 Statement of Qualifications (SOQ):** A Contractor's response to an RFSQ.
- 2.16 Statement of Work:** The document that provides a written description of tasks, subtasks, directions, deliverables, goods, Services, and other Work, and specifies Contractor's Work requirements and obligations, as set forth in Attachment 1 (Statement of Work) to this Master Agreement.
- 2.17 Term:** Has the meaning set forth in Paragraph 4.0 (Term of Master Agreement) of this Master Agreement.
- 2.18 Work:** Any and all tasks, subtasks, deliverables, goods, and other Services performed by or on behalf of Contractor pursuant to this Master Agreement, including all Attachments and Exhibits, and all fully executed Amendments and Change Notices hereto.

3.0 WORK

- 3.1 Pursuant to the provisions of this Master Agreement, Contractor must fully perform, complete, and deliver on time, all tasks, deliverables, Services and other Work as set forth in this Master Agreement, including Attachment 1 (Statement of Work) and all other Work under this Master Agreement.
- 3.2 It is the intent of the Department to issue Work to Active Contractors on a rotational basis by availability and geographical area in accordance with Paragraph 4.0 (Guidelines for the Distribution of Work) of Attachment 1 (Statement of Work) to this Master Agreement, based upon the needs of the Department. However, County Project Manager has the sole discretion to issue Work to any of the Active Contractors.
- 3.3 The County will refer Polygraph Examinees to Contractor for Services as set forth in Attachment 1 (Statement of Work) to this Master Agreement.
- 3.4 Contractor acknowledges that all Work performed under this Master Agreement is payable in arrears on a monthly basis in accordance with the terms and conditions of this Master Agreement, including this Paragraph 3.0 (Work) and Paragraph 5.0 (Contract Sum) of this Master Agreement.
- 3.5 If Contractor provides any tasks, deliverable, goods, Services, or Work to the County, other than as specified in this Master Agreement, the same will be deemed to be a gratuitous effort on the part of Contractor, and Contractor will have no claim whatsoever against the County.
- 3.6 All such Work must be provided solely as specified under this Master Agreement and must receive the written approval of County Project Manager in order to qualify for payment. In no event will the County be liable or responsible for payment for any Work prior to approval from County Project Manager of such Work.
 - 3.6.1 Contractor's failure to obtain written approval from County Project Manager prior to performing Work will constitute a material breach of this Master Agreement, upon which the County may suspend or terminate this Master Agreement.
- 3.7 Upon execution of this Master Agreement, Contractor will be assigned a Department email address. All correspondence pertaining to this Master Agreement must be made through Contractor's assigned Department email.
- 3.8 During the Term of this Master Agreement, Contractor must possess and maintain all licenses and/or certifications required to perform Work under this Master Agreement. In the event of suspension or revocation of such licenses and/or certifications, Contractor must immediately notify County Project Manager and cease providing all Work under this Master Agreement.

4.0 TERM OF MASTER AGREEMENT

- 4.1 This Master Agreement will commence upon the date of execution by the Sheriff or his designee, as authorized by the Board. This Master Agreement will expire on _____, unless extended or terminated sooner, in whole or in part, as provided herein.

- 4.2 The County will have the sole option to extend this Master Agreement Term for up to four additional one-year option periods for a maximum total Master Agreement Term of seven years. Each such option period will be exercised at the sole discretion of the Sheriff, or his designee, as authorized by the Board and will be in the form of a written Amendment executed in accordance with Paragraph 8.1 (Amendments and Change Notices) of this Master Agreement.
- 4.3 The County maintains a database to track and monitor Contractor performance history. Information entered into this database may be utilized for various purposes, including the determination of whether the County will exercise an option period under this Master Agreement.
- 4.4 Contractor must notify the Department when this Master Agreement is within six months from the expiration of the Term as provided for hereinabove. Upon occurrence of this event, Contractor must send written notification to County Project Director at the address provided in Exhibit A (County's Administration) to this Master Agreement.

5.0 CONTRACT SUM

5.1 General

The prices and fees payable by the County to Contractor for performing all tasks, deliverables, goods, Services and any other Work required under this Master Agreement are set forth in Exhibit E (Rate of Compensation) to this Master Agreement. Such prices and fees are firm and fixed for the Term of this Master Agreement.

5.2 Total Contract Sum

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

5.3 Written Approval for Reimbursement

Contractor will not be entitled to payment or reimbursement for any tasks or Services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, will occur only with the County's express prior written approval.

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

- 5.4.1 Contractor will have no claim against the County for payment of any money or reimbursement, of any kind whatsoever, for any Service

provided by Contractor after the expiration or other termination of this Master Agreement. Should Contractor receive any such payment it must immediately notify the County and must immediately repay all such funds to the County. Payment by the County for Services rendered after expiration/termination of this Master Agreement will not constitute a waiver of the County's right to recover such payment from Contractor.

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

5.5 Invoices and Payments

5.5.1 Invoices Content

Each invoice submitted by Contractor for each Polygraph Examinee must contain the following information:

- Contractor's name, address, and telephone number,
- Master Agreement number,
- Invoice number and date,
- Charge for each Service,
- Contractor must indicate the date the Polygraph Examinee showed, canceled, or was a "no show,"
- Total amount due for the month,
- A log of billed exams must be attached to the invoice. See Attachment 1A (Examination Log) and Attachment 1B (Examination Billing Log) to Attachment 1 (Statement of Work) to this Master Agreement, and
- In the event additional hours are approved by County Project Manager, and to receive payment, the submitted invoice must have the email correspondence with the approval of the additional hours.

County Project Manager has the discretion to request any additional documentation and/or information.

5.5.2 Monthly Reports

Contractor must submit a monthly report with the original invoice to County Project Manager with the following minimum information:

- a. Name of each Polygraph Examinee for which Services were performed in the billing period,
- b. Date the Service was performed during the billing period,
- c. Total number of exams,
- d. Total number of hours,

- e. Total number of “no shows” of Polygraph Examinees, and
- f. Total billing.

5.5.3 Submission of Invoices

Contractor must submit an original invoice to County Project Manager listed in Exhibit A (County’s Administration) to this Master Agreement, within 15 Days following the month in which Services were performed. The Department will not be responsible for invoices submitted more than 60 Days after the date of Service rendered. The County will be under no obligation to remit payment for late, lost, or mishandled invoices. Contractor is responsible for the accuracy of invoices submitted to the Department.

5.5.4 Approval of Invoices

All invoices submitted by Contractor for payment must receive the written approval of County Project Director before payment of an invoice(s) is permitted. In no event will the County be liable or responsible for any payment prior to such written approval.

5.5.5 No Out-of-Pocket Expenses

Contractor acknowledges that out-of-pocket expenses, including travel, meal, and lodging expenses, are not reimbursable by the County. Accordingly, Contractor’s invoices must not include out-of-pocket expenses.

5.5.6 Invoice Discrepancy Report

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

5.5.7 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 15 Days after receipt of an approved, undisputed invoice which has been properly matched against documents such as a receiving, shipping, or services delivered report, or any other validation of receipt document consistent with [Board Policy 3.035 \(Preference Program Payment Liaison and Prompt Payment Program\)](#).

5.6 Default Method of Payment: Direct Deposit or Electronic Funds Transfer

- 5.6.1 The County has determined that the most efficient and secure default form of payment for goods and/or Services provided under this Master Agreement 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).
- 5.6.2 Contractor must submit a direct deposit authorization request via the website <https://directdeposit.lacounty.gov> with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.
- 5.6.3 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.
- 5.6.4 At any time during the duration of this Master Agreement, 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 is designated in Exhibit A (County's Administration) to this Master Agreement. The County will notify Contractor in writing of any change in the names or addresses shown therein.

6.1 County Project Director

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

- a. Ensuring that the objectives of this Master Agreement are met, and
- b. Providing direction to Contractor, in areas relating to County policies, information requirements, and procedural requirements.

6.2 County Project Manager

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

- a. Acting as the primary point of contact for the day-to-day administration of this Master Agreement,
- b. Issuing Work,
- c. Inspecting any and all tasks, deliverables, goods, Services, or other Work provided by or on behalf of Contractor,
- d. Meeting with Contractor Project Manager on a regular basis to discuss any issues or concerns related to this Master Agreement.

- e. Issuing contract discrepancy reports in accordance with Paragraph 8.2 (Contract Discrepancy Report) of Attachment 1 (Statement of Work) to this Master Agreement. A sample of the Contract Discrepancy Report is attached as Exhibit F (Contract Discrepancy Report) to this Master Agreement,
- f. Issuing invoice discrepancy reports in accordance with Paragraph 5.5.6 (Invoice Discrepancy Report) of this Master Agreement. A sample of the Invoice Discrepancy Report is attached as Exhibit G (Invoice Discrepancy Report) to this Master Agreement.

7.0 ADMINISTRATION OF MASTER AGREEMENT – CONTRACTOR

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

7.1 Contractor Project Manager

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

- a. Overseeing Contractor's day-to-day activities related to this Master Agreement and coordinating regularly with County Project Manager on a regular basis with respect to all Work.
- b. Being responsible for Contractor's performance of all tasks, deliverables, good, Services, or other Work, and ensuring Contractor's compliance with this Master Agreement.

7.2 Contractor's Authorized Official(s)

Contractor represents and warrants that all requirements of Contractor have been fulfilled to provide actual authority to such officials to execute documents under this Master Agreement on behalf of Contractor.

7.3 Approval of Contractor's Staff

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

- 7.4.1 All of Contractor's staff assigned to perform Work at County facilities are required to have an Identification badge on their person and visible at all times. Contractor is responsible for ensuring that staff have obtained a County ID badge before they are assigned to Work in a County facility. Contractor personnel may be asked to leave a County facility by a County representative if they do not have the proper Identification badge on their person.
- 7.4.2 Contractor must notify the County within one Business Day when staff are terminated from working under this Master Agreement. Contractor must retrieve and return staff's Department-issued Identification badge to the

County by the next Business Day following the termination of their employment with Contractor.

- 7.4.3 If the County requests the removal of Contractor's staff, Contractor must retrieve and return staff's Department-issued Identification badge to the County by the next Business Day following the removal of Contractors staff working under this Master Agreement.

7.5 Background and Security Investigations

- 7.5.1 At any time prior to or during the Term of this Master Agreement, all Contractor staff, non-employee staff, subcontractors, and agents of Contractor (collectively herein "Contractor's staff") performing Services under this Master Agreement must undergo and pass a background investigation to the satisfaction of the County as a condition of beginning and continuing to perform Services under this Master Agreement. Such background investigation may include, but will not be limited to, criminal conviction information obtained through a Driver License check or through fingerprints submitted to the California Department of Justice to include state, local, and federal-level review. The fees associated with the background investigation will be at the expense of Contractor, regardless of whether Contractor's staff passes or fails the background investigation.
- 7.5.2. County Project Director will schedule the background investigations with the Department's Civilian Backgrounds Unit. If a member of Contractor's staff does not pass the background investigation, the County may request that the member of Contractor's staff be immediately removed from performing Services under this Master Agreement at any time during the Term of this Master Agreement. The County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation.
- 7.5.3 The County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff who fails to pass a background investigation to the County's satisfaction or whose background or conduct is determined to be incompatible with access to County facilities.
- 7.5.4 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.5 (Background and Security Investigations) will not relieve Contractor of its obligation to complete all Work in accordance with the terms and conditions of this Master Agreement.

7.6 Confidentiality

- 7.6.1 Contractor must maintain the confidentiality of all records and information in accordance with all applicable federal, state and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.
- 7.6.2 Contractor must indemnify, defend, and hold harmless the County, its officers, employees, and agents, from and against any and all claims,

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

- 7.6.3 Contractor must inform all of its officers, employees, agents and subcontractors providing Services hereunder of the confidentiality provisions of this Master Agreement.
- 7.6.4 Contractor must sign and adhere to the provisions of the Exhibit D3 (Contractor Acknowledgement and Confidentiality Agreement) to this Master Agreement.

8.0 STANDARD TERMS AND CONDITIONS

8.1 Amendments and Change Notices

- 8.1.1 The Board or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in this Master Agreement during the Term of this Master Agreement. The County reserves the right to add and/or change such provisions as required by the Board or Chief Executive Officer. To implement such orders, an Amendment to this Master Agreement must be prepared and executed by both Contractor and the Sheriff, or his designee.
- 8.1.2 For any change which materially affects the scope of Work, Term, price, payments, or any other term or condition of this Master Agreement, an Amendment to this Master Agreement must be executed by both Contractor and the Board.
- 8.1.3 For any change which does not materially affect the scope of Work, Term, price, payments, or any other term or condition of this Master Agreement, a Change Notice to this Master Agreement must be executed by both Contractor Project Manager and County Project Director.
- 8.1.4 Notwithstanding Paragraphs 8.1.1 through 8.1.3 above, the Sheriff, or his designee, at their sole discretion, is authorized to: (a) exercise option periods to extend the Term of this Master Agreement as outlined in

Paragraph 4.0 (Term of Master Agreement) and (b) effectuate modifications pursuant to Paragraph 8.2 (Assignment and Delegation/Mergers or Acquisitions) below. To implement such actions, an Amendment to this Master Agreement must be executed by both Contractor and the Sheriff, or his designee.

8.2 Assignment and Delegation/Mergers or Acquisitions

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

8.3 Authorization Warranty

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

8.4 Complaints

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

- 8.4.1 Within ten Business Days after this Master Agreement's effective date, Contractor must provide the County with Contractor's policy for receiving, investigating and responding to user complaints.

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

8.5 Compliance with Applicable Laws

- 8.5.1 In the performance of this Master Agreement, Contractor must comply with all applicable federal, state and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Master Agreement are hereby incorporated herein by reference.
- 8.5.2 Contractor must indemnify, defend, and hold harmless the County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by the County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 8.5 (Compliance with Applicable Laws) will be conducted by Contractor and performed by counsel selected by Contractor and approved by the County. Notwithstanding the preceding sentence, the County will have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide the County with a full and adequate defense, as determined by the County in its sole judgment, the County will be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by the County in doing so. Contractor will not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of the County without the County's prior written approval.

8.6 Compliance with Civil Rights Laws

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

- a. That Contractor has a written policy statement prohibiting discrimination in all phases of employment,
- b. That Contractor periodically conducts a self-analysis or utilization analysis of its work force,
- c. That Contractor has a system for determining if its employment practices are discriminatory against protected groups, and
- d. Where problem areas are identified in employment practices, that 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 Contractor, on an annual basis, no less than five Days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service.
- For purposes of this Paragraph, "Contractor" means a person, partnership, corporation or other entity which has a Master Agreement with the County or a subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County Master Agreements or subcontracts. "Employee" means any California resident who is a full time employee of Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: (a) the lesser number

is a recognized industry standard as determined by the County, or (b) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 Days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform services for the County under this 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 this Master Agreement commences, Contractor will have a continuing obligation to review the applicability of its “exception status” from the Jury Service Program, and Contractor must immediately notify the County if Contractor at any time either comes within the Jury Service Program’s definition of “Contractor” or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor must immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during this Master Agreement and at its sole discretion, that Contractor demonstrate to the County’s satisfaction that Contractor either continues to remain outside of the Jury Service Program’s definition of “Contractor” and/or that Contractor continues to qualify for an exception to the Program.
- Contractor’s violation of this Paragraph 8.7.2 may constitute a material breach of this Master Agreement. In the event of such material breach, the County may, in its sole discretion, terminate this Master Agreement and/or bar Contractor from 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 Contractor or have any other direct or indirect financial interest in this Master Agreement. No officer or employee of Contractor who may financially benefit from the performance of Work hereunder will in any way participate in the County’s approval, or ongoing evaluation, of such Work, or in any way attempt to unlawfully influence the County’s approval or ongoing evaluation of such Work.
- 8.8.2 Contractor must comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the Term of this Master Agreement. Contractor warrants that it is not now aware of any facts that create a conflict of interest. If Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict

of interest, it must immediately make full written disclosure of such facts to the County. Full written disclosure must include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this Paragraph 8.8 (Conflict of Interest) will be a material breach of this Master Agreement.

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

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

8.10 Consideration of Hiring GAIN/START Participants

8.10.1 Should Contractor require additional or replacement personnel after the effective date of this Master Agreement, Contractor must give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or Skills and Training to Achieve Readiness for Tomorrow (START) Program who meet Contractor's minimum qualifications for the open position. For this purpose, consideration will mean that Contractor will interview qualified candidates. The County will refer GAIN/START participants by job category to Contractor. Contractors must report all job openings with job requirements to: gainstart@dpss.lacounty.gov and 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 this Master Agreement. It is the County's policy to conduct business only with responsible Contractors.

8.11.2 Chapter 2.202 of the County Code

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

by the circumstances, and terminate any or all existing Master Agreements Contractor may have with the County.

8.11.3 Non-responsible Contractor

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

8.11.4 Contractor Hearing Board

- a. If there is evidence that Contractor may be subject to debarment, the Department will notify Contractor in writing of the evidence which is the basis for the proposed debarment and will advise Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- b. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Contractor and/or Contractor's representative will be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board will prepare a tentative proposed decision, which will contain a recommendation regarding whether Contractor should be debarred, and, if so, the appropriate length of time of the debarment. Contractor and the Department will be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.
- c. After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board will be presented to the Board. The Board will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- d. If a Contractor has been debarred for a period longer than five years, that Contractor may after the debarment has been in effect for at least five years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Contractor has adequately demonstrated one or more of the following: (i) elimination of the grounds for which the debarment was imposed, (ii) a bona fide change in ownership or management, (iii) material evidence discovered after debarment was imposed, or (iv) any other reason that is in the best interests of the County.

- e. The Contractor Hearing Board will consider a request for review of a debarment determination only where: (i) Contractor has been debarred for a period longer than five years, (ii) the debarment has been in effect for at least five years, and (iii) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board will conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing will be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
- f. The Contractor Hearing Board's proposed decision will contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board will present its proposed decision and recommendation to the Board. The Board will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.11.5 Subcontractors of Contractor

These terms will also apply to subcontractors of County Contractors.

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

Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. Contractor understands that it is the County's policy to encourage all County contractors to voluntarily post Exhibit C (Safely Surrendered Baby Law) poster, to this Master Agreement, in a prominent position at the Contractor's place of business. Contractor must also encourage its subcontractors, if any, to post this poster in a prominent position in the subcontractor's place of business. Information and posters for printing are available at:

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

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

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

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

reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and will implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

8.14 County's Quality Assurance Plan

The County or its agent(s) will monitor 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 this Master Agreement in jeopardy if not corrected will be reported to the Board and listed in the appropriate Contractor performance database. The report to the Board will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Master Agreement or impose other penalties as specified in this Master Agreement.

8.15 Damage to County Facilities, Buildings or Grounds

- 8.15.1 Contractor must repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or employees or agents of Contractor. Such repairs must be made immediately after Contractor has become aware of such damage, but in no event later than 30 Days after the occurrence.
- 8.15.2 If Contractor fails to make timely repairs, the County may make any necessary repairs. All costs incurred by the County, as determined by the County, for such repairs must be repaid by Contractor by cash payment upon demand.

8.16 Employment Eligibility Verification

- 8.16.1 Contractor warrants that it fully complies with all federal and state statutes and regulations regarding the employment of aliens and others and that all its employees performing Work under this Master Agreement meet the citizenship or alien status requirements set forth in federal and state statutes and regulations. Contractor must obtain from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal and state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. Contractor must retain all such documentation for all covered employees for the period prescribed by law.
- 8.16.2 Contractor must indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against Contractor or the County or both in connection with any alleged violation of any federal or state statutes or

regulations pertaining to the eligibility for employment of any persons performing Work under this Master Agreement.

8.17 Counterparts and Electronic Signatures and Representations

- 8.17.1 This Master Agreement may be executed in two or more counterparts, each of which will be deemed an original but all of which together will constitute one and the same Master Agreement. The facsimile, email or electronic signature of the parties will be deemed to constitute original signatures, and facsimile or electronic copies hereof will be deemed to constitute duplicate originals.
- 8.17.2 The County and Contractor hereby agree to regard electronic representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to Paragraph 8.1 (Amendments and Change Notices) above 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

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

8.19 Force Majeure

- 8.19.1 Neither party will be liable for such party's failure to perform its obligations under and in accordance with this Master Agreement, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), civil disorders, freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this Paragraph as "force majeure events").
- 8.19.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor will not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor will not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this Paragraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.
- 8.19.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to

obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

8.20 Governing Law, Jurisdiction, and Venue

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

8.21 Independent Contractor Status

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

8.21.2 Contractor will be solely liable and responsible for providing 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 Contractor.

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

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

8.22 Indemnification

Contractor must indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents and volunteers ("County 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 Indemnitees.

8.23 General Provisions for all Insurance Coverage

Without limiting Contractor's indemnification of the County, and in the performance of this Master Agreement and until all of its obligations pursuant to this Master Agreement have been met, Contractor must provide and maintain at its own

expense insurance coverage satisfying the requirements specified in Paragraph 8.24 (Insurance Coverage) below of this Master Agreement. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Master Agreement. The County in no way warrants that the Required Insurance is sufficient to protect Contractor for liabilities which may arise from or relate to this Master Agreement.

8.23.1 Evidence of Coverage and Notice to County

- Certificate(s) of insurance coverage (Certificate) satisfactory to the County, and a copy of an Additional Insured endorsement confirming the County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, must be delivered to the County at the address shown below and provided prior to commencing Services under this Master Agreement.
- Renewal Certificates must be provided to the County not less than ten Days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or subcontractor insurance policies at any time.
- 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 \$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 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 sent to the County Contract Compliance Manager listed in Exhibit A (County's Administration) to this Master Agreement.
- Contractor also must promptly report to the County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also must promptly notify the County of any third-party claim or suit filed against Contractor or any of its subcontractors which arises from or relates to this Master Agreement, and could result in the filing of a claim or lawsuit against Contractor and/or the County.

8.23.2 Additional Insured Status and Scope of Coverage

The County, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) must be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. The County and its Agents additional insured status must apply with respect to liability and defense of suits arising out of Contractor's acts or omissions, whether such liability is attributable to 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 the County with, or Contractor's insurance policies must contain a provision that the County will receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice must be provided to the County at least ten Days in advance of cancellation for non-payment of premium and 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 this Master Agreement, in the sole discretion of the County, upon which the County may suspend or terminate this Master Agreement.

8.23.4 Failure to Maintain Insurance

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

8.23.5 Insurer Financial Ratings

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

8.23.6 Contractor's Insurance Must Be Primary

Contractor's insurance policies, with respect to any claims related to this Master Agreement, must be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or

self-insurance coverage must be in excess of and not contribute to any Contractor coverage.

8.23.7 Waivers of Subrogation

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

8.23.8 Subcontractor Insurance Coverage Requirements

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

8.23.9 Deductibles and Self-Insured Retentions (SIRs)

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

8.23.10 Claims Made Coverage

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

8.23.11 Application of Excess Liability Coverage

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

8.23.12 Separation of Insureds

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

8.23.13 Alternative Risk Financing Programs

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

8.23.14 County Review and Approval of Insurance Requirements

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

8.24 Insurance Coverage

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

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

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

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

8.24.4 Professional Liability/Errors and Omissions

Insurance covering Contractor's liability arising from or related to this Master Agreement, with limits of not less than \$1 million per claim and \$2 million aggregate. Further, Contractor understands and agrees it must

maintain such coverage for a period of not less than three years following this Master Agreement's expiration, termination or cancellation.

8.25 Liquidated Damages

- 8.25.1 If, in the judgment of County Project Director, Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, County Project Director, 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 Contractor's invoice for Work not performed. A description of the Work not performed and the amount to be withheld or deducted from payments to Contractor from the County, will be forwarded to Contractor by County Project Director, in a written notice describing the reasons for said action.
- 8.25.2 If County Project Director determines that there are deficiencies in the performance of this Master Agreement that County Project Director deems are correctable by Contractor over a certain time span, County Project Director will provide written notice to Contractor to correct the deficiency within specified time frames. Should Contractor fail to correct deficiencies within said time frame, County Project Director may:
- a. Deduct from Contractor's payment those applicable portions of the invoice, and/or
 - b. Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of Contractor to correct a deficiency within the specified time frame. The parties hereby agree that, under the current circumstances, a reasonable estimate of such damages is \$100 per Day per infraction and that Contractor will be liable to the County for liquidated damages in said amount. Said amount will be deducted from the County's payment to Contractor, and/or
 - c. Upon giving five Days' notice to Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies. 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 Contractor from the County, as determined by the County.
- 8.25.3 The action noted in Paragraph 8.25.2 above will not be construed as a penalty, but as adjustment of payment to Contractor to recover the County cost due to the failure of Contractor to complete or comply with the provisions of this Master Agreement.
- 8.25.4 This Paragraph will not, in any manner, restrict or limit the County's right to damages for any breach of this Master Agreement provided by law or Paragraph 8.25.2 above, and will not, in any manner, restrict or limit the County's right to terminate this Master Agreement as agreed to herein.

8.26 Most Favored Public Entity

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

8.27 Nondiscrimination and Affirmative Action

- 8.27.1 Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and will be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable federal and state anti-discrimination laws and regulations.
- 8.27.2 Contractor certifies to the County each of the following:
 - a. That Contractor has a written policy statement prohibiting discrimination in all phases of employment.
 - b. That Contractor periodically conducts a self-analysis or utilization analysis of its work force.
 - c. That Contractor has a system for determining if its employment practices are discriminatory against protected groups.
 - d. Where problem areas are identified in employment practices, Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.
- 8.27.3 Contractor must take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable federal and state anti-discrimination laws and regulations. Such action must include, but is not limited to employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 8.27.4 Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- 8.27.5 Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies will comply with all applicable federal and state laws and regulations to the end that no person will, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Master Agreement or under any project, program, or activity supported by this Master Agreement.

- 8.27.6 Contractor must allow the County representatives access to Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 8.27 (Nondiscrimination and Affirmative Action) when so requested by the County.
- 8.27.7 If the County finds that any provisions of this Paragraph 8.27 (Nondiscrimination and Affirmative Action) have been violated, such violation will constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement. While the County reserves the right to determine independently that the anti-discrimination provisions of this Master Agreement have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that Contractor has violated federal or state anti-discrimination laws or regulations will constitute a finding by the County that Contractor has violated the anti-discrimination provisions of this Master Agreement.
- 8.27.8 The parties agree that in the event Contractor violates any of the anti-discrimination provisions of this Master Agreement, the County will, at its sole option, be entitled to the sum of \$500 for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Master Agreement.

8.28 Non Exclusivity

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

8.29 Notice of Delays

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

8.30 Notice of Disputes

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

8.31 Notice to Employees Regarding the Federal Earned Income Credit

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

8.32 Notice to Employees Regarding the Safely Surrendered Baby Law

Contractor must notify and provide to its employees, and will require each subcontractor to notify and provide to its employees, information regarding the Safely Surrendered Baby Law, its implementation in the County, and where and how to safely surrender a baby. The information is set forth in Exhibit C (Safely Surrendered Baby Law) to this Master Agreement. Additional information is available at:

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

8.33 Notices

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

8.34 Prohibition Against Inducement or Persuasion

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

8.35 Public Records Act

8.35.1 Any documents submitted by Contractor; all information obtained in connection with the County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to Paragraph 8.37 (Record Retention and Inspection-Audit Settlement) below, as well as those documents which were required to be submitted in response to the 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," Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

8.36 Publicity

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

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

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

8.37 Record Retention and Inspection-Audit Settlement

Contractor must maintain accurate and complete financial records of its activities and operations relating to this Master Agreement in accordance with generally accepted accounting principles. Contractor must also maintain accurate and complete employment and other records relating to its performance of this Master Agreement. Contractor agrees that the County, or its authorized representatives, will have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Master Agreement. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, will be kept and maintained by Contractor and will be made available to the County during the Term of this Master Agreement and for a period of five years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material must be maintained by Contractor at a location in the County, provided that if any such material is located outside the County, then, at the County's option, Contractor must pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

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

- 8.37.2 Failure on the part of Contractor to comply with any of the provisions of this Paragraph 8.37 (Record Retention and Inspection-Audit Settlement) will constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement.
- 8.37.3 If, at any time during the Term of this Master Agreement or within five years after the expiration or termination of this Master Agreement, representatives of the County may conduct an audit of Contractor regarding the Work performed under this Master Agreement, and if such audit finds that the County's dollar liability for any such Work is less than payments made by the County to Contractor, then the difference will be either: (a) repaid by Contractor to the County by cash payment upon demand or (b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to Contractor from the County, whether under this Master Agreement or otherwise. If such audit finds that the County's dollar liability for such Work is more than the payments made by the County to Contractor, then the difference will be paid to Contractor by the County by cash payment, provided that in no event will the County's maximum obligation for this 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's policy to reduce the amount of solid waste deposited at the County landfills, Contractor agrees to use recycled-content paper to the maximum extent possible on this Master Agreement.

8.39 Subcontracting

- 8.39.1 The requirements of this Master Agreement may not be subcontracted by Contractor **without the advance approval of the County**. Any attempt by Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Master Agreement.
- 8.39.2 If Contractor desires to subcontract, Contractor must provide the following information promptly at the County's request:
- a. A description of the Work to be performed by the subcontractor,
 - b. A draft copy of the proposed subcontract, and
 - c. Other pertinent information and/or certifications requested by the County.
- 8.39.3 Contractor must indemnify and hold the County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were Contractor employees.
- 8.39.4 Contractor will remain fully responsible for all performances required of it under this Master Agreement, including those that Contractor has determined to subcontract, notwithstanding the County's approval of Contractor's proposed subcontract.
- 8.39.5 The County's consent to subcontract will not waive the County's right to prior and continuing approval of any and all personnel, including

subcontractor employees, providing Services under this Master Agreement. Contractor must notify its subcontractors of this County right.

- 8.39.6 County Project Director is authorized to act for and on behalf of the County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by the County, Contractor must forward a fully executed subcontract to the County for their files.
- 8.39.7 Contractor will be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through Services performed hereunder, notwithstanding the County's consent to subcontract.
- 8.39.8 Contractor must obtain certificates of insurance, which establish that the subcontractor maintains all the programs of insurance required by the County from each approved subcontractor. Contractor must ensure delivery of all such documents to County Contract Compliance Manager as listed in Exhibit A (County's Administration) to this Master Agreement, before any subcontractor employee may perform any Work hereunder.

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

Failure of 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) above 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 Days of written notice will be grounds upon which the County may terminate this Master Agreement pursuant to Paragraph 8.42 (Termination for Default) below and pursue debarment of Contractor, pursuant to [County Code Chapter 2.202](#).

8.41 Termination for Convenience

- 8.41.1 The County may terminate this Master Agreement, and any Work 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 Days after the notice is sent.
- 8.41.2 Upon receipt of a notice of termination and except as otherwise directed by the County, Contractor must immediately:
 - a. Stop Work under this Master Agreement, as identified in such notice,
 - b. Transfer title and deliver to the County all completed Work and Work in process, and
 - c. Complete performance of such part of the Work as would not have been terminated by such notice.

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

8.42 Termination for Default

- 8.42.1 The County may, by written notice to Contractor, terminate the whole or any part of this Master Agreement, if, in the judgment of County Project Director:
- a. Contractor has materially breached this Master Agreement,
 - b. Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, Service, or other Work required either under this Master Agreement, or
 - c. Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements of any Work issued under this Master Agreement, or of any obligations of this Master Agreement and in either case, fails to demonstrate convincing progress toward a cure within five Business Days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.
- 8.42.2 In the event that the County terminates this Master Agreement in whole or in part as provided in Paragraph 8.42.1 above, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. Contractor will be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. Contractor will continue the performance of this Master Agreement to the extent not terminated under the provisions of this Paragraph 8.42 (Termination for Default).
- 8.42.3 Except with respect to defaults of any subcontractor, Contractor will not be liable for any such excess costs of the type identified in Paragraph 8.42.2 above if its failure to perform this Master Agreement, including any Work issued hereunder, arises out of causes beyond the control and without the fault or negligence of Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of federal or state governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; provided that in every case, the failure to perform must be beyond the control and without the fault or negligence of Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both Contractor and subcontractor, and without the fault or negligence of either of them, Contractor will not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this Paragraph 8.42.3, the

terms "subcontractor" and "subcontractors" mean subcontractor(s) at any tier.

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

8.43 Termination for Improper Consideration

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

8.44 Termination for Insolvency

- 8.44.1 The County may terminate this Master Agreement forthwith in the event of the occurrence of any of the following:
 - a. Insolvency of Contractor. Contractor will be deemed to be insolvent if it has ceased to pay its debts for at least 60 Days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not Contractor is insolvent within the meaning of the Federal Bankruptcy Code,
 - b. The filing of a voluntary or involuntary petition regarding Contractor under the Federal Bankruptcy Code,
 - c. The appointment of a Receiver or Trustee for Contractor, or

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

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

8.45 Termination for Non-Adherence of County Lobbyist Ordinance

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

8.46 Termination for Non-Appropriation of Funds

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

8.47 Validity

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

8.48 Waiver

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

8.49 Warranty Against Contingent Fees

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

8.49.2 For breach of this warranty, the County will have the right to terminate this Master Agreement and, at its sole discretion, deduct from the Master

Agreement price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

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

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

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

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

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

8.52 Time off For Voting

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

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

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

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

Disqualification of any member of Contractor's staff pursuant to this Paragraph 8.53 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 8.55 may constitute a material breach of this Master Agreement. In the event of such material breach, the County may, in its sole discretion, terminate this Master Agreement.

8.56 Compliance with the County Policy of Equity

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

8.57 Prohibition from Participation in Future Solicitation(s)

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

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 \$500 to a County officer for 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 8.59, 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 Intentionally Omitted

9.4 Intentionally Omitted

9.5 Intentionally Omitted

9.6 Local Small Business Enterprise (LSBE) Preference Program (If Applicable)

9.6.1 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](#).

9.6.2 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 LSBE.

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 LSBE.

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

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

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

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

- 9.7.1 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](#).
- 9.7.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a SE.
- 9.7.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a SE.
- 9.7.4 If Contractor has obtained County certification as a SE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Master Agreement to which it would not otherwise have been entitled, Contractor must:
- a. Pay to the County any difference between this Master Agreement amount and what the County's costs would have been if this Master Agreement had been properly awarded,
 - b. In addition to the amount described in subdivision (a) above, Contractor will be assessed a penalty in an amount of not more than ten percent of the amount of this Master Agreement, and
 - c. Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

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

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

- 9.8.1 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](#).
- 9.8.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a DVBE.
- 9.8.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation,

to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a DVBE.

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

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

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

10.0 Survival

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

Paragraph 1.0	(Applicable Documents)
Paragraph 2.0	(Definitions)
Paragraph 3.0	(Work)
Paragraph 5.4	(No Payment for Services Provided Following Expiration/Termination of Master Agreement)
Paragraph 7.6	(Confidentiality)
Paragraph 8.1	(Amendments and Change Notices)
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 10.0	(Survival)

**MASTER AGREEMENT
BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
[CONTRACTOR]
FOR
POLYGRAPH EXAMINATION SERVICES**

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

COUNTY OF LOS ANGELES

By: _____
ROBERT G. LUNA, SHERIFF

Date: _____

[CONTRACTOR]

By (print): _____

Signed: _____

Title: _____

Date: _____

APPROVED AS TO FORM:
DAWYN R. HARRISON
County Counsel

By: Michele Jackson
Michele Jackson
Principal Deputy County Counsel

ATTACHMENT 1
STATEMENT OF WORK

POLYGRAPH EXAMINATION SERVICES

**ATTACHMENT 1
STATEMENT OF WORK
POLYGRAPH EXAMINATION SERVICES**

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ATTACHMENTS:

Attachment 1A: Examination Log

Attachment 1B: Examiner Billing Log

1.0 SCOPE OF WORK

- 1.1 The Los Angeles County (County) Sheriff's Department (Department) is seeking Qualified Contractors to enter into Master Agreements with the County to provide Polygraph Examination Services (Services) on as needed basis for the Department.
- 1.2 This Statement of Work (SOW) defines the tasks and responsibilities of Contractors providing Services for the Department's Polygraph Examinations Unit.

2.0 HOURS AND DAYS OF SERVICE

- 2.1 Contractor's Work hours may vary, depending on the needs of the Department. Generally, Work hours range from 7:00 a.m. to 7:00 p.m. (Pacific Time).
- 2.2 Contractor must be available to provide Services seven days a week, with the exception of County-recognized holidays which can be found at:
<https://lacounty.gov/government/about-la-county/about/>.

3.0 WORK LOCATIONS

- 3.1 Polygraph examinations must be conducted at the Department locations listed below:
 - LOS ANGELES
2020 West Beverly Boulevard
Los Angeles, California 90057
Telephone: (213) 989-2167
Fax: (213) 483-3862
 - WEST COVINA
2934 East Garvey Boulevard, South
West Covina, California 91791
Telephone: (626) 858-8795
 - CHATSWORTH COURTHOUSE
9425 Penfield Avenue, Room 3200
Chatsworth, California 91311
Telephone: (818) 576-8875 or 8869
- 3.2 The County has the sole discretion to change, add, or delete locations throughout the Term of the Master Agreement. Such changes will be executed by the County and Contractor in accordance with Paragraph 8.1 (Amendments and Change Notices) of the Master Agreement.
- 3.3 At the request of the County, Contractor may be required to provide a location where the polygraph examination will be performed by Contractor, at no additional cost to the County.
 - 3.3.1 The examination room must be free from distractions that would interfere with the ability of the Polygraph Examinee to focus on the

issues being addressed. The examination site should be relatively free from outside noises and distractions.

4.0 GUIDELINES FOR THE DISTRIBUTION OF WORK

- 4.1 During the Term of the Master Agreement, Contractors have no guarantee of Work. Contractors will be utilized on an intermittent, as-needed basis to assist the Department during periods of increased hiring.
- 4.2 Contractors will be issued Work on a rotational basis, by availability, and geographical location.
- 4.3 County Project Manager has the sole discretion to issue Work to any of the Qualified Contractors, based on the needs of the Department.

5.0 WORK SCHEDULE REQUIREMENTS

- 5.1 The Department will prioritize the scheduling of polygraph examinations at locations most beneficial to the Department and Polygraph Examinees.
- 5.2 On or around the 1st of each calendar month, Contractor will be asked to submit a calendar of availability for the following calendar month to County Project Manager.
- 5.3 Contractor's calendar of availability will be used by Department background investigators, the Department's Polygraph Section clerical staff, or County Project Manager to assign Work to Contractors.
- 5.4 The daily schedule will be finalized at least three calendar days prior to the actual testing date by County Project Manager.
- 5.5 It is Contractor's responsibility to contact County Project Manager to ascertain if they have Work scheduled for any calendar day.
- 5.6 Contractor must keep County Project Manager informed of any scheduling conflicts.
 - 5.6.1 Contractor's default or failure to appear on time for a polygraph examination without written notice to the County, may result in a formal Contract Discrepancy Report.
- 5.7 Contractor must report for all polygraph examinations on-time, as scheduled.
- 5.8 Contractor must not administer more than three polygraph examinations in one day.
- 5.9 Any requests for scheduling variances must be emailed to County Project Manager, and will be subject to County Project Manager's approval.
- 5.10 Contractor must not reschedule a polygraph examination without first having notified and received written approval from County Project Manager.

6.0 ASSUMPTIONS

6.1 Contractor Responsibilities

- 6.1.1 Contractor or Contractor's staff must wear Department-issued identification badges while on County property.
- 6.1.2 Contractor must immediately inform County Project Manager of any criminal issues related to any polygraph examiner providing Services under the Master Agreement.
- 6.1.3 Contractor will be required to provide its own polygraph instrument at no additional cost to the County. Contractor's polygraph instrument must meet the requirements specified in Paragraph 7.2 (Instrumentation and Recording Requirements) below.
- 6.1.4 Contractor must keep County Project Manager informed of all pertinent information related to any polygraph examination or Polygraph Examinee.

6.2 County Furnished Items

The County will provide the following, unless otherwise specified herein:

- a. Examination room,
- b. Examination room furniture,
- c. Video and/or audio equipment,
- d. Office space required to prepare for and follow-up on polygraph examinations, and prepare required reports and opinions, and
- e. Telephone, fax machine, copier, and computer with applicable software.

7.0 SPECIFIC WORK REQUIREMENTS

7.1 Completion of a Mentor Program

Prior to performing any polygraph examinations independently, Contractor and Contractor's staff must complete a mentor program under the direct supervision of a Department-designated mentor at a Department-designated polygraph office. The mentor program will be coordinated and overseen by County Project Manager.

- 7.1.1 The mentor program will include, but is not limited to, review and practical application of instrumentation and recording procedures, polygraph pre-test interview, administration of polygraph examinations, observance of the rights of Polygraph Examinees, examination scoring, post-examination follow-up, restrictions on rendering opinions, reporting standards, invoice preparation, navigation of the Polygraph Examination Unit's data systems, and chart interpretation.
- 7.1.2 During this period, Contractor will perform all polygraph-related Work while being directly shadowed by the designated mentor. The

designated mentor will observe and review all aspects of Contractor's Work to ensure compliance with Department standards and expectations.

- 7.1.3 Polygraph examinations performed during the mentor program must be billed at the rates set forth in Exhibit E (Rate of Compensation) to the Master Agreement.
- 7.1.4 County Project Manager, in consultation with the designated mentor, will have sole discretion to determine whether Contractor and Contractor's staff has successfully completed the mentor program. Contractor or Contractor's staff will not be scheduled for independent examinations until the County provides written confirmation of Contractor or Contractor's staff successful completion or such determination is made in writing. Only upon formal approval by County Project Manager will Contractor or Contractor's staff be placed on the Department's polygraph schedule and authorized to perform polygraph examinations independently.

7.2 Instrumentation and Recording Requirements

- 7.2.1 Contractor must conduct polygraph examinations with a four to six channel polygraph instrument designed to collect physiological data from the Polygraph Examinee, and as approved by County Project Manager.
- 7.2.2 The polygraph instrument must have the capability to record the following:
 - a. Respiration patterns recorded by pneumograph components,
 - b. Thoracic and abdominal patterns, recorded separately, using two pneumograph components, and
 - c. Electrodermal activity reflecting relative changes in the conductance or resistance of current by the epidermal tissue.
- 7.2.3 Heart rate, blood volume, and blood pressure must be recorded using a standard medical blood pressure cuff and sphygmograph.
- 7.2.4 Movement of the Polygraph Examinee's lower extremities must be monitored by the motion sensor.
- 7.2.5 Physiological recording during each examination must be continuous and must be of sufficient amplitude to be easily readable by Contractor and any reviewing polygraph examiner.

7.3 Pre-test Interview for Polygraph Examinations

- 7.3.1 Contractor must conduct pre-test interviews with Polygraph Examinees using the polygraph interview guidelines provided by County Project Manager.

- 7.3.2 The pre-test interview is intended to allow polygraph examiner to gather background information relevant to the polygraph examination, as well as:
 - a. Psychologically prepare the Polygraph Examinee for the examination,
 - b. Provide a baseline for body language and neurolinguistics, and
 - c. Allow polygraph examiner to determine if the Polygraph Examinee is testable.
- 7.3.3 Contractor must make a reasonable effort to determine the fitness of the Polygraph Examinee for testing. Where allowed by law, basic inquiries should be made into the medical and psychological condition of the Polygraph Examinee, as well as any recent drug use. Contractor must not conduct a polygraph examination if valid results cannot be reasonably foreseen.
- 7.3.4 If based on medical disclosures Contractor has a reasonable doubt concerning the fitness of the Polygraph Examinee to safely undergo a polygraph examination, Contractor must:
 - a. Immediately stop the polygraph examination,
 - b. Notify the Polygraph Examinee's Department background investigator, and
 - c. Request a release from the Polygraph Examinee's primary healthcare physician.

7.4 Polygraph Examinations

- 7.4.1 Contractor must only perform pre-employment polygraph examinations on Polygraph Examinees referred to Contractor by the Department.
- 7.4.2 Contractor must immediately inform County Project Manager of any conflict of interest related to a Polygraph Examinee.
- 7.4.3 Contractor must use the Department's Polygraph Examinations Unit's designated question template and review the questions with the Polygraph Examinee.
- 7.4.4 Contractor must ask examination questions with clarity and precision.
- 7.4.5 Contractor's examination questions must be balanced in terms of length and impact for each category of questions utilized, as follows:
 - a. Questions used in the assessment of truth and deception must be preceded and followed by time intervals of not less than 20 seconds, and
 - b. When approved and validated research supports the use of another time interval, that time span must prevail.

- 7.4.6 Contractor must conduct no fewer than four polygraph charts for each examination in conformance with a validated testing technique. Polygraph charts must include, but not be limited to, a stimulus test or calibration and verification of sensitivity question set.
- 7.4.7 Contractor must use standardized chart markings that are recognized and utilized as “accepted practice” within the polygraph profession.
- 7.4.8 All polygraph examinations will be reviewed for quality and accuracy by the Department’s Polygraph Examination Unit prior to the submission of the final report.
- 7.4.9 Contractor will be required to perform quality control and/or peer review of other polygraph examiners, as requested by County Project Manager.

7.5 Observance of the Rights of Polygraph Examinees

- 7.5.1 Contractor must not disclose to any person, any personal information gained during the course of a polygraph examination except where such disclosure is required by law, or is a part of the pre-employment examination information.
- 7.5.2 Contractor must not render a conclusive diagnosis when the physiological records lack sufficient quality and clarity. This may include, but is not limited to:
 - a. Excessively distorted recordings,
 - b. Records with insufficient response capability, or
 - c. Records with tracing amplitudes below those generally accepted within the polygraph profession.

7.6 Polygraph Examination Scoring

- 7.6.1 Contractor must employ quantitative, numerical, and algorithm scoring for all polygraph examinations.
- 7.6.2 Contractor must analyze the Polygraph Examinee’s physiological responses and form an opinion as to the Polygraph Examinee exhibiting any of the following:
 - a. Significant Response,
 - b. No Significant Response,
 - c. Deception Indicated,
 - d. No Deception Indicated,
 - e. Inconclusive, or
 - f. Countermeasures.
- 7.6.3 Contractor’s notes from the polygraph examination must have

sufficient clarity and precision to enable another polygraph examiner to read and interpret them with ease.

7.6.4 Contractor must not disclose the results of the polygraph examination until it has been adequately and sufficiently analyzed.

7.6.5 Contractor must maintain the confidentiality of Work conducted until both of the following are obtained:

- a. Release by the Polygraph Examinee, and
- b. Approval for any disclosure of information by County Project Manager.

7.7 Post-Examination Follow-Up

Contractor must afford each Polygraph Examinee a reasonable opportunity to explain, verbally and/or in writing, questionable responses to relevant questions in the recordings, except in instances where time or operational necessity dictate otherwise.

7.8 Restriction on Rendering Opinions

7.8.1 Contractor must not provide any report or opinion regarding the medical or psychological condition of the Polygraph Examinee. Even if the polygraph examiner is a licensed psychologist, the polygraph examiner must not render a psychological opinion because they are not hired to provide such services.

7.8.2 Contractor is allowed to describe the appearance or behavior of the Polygraph Examinee.

7.8.3 Polygraph outcome decisions must solely be based on the analysis of the polygraph examination data gathered.

7.9 Reporting Standards

Contractor must not knowingly submit a misleading or false polygraph examination report. Each polygraph examination report must be factual and impartial and must represent an objective account of the information gathered during the examination.

7.9.1 Contractor must prepare computer-generated reports using the format approved by the County.

7.9.2 Contractor must complete and submit polygraph examination reports to County Project Manager from their County issued email address no later than one Day following the examination, unless otherwise approved in writing by County Project Manager.

7.9.3 Contractor must keep a log of all polygraph examinations using Attachment 1A (Examination Log) to this SOW. Attachment 1A (Examination Log) must be attached to Attachment 1B (Examiner Billing Log) to this SOW, and submitted to County Project Manager no later than one week after the end of the month that Services are

being billed for.

8.0 QUALITY ASSURANCE PLAN

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

8.1 As-Needed Meetings

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

8.2 Contract Discrepancy Report

8.2.1 Contractor must verbally notify County Project Manager of a Master Agreement discrepancy as soon as possible whenever a Master Agreement discrepancy is identified. The problem must be resolved within a time period mutually agreed upon by the Department and Contractor.

8.2.2 County Project Manager will determine whether a formal Contract Discrepancy Report must be issued. Upon receipt of Exhibit F (Contract Discrepancy Report) to the Master Agreement, Contractor is required to respond in writing to the County Project Manager within ten Business Days acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report must be submitted to County Project Manager within ten Business Days.

9.0 QUALITY CONTROL

Contractor must submit all completed Work, including audio/video recordings, computerized charts, reports and any written documentation produced as a result of any and all polygraph examinations, to County Project Manager for quality review.

The County has a right to review all video and voice recordings for quality control purposes at any time.

ATTACHMENT 1A

EXAMINATION LOG

POLYGRAPH EXAMINATION SERVICES

EXAMINATION LOG

NUMBER	DATE MM/DD/YYYY	TEST NUMBER	APPLICANT /SUBJECT LAST, FIRST NAME	SEX	AGE	AGENCY	EXAM TYPE: C/A, DST, DSR, SPECIFIC	RESULTS/ISSUE: NDI; DI; INC; REJECT; NO SHOW; (REASONS)	CHARTS	HOURS	EXAMINER COMMENTS
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
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ATTACHMENT 1B

EXAMINER BILLING LOG

POLYGRAPH EXAMINATION SERVICES

EXAMINER BILLING LOG

CONTRACT POLYGRAPH EXAMINER BILLING LOG																		
EXAMINER:																		
ADDRESS:																		
SSN#:										MASTER AGREEMENT#:								
MONTH:																		
Date																		
Day of Week																		
Exams																		
1st n/s min 3 hrs																		
2nd n/s flat \$112.25																		
Hours																		
Total Payment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Date																		
Day of Week																		
Exams																		
1st n/s min 3 hrs																		
Last n/s flat \$122.25																		
Hours																		
Total Payment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Note: With the exception of the last test of the day, no show of the day is a minimum of 3 hrs at \$112.25/hr. Last test no show of day is a flat rate of \$122.25 per scheduled polygraph examination.																		
EXAMINER'S SIGNATURE: _____												DATE: _____		TOTAL Exams			0	
														TOTAL No Shows		0		
														x \$122.25		\$0		
														TOTAL Hours		0		
														x \$112.25		\$0		
Invoice Audited by: _____												Print: _____		TOTAL Billing			\$0	
Date: _____																		
Invoice Approved for Payment by: _____												Print: _____						
Date: _____																		

**MASTER AGREEMENT
FOR
POLYGRAPH EXAMINATION SERVICES**

TABLE OF CONTENTS OF EXHIBITS

EXHIBITS

- A County's Administration
- B Contractor's Administration
- C Safely Surrendered Baby Law
- D1 Certification of Employee Status
- D2 Certification of No Conflict of Interest
- D3 Contractor Acknowledgement and Confidentiality Agreement
- E Rate of Compensation
- F Contract Discrepancy Report
- G Invoice Discrepancy Report

COUNTY'S ADMINISTRATION

MASTER AGREEMENT NO.: _____

COUNTY PROJECT DIRECTOR:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

COUNTY PROJECT DIRECTOR:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

COUNTY COMPLIANCE MANAGER:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

CONTRACTOR'S ADMINISTRATION

Contractor's Name

MASTER AGREEMENT NO.: _____

CONTRACTOR PROJECT DIRECTOR:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

CONTRACTOR'S AUTHORIZED OFFICIAL(S):

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

NOTICES TO CONTRACTOR:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

SAFELY SURRENDERED BABY LAW

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No shame | No blame | No names



SAFELY SURRENDERED BABY LAW

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

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

FIVE THINGS YOU NEED TO KNOW ABOUT BABY SAFE SURRENDER

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

No shame | No blame | No names



ABOUT THE BABY SAFE SURRENDER PROGRAM

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

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

No shame | No blame | No names

ANY FIRE STATION.
ANY HOSPITAL.
ANY TIME.

1.877.222.9723
BabySafeLA.org

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



No shame | No blame | No names



SAFELY SURRENDERED BABY LAW



FROM SURRENDER TO ADOPTION: ONE BABY'S STORY

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

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

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

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

ANSWERS TO YOUR QUESTIONS

Who is legally allowed to surrender the baby?

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

Do you need to call ahead before surrendering a baby?

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

What information needs to be provided?

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

What happens to the baby?

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

What happens to the parent or surrendering adult?

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

How can a parent get a baby back?

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

If you're unsure of what to do:

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

1.877.222.9723 or BabySafeLA.org

English, Spanish and 140 other languages spoken.

**POLYGRAPH EXAMINATION SERVICES
MASTER AGREEMENT
CERTIFICATION OF EMPLOYEE STATUS**

(Note: This certification is to be executed and returned before Work begins. Work cannot begin until the County receives this executed document)

Contractor Name

Master Agreement No.: _____

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

EMPLOYEES

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

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

Signature of Authorized Official

Printed Name of Authorized Official

Title of Authorized Official

Date

**POLYGRAPH EXAMINATION SERVICES
MASTER AGREEMENT
CERTIFICATION OF NO CONFLICT OF INTEREST**

(Note: This certification is to be executed and returned before Work begins. Work cannot begin until the County receives this executed document.)

Contractor Name

Master Agreement No.: _____

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

“Certain contracts prohibited.

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

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

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

Signature of Authorized Official

Printed Name of Authorized Official

Title of Authorized Official

Date

POLYGRAPH EXAMINATION SERVICES MASTER AGREEMENT

CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

(Note: This certification is to be executed and returned before Work begins. Work cannot begin until the County receives this executed document.)

Contractor Name: _____

Master Agreement No: _____

GENERAL INFORMATION:

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

CONTRACTOR ACKNOWLEDGEMENT:

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

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

CONFIDENTIALITY AGREEMENT:

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

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

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

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

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

SIGNATURE: _____ DATE: _____

PRINTED NAME: _____

POSITION: _____



RATE OF COMPENSATION

POLYGRAPH EXAMINATION SERVICES

Pursuant to Paragraph 5.0 (Contract Sum) of the Master Agreement, Contractor will be paid for Work performed at the all-inclusive rates below. The all-inclusive rates will remain firm and fixed for the Term of the Master Agreement. Contractor must invoice the County in accordance with Paragraph 5.5 (Invoices and Payments) of the Master Agreement.

A. Pre-employment Polygraph Examination **\$112.25 per hour**

This all-inclusive rate for polygraph examination services includes a “No Shows” or “No Exams.” “No Shows” or “No Exams” which are the last scheduled polygraph examination of the day, must be billed at the all-inclusive rate listed in Section B below.

The County and Contractor acknowledge that most examinations are generally two hours in length.

The County will provide Contractor with not less than one hour of cumulative time for pre-examination and post-examination Work. Therefore, all completed polygraph examinations must be billed at a three-hour minimum, including all “No-Shows” or “No Exams” that are not the last scheduled exam of the day.

Exams that exceed the three-hour minimum require prior written approval by County Project Manager and Contractor must provide a justification in the “comments” section of Attachment 1A (Examination Log) to Attachment 1 (Statement of Work) to the Master Agreement.

B. “No Shows” or “No Exams” – Last Scheduled Polygraph Examination

\$122.25 per scheduled exam

This all-inclusive rate for each scheduled polygraph examination that is a “No Show” or “No Exam” and is the last scheduled polygraph examination.

CONTRACT DISCREPANCY REPORT

TO: _____

FROM: _____

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

Received by Contractor: _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Representative_____
Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

Signature of Contractor Representative_____
Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

Signature of County Representative_____
Date

COUNTY ACTIONS: _____

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

INVOICE DISCREPANCY REPORT

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

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

Contractor: _____

Phone Number: _____

Invoice Number: _____ Date of Invoice: _____

Description of Issue(s) with Invoice:

Signed: _____ Date: _____

County Project Manager

2. REVIEWED

Signed: _____ Date: _____

County Project Director

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

Date received from County Project Manager: _____

Explanation regarding Issue(s) with Invoice: _____

Corrective Action Taken: _____

Signed: _____ Date: _____

Contractor Project Director

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

5. APPROVED BY COUNTY

 _____ Date: _____
 _____ Date: _____

6. CONTRACTOR NOTIFIED ON _____ **Date:** _____

INSTRUCTIONS

1. County Project Manager: Forward IDR to Contractor for investigation and response.
2. Contractor: Must respond to County Project Manager in writing within five Business Days of receipt of IDR.
3. County Project Manager: Forward completed IDR to Contracts Unit.