

## **APPENDIX B**

### **STATEMENT OF WORK**

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# **APPENDIX B**

## **STATEMENT OF WORK (SOW)**

### **1.0 SCOPE OF WORK**

The Los Angeles County Sheriff's Department (Department) requires the services of Contractor to provide an array of specialized temporary personnel classifications that include, but are not limited to, the following: Intermediate Clerk, Intermediate Typist Clerk, Secretary, Executive Secretary, Data Entry Clerk, Warehouse Worker, Internal Auditor, Senior Internal Auditor, Medical Records Technician, Diet Technician, Dietitian, Pharmacy Technician, and Pharmacist. Contractor shall provide experienced, specialized and certified/licensed (if applicable) professionals to provide temporary personnel services. Temporary personnel shall be used for any peak load, temporary absence, or emergency other than a labor dispute for a period not to exceed 90 Business Days or 720 hours, whichever comes first.

### **2.0 PRE-SCREENED TEMPORARY PERSONNEL**

2.1 Contractor shall pre-screen and qualify all temporary personnel prior to submitting any referrals to Department. Documentation of the pre-screened temporary personnel must be on Contractor's letterhead/stationery. Contractor shall attach pre-screened documentation of the temporary personnel to the Work Order.

2.2 Any expense associated with performing the pre-screening of temporary personnel shall be at the expense of Contractor, regardless if Contractor's temporary personnel are accepted or not by Department.

2.3 Documentation of the pre-screened temporary personnel shall include, but not limited to the following:

- Evidence of age eighteen (18) years or older

- History of excessive alcohol consumption or abuse
- History of controlled substance use, abuse, possession, and/or sales
- Evidence of past or present criminal activity
- Conviction on felony or serious misdemeanor charges
- History or pattern of lying, deceit or deception
- Applicant's work habits and ability to perform duties required hereunder

### **3.0 WORK ORDERS**

3.1 Upon determination by County to request Temporary Personnel Services, it is County's intent to issue Work Orders to all Qualified Contractors on a rotational basis; however, the County Project Manager has the sole discretion to issue a Work Order to any of the Qualified Contractors.

Work Orders generally will be issued to Contractors in the following manner:

- Contractor will be selected on a rotational basis.
- Should a Contractor not be able to fulfill a Work Order, or the temporary personnel is dismissed by County Project Manager or Contractor Project Manager, County Project Manager will proceed to the next Qualified Contractor on rotation.

#### Exceptions

- County Project Manager may select a Contractor out of rotation due to job classification(s) that only certain Contractor(s) may have the ability to fulfill.
- County Project Manager may request that all Qualified Contractors provide a candidate to fulfill a particular Work Order. Selection may be based on lowest cost, experience, qualifications, etc.

- 3.2 Contractor shall pre-screen the temporary personnel, complete Section I of the Work Order and return the Work Order to the County Project Manager or designee with documentation of the pre-screened temporary personnel and the signed Contractor's Employee Acknowledgement and Confidentiality Agreement, Exhibit F1 and/or Contractor's Non-Employee Acknowledgement and Confidentiality Agreement, Exhibit F2, for each temporary personnel assigned to the Work Order. Contractor shall complete and return the Work Order no later than the date indicated on the Work Order or the date agreed upon by County Project Manager or designee and Contractor.
- 3.3 County Project Manager, upon completion of Section II of the Work Order, shall return a copy of the Work Order to Contractor indicating the start date, time, and assigned work location for the approved temporary personnel.
- 3.4 Work Orders are issued for periods not exceeding 90 Business Days or 720 hours, whichever comes first.
- 3.5 All work schedules will be listed on the Work Orders. County Project Manager or designee shall submit revised work schedules/Work Orders as needed.

#### **4.0 CONTRACTOR'S TEMPORARY PERSONNEL**

- 4.1 Contractor shall provide temporary personnel who meet the minimum qualification for the job classifications requested, including, but not limited to, the job classifications and minimum qualifications provided in Attachment I (Job Classifications, Duties, and Minimum Qualifications) to this SOW.
- 4.2 Temporary Personnel provided by Contractor shall be able and willing to work in a complex, fast paced, confidential, and high-

pressured work environment, including working around County inmates.

- 4.3 Temporary personnel provided by Contractor shall be adults, 18 years of age and older, who are legally eligible to work under the laws of the United States of America and the State of California. Contractor's staff having direct contact with County (either by telephone, electronic or written correspondence, or in person) shall be fully fluent in both spoken and written English.
- 4.4 Temporary personnel shall present a neat, businesslike appearance and behave in a professional manner.
- 4.5 Temporary personnel must be able to handle sensitive material and perform confidential duties as stated in Attachment I (Job Classifications, Duties, and Minimum Qualifications) to this SOW.
- 4.5 **Training**  
Contractor shall be responsible for providing training to temporary personnel assigned to perform services under this Master Agreement.
- 4.6 **Contractor's Office**  
Contractor shall, at its sole cost and expense, maintain an office with a telephone in the company's name where Contractor conducts business within County or a County contiguous to Los Angeles County. The office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, except County recognized holidays, by Contractor Project Manager and/or Contractor Assistant Project Manager. When the office is closed, an answering service shall be provided to receive calls. Contractor must provide County Project Manager with an email address, fax and telephone number that is accessible 24-hours.

## **5.0 HOURS/DAYS OF WORK**

Accepted temporary personnel shall be assigned to work at various facilities throughout Los Angeles County and may be required to work alternative working hours. Working days/hours are generally Monday through Friday, 8:30 a.m. until 5:00 p.m., excluding County recognized holidays. Working hours may vary, depending on the assigned work and work location.

Contractor may be required to provide temporary personnel for 2<sup>nd</sup> Shift (Night Shift) working hours generally from 3:00 p.m. until 11:30 p.m.; and/or 3<sup>rd</sup> Shift (Early Morning Shift), working hours generally from 11:00 p.m. until 6:30 a.m. Under certain circumstances, temporary personnel may be required to work holidays and weekends.

## **6.0 SPECIFIC WORK REQUIREMENTS**

- 6.1 Contractor Project Manager or Contractor Assistant Project Manager shall provide the most qualified temporary personnel based on education, work experience, certification/license, background, potential abilities, interpersonal skills, and aptitude.
- 6.2 Referred temporary personnel must be able to perform the duties of the job classification.
- 6.3 Contractor Project Manager or Contractor Assistant Project Manager shall appoint and place the qualified pre-screened temporary personnel to temporary work assignments.
- 6.4 Contractor Project Manager or Contractor Assistant Project Manager shall monitor and supervise assigned temporary personnel's performance and delivery of the required services.
- 6.5 Contractor Project Manager or Contractor Assistant Project Manager shall follow-up with County Project Manager to ensure the services rendered met the work requirements.

6.6 Contractor shall provide written notification to County Project Manager prior to any change of Contractor Project Manager or Contractor Assistant Project Manager, and shall comply with the requirements of Section 4.3 of the Master Agreement.

6.7 Contractor shall modify its invoice process, if necessary, to make it compatible to the Department's invoicing system as required in Section 10.3 of the Master Agreement.

## **7.0 REQUIRED REPORTS**

7.1 A Temporary Services Recap Report shall be provided by Contractor to County Project Manager no later than ten (10) calendar days after the end of each calendar month. The Temporary Services Recap Report shall be sorted in alphabetical order by Department Unit name and list the following information:

- Type of services rendered
- Name(s) of employee(s) providing service
- Total hours worked for the month
- An up-to-date total number of hours temporary personnel under this Contract has worked

7.2 Contractor shall provide the following quarterly and annual reports to County Project Manager:

7.2.1 Number of billable hours serviced, including the following:

- Names of temporary personnel assigned
- Location of work assignment
- Type of service rendered

7.2.2 Number of complaints received from County Project Manager, including the following:

- Reason for complaint
- Resolution of complaint



- Date of complaint
- Date complaint was rectified

7.2.3 Number of personnel replaced by Contractor at request of County Project Manager, including the following:

- Type of services being rendered
- Name of Department Unit that services were requested

## **8.0 TIME SLIPS**

8.1 Contractor temporary personnel shall provide individual weekly time slips to Department Unit where temporary personnel are assigned. The weekly time slip period shall commence Sunday through Saturday. All time slips must list the following information:

- Department Unit of work assignment and location
- Dates of requested services
- Temporary personnel's last and first name
- Date of each work day within the week
- Start and end time of hours worked
- Total number of hours worked for each day
- Description of services performed
- Name of Department Unit's Temporary Personnel Supervisor
- Department Unit's Temporary Personnel Supervisor's signature, validating accuracy of hours worked

8.2 The weekly time slips shall be signed by the Department Unit's Temporary Personnel Supervisor and attached to Department Unit's sign-in sheet. Department Unit's Temporary Personnel Supervisor shall forward the Contractor's time slip and Department Unit sign-in sheet to County Project Manager weekly. Contractor will not be paid for any work where the time slip is not signed by the Department Unit's Temporary Personnel Supervisor.

8.3 Contractor shall maintain an individual weekly time log for temporary personnel assigned to County until the end of the service date or termination of the employee.

8.4 Contractor shall attach a copy of the time slips for the month to the monthly invoice when submitting the invoice.

**9.0 CONTRACT DISCREPANCY REPORT – ATTACHMENT II TO SOW**

9.1 Verbal notification of a contract discrepancy will be made to Contractor as soon as possible whenever a contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by County and Contractor.

9.2 County Project Manager will determine whether a formal Contract Discrepancy Report, Attachment II to this SOW, shall be issued. Upon receipt of this document, Contractor is required to respond in writing to County Project Manager within five (5) Business Days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to County's Project Manager within ten (10) Business Days.