



**OPERATIONS CLUSTER
AGENDA REVIEW MEETING**

DATE: October 4, 2023
TIME: 2:00 p.m. – 4:00 p.m.
LOCATION: **TELECONFERENCE CALL-IN NUMBER: 1 (323) 776-6996**
TELECONFERENCE ID: 439827168#

To join via phone, dial 1(323)776-6996, then press 439827168# .

YOU CAN ALSO JOIN THIS MEETING BY CLICKING ON THE FOLLOWING LINK:

[Click here to join the meeting](#)

**THIS MEETING WILL CONTINUE TO BE CONDUCTED VIRTUALLY AS PERMITTED
UNDER THE BOARD OF SUPERVISORS' AUGUST 8, 2023, ORDER SUSPENDING
THE APPLICATION OF BOARD POLICY 3.055 UNTIL MARCH 31, 2024**

AGENDA

Members of the Public may address the Operations Cluster on any agenda item after all Informational Items are presented.
Two (2) minutes are allowed for each item.

1. **Call To Order – Carlos Arreola/Anthony Baker**
2. **INFORMATIONAL ITEM(S):**
 - A) Board Letter:
AUTHORIZATION FOR THE ASSESSOR TO AMEND SOLE SOURCE AGREEMENT WITH ORACLE AMERICA, INC. (ORACLE) TO PROVIDE CONTINUOUS SUPPORT FOR PHASE IV OF THE ASSESSOR MODERNIZATION PROJECT (AMP)
ASSESSOR/CIO - Steven Hernandez, Assistant Assessor and Kevin Lechner, Assistant Chief Information Officer
 - B) Board Letter:
APPROVE A CONTRACT WITH PAT V. MACK, INC. TO PROVIDE GOTHAM CONSULTING SERVICES
LASD/CIO - Angelo Faiella, Assistant Director Admin Services and Alejandra Madera, Admin Services Manager III
3. **PRESENTATION/DISCUSSION ITEMS:**

None available.

4. **Public Comment**
(2 Minutes Each Speaker)
5. **Adjournment**

FUTURE AGENDA TOPICS

CALENDAR LOOKAHEAD:

- A) RR/CC - REQUEST APPROVAL AND AUTHORIZATION TO IMPLEMENT AN ONLINE CANDIDATE STATEMENT PROGRAM, CHARGE A FEE FOR EVERY ONLINE CANDIDATE STATEMENT TO BE PUBLISHED ONLINE
- B) ISD/CIO - ACQUISITION OF COMPUTER EQUIPMENT TO REPLACE END-OF-LIFE HARDWARE FOR ONE IBM MAINFRAME z15 SYSTEM AND ONE STORAGE ARRAY DS8900F, SUPPORTING COUNTYWIDE APPLICATIONS IN THE COUNTY'S DATA CENTER 1
- C) ISD/CIO - ACQUISITION OF COMPUTER EQUIPMENT TO REPLACE END-OF-LIFE HARDWARE WITH IBM POWER10 SERVER HOSTING COUNTYWIDE APPLICATIONS IN DATA CENTER 1

BOARD LETTER/MEMO CLUSTER FACT SHEET

☒ Board Letter

☐ Board Memo

☐ Other

CLUSTER AGENDA REVIEW DATE	10/4/2023				
BOARD MEETING DATE	10/17/2023				
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th				
DEPARTMENT(S)	Office of the Assessor (Assessor)				
SUBJECT	Authorization for the Assessor to Amend Sole Source Agreement with Oracle America, Inc. (Oracle) to Provide Continuous Support for Phase IV of the Assessor Modernization Project (AMP)				
PROGRAM	N/A				
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please explain why: Amendment Four is an extension of current Sole Source Agreement of AMP Phase IV. The extension is needed to provide a period of stabilization after Go-Live (<u>December 28, 2023</u>) to address unforeseen issues leading up to the release of the 2024 Assessment Roll on AMP. Stabilization will ensure that the system is functioning as intended, and that we have scope and support to address unforeseen critical issues and/or operational pain points that could impact the Assessment Roll.				
DEADLINES/ TIME CONSTRAINTS	AMP Phase IV is scheduled to end <u>December 28, 2023</u> . Mainframe functionality will be decommissioned and AMP will generate the 2024 Assessment Roll.				
COST & FUNDING	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">Total cost: \$8,953,000</td> <td style="width: 50%; border: none;">Funding source: Assessor FY 2023-24 Final Adopted Budget</td> </tr> </table> TERMS (if applicable): Explanation: All previously negotiated terms and conditions of the existing Agreement will remain in full effect. Amendment will provide operational and stabilization support for the successful delivery of the 2024 Assessment Roll.			Total cost: \$8,953,000	Funding source: Assessor FY 2023-24 Final Adopted Budget
Total cost: \$8,953,000	Funding source: Assessor FY 2023-24 Final Adopted Budget				
PURPOSE OF REQUEST	This Amendment will extend AMP Phase IV schedule based on outcome of testing and provide risk mitigation supporting the cutover from mainframe to AMP for up to ten (10) months after Phase IV Go-Live. This period of stabilization and operational support is needed to deliver the 2024 Assessment Roll on AMP.				
BACKGROUND (include internal/external issues that may exist including any related motions)	In November 2019, the Assessor started Phase IV of AMP to decommission the mainframe (PDB) by building new processes and functionalities on top of the foundational pieces successfully built in the prior phases. Several unplanned critical factors impacted the scope and schedule of the project, requiring the Assessor to request the first extension (Amendment One dated November 16, 2021). On January 20, 2022, Amendment Two was executed to amend Exhibit I, County's Information Security Policy to Phase IV. On October 4, 2022, Amendment Three was executed to extend development and testing schedule and increase the scope to provide extended support for AMP.				
EQUITY INDEX OR LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how:				
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please state which one(s) and explain how:				
DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> Steven Hernandez, Assistant Assessor, 213-974-3101, SHernandez@assessor.lacounty.gov Kevin Lechner, Assistant CIO, 213-893-0905, KLechner@assessor.lacounty.gov 				



JEFFREY PRANG
ASSESSOR
COUNTY OF LOS ANGELES
500 WEST TEMPLE STREET, ROOM 320
LOS ANGELES, CALIFORNIA 90012-2770
assessor.lacounty.gov
(213) 974-3101



October 17, 2023

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

Dear Supervisors:

**AUTHORIZATION FOR THE ASSESSOR TO AMEND SOLE SOURCE AGREEMENT
WITH ORACLE AMERICA, INC. (ORACLE) TO PROVIDE CONTINUOUS SUPPORT
FOR PHASE IV OF THE ASSESSOR MODERNIZATION PROJECT (AMP)
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

CIO RECOMMENDATION: APPROVE (X)

SUBJECT:

Request to delegate authority to the Assessor, or his designee, to execute Amendment Four (4) to Sole Source Agreement with Oracle America, Inc. (Oracle) to (i) extend the term, (ii) provide additional scope and support, and (iii) increase the Maximum Contract Sum for stabilization and support of Phase IV of the Assessor Modernization Project (AMP).

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the Assessor, or designee, to execute an Amendment (substantially similar to Enclosure A) to its AMP Phase IV Agreement with Oracle, effective upon execution, to: (i) extend the Phase IV schedule based on outcome of testing, (ii) address operational support and stabilization services after Phase IV Go-Live for a period up to ten (10) months for an additional cost not to exceed \$8,953,000, for a new total agreement sum of \$69,968,658, and (iii) to make changes to the Statement of Work as operationally necessary

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

BACKGROUND

Over the last several years, the Assessor has executed modernization efforts aimed at replacing its legacy system environment via the development of an integrated property

assessment replacement system known as AMP. AMP is a five (5) phase agile software development project being co-developed with Oracle.

On June 16, 2015, your Board authorized the first Work Order for AMP under the Master Service Agreement with Oracle to develop Phase I, which produced the overall enterprise architecture and foundation for AMP. After three successful phases, and on October 29, 2019, your Board authorized Phase IV of AMP, which involved the development of new mainframe known as the Property Database (PDB). On November 16, 2021, your Board authorized Amendment One to Phase IV, which extended the development for an additional eleven (11) months, increased scope, and included Time and Materials on an as-needed basis to provide extended development support for AMP. On January 20, 2022, Amendment Two was executed to amend Exhibit I, County's Information Security Policy to Phase IV of AMP. On October 4, 2022, your Board authorized Amendment Three to Phase IV to extend the development and testing schedule for an additional thirteen (13) months and increase the scope and schedule for AMP.

JUSTIFICATION

Phase IV of AMP is dedicated to decommissioning the mainframe system (PDB) by building new processes and functionality on-top of the foundational pieces successfully built in the prior phases. After the past three years of development, Assessor is currently executing user acceptance testing on the system and is schedule to go-live in ~~November~~December 28, 2023, completely cutting over from mainframe to AMP.

To ensure a successful go-live and transition off of our legacy system and delivery of the 2024 Assessment Roll on AMP, this Amendment will provide a schedule extension based on the outcome of user acceptance testing, and specifically, operational support and stabilization services from Oracle to address unforeseen system shortfalls, expedite issue remediation efforts, and address operational challenges that may surface resulting from going live.

Amending the Sole Source Agreement for AMP Phase IV will ensure both uninterrupted support and successful completion of AMP, in addition to the necessary post-production support for Assessor operations on the new system.

AMP enables the Assessor, other property tax departments, and the public with the ability to access assessment information from the Assessor's data repository using a web-based user interface.

Oracle has been the sole vendor and partner for AMP since its inception. Oracle has created the architecture, design, security environments, and code for the project. Oracle has gained a thorough understanding of the Assessor's business and County's infrastructure, which has enabled Oracle to seamlessly develop and communicate on key components of AMP. In addition, each AMP phase is heavily dependent on data structures, business rules, and system components established and developed in the preceding phases. Introducing a new vendor at this point would introduce new risk and considerably disrupt efforts of the project.

Implementation of Strategic Plan Goals

The recommended action supports Goal III, “Realize Tomorrow’s Government Today,” Strategy III.2, “Embrace Digital Government for the Benefit of our Internal Customers and Communities,” Strategy III.3, “Pursue Operational Effectiveness, Fiscal Responsibility, and Accountability,” and Strategy III.4, “Engage and Share Information with Our Customers, Communities and Partners.”

FISCAL IMPACT/FINANCING

The total maximum amount for AMP Phase IV Sole Source Amendment Four is \$8,953,000. The funding will be included in the Assessor’s FY 2023-24 Final Adopted Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

In accordance with Board Policy 5.100, Sole Source Contracts, the Assessor provided notification to the Board on May 17, 2023, four weeks prior to initiating negotiations for a new Sole Source Agreement with Oracle for AMP Phase V. On August 21, 2023, the Assessor provided an update to the Board regarding change from a proposed contract to amending existing Sole Source Agreement for AMP Phase IV.

County Counsel approves the Sole Source Amendment as to form and all previously negotiated terms and conditions of the existing Sole Source Agreement will remain in full effect.

In compliance with Board Policy 6.020 “Chief Information Office Board Letter”, the Office of the Chief Information Officer (OCIO) reviewed the IT components of this request and recommends approval. The OCIO determined that this recommended action is a continuation of existing work to provide stabilization and operational support for AMP and does not include any new IT items that would necessitate a formal written CIO Analysis.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will have no negative impact on current public services or projects, nor will it affect the Assessor’s production of the tax roll. Approval of the recommendation will ensure the Assessor continues to develop a modern assessment system to enhance its business operations and improve service delivery.

Respectfully submitted,

Reviewed by:

JEFFREY PRANG
Assessor

PETER LOO
Acting Chief Information Officer

JP:SMH:st

Enclosure

c: Chief Executive Office
Chief Information Office
Executive Office, Board of Supervisors
County Counsel
Auditor-Controller
Internal Services Department
Treasurer and Tax Collector
Registrar-Recorder/County Clerk

DRAFT

**AMENDMENT FOUR
TO THE
AGREEMENT
BETWEEN
THE COUNTY OF LOS ANGELES
AND
ORACLE AMERICA, INC.
FOR
ASSESSOR MODERNIZATION PROJECT (PHASE IV)
SUPPORT AND CUSTOMIZATION SERVICES**

THIS AMENDMENT FOUR (hereafter, this "Amendment") is made and entered into this _____ day of _____ 2023, by and between the COUNTY OF LOS ANGELES (hereafter "County") and ORACLE AMERICA, INC. (hereafter "Contractor").

Reference is made to the document entitled "Agreement By and Between County of Los Angeles and Oracle America, Inc. – Assessor Modernization Project (Phase IV)," dated October 29, 2019 (the "Agreement").

WHEREAS, the purpose of this Amendment is to extend AMP Phase IV schedule based on the outcome of testing; and

WHEREAS, for the administrative convenience of the parties, the parties desire to include additional scope as described in Exhibit A.1 (Statement of Work), to address operational support and stabilization services upon Phase IV Go-Live (Release 23.A) date for up to ten (10) months for an additional cost not to exceed \$8,953,000; and

WHEREAS, changes to Exhibit A.1 (Statement of Work) will be incorporated as operationally necessary; and

WHEREAS, this Amendment is prepared according to the provisions set forth in Paragraph 13.0 Changes to Agreement, Subparagraph 13.1.2 in the Agreement.

NOW THEREFORE, effective upon the signature of all parties hereto, the Agreement is amended as set forth below.

1. This Amendment shall be effective upon full execution.

(i) Defined Terms Incorporated. Capitalized terms used but not defined herein shall have the meanings given to them in the Agreement.

(ii) Amendment to Sub-Paragraph 7.4 of the Agreement. Sub-Paragraph 7.4 of this Agreement is hereby amended and restated in its entirety to read as follows:

7.4 The Maximum Agreement Sum under this Agreement shall be the total monetary amount payable by County to Contractor for supplying all the tasks, subtasks, Deliverables, Services and Oracle IaaS under and during the term of this Agreement and Exhibit H (Oracle IaaS Ordering Document) (the "Maximum Agreement Sum"). Until County has Accepted the provision of Services (including by deemed Acceptance in accordance with Sub-paragraph 5.1 (Acceptance Criteria)), no payment shall be due Contractor for such Services. The Maximum Agreement Sum, including all applicable taxes and Pool Dollars for Optional Work, authorized by County hereunder shall not exceed Sixty-Nine Million Nine Hundred Sixty-Eight Thousand Six Hundred Fifty Eight Dollars (\$69,968,658) as further detailed in Exhibit A (Statement of Work) and Exhibit H (Oracle IaaS Ordering Document), unless such Maximum Agreement Sum is modified pursuant to a duly approved amendment to this Agreement by County's and Contractor's authorized representative(s) pursuant to Paragraph 13.0 (Changes to Agreement). The Maximum Agreement Sum under this Agreement shall cover the authorized payments for the Services, Deliverables, Oracle IaaS and any Optional Work. Unless otherwise agreed in writing, the Maximum Agreement Sum shall not be adjusted for any costs or expenses whatsoever of Contractor. Contractor shall maintain a system of record keeping that will allow Contractor to determine when it has incurred seventy-five percent (75%) of the applicable Maximum Agreement Sum under this Agreement available for non-Fixed Price options described in Exhibit A (Statement of Work). Upon occurrence of this event, Contractor shall promptly send written notification to County's Project Director at the address herein provided in Exhibit C (County's Administration).

(iii) Amendment to Exhibit A (Statement of Work). Exhibit A (Statement of Work) is amended to include Exhibit A.1 for operational support and stabilization services as set forth in Attachment I hereto, which attachment is incorporated herein.

NOTWITHSTANDING ANY OTHER PROVISION OF THE AGREEMENT, THE TERMS OF THIS AMENDMENT CONTROL AS ITS SPECIFIC CONTENT, INCLUDING, WITHOUT LIMITATION, AS TO HOLDBACKS.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment:

COUNTY OF LOS ANGELES

By: _____
Jeffrey Prang
Assessor

CONTRACTOR
ORACLE AMERICA, INC.

By: _____
Signature

Printed Name

Title

APPROVED AS TO FORM:
DAWYN HARRISON
County Counsel

By:

Michael Owens
Senior Deputy County Counsel

Amendments to Exhibit A, Statement of Work

Exhibit A.1

- A. Section 1.C (Phase IV High Level Overview) of the Statement of Work is amended by appending the following row to Table 1, AMP Phase IV Release Overview:**

Table 1: AMP Phase IV Release Overview¹

Release	Release Contents	Estimated Year/Month
23.A PS(n) ² (As mutually agreed)	Patch set modifications to Release 23.A as required	Go Live date of Release 23.A to Month 10 post Go Live Date of Release 23.A

- B. Section 1.C (Phase IV High Level Overview) of the Statement of Work is amended by inserting the following text, figure and table immediately below Figure 2A: Detailed Delivery in Releases 20.B and 21.A:**

The high-level timeline for AMP Stabilization³ is shown in the following graphic. Roll Support, a subset of AMP Stabilization, will include the needed supporting activities to produce and finalize the 2024 Assessment Roll and create the 2025 Roll Being Prepared ("RBP") in AMP.⁴

Figure 2.B: High Level Timeline for AMP Stabilization



¹ Activities that are struck through have been removed from Phase IV by a Change Order prior to the date of Amendment One to the Agreement

² For Amendment 4 Release 23.A – Patch sets are defined to include isolated or combined modifications such as patch sets, hot fixes, requests for change (RFC) and data fixes

³ AMP Stabilization will include the system support activities and the delivery of the 2024 Assessment Roll and the creation of the 2025 Roll Being Prepared ("RBP")

⁴ The tasks to be provided are defined in this Exhibit A. No other tasks will be executed.

- C. **Section 1.C (Phase IV High Level Overview) of the Statement of Work is amended by appending the following row to the table immediately below Figure 2A: Detailed Delivery in Releases 20.B and 21.A:**

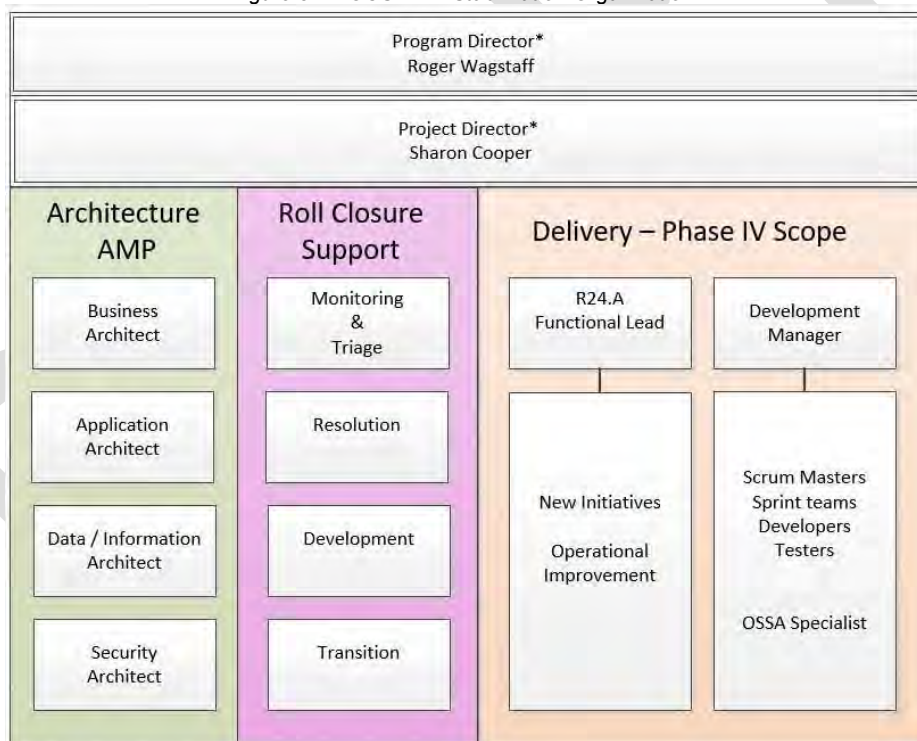
23.A PS(n)	Patch sets to support AMP stabilization and 2024 Assessment Roll and create the 2025 Roll Being Prepared ("RBP")	As agreed between LACA / Oracle PM
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- D. **Section 1.D (Overall Approach) of the Statement of Work is amended by inserting the following figure under Figure 3 – AMP Program Organization along with the amending language:**

Overall Program Organization

The overall program organization is depicted in Figure 3.A below. Details on the roles of each of the pillars are provided in more detail in the following figure.

Figure 3.A: OCS AMP Stabilization Organization



- The AMP Architecture team supports the Roll Closure and Delivery Teams in fulfilling AMP Stabilization Support objectives while also addressing and operational requirements or new initiatives required.
- Roll Closure Support provides assistance to LACA, through a series of required activities, see Figure 3.A, to successfully close the Assessment Roll in 2024. Roll Closure Support will formulate, implement and manage required remediation through patch sets to Release 23.A.

- Delivery provides a team for the Release 23.A patch sets. For Release 24.A provides elaboration, development and testing, including SIT, for any operational improvements, missed requirements and new initiatives.

E. Section 1.D (Overall Approach) of the Statement of Work is amended by inserting the following amending language Component A - Architecture Delivery ("AD")

Architecture Delivery ("AD") for Amendment 4

Led by the Project Director, the architecture team for AMP Stabilization Support (the "Architecture Team") will help ensure continuity of any development undertaken by Oracle aligns with previous AMP phases standards and architecture.

Enforcement of the architecture standards and design patterns will occur through the meetings documented in Table 4.

The Architecture Team will be comprised of dedicated resources to address architecture tasks in support of any Oracle led development in Roll Closure Support, operational improvements and new initiative requirements (user stories) overall program objectives, design and delivery.

The Architecture Team will be comprised of the following roles:

- Application Architect – for any Oracle defects and user stories and leads the application architecture. Supports LACA for other defects related to roll closure. Reviews and recommends adoption of tools (software), design patterns and standards for Oracle AMP application development. Works closely with Development and AMSS DevOps teams to review conformance of architecture vision. Provides governance to support AMP application design and development teams in complying with architecture vision, principles, and standards. The Application Architect will also support the Business Architect in providing guidance for cross-functional component architecture (referred to as Vertical Components by LACA).
- Business Architect – Leads the Oracle teams to an understanding of the business requirements for AMP stabilization support, operation improvements and new initiatives. Serves as a liaison between the Oracle project team and LACA's business leads. Oversees business analysis activities. The Business Architect will also provide primary architectural guidance for the cross-functional component architecture (referred to as Vertical Components by LACA with support from the Application Architect.
- Data/Information Architect – Provides a coherent, consistent understanding of the Assessor's data, both structured and unstructured, oversees database development and architecture and designs for reports and dashboards. Provides ongoing review and advice to the program team on the above areas.
- Security Architect/Lead - Drives Security architecture decisions, manages security Team. Oversees adherence to Oracle software security assurance practices are followed in installation, configuration, design and development. Will oversee execution of activities in Component C.

Roll Closure Support ("RCS")

The RCS team will be focused on supporting LACA to have a successful Assessment Roll 2024 and 2025 RBP.

Led by the Project Director, the RCS team will provide the following services:

- Incident, Triage and Problem Management – consists of a dedicated team of specialists focused on the resolution of production issues and risks impacting successful roll closure.
- Remediation and Patch Set Delivery Management – responsible for the formulation and completion of the fixes and modifications assigned to Oracle, along with oversight on their correct implementation through to production. This will be in conjunction with the LACA's pre-Change Advisory Board Reviewer Group.

Delivery Team ("DT") for Amendment 4

The AMP Stabilization Support Delivery Team (the "Delivery Team") will be focused on delivering the different tasks that are part of AMP Stabilization Support scope.

Led by the Project Director, the Delivery Team will comprise of the following lead roles:

- Functional Lead for Release 24.A is responsible for overseeing work on the delivery of specific operational improvements or new initiatives and work with the LACA Product Owners ("PO")⁵ and subject matter expert(s) ("SME") in defining epics and user stories. The Functional Lead will leverage the Delivery team to deliver the development changes and will also oversee compliance with architectural standards as provided by the Architecture Team.
- Development Manager – Development Manager will lead the Test-Driven Development (TDD) Team and will manage the development plan. Development Manager will plan the sprints and manage the TDD scrum teams for functional component delivery, along with leading a Team of testers that support building and testing test cases and scripts for Systems Integration Testing (SIT), and Regression and Performance Testing for any stories assigned to Oracle. The Development Manager coordinates with the AMSS DevOps Team and LACA staff for release planning and, configuration management. The Development Manager also interfaces with LACA Test Lead to share test cases and scripts that can be used by LACA for subsequent User Acceptance Testing (UAT)⁶.

Deployment to Production – Release 23.A Patch Sets

For each Release 23.A patch set, and as part of the Development process, there will be a Transition phase. Dependent on the complexity of the patch set, this stage may include one or more SIT, Performance Test ("PT") and UAT cycles or Sprints.⁷

- AMP Stabilization Support will extend automation where appropriate.
- For each patch set production release, utilizing the existing regression test suite as available at the time, an existing Regression Test ("RT") will be performed against the current production release level. This will be supplemented by providing an updated RT for future subsequent releases.
- Tests and test data will be automated to the extent possible using OATS and OpenScript.

⁵ Product Owner is a LACA resource who is responsible for the overall definition of a unit of functionality ("Product")

⁶ UAT for Release 24.A will not be executed under this amendment. However, at some point in the future, LACA will conduct UAT for new features / functions developed under this amendment.

⁷ A "Sprint" is a time-boxed unit of development or other activity.

- Implement/update regression test suite to reflect Release 23.A and Release 23.A patch sets production up to and including Month 8.

Release 24.A Code Branch

The Code Branch Release 24.A will conclude after the demonstration stage and not proceed past. The SDLC for this release will not progress further than unit testing and demonstration of the functioning user stories to meet their acceptance criteria and prior agreed test cases. Any remediation required to secure acceptance, will be documented via the defects process, remediated and presented back for demonstration and acceptance. Once accepted the code will be handed over to LACA, along with any test cases, test data and documentation and will not be subject to warranty.

F. Section 2.B (Execution of Delivery Activities) of the Statement of Work is amended by inserting additional bulleted items in the itemized list labeled “General Identity Management Extensions Activities” under the “Security Extensions (“SE”) (Component C) heading:

Security Enhancement Activities

Oracle will implement the following security enhancements:

Azure AD Integration

Oracle will integrate AMP identity management for Assessor-staff accounts with Azure-AD through the following activities:

- Perform an assessment with the LACA team in order to determine the business and technical requirements for a solution which integrates AMP identity management with Azure-AD.
- Produce an architecture and design which meets the business and technical requirements.
- Implement a POC to demonstrate the following integration functionality:
 - Authentication against Azure-AD for login to the Assessor Portal for Assessor staff users.
 - A form-based log-in with the user supplying the UPN (Assessor email value) and password for their Azure-AD account.
 - This integration will be based on SAML federation between AMP, the “service provider”, and Azure-AD, the “identity provider”.
 - This POC will not include user account provisioning capabilities.
 - POC will be installed in one environment.

Develop Two-Factor Authentication for External User Access Oracle will perform the following activities in support of this sub-task:

- Perform an assessment with the LACA team to determine the business and technical requirements for two-factor authentication (“2FA”) for access from external, internet-based users to the Assessor Portal and to the AMP-IDM-protected pages of the Assessor Website. The scope will be the Phase 4 Assessor Portal as well as current Assessor Website at the start of Amendment 4.

- Produce an architecture and design which meets the business and technical requirements.
 - The architecture will be based on using the current AMP IDM system based on Oracle IDM 12.2.1.4 components.
 - The design will be based on delivery of one-time 2FA passcodes via SMS and applicable to US phone numbers only. SMS delivery will require that LACA contract with a 3rd party SMS gateway provider.
- Implement a POC of 2FA to demonstrate the following capabilities:
 - Use SMS to send a one-time passcode to the user. This will likely require LACA to contract with a 3rd party SMS gateway provider.
- The POC will not include these features:
 - Validation of phone number ownership by the user
 - User selection of whether they wish to use 2FA or not
 - Remember-me feature
 - Biometric integration (e.g. fingerprint or face recognition)

Support LACA in Creation of New Public-Facing Assessor Portal

Oracle will perform the following activities in support of this sub-task:

- Participate in requirements definition, architecture and design planning for a new public-facing Assessor Portal in order to represent AMP security topics.
- Provide an architecture and design for how the new public-facing Assessor Portal would integrate with existing AMP security
 - This may include architecture and design changes to the existing AMP security in order to facilitate the integration.

Remediate WebLogic Security Warnings

Oracle will perform the following activities in support of this sub-task:

- Remediate WebLogic security warnings which are displayed in red text at the top of the WebLogic /console administrative application page. These warnings are appearing in multiple WebLogic domains.

Implement management of SSL certificates for LBaaS instances using OCI Certificate Cloud Service

Oracle will perform the following activities in support of this sub-task:

- Present an overview of the OCI Certificate Cloud Service to the Assessor security team including features, benefits and the pros and cons of using this service versus using the existing Assessor Certificate Authority.
- Implement SSL certs for AMP OCI LBaaS instances using OCI Certificate Services instead of Assessor-CA-signed certs.

Provide additional security related support

Oracle will perform the following activities in support of this sub-task:

- Provide guidance and support to the Assessor security team for the management of AMP enterprise roles.
- Source control AMP Enterprise roles configurations and IDM and DB security scripts in GIT.

D. Section 2.A (Execute Project Management) of the Statement of Work is amended by inserting Table 4A under Table 4 in “Execute Architecture Activities (Component A)” with the following:

Table 4A: Design and Architecture Meetings

Meeting name	Purpose	Frequency	Output	Required attendees
Architecture Review Board (“ARB”)	<ul style="list-style-type: none"> • Review the recommendations from the AWG 	As required – Monthly as a minimum	<ul style="list-style-type: none"> • Document decisions for changes to the AMP architecture including impact analysis 	<ul style="list-style-type: none"> • LACA and Architecture Team
	<ul style="list-style-type: none"> • Review impact analysis from AWG and make recommendation for adoption 	As required – Monthly as a minimum	<ul style="list-style-type: none"> • Document decision to proceed based upon impact analysis (including creating stories in Jira) • Coordinate with PMO to create an execution plan for approved changes 	<ul style="list-style-type: none"> • LACA and Oracle Program and Project PMO Team • LACA and Architecture Team
Architecture Working Group (“AWG”)	<ul style="list-style-type: none"> • Communicate revisions to the AMP architecture e.g. UI/UX standards • Review architecture issues in AMP (application and infrastructure) 	As required - Weekly (maximum)	<ul style="list-style-type: none"> • Make recommendations for changes to the AMP architecture to the ARB • Recommendation should include Level of Effort (LoE) for implementation 	<ul style="list-style-type: none"> • LACA and Architecture Team • LACA and Oracle Delivery Design Teams based on agenda items
Delivery Solution Forum (“DSF”)	<ul style="list-style-type: none"> • Review proposed solution designs (epics and user stories) to determine compliance with AMP architecture and design standards 	As required - Weekly (maximum)	<ul style="list-style-type: none"> • Approved epics, user stories and component approach or • Disapproved designs are returned to the Delivery Team for re-design 	<ul style="list-style-type: none"> • LACA and Architecture Team • LACA and Oracle Delivery Design Teams based on agenda items
Delivery Design Working Group (“DDWG”) ⁸	<ul style="list-style-type: none"> • Formulate design for horizontal components, 	As required - Weekly (maximum)	<ul style="list-style-type: none"> • High Level design of horizontal components epics 	<ul style="list-style-type: none"> • Delivery Design Team (Vertical components).

⁸ Participation by LACA staff in the DDWG will be based upon mutual agreement between the LACA and

Meeting name	Purpose	Frequency	Output	Required attendees
	epics and / or user stories		and/or user stories to be reviewed by the DSF	LACA attendance optional <ul style="list-style-type: none"> Functional Leads (Horizontal Components) LACA attendance optional

E. Section 2.B (Execution of Delivery Activities) of the Statement of Work is amended by replacing the text below Table 57.H: Deliverables for Additional Sprints with the following text:

Provide Roll Closure Support Activities

Roll closure support activities are defined as those activities which support the delivery of the 2024 Assessment Roll and the 2025 RBP.

The following activities will be executed:

- Providing Incident, Triage and Problem Management:
 - Reviewing and prioritizing defects or function gaps.
 - Reviewing and grooming of defect severity assignment.
 - Executing the defect reviews within the mutually agreed upon timeframes.
 - Starting triage using the following planning objectives.
 - For OATS Sev 1 tickets within 24 hours during the business days.
 - For OATS Sev 2 tickets within 5 business days.
 - In the event of an OATS Sev 1 / P1 ticket being raised, Oracle staff will begin triage upon notification of the ticket being submitted.
- Providing Remediation and Patch Set Delivery Management:
 - Defect resolution or new code development to support
 - Identifying any applicable work around for the defect or issue
- Testing, monitoring, and resolving AMP processes needed to prepare, generate, or close the 2024 Assessment Roll and the 2025 RBP (e.g., Batch jobs).
- Identifying the environments path for promoting the code fixes to Production.
- Conducting weekly reviews of the progress on the resolution of the roll closure issues.
- Reporting on the progress of roll closure against the LACA plan.
- In conjunction with the Pre-CAB Reviewer Group, deciding upon applicable modifications to the production system and code deployments.

- Executing releases, based upon scheduled defined by the LACA and Oracle Project Manager, for code changes related to roll closure issues.
- Developing the schedule for patch sets.
- Providing monitoring of the OATS tickets from Monday to Friday during LACA normal business hours.
- Providing additional triaging / monitoring support, outside of normal working hours for specific events, such as critical batch jobs and Roll Close deadlines and dates.
- Providing and executing production data fixes and corrections assigned to Oracle.

Execute Development Activities

The focus of AMP Stabilization Support will be to:

- Support the 2024 Assessment Roll closure and the 2025 RBP.
- Develop and deliver through Release 23.A patch sets for Oracle assigned remediation fixes and required enhancements.

Included in this amendment is a Release 24.A code branch which has two broad areas:

- Operational improvement items as defined LACA.
- New initiatives.

A maximum total of 800 story points will be used for new development through a designated set of sprints for the Release 23.A patch sets and Release 24.A code branch. Story points will not be consumed for warranty issues.

Sprint Management

As part of new development, prior to each sprint, Oracle will review the current requirements backlog user stories that are at, or greater than Gate 4, and provide to LACA, for confirmation, the items to be included in each sprint and the User Story complexity. The potential monthly new development effort available for the activities for the Release 23.A patch sets and Release 24.A code branch, described above (referred to below as "Velocity") is indicated in the table below.

Table 57.K: Sprint Story Points by Month⁹

Month	Potential Velocity Measured in Story Points*
Month 1	100
Month 2	100
Month 3	100
Month 4	100
Month 5	100
Month 6	100
Month 7	100
Month 8	100

A maximum total of up to 30 story points can be carried over, from any month, providing that the potential velocity in Month 8 cannot exceed 130 points.

If possible, it is permitted that the potential velocity in any month can be exceeded, thus developing earlier, however the overall total number of points developed cannot exceed 800 total story points.

The story points expire at the end of the contract.

Release Schedule and Contents

For any development, there is a cut-off for requirements along with a code freeze at a predetermined date, as agreed by the project managers

For Release 24.A, the cutoff for logging any defects from SIT is at the conclusion of Month 8.

F. Section 3 (FP Deliverables) of the Statement of Work is amended by deleting the following deliverables in Table 58 and replacing the language with the following items:

#	Deliverable Name	Deliverable Description	Expected Delivery Month
90	Rel 21.A/22.A/23.A and PS Cutover Plan Update	21.A/22.A/23.A and PS Cutover Plan Update	As per PWP

⁹ Achieving the potential velocity noted above is subject to timely availability of sufficient TDD-ready User Story backlog ahead of the sprint cut-off date, that has been appropriately groomed and is of a suitable skill set mix. Subject to the nature and timing of the requirements that will be provided, the approximate ratio of any Oracle development to Roll Closure Support defect remediation is anticipated for planning purposes to be approximately 70% / 30% respectively. This ratio and potential velocity will be reviewed by the PMO to assist with planning.

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#	Deliverable Name	Deliverable Description	Expected Delivery Month
92	Release 23.A PS Transition Report	Release 23.A PS Transition Report	As per PWP
93	Release 21.A/22.A/23.A/ PS Production Summary Report	Release 21.A/22.A/23.A/ PS Production Summary Report	As per PWP
110	Rel 21.A/22.A/23.A and PS Cutover Testing Plan	Rel 21.A/22.A/23.A and PS Cutover Testing Plan	As per PWP

G. Section 7 (Financial Estimate) of the Statement of Work is amended by deleting the following deliverables in Table 75 and replacing it with the following language:

#	Deliverable Name	Deliverable Description	Expected Delivery Month	Value	10% hold back	Deliverable value
90	21.A/22.A/23.A and PS Cutover Plan Update	21.A/22.A/23.A and PS Cutover Plan Update	As per PWP	\$ 350,000.00	\$ 35,000.00	\$ 315,000.00
92	Release 23.A PS Transition Report	Release 23.A PS Transition Report	As per PWP	\$ 200,000.00	\$ 20,000.00	\$ 180,000.00
93	Release 21.A/22.A/23.A/ PS Production Summary Report	Release 21.A/22.A/23.A/ PS Production Summary Report	As per PWP	\$ 674,892.00	\$ 67,489.20	\$ 607,402.80
110	Rel 21.A/22.A/23.A and PS Cutover Testing Plan	Rel 21.A/22.A/23.A and PS Cutover Testing Plan	As per PWP	\$ 300,000.00	\$ 30,000.00	\$ 270,000.00

H. Section 3 (FP Deliverables) of the Statement of Work is amended by inserting the following table after Table 58 Summary of AMP Phase IV FP Deliverables :

Table 58.A: Summary of AMP Phase IV FP Deliverables for Amendment 4

#	Deliverable Name	Deliverable Description	Expected Delivery Month
111	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release		
111.1	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 1	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 1	As per PWP

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#	Deliverable Name	Deliverable Description	Expected Delivery Month
111.2	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 2	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 2	As per PWP
111.3	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 3	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 3	As per PWP
111.4	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 4	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 4	As per PWP
111.5	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 5	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 5	As per PWP
111.6	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 6	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 6	As per PWP
111.7	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 7	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 7	As per PWP
111.8	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 8	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 8	As per PWP
111.9	Rel 24.A - Patch Set Support - Scope Development and Sprint Release - Month 9	Rel 24.A - Patch Set Support - Scope Development and Sprint Release - Month 9	As per PWP
111.10	Rel 24.A - Patch Set Support - Scope Development and Sprint Release - Month 10	Rel 24.A - Patch Set Support - Scope Development and Sprint Release - Month 10	
111.11	Rel 23.A - Patch Set Support - Production Transition - Month 9	Rel 23.A - Patch Set Support - Production Transition - Month 9	As per PWP
111.12	Rel 23.A - Patch Set Support - Production Transition - Month 10	Rel 23.A - Patch Set Support - Production Transition - Month 10	As per PWP

I. Section 7 (Financial Estimate) of the Statement of Work is amended by deleting Section 7.A, Fees and Expenses: Fixed Price, and replacing it with the following:

A. Fees and Expenses: Fixed Price

Including the work for Services and deliverables described in Section 3 of this Statement of Work, the Contract, and all Amendments thereto, you agree to pay Oracle a fee of sixty million two hundred and eighty nine thousand six hundred and sixty nine dollars (\$60,289,669.00). This fee includes travel and out of pocket expenses. This fee does not include taxes. Upon completion of a milestone, ninety percent (90%) of the corresponding milestone fee specified below becomes due and payable and Oracle shall thereafter invoice, and You shall pay, such milestone fee; this payment obligation shall become non-cancelable and the sum paid nonrefundable on Your acceptance date. A milestone is completed once all the deliverable(s) under such milestone are accepted. The remaining ten percent (10%) of each corresponding fee not originally invoiced shall be due upon Final Acceptance of the Solution in accordance with Sub-paragraphs 5.2 through 5.6 (Final Acceptance) of the Agreement.

As of the Effective Date of this Statement of Work, the below delivery dates are estimated dates and are intended for planning purposes only. As such Oracle does not guarantee that these dates will be met and failure to meet such estimated dates shall not, in and of itself, constitute a breach of contract. Oracle will, however, use commercially reasonable efforts to meet the estimated dates.

Notwithstanding the foregoing, the PWP shall set forth mutually agreed upon dates for the below deliverables. Upon acceptance by You of the PWP, such dates shall no longer be deemed to be estimates. Any changes to the PWP will be reviewed and agreed upon jointly by the Your and Oracle Project Managers and recorded in the weekly status reports.

J. Section 7 (Financial Estimate) of the Statement of Work is amended by inserting the following table after Table 75 Deliverables Payment Schedule:

Table 75.A: Deliverables Payment Schedule for Amendment 4

#	Deliverable Name	Deliverable Description	Expected Delivery Month	Value	10% hold back	Deliverable value
111	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release					
111.1	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 1	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 1	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00

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#	Deliverable Name	Deliverable Description	Expected Delivery Month	Value	10% hold back	Deliverable value
111.2	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 2	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 2	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00
111.3	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 3	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 3	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00
111.4	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 4	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 4	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00
111.5	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 5	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 5	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00
111.6	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 6	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 6	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00
111.7	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 7	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 7	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00
111.8	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 8	Rel 23.A / 24.A - Patch Set Scope Development and Sprint Release – Month 8	As per PWP	\$ 925,000.00	\$ 92,500.00	\$ 832,500.00
111.9	Rel 24.A - Patch Set Support -	Rel 24.A - Patch Set Support - Scope	As per PWP	\$ 125,000.00	\$ 12,500.00	\$112,500.00

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#	Deliverable Name	Deliverable Description	Expected Delivery Month	Value	10% hold back	Deliverable value
	Scope Development and Sprint Release - Month 9	Development and Sprint Release - Month 9				
111.10	Rel 24.A - Patch Set Support - Scope Development and Sprint Release - Month 10	Rel 24.A - Patch Set Support - Scope Development and Sprint Release - Month 10	As per PWP	\$ 75,000.00	\$ 7,500.00	\$ 67,500.00
111.11	Rel 23.A - Patch Set Support - Production Transition - Month 9	Rel 23.A - Patch Set Support - Production Transition - Month 9	As per PWP	\$ 350,000.00	\$ 35,000.00	\$ 315,000.00
111.12	Rel 23.A - Patch Set Support - Production Transition - Month 10	Rel 23.A - Patch Set Support - Production Transition - Month 10	As per PWP	\$ 231,885.00	\$ 23,188.50	\$ 208,696.50

K. Section 5, Operations and Maintenance (“O&M”) of the Statement of Work is amended by inserting the following text and table at the end of the section:

Execute O&M – Roll Stabilization

Provide up six hundred (600) Person Days to assist with activities related to extending O&M activities associated with Your AMP environment. These days are in addition to the days that were provided as part of Amendment 1.

Provide a monthly status report regarding activities performed under O&M.

Table 73E: Deliverables for O&M Activities – Roll Stabilization

Deliverable#	Deliverable Name	Deliverable Description	Estimated Month
OM34 – OM56	Monthly O&M Summary Report	Covers O&M activities for the above services	As per PWP

Specific O&M Assumptions – Roll Stabilization

- O&M support will be provided for eight (8) business hours in Pacific time zone.
- The nature of and start of these support activities will be mutually agreed upon in writing by Oracle and LACA.

3. The duration for O&M activities will not extend past Month 10 for the Amendment 4 contract go-live date. At the conclusion of this period, the O&M days will expire. If they are not used, LACA will not be re-imbursed for the remainder days nor will LACA be allowed to carry forward the days into any subsequent contracts.

L. Section 6, Operations and Maintenance (“O&M”) of the Statement of Work is amended by retitling Table 74.D as “Table 74.E: Amendment 4 O&M Deliverables Table” and inserting the following text and table immediately after Table 74.D:

Table 74E: Amendment 4 O&M Deliverables Table

#	Deliverable Name	Deliverable Description	Expected Delivery Month
OM47	O&M Summary Report Month 47	The report covers O&M activities provided in that month	Month 47
OM48	O&M Summary Report Month 48	The report covers O&M activities provided in that month	Month 48
OM49	O&M Summary Report Month 49	The report covers O&M activities provided in that month	Month 49
OM50	O&M Summary Report Month 50	The report covers O&M activities provided in that month	Month 50
OM51	O&M Summary Report Month 51	The report covers O&M activities provided in that month	Month 51
OM52	O&M Summary Report Month 52	The report covers O&M activities provided in that month	Month 52
OM53	O&M Summary Report Month 53	The report covers O&M activities provided in that month	Month 53
OM54	O&M Summary Report Month 54	The report covers O&M activities provided in that month	Month 54
OM55	O&M Summary Report Month 55	The report covers O&M activities provided in that month	Month 55
OM56	O&M Summary Report Month 56	The report covers O&M activities provided in that month	Month 56

M. Section 7.B (Fees and Expenses: Production Operations and Maintenance (O&M), Environment and Release Management Support (E&RM) and COVID Extension O&M of the Statement of Work is amended by deleting the header and first sentence of Section 7.B and replacing them with the following:

B. Fees and Expenses: Production Operations and Maintenance (O&M), Amendment 4

Including the work for Services and deliverables described in Section 6 of this Statement of Work, the Contract, and all Amendments thereto, you agree to pay Oracle a fee of seven

million seven hundred and eighty-seven thousand and five hundred and ninety-six dollars
(\$7,787,596.00).

- N. Section 7.B of the Statement of Work is amended by retitling Table 76.E as "Table 76.E: Amendment 4 O&M Table" and inserting the following table below Table 76.D:**

Table 76.E: Amendment 4 O&M Table

#	Deliverable Name	Deliverable Description	Expected Delivery Month	Value	10% holdback	Deliverable value
OM47	O&M Summary Report Month 47	The report covers O&M activities provided in that month	Month 47	\$77,400.00	\$0.00	\$77,400.00
OM48	O&M Summary Report Month 48	The report covers O&M activities provided in that month	Month 48	\$77,000.00	\$0.00	\$77,000.00
OM49	O&M Summary Report Month 49	The report covers O&M activities provided in that month	Month 49	\$77,000.00	\$0.00	\$77,000.00
OM50	O&M Summary Report Month 50	The report covers O&M activities provided in that month	Month 50	\$77,000.00	\$0.00	\$77,000.00
OM51	O&M Summary Report Month 51	The report covers O&M activities provided in that month	Month 51	\$77,000.00	\$0.00	\$77,000.00
OM52	O&M Summary Report Month 52	The report covers O&M activities provided in that month	Month 52	\$77,000.00	\$0.00	\$77,000.00
OM53	O&M Summary Report Month 53	The report covers O&M activities provided in that month	Month 53	\$77,000.00	\$0.00	\$77,000.00
OM54	O&M Summary Report Month 54	The report covers O&M activities provided in that month	Month 54	\$77,000.00	\$0.00	\$77,000.00
OM55	O&M Summary Report Month 55	The report covers O&M activities provided in that month	Month 55	\$77,000.00	\$0.00	\$77,000.00
OM56	O&M Summary Report Month 56	The report covers O&M activities provided in that month	Month 56	\$77,000.00	\$0.00	\$77,000.00

- O. Section 4.B (Project Assumptions) of the Statement of Work is amended by deleting Section 4.B.1.d and replacing it with the following:**

Project Headquarters will be at 500 West Temple Street, Los Angeles, California, however Services will be performed at Oracle's discretion, both onsite and offsite including outside of LA area and outside of County facilities.

P. Section 4.B (Project Assumptions) of the Statement of Work is amended by deleting Section 4.B.1.e and replacing it with the following:

Project timeline / duration is currently expected to be 10 months from start date.

Q. Section 4.B (Project Assumptions) of the Statement of Work is amended by deleting Section 4.B.1.m and replacing it with the following:

All workshops will take place remotely for all participants.

DRAFT

SOLE SOURCE CHECKLIST

Department Name: OFFICE OF THE ASSESSOR

☐

New Sole Source Contract

☒

Sole Source Amendment to Existing Contract

OCTOBER 29, 2019

Date Existing Contract First Approved:

(AMP PHASE IV)

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

Chief Executive Office

Date

BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

☒ Board Letter

☐ Board Memo

☐ Other

OPS CLUSTER AGENDA REVIEW DATE	10/4/2023	
BOARD MEETING	11/7/2023	
DELEGATED AUTHORITY BOARD LETTER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SUPERVISORIAL DISTRICT AFFECTED	All	
DEPARTMENT	Sheriff's Department	
SUBJECT	Approve a contract with Pat v. Mack, inc. to provide Gotham Consulting Services for the Department's Gotham software platform located at the Joint Regional Intelligence Center (JRIC).	
PROGRAM	Joint Regional Intelligence Center (JRIC).	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS	N/A	
COST & FUNDING	Total cost: \$6,334,888.50	Funding source: Urban Area Security Initiative (UASI) Grant Program
	TERMS (if applicable): Contract with PVM, for an initial term of three years from December 1, 2023 through November 30, 2026, with option(s) to extend for two one-year periods.	
PURPOSE OF REQUEST	Approval of the recommended actions will allow the Department to receive continued software maintenance for the existing Gotham software platform used by the JRIC, as well as services for 29 applications originally built by Palantir Technologies Inc. (Palantir).	
BACKGROUND (include internal/external issues that may exist)	Software Maintenance services for the Gotham platform are currently provided by Palantir through Contract Number 60701, which the Board approved on March 29, 2016. The Department intends to terminate Contract Number 60701, effective this year on November 30, 2023.	
EQUITY INDEX OR LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how:	
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please state which one(s) and explain how:	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: <ul style="list-style-type: none"> • Angelo Faiella, Assistant Director Administrative Services afaiell@lasd.org 213-229-3259 • Alejandra Madera, ASM-III amadera@lasd.org 213-229-3276 	



OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ROBERT G. LUNA, SHERIFF



November 7, 2023

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

Dear Supervisors:

**APPROVE A CONTRACT WITH PAT V. MACK, INC.
TO PROVIDE GOTHAM CONSULTING SERVICES
(ALL DISTRICTS) (3 VOTES)**

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

SUBJECT

The Los Angeles County (County) Sheriff's Department (Department) is seeking Board approval and execution of a contract (Contract) with Pat V. Mack, Inc. (PVM) to provide Gotham Consulting Services (Services) for the Department's Gotham software platform located at the Joint Regional Intelligence Center (JRIC).

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and instruct the Chair of the Board to execute the attached Contract, for an initial term of three years from December 1, 2023, through November 30, 2026, with option(s) to extend for two, one-year periods.
2. Delegate authority to the Sheriff, or his authorized designee, to execute amendments and change notices to the Contract, as set forth throughout the Contract in order to: (1) effectuate modifications which do not materially affect any term of the Contract, (2) add new or revised standard County contract provisions adopted by the Board as required periodically, (3) exercise the option periods if it is in the best interest of the County, (4) effectuate the assignment and

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A Tradition of Service
— Since 1850 —

delegation/mergers or acquisitions provision, and (5) terminate the Contract, either in whole or in part, by the provision of a ten-day written notice.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The approval of the recommended actions will allow the Department to receive continued support for the existing Gotham software platform used by the JRIC, as well as Services for 29 custom applications built by Palantir Technologies Inc. (Palantir). PVM is one of the only six certified Palantir-registered Gotham suppliers authorized to provide Services for Palantir's proprietary technology.

BACKGROUND

This software maintenance for the Gotham platform is currently provided by Palantir through Contract Number 60701, which the Board approved on March 29, 2016. The Department intends to terminate Contract Number 60701, effective November 30, 2023.

The proposed Contract will provide for the continuation of maintenance and support services for the Palantir Gotham™ software toolset used by the JRIC, as well as maintenance and support for 29 custom applications built by Palantir using its proprietary toolset.

The Gotham toolset facilitates secure and efficient collaboration and sharing of highly sensitive information, allowing law enforcement personnel to exchange data and analyze results and share dossiers that are finished or in progress. Without the Gotham software and applications, law enforcement personnel would need to log in to several different databases to compile information on a suspect, collect relevant data on a particular location of interest, or investigate a criminal case, and then sort, organize, and store this data in another system to manage their investigations.

The Department is currently seeking an alternate business intelligence solution to replace the Gotham software platform. In the interim, PVM will provide "break-fix" and general consulting Services to the JRIC.

Implementation of Strategic Plan Goals

The Services provided under the Contract support the County's Strategic Plan, Goal III – Realize Tomorrow's Government Today, by maximizing the use of technology to utilize network-wide collaboration technology efficiently and securely for public safety services.

FISCAL IMPACT/FINANCING

The Maximum Contract Sum for the five-year term of the Contract is \$6,334,888.50. This is a zero-net-County-cost Contract. There is no cost-share or matching fund requirement. All expenses will be subvented from the 2022 Urban Area Security Initiative (UASI) Grant Program administered by the city of Los Angeles, and all subsequent grant years.

The Department will ensure that sufficient funds/appropriations are budgeted for the Contract in all future fiscal years. Should the amount of funds provided to the Department for the Contract under the UASI grant award decrease, the Department will ensure that a corresponding reduction in cost and Service levels is made to the Contract, thereby ensuring that no net County cost contribution is required of the Department for this Contract.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Department is the fiduciary authority for the JRIC. The Los Angeles JRIC area of responsibility includes the counties of Los Angeles, Riverside, San Bernardino, San Luis Obispo, Santa Barbara, and Ventura. The responsibility for the overall policy and direction of the JRIC rests with an assistant special agent-in-charge or program manager of the Federal Bureau of Investigation. The JRIC's program manager closely coordinates with the Sheriff, the Chief of the Los Angeles Police Department, the United States Attorney for the Central District of California, and the Chief of the California Department of Justice Criminal Intelligence Bureau or their designees on all matters of mutual concern relating to such policy and direction. It was the decision of the JRIC Board to use the Gotham platform to achieve the information sharing goals of the JRIC.

The Gotham toolset and the custom-built applications are essential to the JRIC's vital information and intelligence sharing mission, which supports both the Homeland Security Presidential Directive, as well as the Presidential Policy Directive-8, addressing national preparedness.

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

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

CONTRACTING PROCESS

On April 14, 2023, the Department issued a Request for Proposals (RFP) for the Services with a closing date of June 12, 2023. The six Palantir-registered Gotham suppliers were noticed of the RFP posting. A mandatory proposers' conference was held on May 24, 2023, with three vendors in attendance. The Department received one proposal in response to the RFP. PVM met the minimum mandatory requirements and was determined to be responsive and responsible.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of this action will ensure continued Services for the Department's Gotham software platform that allows the JRIC to effectively coordinate and analyze law enforcement intelligence data from multiple sources.

CONCLUSION

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

Sincerely,

Reviewed by:

ROBERT G. LUNA
SHERIFF

PETER LOO
ACTING CHIEF INFORMATION
OFFICER

RGL:JT:CM:jk
(Fiscal Administration Bureau—Contracts Unit)

c: Board of Supervisors, Justice Deputies
Celia Zavala, Executive Officer, Board of Supervisors
Fesia Davenport, Chief Executive Officer
Rene Phillips, Manager, Chief Executive Office (CEO)
Jocelyn Ventilacion, Principal Analyst, CEO
Anna Petrosyan, Senior Analyst, CEO
Bryan Bell, Budget Analyst, CEO
Dawyn R. Harrison, County Counsel
Elizabeth D. Miller, Chief Legal Advisor, Legal Advisory Unit
Cammy C. DuPont, Principal Deputy County Counsel, Legal Advisory Unit
April L. Tardy, Undersheriff
Jill Torres, Assistant Sheriff, CFAO
Jason A. Skeen, Chief of Staff, Office of the Sheriff
Jack W. Ewell, Chief, Special Operations Division (SOD)
Conrad Meredith, Division Director, Administrative Services Division (ASD)
Thomas A. Giandomenico, Commander, SOD
Glen Joe, Assistant Division Director, ASD
Richard F. Martinez, Assistant Division Director, ASD
Charles M. Norris IV, Acting Commander, SOD
Rick Cavataio, Director, Fiscal Administration Bureau (FAB)
David E. Culver, Director, Financial Programs Bureau
Sandra J. Lucio, Acting Captain, Emergency Operations Bureau (EOB)
Angelo Faiella, Assistant Director, FAB
Rene A. Garcia, Lieutenant, ASD
Roberto Hernandez, Lieutenant, EOB
Alex Madera, Administrative Services Manager (ASM) III, FAB, Contracts Unit (CU)
Erica A. Nunes, Sergeant, ASD
Kristine D. Corrales, Deputy, ASD
Tony Liu, ASM II, FAB, CU
Joanna Kim, ASM I, FAB, CU
(Contracts – Gotham 08-01-23)

CONTRACT



CONTRACT BY AND BETWEEN

COUNTY OF LOS ANGELES

AND

PAT V. MACK, INC.

FOR

GOTHAM CONSULTING SERVICES

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- D** County's Administration
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- G** Safely Surrendered Baby Law
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- K1** County-Information Security and Privacy Requirements Exhibit
- K2** Departmental Information Security Requirements
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- K4** Departmental Application Security Requirements

**CONTRACT BETWEEN
COUNTY OF LOS ANGELES
AND
(CONTRACTOR)
FOR
GOTHAM CONSULTING SERVICES**

This Contract (Contract) is made and entered into this 1st day of December, 2023 by and between the County of Los Angeles (County) on behalf of its Sheriff's Department and Pat V. Mack, Inc. (Contractor), located at 2305 Historic Decatur Road, Suite 100, San Diego, California 92106. Contractor's Unique Entity ID is ZNL8JXENJGM6 and Cage Code is 645L0.

RECITALS

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

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

WHEREAS, Contractor is a Registered Gotham Consulting Services firm as required by Palantir Technologies, Inc; and

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

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

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

WHEREAS, based upon an open competitive selection process, the Department has recommended to County's Board of Supervisors the selected Contractor that is prepared and desires to provide to the County the Services as described herein; and

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

1.0 APPLICABLE DOCUMENTS

Exhibits A, B, D, E, F1, F2, F3, G, K1, K2, K3, and K4 are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, Service, or other Work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency will be resolved by giving precedence first to the terms and conditions of this Contract and then to the Exhibits according to the following priority.

Standard Exhibits:

Exhibit A	Statement of Work
Exhibit B	Pricing Schedule
Exhibit C	Intentionally Omitted
Exhibit D	County's Administration
Exhibit E	Contractor's Administration
Exhibit F1	Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement
Exhibit F2	Contractor Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
Exhibit F3	Contractor Non-Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
Exhibit G	Safely Surrendered Baby Law
Exhibit H	Intentionally Omitted
Exhibit I	Intentionally Omitted
Exhibit J	Intentionally Omitted
Exhibit K1	County-Information Security and Privacy Requirements Exhibit
Exhibit K2	Departmental Information Security Requirements
Exhibit K3	Compliance with Departmental Encryption Requirements
Exhibit K4	Departmental Application Security Requirements

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

2.0 DEFINITIONS

2.1 Standard Definitions:

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

- 2.1.1 **Amendment:** has the meaning set forth in Paragraph 8.1 (Change Notices and Amendments) of this Contract.
- 2.1.2 **Board:** means the Los Angeles County Board of Supervisors.
- 2.1.3 **Business Days:** means Monday through Friday, excluding designated County-observed holidays.
- 2.1.4 **Business Hours:** means 6:00 a.m. until 6:00 p.m., Pacific Time Monday through Friday, excluding designated County-observed holidays.
- 2.1.5 **Change Notice:** has the meaning set forth in Paragraph 8.1 (Change Notices and Amendments) of this Contract.
- 2.1.6 **Contract:** means the agreement executed between the County and Contractor. Included are all supplemental agreements amending or extending the service to be performed. This Contract sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, Services, and other Work.
- 2.1.7 **Contract Sum:** means the total monetary amount that would be payable by the County to Contractor for providing all goods, Services, and other Work.
- 2.1.8 **Contractor:** means the sole proprietor, partnership, joint venture, limited liability company, corporation, or other legal entity who has entered into a written agreement with the County to perform or execute the Work covered by this Contract.
- 2.1.9 **Contractor's Authorized Official(s):** means the individual(s) designated by Contractor to ensure Work performance and compliance to this Contract after award of this Contract.
- 2.1.10 **Contractor's Project Manager:** means the individual designated by Contractor to administer Contract operations under this Contract.
- 2.1.11 **County:** means the County of Los Angeles.
- 2.1.12 **County Project Director:** means the person designated by the County with authority for the County on contractual or administrative matters relating to this Contract that cannot be resolved by County Project Manager. All references here forward to County Project Director shall mean, "County Project Director or his/her authorized designee."
- 2.1.13 **County Project Manager:** means the person designated by County Project Director to manage the operations under this Contract. All references here

forward to County Project Manager shall mean, "County Project Manager or his/her authorized designee."

- 2.1.14 **Day(s):** means calendar day(s) unless otherwise specified.
- 2.1.15 **Department:** means the Los Angeles County Sheriff's Department.
- 2.1.16 **Error(s):** means an error in a Gotham application. The state or condition of being incorrect as it relates to the Gotham platform.
- 2.1.17 **Fiscal Year:** means the 12-month period beginning July 1st and ending the following June 30th.
- 2.1.18 **Helpdesk:** means an email workgroup (helpdesk@jric.org) maintained by JRIC staff for Gotham users to request technical support during JRIC's business hours.
- 2.1.19 **Maintenance:** means data and system cleanups, Solid State Drive (SSD) or disk drive optimization, or any type of Work needed to ensure Gotham is working at an optimum level.
- 2.1.20 **Service Credits:** means to be applied to the applicable Service fees for Contractor's failure to timely resolve and Error, or correct a performance deficiency, including System downtime.
- 2.1.21 **Sheriff:** means the Sheriff of Los Angeles County.
- 2.1.22 **Statement of Work (SOW):** means the written directions, provisions, and requirements provided herein and special provisions pertaining to the method, frequency, manner, and place of performing this Contract's Services.
- 2.1.23 **Subcontract:** means an agreement by Contractor and a third-party to provide goods and/or services to fulfill this Contract.
- 2.1.24 **Subcontractor:** means any individual, person or persons, sole proprietor, firm, partnership, joint venture, limited liability company, corporation, or other legal entity furnishing supplies, services of any nature, equipment, and/or materials to Contractor in furtherance of Contractor's performance of this Contract, at any tier, under oral or written agreement.
- 2.1.25 **Support:** means Maintenance, technical support, break/fix services, and resolving Errors generated within the Gotham applications.
- 2.1.26 **Term:** has the meaning set forth in Paragraph 4 (Term of Contract) of this Contract.
- 2.1.27 **Work:** means any and all tasks, subtasks, deliverables, goods, and other Services performed by or on behalf of Contractor pursuant to this Contract, including Exhibit A (Statement of Work) and all other Exhibits hereto.
- 2.1.28 **Workarounds:** means a change in the procedure followed, or data supplied by, the County to avoid an Error without substantially impairing the County's use of a Gotham application.

2.1.29 **Work Requests:** means the process (email or phone) that describes break-fix maintenance Work that needs to be completed.

3.0 WORK

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

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

4.0 TERM OF CONTRACT

The Term of this Contract will be three years from December 1, 2023 through November 30, 2026, unless sooner terminated or extended, in whole or in part, as provided in this Contract (Initial Term).

At the end of the Initial Term, the County will have the sole option to extend this Contract for up to two one-year periods (Option Terms) for a maximum total Contract Term of five years. The County will be deemed to have exercised each one-year Option Term automatically, without further act, unless, no later than 30 Days prior to the expiration of the Initial Term, or current Option Term as applicable, the County notifies Contractor in writing that it elects not to extend this Contract pursuant to this Paragraph 4 (Term of Contract). If the County elects not to exercise its option to extend at the end of the Initial Term, the remaining option(s) will lapse. Each such extension option may be exercised at the sole discretion of the County as authorized by the Board.

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

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

5.0 CONTRACT SUM

5.1 Maximum Contract Sum

The Maximum Contract Sum under this Contract will be the maximum total monetary amount payable by the County to Contractor for all goods, Services, and other Work provided by Contractor, inclusive of all parts, taxes, and other expenses for the Term and all Option Terms, will not exceed the total amount detailed in Exhibit B (Pricing Schedule). No out-of-pocket fees, costs, or expenses will be reimbursed by the County to Contractor

under this Contract. There is no guarantee that the entire Contract Sum amount will be paid to Contractor under this Contract.

It is anticipated that the Services requested under this Contract will be fully funded by the United States Department of Homeland Security (DHS), 2022 Urban Area Security Initiative (UASI) Grant Program distributed through the California Governor's Office of Emergency Services (Cal OES), Grant Award Number 2022-0043, Cal OES ID Number 037-95050, through the City of Los Angeles Sub-recipient Agreement Number C-144055, which funds the Joint Regional Intelligence Center (JRIC), and all subsequent grant numbers, and is subject to all policies, provisions and requirements of the grants, which are incorporated herein by this reference, including the Contract provisions found in the Code of Federal Regulations 200.327, Appendix II, as applicable, which may be found using the following electronic link: eCFR :: 2 CFR Part 200 -- Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

5.2 Written Approval for Reimbursement

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

5.3 Notification of 75% of Total Contract Sum

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

5.4 No Payment for Services Provided Following Expiration-Termination of Contract

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

5.5 Invoices and Payments

5.5.1 Contractor must invoice the County only for providing the tasks, deliverables, goods, Services, and other Work specified in Exhibit A (Statement of Work) and elsewhere hereunder. Contractor must prepare invoices, which will include the

charges owed to Contractor by the County under the terms of this Contract. Contractor's payments will be as provided in Exhibit B (Pricing Schedule) and Contractor will be paid only for the tasks, deliverables, goods, Services, and other Work approved in writing by the County. If the County does not approve Work in writing no payment will be due to Contractor for that Work.

- 5.5.2 Contractor's invoice must include the charges owed to Contractor by the County under the terms of this Contract as provided in Exhibit B (Pricing Schedule) to this Contract.

5.5.3 Invoice Details

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

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

- 5.5.4 Contractor must submit the monthly invoices to the County by the 15th calendar day of the month following the month of service.

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

5.5.6 County Approval of Invoices

All invoices submitted by Contractor for payment must have the written approval of County Project Manager prior to any payment thereof. In no event will the County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.

5.5.7 Credits to County

Contractor agrees that delayed performance by Contractor will cause damages to the County, which are uncertain and would be impracticable or extremely difficult to ascertain in advance. Contractor further agrees that, in conformity with California Civil Code Section 1671, Contractor will be liable to the County for liquidated damages in the form of Service Credits as specified in this Paragraph 5.5.7. Parties agree these Service Credits as a fair and reasonable estimate of such damages. Any amount of such damages is not and will not be construed as

penalties and, when assessed, will be deducted from the County's payment that is due.

Notwithstanding the foregoing, the County will not demand any Service Credit for Contractor's delays which are a result of delays caused by acts or omissions of the County, nor for any delays regardless of cause that may otherwise be approved in writing at the sole discretion of County Project Director. Pursuant to this Paragraph 5.5.7 (Credits to County), County Project Director, in their sole discretion, will assess whether Service Credits are due to the County.

5.5.8 Local Small Business Enterprises – Prompt Payment Program (if applicable)

Certified Local Small Business Enterprises (LSBEs) will receive prompt payment for Services they provide to County departments. Prompt payment is defined as 15 Days after receipt of an undisputed invoice.

5.6 Intentionally Omitted

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

- 5.7.1 The County has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/ contract with the County will be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the County Auditor-Controller (A-C).
- 5.7.2 Contractor must submit a direct deposit authorization request via the website <https://directdeposit.lacounty.gov> with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.
- 5.7.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit will supersede this requirement with respect to those payments.
- 5.7.4 At any time during the duration of this Contract, Contractor may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business, or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with the contracting department(s), will decide whether to approve any exemption requests.

6.0 ADMINISTRATION OF CONTRACT - COUNTY

6.1 County Administration

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

6.2 County Project Director

The role of County Project Director may include:

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

6.3 County Project Manager

The role of County Project Manager is authorized to include:

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

7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR

7.1 Contractor Administration

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

7.2 Contractor Project Manager

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

7.3 Approval of Contractor's Staff

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

7.4 Contractor's Staff Identification

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

7.5 Background and Security Investigations

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

7.6 Confidentiality

- 7.6.1 Contractor must maintain the confidentiality of all records and information in accordance with all applicable federal, state, and local laws, rules, regulations, ordinances, directives, guidelines, policies, and procedures relating to

confidentiality, including, without limitation, the County policies concerning information technology security and the protection of confidential records and information. Contractor must comply with FAR Clause 52.204-2 Security Requirements.

- 7.6.2 Contractor must indemnify, defend, and hold harmless the County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or Subcontractors, to comply with this Paragraph 7.6 (Confidentiality), as determined by the County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 7.6 (Confidentiality) will be conducted by Contractor and performed by counsel selected by Contractor and approved by the County. Notwithstanding the preceding sentence, the County will have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide the County with a full and adequate defense, as determined by the County in its sole judgment, the County will be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by the County in doing so. Contractor will not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of the County without the County's prior written approval.
- 7.6.3 Contractor must inform all of its officers, employees, agents, and Subcontractors providing Services hereunder of the confidentiality provisions of this Contract.
- 7.6.4 Contractor must sign and adhere to the provisions of Exhibit F1 (Contractor Acknowledgment, Confidentiality, and Copyright Assignment Agreement).
- 7.6.5 Contractor will cause each employee performing Services covered by this Contract to sign and adhere to the provisions of Exhibit F2 (Contractor Employee Acknowledgment, Confidentiality, and Copyright Assignment Agreement).
- 7.6.6 Contractor will cause each non-employee performing Services covered by this Contract to sign and adhere to the provisions of Exhibit F3 (Contractor Non-Employee Acknowledgment, Confidentiality, and Copyright Assignment Agreement).

8.0 STANDARD TERMS AND CONDITIONS

8.1 Change Notices and Amendments

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

- 8.1.1 For any change which does not materially affect the scope of Work, Term, Contract Sum, payments, or any material term or any other condition included under this Contract, a Change Notice to this Contract must be prepared and executed by County Project Director and Contractor's Project Manager.
- 8.1.2 For any change which materially affects the scope of Work, Term, Contract Sum, payments, or any material term or condition included under this Contract, an Amendment to this Contract must be prepared and executed by Contractor and by the Board.
- 8.1.3 The Board or Chief Executive Officer or authorized designee may require the addition and/or change of certain terms and conditions in this Contract during the Term of this Contract. The County reserves the right to add and/or change such provisions as required by the Board or Chief Executive Officer. To implement such changes, an Amendment to this Contract must be prepared and executed by Contractor and by the Sheriff, or his authorized designee.

Notwithstanding the foregoing, the Sheriff or his authorized designee, is specifically authorized to issue Contract non-renewal notices for the option Terms. Furthermore, the Sheriff is specifically authorized to prepare and execute Amendments on behalf of the County to: (i) add and/or update terms and conditions as required by the Board or the Chief Executive Office, (ii) execute any of the Option Terms if it is in the best interest of the County, (iii) effectuate Contract modifications that do not materially affect the Term of this Contract, and (iv) effect assignment of rights and or delegation of duties as required under Paragraph 8.2 (Assignment and Delegation/Mergers or Acquisitions) below.

8.2 Assignment and Delegation/Mergers or Acquisitions

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

consideration for any reason whatsoever without the County's express prior written approval, will be a material breach of this Contract which may result in the termination of this Contract. In the event of such termination, the County will be entitled to pursue the same remedies against Contractor under this Contract as in the event of default by Contractor.

8.3 Authorization Warranty

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

8.4 Budget Reductions

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

8.5 Complaints

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

8.5.1 Complaint Procedures

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

8.5.1.6 When complaints cannot be resolved informally, a system of follow-through will be instituted which adheres to formal plans for specific actions and strict time deadlines.

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

8.6 Compliance with Applicable Law

8.6.1 In the performance of this Contract, Contractor must comply with all applicable federal, state, and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Contract are hereby incorporated by reference.

8.6.2 Contractor must indemnify, defend, and hold harmless the County, elected officials, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or Subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by the County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under Paragraph 8.6 (Compliance with Applicable Law) will be conducted by Contractor and performed by counsel selected by Contractor and approved by the County. Notwithstanding the preceding sentence, the County will have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide the County with a full and adequate defense, as determined by the County in its sole judgment, the County will be entitled to retain its own counsel, including, without limitation, County Counsel, and receive reimbursement from Contractor for all such costs and expenses incurred by the County in doing so. Contractor has no right or authority to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in any such case, on behalf of the County without the County's prior express written approval.

8.7 Compliance with Civil Rights Laws

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

8.7.1 Contractor has a written policy statement prohibiting discrimination in all phases of employment.

- 8.7.2 Contractor periodically conducts a self-analysis or utilization analysis of its work force.
- 8.7.3 Contractor has a system for determining if its employment practices are discriminatory against protected groups.
- 8.7.4 Where problem areas are identified in employment practices, Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.

8.8 Compliance with the County's Jury Service Program

8.8.1 Jury Service Program

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

8.8.2 Written Employee Jury Service Policy

8.8.2.1 Unless Contractor has demonstrated to the County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program ([Section 2.203.020 of the County Code](#)) or that Contractor qualifies for an exception to the Jury Service Program ([Section 2.203.070 of the County Code](#)), Contractor must have and adhere to a written policy that provides that its employees will receive from Contractor, on an annual basis, no less than five Days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service.

8.8.2.2 For purposes of this Paragraph, "Contractor" means a person, partnership, limited liability company, corporation, or other entity which has a contract with the County or a Subcontract with a County Contractor and has received or will receive an aggregate sum \$50,000 or more in any 12-month period under one or more County contracts or Subcontracts. "Employee" means any California resident who is a full-time employee of Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: i) the lesser number is a recognized industry standard as determined by the County, or ii) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 Days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any Subcontractor to perform services for the County under this Contract, the Subcontractor is also be subject to the provisions of this Paragraph. The provisions of this Paragraph will be inserted into any such Subcontract agreement and a copy of the Jury Service Program must be attached to the agreement.

- 8.8.2.3 If Contractor is not required to comply with the Jury Service Program when this Contract commences, Contractor will have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor must immediately notify the County if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor must immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during this Contract and at its sole discretion, that Contractor demonstrate, to the County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.
- 8.8.2.4 Contractor's violation of this Paragraph of this Contract may constitute a material breach of this Contract. In the event of such material breach, the County may, in its sole discretion, terminate this Contract and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach, pursuant to County Code Chapter 2.206.

8.9 Conflict of Interest

- 8.9.1 No County employee whose position with the County enables such employee to influence the award of this Contract or any competing Contract, and no spouse or economic dependent of such employee, will be employed in any capacity by Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of Contractor who may financially benefit from the performance of Work hereunder will in any way participate in the County's approval, or ongoing evaluation, of such Work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such Work.
- 8.9.2 Contractor must comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the Term of this Contract. Contractor warrants that it is not now aware of any facts that create a conflict of interest. If Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it must immediately make full written disclosure of such facts to the County. Full written disclosure must include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this Paragraph will be a material breach of this Contract.

8.10 Consideration of Hiring County Employees Targeted for Layoffs or are on a County Re-Employment List

Should Contractor require additional or replacement personnel after the effective date of this Contract to perform the Services set forth herein, Contractor must give first

consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

8.11 Consideration of Hiring GAIN-GROW Participants

8.11.1 Should Contractor require additional or replacement personnel after the effective date of this Contract, Contractor will give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet Contractor's minimum qualifications for the open position. For this purpose, consideration will mean that Contractor will interview qualified candidates. The County will refer GAIN-GROW participants by job category to Contractor. Contractors must report all job openings with job requirements to: GAINGROW@DPSS.LACOUNTY.GOV and BSERVICES@WDACS.LACOUNTY.GOV and DPSS will refer qualified GAIN/GROW job candidates.

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

8.12 Contractor Responsibility and Debarment

8.12.1 Responsible Contractor

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

8.12.2 Chapter 2.202 of the County Code

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

8.12.3 Non-responsible Contractor

The County may debar a Contractor if the Board finds, in its discretion, that Contractor has done any of the following: i) violated a material term of a contract with the County or a nonprofit corporation created by the County, ii) committed an act or omission which negatively reflects on Contractor's quality, fitness, or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, iii) committed an act or offense which

indicates a lack of business integrity or business honesty, or iv) made or submitted a false claim against the County or any other public entity.

8.12.4 Contractor Hearing Board

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

proposed reduction of debarment period or termination of debarment is presented. This hearing will be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

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

8.12.5 Subcontractors of Contractor

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

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

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

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

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

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

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

8.15 County's Quality Assurance Plan

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

8.16 Damage to County Facilities, Buildings or Grounds

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

8.17 Employment Eligibility Verification

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

8.18 Counterparts and Electronic Signatures and Representations

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

signatures, and facsimile or electronic copies hereof will be deemed to constitute duplicate originals.

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

8.19 Fair Labor Standards

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

8.20 Force Majeure

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

8.21 Governing Law, Jurisdiction, and Venue

This Contract will be governed by, and construed in accordance with, the laws of the State of California. Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and

consents that venue of any action brought hereunder will be exclusively in the County of Los Angeles.

8.22 Independent Contractor Status

- 8.22.1 This Contract is by and between the County and Contractor and is not intended, and must not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and Contractor. The employees and agents of one party will not be, nor be construed to be, employees or agents of the other party for any purpose whatsoever.
- 8.22.2 Contractor is solely liable and responsible for providing to, or on behalf of, all its persons performing Work pursuant to this Contract any and all compensation and benefits. The County will have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of Contractor.
- 8.22.3 Contractor understands and agrees that all persons performing Work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of Contractor and not employees of the County. Contractor is solely liable and responsible for furnishing any and all Workers' Compensation benefits to its persons as a result of any injuries arising from or connected with any work performed by or on behalf of Contractor pursuant to this Contract.

8.23 Indemnification

Contractor must indemnify, defend, and hold harmless the County, its Special Districts and its Agents (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 Contract, except for such loss or damage arising from the sole negligence or willful misconduct of the County indemnitees.

8.24 General Provisions for all Insurance Coverage

- 8.24.1 Without limiting Contractor's indemnification of the County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor must provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraphs 8.24 (General Provisions for all Insurance Coverage) and 8.25 (Insurance Coverage) of this Contract. These minimum insurance coverage terms, types, and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract.
- 8.24.2 The County in no way warrants that the Required Insurance is sufficient to protect Contractor for liabilities which may arise from or relate to this Contract.

8.24.3 Evidence of Coverage and Notice to County

- 8.24.3.1 Certificate(s) of insurance coverage (Certificate) satisfactory to the County, and a copy of an Additional Insured endorsement confirming the County and its Agents (defined below) has been given Insured status under Contractor's General Liability policy, must be delivered to the County as stated in Paragraph 8.24.3.5 below and provided prior to commencing services under this Contract.
- 8.24.3.2 Renewal Certificates must be provided to the County not less than ten Days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or Subcontractor insurance policies at any time.
- 8.24.3.3 Certificates must identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The insured party named on the Certificate must match the name of Contractor identified as the contracting party in this Contract. Certificates must provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding \$50,000, and list any County required endorsement forms.
- 8.24.3.4 Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by Contractor, its insurance broker(s) and/or insurer(s), will be construed as a waiver of any of the Required Insurance provisions.
- 8.24.3.5 Certificates and copies of any required endorsements must be sent to County Project Director, with a copy to County Project Manager, at the address herein provided in Exhibit D (County's Administration) of this Contract.

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

8.24.4 Additional Insured Status and Scope of Coverage

The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, employees, and volunteers (collectively the County and its Agents) must

be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. The County and its Agents additional insured status must apply with respect to liability and defense of suits arising out of Contractor's acts or omissions, whether such liability is attributable to Contractor or to the County. 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.

8.24.5 Cancellation of or Changes in Insurance

Contractor must provide the County with, or Contractor's insurance policies must contain a provision that the County will receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage, or policy period. The written notice must be provided to the County at least ten Days in advance of cancellation for non-payment of premium and 30 Days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of this Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Contract.

8.24.6 Failure to Maintain Insurance

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

8.24.7 Insurer Financial Ratings

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

8.24.8 Contractor's Insurance Must Be Primary

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

8.24.9 Waivers of Subrogation

To the fullest extent permitted by law, Contractor hereby waives its rights and its insurer(s)' rights of recovery against the County under all the Required Insurance for any loss arising from or relating to this Contract. Contractor must require its

insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

8.24.10 Subcontractor Insurance Coverage Requirements

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

8.24.11 Deductibles and Self-Insured Retentions (SIRs)

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

8.24.12 Claims Made Coverage

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

8.24.13 Application of Excess Liability Coverage

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

8.24.14 Separation of Insureds

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

8.24.15 Alternative Risk Financing Programs

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

8.24.16 **County Review and Approval of Insurance Requirements**

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

8.25 **Insurance Coverage**

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

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

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

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

8.25.4 **Unique Insurance Coverage**

8.25.4.1 **Intentionally Omitted**

8.25.4.2 **Professional Liability-Errors and Omissions**

Insurance covering Contractor's liability arising from or related to this Contract, 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 Contract's expiration, termination, or cancellation.

8.25.4.3 **Intentionally Omitted**

8.25.4.4 Intentionally Omitted

8.25.4.5 Technology Errors & Omissions Insurance

Technology Errors & Omissions Insurance for liabilities arising from errors, omissions, or negligent acts in rendering or failing to render computer or information technology services and technology products. Coverage for violation of software copyright should be included. Technology services should at a minimum include i) systems analysis, ii) systems programming, iii) data processing, iv) systems integration, v) outsourcing including outsourcing development and design, vi) systems design, consulting, development and modification, vii) training services relating to computer software or hardware, viii) management, repair and maintenance of computer products, networks and systems, ix) marketing, selling, servicing, distributing, installing and maintaining computer hardware or software, x) data entry, modification, verification, maintenance, storage, retrieval or preparation of data output, and xi) any other services provided by Contractor with limits of not less than \$10 million.

8.25.4.6 Privacy/Network (Cyber) Insurance

Privacy/Network Security (Cyber) Insurance Privacy/Network Security (“Cyber”) liability coverage providing protection against liability for: i) privacy breaches (liability arising from the loss or disclosure of confidential information no matter how it occurs), ii) system breach, iii) denial or loss of service, iv) introduction, implantation or spread of malicious software code, and v) unauthorized access to or use of computer systems, with limits of not less than \$10 million. No exclusions/restrictions for unencrypted portable devices/media may be on the policy. The County of Los Angeles, its Special Districts, and their Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) must be provided additional insured status.

8.25.4.7 Intentionally Omitted

8.26 Liquidated Damages

8.26.1 If, in the judgment of the Sheriff, or his authorized designee, Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Sheriff, or his authorized designee, at his option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from Contractor’s invoice for Work not performed. A description of the Work not performed and the amount to be withheld or deducted from payments to Contractor from the County, will be forwarded to Contractor by the Sheriff, or his designee, in a written notice describing the reasons for said action.

8.26.2 If the Sheriff, or his authorized designee, determines that there are deficiencies in the performance of this Contract that the Sheriff, or his authorized designee,

deems are correctable by Contractor over a certain time span, the Sheriff, or his authorized designee, will provide a written notice to Contractor to correct the deficiency within specified time frames. Should Contractor fail to correct deficiencies within said time frame, the Sheriff, or his designee, may: a) deduct from Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum, and/or b) deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages is \$100 per Day per infraction, hereunder, and that Contractor will be liable to the County for liquidated damages in said amount. Said amount will be deducted from the County's payment to Contractor, and/or c) upon giving five Business Days' notice to Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the Work by an alternate source, whether it be the County forces or separate private Contractor, will be deducted and forfeited from the payment to Contractor from the County, as determined by the County.

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

This Paragraph must not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by law or as specified in Paragraph 8.26.2, and must not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

8.27 Most Favored Public Entity

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

8.28 Nondiscrimination and Affirmative Action

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

- 8.28.2 Contractor certifies to the County each of the following:

- a. Contractor has a written policy statement prohibiting discrimination in all phases of employment.
- b. Contractor periodically conducts a self-analysis or utilization analysis of its work force.

- c. Contractor has a system for determining if its employment practices are discriminatory against protected groups.
 - d. Where problem areas are identified in employment practices, Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.
- 8.28.3 Contractor must take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable federal and state anti-discrimination laws and regulations. Such action must include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 8.28.4 Contractor certifies and agrees that it will deal with its Subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- 8.28.5 Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies will comply with all applicable federal and state laws and regulations to the end that no person will, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.
- 8.28.6 Contractor will allow County representatives access to Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) when so requested by the County.
- 8.28.7 If the County finds that any provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) have been violated, such violation will constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that Contractor has violated federal or state anti-discrimination laws or regulations will constitute a finding by the County that Contractor has violated the anti-discrimination provisions of this Contract.
- 8.28.8 The parties agree that in the event Contractor violates any of the anti-discrimination provisions of this Contract, the County will, at its sole option, be entitled to the sum of \$500 for each such violation as allowed under California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

8.29 Non-Exclusivity

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

8.30 Notice of Delays

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

8.31 Notice of Disputes

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

8.32 Notice to Employees Regarding the Federal Earned Income Credit

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

8.33 Notice to Employees Regarding the Safely Surrendered Baby Law

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

8.34 Notices

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

8.35 Prohibition Against Inducement or Persuasion

Notwithstanding the above, Contractor and the County agree that, during the Term of this Contract and for a period of one year thereafter, neither party will in any way intentionally induce or persuade any employee of one party to become an employee or agent of the

other party. No bar exists against any hiring action initiated through a public announcement.

8.36 Public Records Act

- 8.36.1 Any documents submitted by Contractor; all information obtained in connection with the County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to Paragraph 8.38 (Record Retention and Inspection-Audit Settlement) of this Contract; as well as those documents which were required to be submitted in response to the Request for Proposals (RFP) used in the solicitation process for this Contract, become the exclusive property of the County. All such documents become a matter of public record and will be regarded as public records. Exceptions will be those elements in the California Government Code Section 6250 et seq. (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". The County will not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.
- 8.36.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret", "confidential", or "proprietary", Contractor agrees to defend and indemnify the County for all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

8.37 Publicity

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

8.38 Record Retention and Inspection-Audit Settlement

- 8.38.1 Contractor must maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted

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

8.38.2 In the event that an audit of Contractor is conducted specifically regarding this Contract by any federal or state auditor, or by any auditor or accountant employed by Contractor or otherwise, then Contractor must file a copy of such audit report with the County's Auditor-Controller within 30 Days of Contractor's receipt thereof, unless otherwise provided by applicable federal or state law or under this Contract. Subject to applicable law, the County will make a reasonable effort to maintain the confidentiality of such audit report(s) 8.38.3. Failure on the part of Contractor to comply with any of the provisions of this Paragraph 8.38 (Record Retention and Inspection-Audit Settlement) will constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

8.38.3 If, at any time during the Term of this Contract or within five years after the expiration or termination of this Contract, representatives of the County conduct an audit of Contractor regarding the Work performed under this Contract, and if such audit finds that the County's dollar liability for any such Work is less than payments made by the County to Contractor, then the difference must be either: a) repaid by Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to Contractor from the County, whether under this Contract or any other agreement. If such audit finds that the County's dollar liability for such Work is more than the payments made by the County to Contractor, then the difference will be paid to Contractor by the County by cash payment, provided that in no event will the County's maximum obligation for this Contract exceed the funds appropriated by the County for the purpose of this Contract.

8.39 Recycled Bond Paper

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

8.40 Subcontracting

- 8.40.1 The requirements of this Contract may not be subcontracted by Contractor without the advance written approval of the County. Any attempt by Contractor to Subcontract without the prior consent of the County may be deemed a material breach of this Contract.
- 8.40.2 If Contractor desires to Subcontract, Contractor must provide the following information promptly at the County's request:
 - a. A description of the work to be performed by the Subcontractor.
 - b. A draft copy of the proposed Subcontract.
 - c. Other pertinent information and/or certifications requested by the County.
- 8.40.3 Contractor must indemnify, defend, and hold the County harmless with respect to the activities of each and every Subcontractor in the same manner and to the same degree as if such Subcontractor(s) were Contractor employees.
- 8.40.4 Contractor will remain fully responsible for all performances required of it under this Contract, including those that Contractor has determined to Subcontract, notwithstanding the County's approval of Contractor's proposed Subcontract.
- 8.40.5 The County's consent to Subcontract will not waive the County's right to prior and continuing approval of any and all personnel, including Subcontractor employees, providing Services under this Contract. Contractor is responsible to notify its Subcontractors of this County right.
- 8.40.6 County Project Director is authorized to act for and on behalf of the County with respect to approval of any Subcontract and subcontractor employees. After approval of the Subcontract by the County, Contractor must forward a fully executed Subcontract to the County for their files.
- 8.40.7 Contractor will be solely liable and responsible for all payments or other compensation to all Subcontractors and their officers, employees, agents, and successors in interest arising through Services performed hereunder, notwithstanding the County's consent to Subcontract.
- 8.40.8 Contractor must obtain certificates of insurance, which establish that the Subcontractor maintains all the programs of insurance required by the County from each approved Subcontractor. Before any Subcontractor employee may perform any Work hereunder, Contractor must ensure delivery of all such documents to County Project Director at the address herein provided in Exhibit D (County's Administration) of this Contract.

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

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.14 (Contractor's Warranty of Adherence to County's Child Support Compliance Program) above will constitute default under this Contract. Without limiting the rights and remedies available to the County under any other provision of this Contract, failure of

Contractor to cure such default within 90 Days of written notice will be grounds upon which the County may terminate this Contract pursuant to Paragraph 8.43 (Termination for Default) below and pursue debarment of Contractor, pursuant to [County Code Chapter 2.202](#).

8.42 Termination for Convenience

- 8.42.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of Work hereunder will be effectuated by notice of termination to Contractor specifying the extent to which performance of Work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective will be no less than ten Days after the notice is sent.
- 8.42.2 After receipt of a notice of termination and except as otherwise directed by the County, Contractor must:
 - a. Stop Work under this Contract on the date and to the extent specified in such notice, and
 - b. Complete performance of such part of the Work, as well as Work not affected by the notice, as would not have been terminated by such notice.
- 8.42.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of Contractor under this Contract must be maintained by Contractor in accordance with Paragraph 8.38 (Record Retention and Inspection-Audit Settlement).

8.43 Termination for Default

- 8.43.1 The County may, by written notice to Contractor, terminate the whole or any part of this Contract, if, in the judgment of County Project Director:
 - a. Contractor has materially breached this Contract, or
 - b. Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, Service, or other Work required either under this Contract, or
 - c. Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five Business Days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.
- 8.43.2 In the event that the County terminates this Contract in whole or in part as provided in Paragraph 8.43.1 above, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and Services similar to those so terminated. Contractor will be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such

similar goods and Services. Contractor will continue the performance of this Contract to the extent not terminated under the provisions of this Paragraph.

- 8.43.3 Except with respect to defaults of any Subcontractor, Contractor will not be liable for any such excess costs of the type identified in Paragraph 8.43.2 above, if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of federal or state governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of Contractor. If the failure to perform is caused by the default of a Subcontractor, and if such default arises out of causes beyond the control of both Contractor and Subcontractor, and without the fault or negligence of either of them, Contractor will not be liable for any such excess costs for failure to perform, unless the goods or Services to be furnished by Subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this Paragraph, the term "Subcontractor(s)" means Subcontractor(s) at any tier.
- 8.43.4 If, after the County has given notice of termination under the provisions of this Paragraph 8.43 (Termination for Default) it is determined by the County that Contractor was not in default under the provisions of this Paragraph 8.43 (Termination for Default) or that the default was excusable under the provisions of Paragraph 8.43.3 above, the rights and obligations of the parties will be the same as if the notice of termination had been issued pursuant to Paragraph 8.42 (Termination for Convenience) above.
- 8.43.5 The rights and remedies of the County provided in this Paragraph 8.43 (Termination for Default) are not exclusive and are in addition to any other rights and remedies provided by law and/or under this Contract.

8.44 Termination for Improper Consideration

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

the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861.

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

8.45 Termination for Insolvency

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

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

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

8.46 Termination for Non-Adherence of County Lobbyist Ordinance

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

8.47 Termination for Non-Appropriation of Funds

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

8.48 Validity

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

8.49 Waiver

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

8.50 Warranty Against Contingent Fees

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

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

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

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

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

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

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

8.53 Time Off for Voting

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

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

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

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

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

8.55 Intentionally Omitted

8.56 Compliance with Fair Chance Employment Hiring Practices

Contractor, and its Subcontractors, must comply with fair chance employment hiring practices set forth in [California Government Code Section 12952](#). Contractor's violation of this Paragraph of this Contract may constitute a material breach of this Contract. In the event of such material breach, the County may, in its sole discretion, terminate this Contract.

8.57 Compliance with the County Policy of Equity

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

8.58 Prohibition from Participation in Future Solicitation(s)

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

8.59 Injury and Illness Prevention Program

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

9.0 UNIQUE TERMS AND CONDITIONS

9.1 Intentionally Omitted

9.2 Ownership of Materials, Software and Copyright

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

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

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

9.2.4 The County will use reasonable means to ensure that Contractor's proprietary and/or confidential items are safeguarded and held in confidence. The County

agrees not to reproduce, distribute, or disclose to non-County entities any such proprietary and/or confidential items without the prior written consent of Contractor.

9.2.5 Notwithstanding any other provision of this Contract, the County will not be obligated to Contractor in any way under Paragraph 9.2.4 above for any of Contractor's proprietary and/or confidential items which are not plainly and prominently marked with restrictive legends as required by Paragraph 9.2.3 above or for any disclosure which the County is required to make under any state or federal law or order of court.

9.2.6 All the rights and obligations of this Paragraph 9.2 (Ownership of Materials, Software and Copyright) will survive the expiration or termination of this Contract.

9.3 Patent, Copyright and Trade Secret Indemnification

9.3.1 Contractor must indemnify, hold harmless, and defend the County from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of Contractor's Work under this Contract. The County will inform Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and will support Contractor's defense and settlement thereof.

9.3.2 In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that the County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, Contractor, at its sole expense, and providing that the County's continued use of the system is not materially impeded, must either:

- a. Procure for the County all rights to continued use of the questioned equipment, part, or software product, or
- b. Replace the questioned equipment, part, or software product with a non-questioned item, or
- c. Modify the questioned equipment, part, or software so that it is free of claims.

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

9.4 Intentionally Omitted

9.5 Data Destruction

If Contractor has maintained, processed, or stored County data and/or information, implied or expressed, have the sole responsibility to certify that the data and information

have been appropriately destroyed consistent with the National Institute of Standards and Technology (NIST) Special Publication SP 800-88 titled Guidelines for Media Sanitization. Available at:

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

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

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

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

- 9.6.1 This Contract 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 will 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 will 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 Contract to which it would not otherwise have been entitled, Contractor must:
 - a. Pay to the County any difference between this Contract amount and what the County's costs would have been if this Contract had been properly awarded,

- b. In addition to the amount described in subdivision (a) above, Contractor will be assessed a penalty in an amount of not more than ten percent of the amount of this Contract, and
 - c. Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).
- 9.6.5 The above penalties will also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the State and the County Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

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

- 9.7.1 This Contract is subject to the provisions of the County's ordinance entitled SE Preference Program, as codified in [Chapter 2.205 of the Los Angeles County Code](#).
- 9.7.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a SE.
- 9.7.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a SE.
- 9.7.4 If Contractor has obtained County certification as a SE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, Contractor must:
 - a. Pay to the County any difference between this Contract amount and what the County's costs would have been if this Contract had been properly awarded,
 - b. In addition to the amount described in subdivision (a) above, Contractor will be assessed a penalty in an amount of not more than ten percent of the amount of this Contract, and
 - c. Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).
- 9.7.5 The above penalties will also apply to any entity that has previously obtained proper certification, however, because of a change in their status would no longer be eligible for certification, and fails to notify the County Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

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

- 9.8.1 This Contract is subject to the provisions of the County's ordinance entitled DVBE Preference Program, as codified in [Chapter 2.211 of the Los Angeles County Code](#).
- 9.8.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a DVBE.
- 9.8.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a DVBE.
- 9.8.4 If Contractor has obtained certification as a DVBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, Contractor must:
 - a. Pay to the County any difference between this Contract amount and what the County's costs would have been if this Contract had been properly awarded,
 - b. In addition to the amount described in subdivision (a) above, Contractor will be assessed a penalty in an amount of not more than ten percent of the amount of this Contract, and
 - c. Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).
- 9.8.5 Notwithstanding any other remedies in this Contract, the above penalties will also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the State and the County Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

10.0 Survival

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

Paragraph 1 (Applicable Documents)

Paragraph 2 (Definitions)

Paragraph 3 (Work)

Paragraph 5.4 (No Payment for Services Provided Following
Expiration/Termination of Contract)

Paragraph 7.6 (Confidentiality)

Paragraph 8.1 (Change Notices and Amendments)

Paragraph 8.2 (Assignment and Delegation/Mergers or Acquisitions)

Paragraph 8.6.2 (Compliance with Applicable Laws)

Paragraph 8.19 (Fair Labor Standards)

Paragraph 8.20 (Force Majeure)

Paragraph 8.21 (Governing Law, Jurisdiction, and Venue)

Paragraph 8.23 (Indemnification)

Paragraph 8.24 (General Provisions for all Insurance Coverage)

Paragraph 8.25 (Insurance Coverage)

Paragraph 8.26 (Liquidated Damages)

Paragraph 8.34 (Notices)

Paragraph 8.38 (Record Retention and Inspection/Audit Settlement)

Paragraph 8.42 (Termination for Convenience)

Paragraph 8.43 (Termination for Default)

Paragraph 8.48 (Validity)

Paragraph 8.49 (Wavier)

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

Paragraph 9.2 (Ownership of Materials, Software and Copyright)

Paragraph 9.3 (Patent, Copyright and Trade Secret Indemnification)

Paragraph 10 (Survival)

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

COUNTY OF LOS ANGELES

By: _____
Chair, Board of Supervisors

PAT V. MACK, INC.

By: _____
Its Authorized Representative

Printed Name: _____

Title: _____

Date: _____

ATTEST:

Celia Zavala, Executive Officer
of the Board of Supervisors

By: _____

APPROVED AS TO FORM:

DAWYN R. HARRISON
County Counsel

By: _____
Cammy C. DuPont
Principal Deputy County Counsel

EXHIBIT A

STATEMENT OF WORK

FOR

GOTHAM CONSULTING

SERVICES

**EXHIBIT A
STATEMENT OF WORK
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EXHIBIT A
STATEMENT OF WORK
GOTHAM CONSULTING SERVICES

1.0 OBJECTIVE

- 1.1 The Los Angeles County Sheriff's Department (Department) Joint Regional Intelligence Center (JRIC) seeks a Contractor to provide consulting services (Services) for its current Gotham software.
- 1.2 Contractor's Services must include, but are not limited to, break-fix maintenance, technical support, and other professional services. The word "Contractor" includes Contractor, Contractor's staff and/or its subcontractors.
- 1.3 Terms or phrases with initial letter capitalized, where applicable, whether singular or plural, will have the meanings set forth in Paragraph 2 (Definitions) of the Contract, whenever such terms are used in this Statement of Work (SOW).

2.0 BACKGROUND

- 2.1 The Gotham software application is proprietary to Palantir Technologies, Inc. (Palantir). The County's installation has been maintained and updated by Palantir for over ten years.
- 2.2 JRIC operates as a collaborative partnership between federal, state, and local law enforcement/public safety agencies focused on enhancing coordination, information sharing, regional preparedness, training, and investigative support/analysis for first responders and other public and private partners in the region.
- 2.3 JRIC uses the Gotham software application for coordinating and analyzing information. The County's JRIC system currently includes 115 Gotham licensed cores, with 128 disaster recovery licenses and 29 applications, 16 production servers and 13 staging servers (back-up servers) that are maintained by the County.
- 2.4 Gotham is utilized by over 60 law enforcement/public safety agencies throughout the JRIC's area of responsibility (AOR), which includes the following counties: Los Angeles, San Bernardino, Riverside, Santa Barbara, San Luis Obispo, and Ventura.

3.0 GENERAL REQUIREMENTS

- 3.1 Contractor must provide all Services described in this SOW, at a minimum, to ensure optimal 24/7 operational status of JRIC's Gotham applications.
- 3.2 Contractor's staff must be proficient in the following programming languages/systems:
 - a. Java,
 - b. Unix Systems (Red Hat / CentOS),
 - c. Oracle,
 - d. Git,
 - e. Gradle, and
 - f. Jenkins.
- 3.3 Contractor's staff must be proficient in the following developmental languages and tools:
 - a. Groovy,
 - b. Elastic Search,
 - c. Apache / NginX, and
 - d. PostgreSQL.
- 3.4 Contractor must acknowledge service calls from County Project Manager within one hour for urgent requests, or the next Business Day for non-urgent requests, as determined by County Project Manager. Response times to resolve urgent and non-urgent requests are determined by the severity levels listed in Paragraph 5.3 (Resolution of Errors) of this SOW.
- 3.5 Any issue discovered and/or deemed urgent by Contractor must be communicated to County Project Manager immediately via telephone call and, if necessary, a follow-up email. The issue will then follow the guidelines set forth in Paragraph 5.4 (Error Resolution Process) of this SOW.
- 3.6 Contractor must coordinate with County and/or JRIC staff tasked with operating and maintaining the technical infrastructure and security mechanisms underlying the Gotham application.
- 3.7 Contractor must immediately notify County Project Manager of any perceived security problems or security breach attempts to the Gotham application.

- 3.8 Contractor must run all test scripts and, as applicable, test any authorized modifications to Gotham applications in the staging environment only.
- 3.9 Contractor must provide support to County and/or JRIC staff who are qualified to import modifications from the staging environment to the Gotham production environment. County Project Manager will email Contractor a list of County and/or JRIC staff who are authorized to modify the production environment, and will update that list from time to time, as necessary. Contractor must provide authorized County and/or JRIC staff with instructions for implementing the modification. Contractor must validate that the Gotham production environment was appropriately changed.
- 3.10 Contractor must keep a detailed activity log which includes, but is not limited to: Work Requests received, Errors or alarms detected, specific Work performed by key staff and the amount of time for that Work, materials involved (if any), problems or concerns encountered (if any), results attained from Work performed, and lessons learned (if any). Contractor must provide the activity log to County Project Manager for review, upon County Project Manager's request or on an annual basis.
- 3.11 Contractor must provide daily status updates to County Project Manager via telephone and email (as directed by County Project Manager) when any of the following exists: (a) unresolved malfunctions, (b) Work-in-progress, and (c) other issues related to Contractor's Work (e.g., integration delay with the data, Automated License Plate Reader (ALPR) images not displaying, and email alerts not being sent out).
- 3.12 Contractor Project Manager must take responsibility for all Work performed and serve as the primary point of contact for the County.
- 3.13 Contractor must provide, at its own expense, any personal computers, office equipment, transportation, parking, and insurance needed to carry out the tasks in this SOW. All equipment, software, data, and communications used in connection with Contractor's Work herein are subject to the County's security procedures, directives, and oversight. JRIC's information technology technician may require prior approval for any devices that Contractor wishes to use for Work herein.
- 3.14 Contractor must carry out all Work within a timeframe mutually agreed upon by the County and Contractor.
- 3.15 Contractor must review each Work Request and provide an estimate of staff-hours and Days to complete the Work Request. County Project Manager will not unreasonably delay authorization of Work. Should Contractor discover, while executing such Work, that the original time estimate will be exceeded, Contractor must immediately contact County Project Manager via telephone and email to revise the estimate and seek authorization to continue with the

Work. Notwithstanding the foregoing, Contractor must endeavor to complete the Work Request within the original time estimated.

- 3.16 Except where Contractor obtains prior written approval from County Project Director, Contractor must perform all Work only from, or at locations within, the United States.
- 3.17 Contractor must email County Project Manager a quarterly status report by the first Friday of the following month (e.g., January, April, July, and October). The report must contain, at a minimum, the following:
 - a. The month of the report,
 - b. Contractor's main administrative point of contact which includes contact's name, phone number, and email address,
 - c. All quarterly activities regarding the Gotham application, and
 - d. Issues (risks and proposed mitigations, etc.) designated as urgent and routine which require County Project Manager's attention.
- 3.18 Contractor must attend a monthly meeting and/or conference call at the discretion of County Project Manager, at no additional charge to the County.
- 3.19 Contractor must keep and maintain records of Errors utilizing an Error tracking system. Such records must be provided to County and/or the JRIC staff upon request or on an annual basis and must minimally include:
 - a. Dates and times Error(s) were reported,
 - b. Application name, if applicable,
 - c. Severity Level of Error(s), if applicable,
 - d. Description of Error(s), and
 - e. Dates and times Error(s) were resolved.

4.0 SPECIFIC REQUIREMENTS

- 4.1 Contractor must ensure the continuous operation and optimization of all Gotham functionalities (e.g., custom capabilities, applications, workflows, external data source integrations, and existing internal and external system interfaces) including, but not limited to:
 - a. Web Pages:
 - i. Palantir Launch Page, and

- ii. Sharepoint General Archive Messages (Counter Terrorism, JRIC Messaging, Department Info, New York Police Department Terrorism Threat Awareness Group, and Wanted).
- b. Front End Applications:
 - i. Clueman,
 - ii. Simple Web Search,
 - iii. Gotham Workspace, and
 - iv. ALPR Web.
- c. Gotham Workspace Modules:
 - i. Tips and Leads,
 - ii. Department Sol,
 - iii. Graph,
 - iv. Map, and
 - v. Object Explorer.
- d. Data Integrations:
 - i. Suspicious Activity Report (SAR) Intake (Netsential),
 - ii. Enterprise,
 - iii. Los Angeles Regional Crime Information System (LARCIS),
 - iv. Regional Allocation of Police Services (RAPS),
 - v. Jail Visitations,
 - vi. Replicated Automated Justice Information System (RAJIS),
 - vii. Countywide Warrant System (CWS),
 - viii. Crossroads,
 - ix. California Law Enforcement Telecommunications System (CLETS),
 - x. Inmate Visitation Scheduling System (IVVS),

- xi. Los Angeles County Warrant System (LACWS),
 - xii. Post-Release Community Supervision (PRCS),
 - xiii. Long Beach Police Department Records Management System (LBPD RMS),
 - xiv. Los Angeles Police Department Automated Fingerprint Identification System (LAPD AFIS) - Historical (as of June 2021),
 - xv. Los Angeles Police Department Crime Analysis Mapping System (LAPD CAMS) – Historical (as of June 2021),
 - xvi. Burbank PD – Citations,
 - xvii. ALPR – Department only (Burbank needs to be investigated/Glendale changed systems), and
 - xviii. Digital Sandbox Critical Infrastructure.
- e. Plugins:
- i. SAR export to e-Guardian, and
 - ii. JANUS (confidential informant database).
- f. Backend Service Applications:
- i. Data retention / purge toolkit,
 - ii. Whitebird (auditing tool),
 - iii. Multipass (user management tool), and
 - iv. Pem (user statistics tool).

5.0 SCOPE OF SERVICES

5.1 Break-fix Maintenance

- 5.1.1 Contractor must complete all urgent break-fix maintenance (as determined by both County Project Manager and Contractor) during an agreed-upon scheduled maintenance window. Maintenance may consist of, but not be limited to, data and system cleanups, solid-state drive or disk drive optimization, or any type of Work needed to ensure Gotham is working at an optimum level.

- 5.1.2 Contractor must complete all non-urgent break-fix maintenance and repairs during County business hours, Monday through Friday between 6:00 am and 6:00 pm (Pacific Time), excluding County-observed holidays and weekends.
- 5.1.3 Any break-fix maintenance or repairs that would cause the County to incur system downtime [refer to Paragraph 5.5 (Downtime) below], must be performed during either non-business hours, during off-peak hours, or at the sole discretion of the County Project Manager, and will be scheduled as agreed-to by the parties. Should the system need to be taken offline, Contractor must provide notification of system unavailability to all users on the launch page.
- 5.1.4 All break-fix maintenance must be performed remotely unless otherwise agreed-to by the parties.
- 5.2 Urgent and non-urgent break-fix software response and repair times are described in Paragraph 5.3 (Resolution of Errors) below.
- 5.3 Resolution of Errors

System Errors (malfunctions) will be assigned a severity level by County Project Manager. Contractor must correct the Error in accordance with the respective severity level Response Times and Target Resolution Times as described below.

*P0 and P1 Errors must be resolved as they occur 24/7, 365 days/year.

SEVERITY LEVEL	DESCRIPTION OF DEFICIENCY (ANY ONE OF THE FOLLOWING)	SERVICE RESPONSE TIMEFRAME*	TARGET RESOLUTION TIME*
P0* – Urgent	Availability of the Gotham application is lost. Represents a complete loss of service or a significant feature that is completely unavailable, and no immediate Workaround exists. Does not include developmental issues or problems in staging environments.	Within one hour of the County's notification.	Within two hours of the County's notification, or as agreed-to by the parties. On-site repairs may be requested the County.

SEVERITY LEVEL	DESCRIPTION OF DEFICIENCY (ANY ONE OF THE FOLLOWING)	SERVICE RESPONSE TIMEFRAME*	TARGET RESOLUTION TIME*
P1* – Urgent	Available for all environments. Represents a partial loss of service with severe impact to the business and no Workaround exists.	Within one hour of the County's notification.	Within two hours of the County's notification, or as agreed-to by the parties.
P2 – Non-Urgent	Minor loss of service. The result is an inconvenience, which may require a temporary Workaround.	Within 24 Business Hours of the County's notification.	Within 24 Business Hours of the County's notification.
P3 – Non-Urgent	No loss of service. The result does not prevent operation of the software (e.g., document typos, handled Error messages).	Within 24 Business Hours of the County's notification.	During the next agreed-upon scheduled maintenance window.

5.4 Error Resolution Process

- a. P0 and P1 Errors (Urgent) – Contractor must: (a) notify Contractor management that such Error(s) have been reported and the steps being taken to correct such Error(s), (b) assign Contractor engineers or other trained staff to correct the Error(s) remotely, (c) initiate Work to provide JRIC with a fix/Workaround, as applicable, (d) provide JRIC with periodic reports on the status of the correction, and (e) as appropriate, provide Contractor engineers or other trained staff on-site at JRIC, in accordance with Paragraph 5.3 (Resolution of Errors) above.
- b. P2 and P3 Errors (Non-Urgent) – Contractor must: (a) notify Contractor management that such Error(s) have been reported and the steps being taken to correct such Error(s), (b) assign Contractor engineers or other trained staff to correct the Error(s) remotely, (c) initiate Work to provide JRIC with a fix/Workaround, as applicable, and (d) provide JRIC with periodic reports on the status of the correction, in accordance with Paragraph 5.3 (Resolution of Errors) above.

5.5 Downtime

Given the description of P0 and P1 Errors [refer to Paragraph 5.3 (Resolution of Errors) above], the County and Contractor agree that system downtime is likely, both due to the nature of the Errors, and to the time needed by

Contractor to achieve resolution. Contractor must endeavor to apply best industry practices to resolve the system Error, or provide a temporary Workaround, as applicable, to ensure system downtime is minimized.

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

5.6 Remedies, County

Without limiting any other rights and remedies available to the County, either pursuant to the Contract, or by law or in equity, the County will be entitled to Service Credits if Contractor exceeds the Urgent Error target resolution times as stated in Paragraph 5.3 (Resolution of Errors) above due to circumstances within the Contractor's direct scope of control. Any such Service Credits will be calculated as provided below:

Target Resolution Time Exceeded	Service Credits (% of Consulting Fee for each Break-Fix)
0:00 – 2:00 hours	None
2:01 – 4:00 hours	5%
4:01 – 8:00 hours	10%
8:01 – 12:00 hours	20%
12:01 – 18:00 hours	30%
18:01 – 24:00 hours	40%
Beyond 24:00 hours	50%

Service Credits, in any amounts, are not and will not be construed as penalties and, when assessed, will be deducted from County's payment(s) due to Contractor.

- 5.7 Contractor may be required to perform additional services on an as-needed basis including, but not limited to, the following:
- Optimizing the configuration of networked environments, as necessary.

- b. Conducting routine security assessments, as needed.
- c. Providing as-needed “transition services,” including the exporting of data to one or more alternative business intelligence systems.

6.0 COUNTY RESPONSIBILITIES

- 6.1 County Project Manager will serve as the primary point of contact for Contractor.
- 6.2 The County will provide Contractor staff with remote and on-site access to the Gotham application.
- 6.3 The County and/or JRIC will conduct acceptance testing, as applicable.
- 6.4 Authorized County and/or JRIC staff will manage user accounts.
- 6.5 County Project Manager will respond promptly to Contractor questions and comments.
- 6.6 County Project Manager may provide Contractor with temporary on-site office space, if required.

EXHIBIT B
PRICING SCHEDULE

1. GENERAL

This Exhibit 9 (Pricing Schedule) sets forth the pricing for the Work to be provided by Contractor under the Contract.

2. CONSULTING FEES

Contractor must provide Gotham Consulting Services under the Contract at the rates and fees specified below.

<u>Initial Term</u>	DESCRIPTION OF SERVICES	MONTHLY FIXED PRICE	ANNUAL TOTAL
Year 1	Break-fix maintenance, technical support, and other Work.	\$101,436.71	\$1,217,240.46
Year 2	Break-fix maintenance, technical support, and other Work.	\$103,467.78	\$1,241,613.36
Year 3	Break-fix maintenance, technical support, and other Work.	\$105,540.17	\$1,266,481.98
<u>Option Terms</u>			
Year 1	Break-fix maintenance, technical support, and other Work.	\$107,653.86	\$1,291,846.32
Year 2	Break-fix maintenance, technical support, and other Work.	\$109,808.87	\$1,317,706.38
CONTRACT SUM:			\$6,334,888.50

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

Submitted by:

Signature: _____

Print Name: _____

Title of Its Authorized Representative: _____

Date: _____

EXHIBIT C

INTENTIONALLY OMITTED

COUNTY'S ADMINISTRATION

CONTRACT NO. _____

COUNTY PROJECT DIRECTOR:

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

COUNTY PROJECT MANAGER:

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

CONTRACT COMPLIANCE OFFICER:

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

CONTRACTOR'S ADMINISTRATION**CONTRACTOR'S NAME:** _____**CONTRACT NO:** _____**CONTRACTOR'S PROJECT MANAGER:**

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

CONTRACTOR'S AUTHORIZED OFFICIAL(S)

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

Notices to Contractor shall be sent to the following:

Name: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

E-Mail Address: _____

EXHIBITS F1, F2, AND F3

FORMS REQUIRED AT THE TIME OF CONTRACT EXECUTION

CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

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

CONTRACTOR NAME _____ Contract No. _____

GENERAL INFORMATION:

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

CONTRACTOR ACKNOWLEDGEMENT:

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

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

CONFIDENTIALITY AGREEMENT:

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

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

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-

County of Los Angeles
Sheriff's Department

Gotham Consulting Services
Contract No. XXXXX

Exhibit F1 – Contractor Acknowledgement,
Confidentiality, and Copyright Assignment Agreement

CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

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

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

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

COPYRIGHT ASSIGNMENT AGREEMENT

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

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

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

SIGNATURE: _____ DATE: ____/____/____

PRINTED NAME: _____

TITLE OF ITS AUTHORIZED REPRESENTATIVE: _____

County of Los Angeles
Sheriff's Department

Gotham Consulting Services
Contract No. XXXXX
Exhibit F1 – Contractor Acknowledgement,
Confidentiality, and Copyright Assignment Agreement

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

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

Contractor Name _____ Contract No. _____

Employee Name _____

GENERAL INFORMATION:

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

EMPLOYEE ACKNOWLEDGEMENT:

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

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

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

CONFIDENTIALITY AGREEMENT:

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

County of Los Angeles
Sheriff's Department

Gotham Consulting Services
Contract No. XXXXX

Exhibit F2 – Contractor Employee Acknowledgement,
Confidentiality, and Copyright Assignment Agreement

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

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

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

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

COPYRIGHT ASSIGNMENT AGREEMENT

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

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

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

SIGNATURE: _____

DATE: ____/____/____

PRINTED NAME: _____

TITLE OF CONTRACTOR EMPLOYEE: _____

County of Los Angeles
Sheriff's Department

Gotham Consulting Services
Contract No. XXXXX

Exhibit F2 – Contractor Employee Acknowledgement,
Confidentiality, and Copyright Assignment Agreement

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

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

Contractor Name _____ Contract No. _____

Non-Employee Name _____

GENERAL INFORMATION:

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

NON-EMPLOYEE ACKNOWLEDGEMENT:

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

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

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

CONFIDENTIALITY AGREEMENT:

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

County of Los Angeles
Sheriff's Department

Gotham Consulting Services
Contract No. XXXXX

Exhibit F3 – Contractor Non-Employee Acknowledgement,
Confidentiality, and Copyright Assignment Agreement

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

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

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

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

COPYRIGHT ASSIGNMENT AGREEMENT

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

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

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

SIGNATURE: _____ DATE: ____/____/____

PRINTED NAME: _____

TITLE OF CONTRACTOR NON-EMPLOYEE: _____

County of Los Angeles
Sheriff's Department

Gotham Consulting Services
Contract No. XXXXX

Exhibit F3 – Contractor Non-Employee Acknowledgement,
Confidentiality, and Copyright Assignment Agreement

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

Any fire station. Any hospital. Any time.

1.877.222.9723  BabySafeLA.org

No shame | No blame | No names



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

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

FIVE THINGS YOU NEED TO KNOW ABOUT BABY SAFE SURRENDER

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

No shame | No blame | No names



ABOUT THE BABY SAFE SURRENDER PROGRAM

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

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

No shame | No blame | No names

ANY FIRE STATION.
ANY HOSPITAL.
ANY TIME.

1.877.222.9723
BabySafeLA.org

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



No shame | No blame | No names





FROM SURRENDER TO ADOPTION: ONE BABY'S STORY

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

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

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

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

ANSWERS TO YOUR QUESTIONS

Who is legally allowed to surrender the baby?

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

Do you need to call ahead before surrendering a baby?

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

What information needs to be provided?

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

What happens to the baby?

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

What happens to the parent or surrendering adult?

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

How can a parent get a baby back?

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

If you're unsure of what to do:

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

1.877.222.9723 or BabySafeLA.org

English, Spanish and 140 other languages spoken.

EXHIBIT H

INTENTIONALLY OMITTED

EXHIBIT I

INTENTIONALLY OMITTED

EXHIBIT J

INTENTIONALLY OMITTED

EXHIBIT K1

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

EXHIBIT K1
COUNTY - INFORMATION SECURITY
AND PRIVACY REQUIREMENTS EXHIBIT

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

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

1. DEFINITIONS

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

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

EXHIBIT K1
COUNTY - INFORMATION SECURITY
AND PRIVACY REQUIREMENTS EXHIBIT

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

2. INFORMATION SECURITY AND PRIVACY PROGRAMS

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

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

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

Contractor's Information Security Program must:

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

EXHIBIT K1
COUNTY - INFORMATION SECURITY
AND PRIVACY REQUIREMENTS EXHIBIT

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

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

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

Contractor's Privacy Program must include:

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

3. PROPERTY RIGHTS TO COUNTY INFORMATION

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

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

4. CONTRACTOR'S USE OF COUNTY INFORMATION

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

5. SHARING COUNTY INFORMATION AND DATA

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

6. CONFIDENTIALITY

Refer to Paragraph 7.6 (Confidentiality) and Exhibit K2 (Departmental Information Security Requirements) of the Contract.

7. SUBCONTRACTORS AND THIRD PARTIES

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

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

8. STORAGE AND TRANSMISSION OF COUNTY INFORMATION

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

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

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

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

9. RETURN OR DESTRUCTION OF COUNTY INFORMATION

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

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

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10. PHYSICAL AND ENVIRONMENTAL SECURITY

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

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

11. OPERATIONAL MANAGEMENT, BUSINESS CONTINUITY, AND DISASTER RECOVERY

Contractor must: (i) monitor and manage all of its Information processing facilities, including, without limitation, implementing operational procedures, change management, and Incident response procedures consistent with Section 13 SECURITY AND PRIVACY INCIDENTS; and (ii) deploy adequate anti-malware software and adequate back-up systems to ensure essential business Information can be promptly recovered in the event of a disaster or media failure; and (iii) ensure its operating procedures are adequately documented and designed to protect Information and computer media from theft and unauthorized access.

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

12. ACCESS CONTROL

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

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

- a. Network access to both internal and external networked services must be controlled, including, but not limited to, the use of industry standard and properly configured firewalls;
- b. Operating systems will be used to enforce access controls to computer resources including, but not limited to, multi-factor authentication, use of virtual private networks (VPN), authorization, and event logging;
- c. Contractor will conduct regular, no less often than semi-annually, user access reviews to ensure that

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unnecessary and/or unused access to County Information is removed in a timely manner;

- d. Applications will include access control to limit user access to County Information and application system functions;
- e. All systems will be monitored to detect deviation from access control policies and identify suspicious activity. Contractor will record, review and act upon all events in accordance with Incident response policies set forth in Section 13 SECURITY AND PRIVACY INCIDENTS; and
- f. In the event any hardware, storage media, or removable media (as described in Section 8 STORAGE AND TRANSMISSION OF COUNTY INFORMATION) must be disposed of or sent off-site for servicing, Contractor must ensure all County Information, has been eradicated from such hardware and/or media using industry best practices as discussed in Section 8 STORAGE AND TRANSMISSION OF COUNTY INFORMATION.

13. SECURITY AND PRIVACY INCIDENTS

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

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

County Chief Information Security Officer and Chief Privacy Officer email

CISO-CPO_Notify@lacounty.gov

Chief Information Security Officer:

Jeffrey Aguilar

Chief Information Security Officer

320 W. Temple Street, 7th Floor, Los Angeles, CA 90012

(213) 253-5659

Chief Privacy Officer:

Lillian Russell

Chief Privacy Officer

320 W. Temple Street, 7th Floor, Los Angeles, CA 90012

(213) 351-5363

Departmental Information Security Officer:

Anthony Cabrera (A/DISO)

Departmental Information Security Officer

12440 Imperial Hwy., Suite 400 E., Norwalk, CA 90650

(562)345-2785

- b. Include the following Information in all notices:
 - i. The date and time of discovery of the Incident,
 - ii. The approximate date and time of the Incident,
 - iii. A description of the type of County Information involved in the reported Incident,
 - iv. A summary of the relevant facts, including a description of measures being taken to respond to and remediate the Incident, and any planned corrective actions as they are identified, and
 - v. The name and contact information for the organizations official representative(s), with relevant

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business and technical information relating to the incident.

- c. Cooperate with the County to investigate the Incident and seek to identify the specific County Information involved in the Incident upon the County's written request, without charge, unless the Incident was caused by the acts or omissions of the County. As Information about the Incident is collected or otherwise becomes available to Contractor, and unless prohibited by law, Contractor will provide Information regarding the nature and consequences of the Incident that are reasonably requested by the County to allow the County to notify affected individuals, government agencies, and/or credit bureaus.
- d. Immediately initiate the appropriate portions of their Business Continuity and/or Disaster Recovery plans in the event of an Incident causing an interference with Information Technology operations.
- e. Assist and cooperate with forensic investigators, the County, law firms, and and/or law enforcement agencies at the direction of the County to help determine the nature, extent, and source of any Incident, and reasonably assist and cooperate with the County on any additional disclosures that the County is required to make as a result of the Incident.
- f. Allow the County or its third-party designee at the County's election to perform audits and tests of Contractor's environment that may include, but are not limited to, interviews of relevant employees, review of documentation, or technical inspection of systems, as they relate to the receipt, maintenance, use, retention, and authorized destruction of County Information.

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

14. NON-EXCLUSIVE EQUITABLE REMEDY

Contractor acknowledges and agrees that due to the unique nature of County Information there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach may result in irreparable harm to the County, and therefore, that upon any such breach, the County will be entitled to appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to additional remedies available within law or equity. Any breach of Confidentiality as outlined in Paragraph 7.6 (Confidentiality) and Exhibit K2 (Departmental Information Security Requirements) of the Contract, constitutes a material breach of this Contract and will be grounds for immediate termination of this Contract at the exclusive discretion of the County.

15. AUDIT AND INSPECTION

Refer to Exhibit K2 (Departmental Information Security Requirements) of the Contract.

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ADDENDUM A: CONTRACTOR HARDWARE CONNECTING TO COUNTY SYSTEMS

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

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

EXHIBIT K2

DEPARTMENTAL INFORMATION SECURITY
REQUIREMENTS

EXHIBIT K2

DEPARTMENTAL INFORMATION SECURITY REQUIREMENTS

This Exhibit K2 sets forth information security procedures to be established by Contractor before the effective date of the Contract and maintained throughout the term of the Contract. These procedures are in addition to the requirements of the Contract. They present a minimum standard only. However, it is Contractor's sole obligation to: (i) implement appropriate measures to secure its systems and data, including Personal Information, Protected Health Information and County's Confidential Information, against internal and external threats and risks; and (ii) continuously review and revise those measures to address ongoing threats and risks. Failure to comply with the minimum standards set forth in this Exhibit K2 will constitute a material, non-curable breach of the Contract by Contractor, entitling County, in addition to and cumulative of all other remedies available to it at law, in equity, or under the Contract, to immediately terminate the Contract. Unless specifically defined in this Exhibit K2, capitalized terms have the meanings set forth in the Contract.

1. SECURITY POLICY

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

2. PERSONNEL AND CONTRACTOR PROTECTIONS

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

3. REMOVABLE MEDIA

Except in the context of Contractor's routine back-ups or as otherwise specifically authorized by the County in writing, Contractor must institute strict security controls, including encryption of Removable Media (as defined below), to prevent transfer of Personally Identifiable Information and Protected Health Information to any form of Removable Media. For purposes of this Exhibit K2, "**Removable Media**" means portable or removable hard disks, floppy disks, USB memory drives, zip disks, optical disks, CDs, DVDs, digital film, digital cameras, memory cards (e.g., Secure Digital (SD), Memory Sticks (MS), CompactFlash (CF), SmartMedia (SM), MultiMediaCard (MMC), and xD-Picture Card (xD)), magnetic tape, and all other removable data storage media.

4. STORAGE, TRANSMISSION AND DESTRUCTION OF PROTECTED HEALTH INFORMATION

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

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

5. DATA CONTROL; MEDIA DISPOSAL AND SERVICING

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

6. HARDWARE RETURN

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

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

7. PHYSICAL AND ENVIRONMENTAL SECURITY

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

8. COMMUNICATIONS AND OPERATIONAL MANAGEMENT

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

9. ACCESS CONTROL

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

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

10. SECURITY INCIDENT

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

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

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

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

11. CONTRACTOR SELF AUDIT

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

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

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

12. SECURITY AUDITS

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

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

13. CONFIDENTIALITY

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

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

EXHIBIT K3

COMPLIANCE WITH DEPARTMENTAL
ENCRYPTION REQUIREMENTS

EXHIBIT K3

COMPLIANCE WITH DEPARTMENTAL ENCRYPTION REQUIREMENTS

Contractor is required to provide information about its encryption practices with respect to Personal Information, Protected Health Information, Medical Information, and any other information described in Exhibit K2 (Departmental Information Security Requirements) of the Contract by completing this Exhibit K3. By signing this Exhibit K3, Contractor certifies that it will be in compliance with the Los Angeles County Board of Supervisors Policy 5.200 (Contractor Protection of Electronic County Information) upon the Effective Date and during the Term of the Contract.

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

Official's Name

Official's Title

Official's Signature

EXHIBIT K4

DEPARTMENTAL APPLICATION SECURITY
REQUIREMENTS

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Introduction

Security Requirements Goals and Objectives:

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

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

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

Application Name and Brief Description:

Application Owner Name

Application Owner Signature

Departmental Information Security Officer (DISO) Name:

DISO Signature

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

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

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

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

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