



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

**REQUEST FOR STATEMENT OF
QUALIFICATIONS (RFSQ)
FOR
TRANSCRIPTION SERVICES**

RFSQ 536-SH

NOTICE TO RFSQ VENDORS

THIS BASE DOCUMENT INCLUDES THE REQUIREMENTS KNOWN TO COUNTY AS OF THE DATE OF ISSUANCE OF THE RFSQ. THESE GUIDELINES ARE INTENDED TO PROVIDE GENERAL INFORMATION ONLY AND ARE SUBJECT TO REVISION. THE RIGHTS AND OBLIGATIONS OF ANY PARTY CONTRACTING WITH THE COUNTY WILL BE DETERMINED IN ACCORDANCE WITH THE TERMS OF THE APPLICABLE MASTER AGREEMENT AND APPLICABLE LAW.

THIS BASE DOCUMENT DOES NOT STAND ALONE AND MUST BE READ AND REVIEWED IN CONNECTION WITH ALL OTHER PARTS OF THE RFSQ, INCLUDING ANY APPENDICES, EXHIBITS, AND ATTACHMENTS ATTACHED HERETO OR THERETO.

**REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ)
TRANSCRIPTION SERVICES
TABLE OF CONTENTS**

<u>SECTION</u>	<u>PAGE</u>
1.0 GENERAL INFORMATION	1
1.1 Purpose	1
1.2 Overview of Solicitation Document.....	1
1.3 Terms and Conditions	2
1.4 Vendor's Minimum Mandatory Qualifications	3
1.5 New Firm Eligibility	3
1.6 Master Agreement Process	3
1.7 Master Agreement Term.....	4
1.8 County Rights & Responsibilities.....	5
1.9 Contact with County Personnel	5
1.10 Mandatory Requirement to Register on County's WebVen	5
1.11 County Option to Cancel this RFSQ and/or Reject SOQs.....	6
1.12 Protest Process	6
1.13 Notice to Vendor's Regarding the Public Records Act	6
1.14 Indemnification and Insurance.....	7
1.15 SPARTA Program	7
1.16 Injury & Illness Prevention Program (IIPP).....	7
1.17 Background and Security Investigations	7
1.18 Confidentiality and Independent Vendor Status	8
1.19 Conflict of Interest.....	9
1.20 Determination of Vendor Responsibility	9
1.21 Vendor Debarment	10
1.22 Vendor's Adherence to County Child Support Compliance Program	12
1.23 Gratuities	12
1.24 Notice to Vendors Regarding the County Lobbyist Ordinance	13
1.25 Federal Earned Income Credit	13

<u>SECTION</u>	<u>PAGE</u>
1.26	Consideration of GAIN/GROW Participants for Employment 13
1.27	County's Quality Assurance Plan 14
1.28	Recycled-Bond Paper..... 14
1.29	Safely Surrendered Baby Law..... 14
1.30	County Policy on Doing Business with Small Business..... 14
1.31	Jury Service Program 15
1.32	Local Small Business Enterprise Preference Program..... 16
1.33	Local Small Business Enterprise (SBE) Prompt Payment Program..... 17
1.34	Notification to County of Pending Acquisitions/Mergers by Proposing Company .. 17
1.35	Transitional Job Opportunities Preference Program 17
1.36	Defaulted Property Tax Reduction Program..... 18
1.37	Disabled Veteran Business Enterprise Preference Program (DVBE)..... 19
1.38	Time Off for Voting..... 20
2.0	INSTRUCTIONS TO VENDORS..... 21
2.1	County Responsibility 21
2.2	Truth and Accuracy of Representations 21
2.3	RFSQ Timetable..... 21
2.4	Solicitation Requirements Review 21
2.5	Vendors' Questions 22
2.6	Preparation and Format of the SOQ..... 23
2.7	SOQ Submission 30
2.8	Accepted of Terms and Conditions of Master Agreement..... 31
2.9	SOQ Withdrawals 31
3.0	SOQ REVIEW/SELECTION/QUALIFICATION PROCESS..... 33
3.1	Review Process..... 33
3.2	Disqualification Review..... 34
3.3	Selection/Qualification Process 35
3.4	Master Agreement Award..... 35

APPENDICES:

- APPENDIX A: Model Master Agreement
- APPENDIX B: Statement of Work
- APPENDIX C: Intentionally Omitted
- APPENDIX D: Required Forms
- APPENDIX E: Transmittal Form to Request a Solicitation Requirements Review
- APPENDIX F: County of Los Angeles Policy on Doing Business with Small Business
- APPENDIX G: Jury Service Ordinance
- APPENDIX H: Link to Listing of Vendors Debarred in Los Angeles County
- APPENDIX I: IRS Notice 1015
- APPENDIX J: Safely Surrendered Baby Law
- APPENDIX K: Defaulted Property Tax Reduction Program

1.0 GENERAL INFORMATION

1.1 Purpose

The County of Los Angeles (County) is seeking qualified companies (Vendors) to enter into Master Agreements with the County to provide transcription services on an as-needed, intermittent basis for various Los Angeles County Sheriff's Department (Department) bureaus and units which are listed on Attachment B1 (Bureau/Unit Locations and Addresses) of Appendix B (Statement of Work) of this RFSQ.

The Department requires the services of several transcriber typists, in the State of California, to transcribe recorded dictation of interviews and investigations of victims, subjects, witnesses, suspects, departmental personnel, 911 calls, radio transmissions, polygraph examinations, and other recorded information. The volume of work can range from 100 – 150 jobs monthly for all bureaus and units. The page count of transcribing can vary from approximately one (1) page to 250 pages per work request.

To qualify for a Master Agreement, Vendors must meet the requirements outlined in this Request for Statement of Qualifications (RFSQ), including, but not limited to, Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) and be capable of performing the duties specified in Appendix B (Statement of Work) of this RFSQ.

1.2 Overview of Solicitation Document

This RFSQ, including all Appendices, Exhibits, and Attachments, sets forth the County's requirements for transcription services. Vendors should formulate and base all responses solely on the information contained in this RFSQ. The individual documents do not stand alone and must be read and reviewed in connection with all other parts of this RFSQ. This RFSQ is composed of the following parts:

- **GENERAL INFORMATION:** Specifies the Vendor's Minimum Mandatory Qualifications; provides information regarding some of the requirements of the Master Agreement and the solicitation process.
- **INSTRUCTIONS TO VENDORS:** Contains instructions to Vendors on how to prepare and submit their Statement of Qualifications (SOQ).
- **STATEMENT OF QUALIFICATIONS (SOQ) REVIEW/SELECTION QUALIFICATION PROCESS:** Explains how the SOQ will be reviewed, selected, and qualified.

▪ **APPENDICES:**

- **A - MODEL MASTER AGREEMENT:** This document together with its Exhibits and Attachments is the Master Agreement that will be executed with qualified Vendors. The terms and conditions of the Master Agreement are not negotiable.
- **B - STATEMENT OF WORK (SOW):** Explains in detail the required services to be performed by the Vendors under the Master Agreement.
- **C - INTENTIONALLY OMITTED**
- **D - REQUIRED FORMS:** Forms contained in this section must be completed and included in the SOQ, if applicable.
- **E - TRANSMITTAL FORM TO REQUEST A SOLICITATION REQUIREMENTS REVIEW:** Transmittal sent to Department requesting a Solicitation Requirements Review.
- **F - COUNTY OF LOS ANGELES POLICY OF DOING BUSINESS WITH SMALL BUSINESS:** County Code
- **G - JURY SERVICE ORDINANCE:** County Code
- **H - LINK TO LISTING OF VENDORS DEBARRED IN LOS ANGELES COUNTY:** Vendors who are not allowed to contract with the County for a specific length of time.
- **I - IRS NOTICE 1015:** Provides information on Federal Earned Income Credit.
- **J - SAFELY SURRENDERED BABY LAW:** County program
- **K - DEFAULTED PROPERTY TAX REDUCTION PROGRAM**
County Code

1.3 Terms and Conditions

Throughout this RFSQ, references are made to certain persons, groups, or departments/agencies. For convenience, a description of specific definitions can be found in Appendix A (Model Master Agreement), Section 2.0 (Definitions) of this RFSQ. In addition, any term with the initial letter capitalized, which is not defined herein, shall have the meaning set forth in

Appendix A (Model Master Agreement), Section 2 (Definitions), or elsewhere in this RFSQ.

1.4 Vendor's Minimum Mandatory Qualifications

Interested and qualified Vendors that can demonstrate their ability to successfully provide the required services outlined in Appendix B (Statement of Work) of this RFSQ are invited to submit a Statement of Qualifications (SOQ), provided they meet the following Minimum Mandatory Qualifications:

- 1.4.1 Vendor must have three (3) years experience, within the last five (5) years, providing transcription services to government agencies of a similar volume and work to that described in Appendix B (Statement of Work) of this RFSQ. One of the three (3) years of experience must have been providing transcription services for a law enforcement agency.
- 1.4.2 Vendor must have a Project Manager with at least three (3) years experience in providing transcription services to government agencies of a similar volume and work to that described in Appendix B (Statement of Work) of this RFSQ. One of the three (3) years of experience must have been providing transcription services for a law enforcement agency.
- 1.4.3 Vendor must have an office within Los Angeles County or an adjoining county. Or, if not located within Los Angeles County or an adjoining county, Contractor is subject to the jurisdiction of California courts for subpoena.

1.5 New Firm Eligibility

The Department may allow a Vendor to submit an SOQ even if the company has not been in business for the minimum number of years identified in the RFSQ, provided their principals, partners or officers personally meet the Minimum Mandatory Qualifications set forth in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ from previous organizations. Pursuant to Subparagraph 2.6.2(A) of this RFSQ, Vendors shall explicitly state in Section A of its SOQ that Vendor is seeking to qualify under this Paragraph 1.5 (New Firm Eligibility).

1.6 Master Agreement Process

The objective of this RFSQ is to secure one or more qualified Vendors to provide transcription services on an intermittent, as-needed basis, as specified in Appendix B (Statement of Work) of this RFSQ.

- 1.6.1 Master Agreements will be executed with all Vendors determined to be qualified.
- 1.6.2 Upon the Department's execution of these Master Agreements, the Vendors will become Qualified Contractors, and thereafter will be scheduled, as specified in Appendix B (Statement of Work) of this RFSQ, to provide as-needed, intermittent transcription services. The County Project Manager or designee will assign the Work to Qualified Contractors on a rotational basis.
- 1.6.3 It is the intent of County Project Manager or designee to issue Work to Qualified Contractors on a rotational basis; however, County Project Manager or designee has the sole discretion to issue Work for routine and/or priority jobs to the first available Qualified Contractor able to respond immediately, based upon the needs of the Department. If, at any time, Contractor cannot fulfill a routine and/or priority job, County Project Manager or designee will proceed to the next Qualified Contractor in rotation.
- 1.6.4 Payment for all Work shall be on a fixed price per basis, in accordance with Exhibit C (Rate of Compensation) of the Master Agreement.
- 1.6.5 The execution of a Master Agreement does not guarantee a Contractor any minimum amount of business. County does not promise, warrant or guarantee that County will utilize any particular level of Contractor's service, or any services at all, during the Term of the Master Agreement.

1.7 Master Agreement Term

- 1.7.1 Prior to commencement of a Master Agreement, the Model Master Agreement must be approved by the Los Angeles County Board of Supervisors.
- 1.7.2 Each Master Agreement will become effective March 4, 2015 or upon the date of its execution by the Sheriff, whichever is later, and will terminate on March 3, 2018 ("Initial Term"). The County shall have the option to extend the Term of the Master Agreement for up to four (4) additional one (1) year option periods (each an "Option Term"). Extension options shall be at the County's sole discretion.
- 1.7.3 County will be accepting SOQs until the needs of the Department are met.

1.8 County Rights and Responsibilities

1.8.1 The County has the right to amend the RFSQ by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available to each person or organization which Department records indicate has received this RFSQ and will also be posted on the Department's website at: <http://shq.lasdnews.net/shq/contracts/info.html>.

1.8.2 Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the SOQ not being considered, as determined in the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

1.9 Contact with County Personnel

Any contact regarding this RFSQ or any matter relating thereto must be in writing and may be mailed, e-mailed, or faxed as follows:

Los Angeles County Sheriff's Department
Contracts Unit
4700 Ramona Boulevard, Room 214
Monterey Park, California 91754
Attention: Monique Cabrera
Email address: Mecabrer@lasd.org
Fax number: (323) 415-4251

If it is discovered that a Vendor contacted and received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify their SOQ from further consideration.

1.10 Mandatory Requirement to Register on County's WebVen

Prior to executing a Master Agreement, all potential Vendors must register in the County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at <http://camisvr.co.la.ca.us/webven/>.

1.11 County Option to Cancel this RFSQ and/or Reject SOQs

The County may, at its sole discretion, cancel this RFSQ at any time and/or reject any or all SOQs submitted in response to this solicitation. The County shall not be liable for any cost incurred by a Vendor in connection with preparation and submittal of any SOQ. The County reserves the right to waive inconsequential disparities in a submitted SOQ.

1.12 Protest Process

1.12.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Vendor may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Subparagraph 1.12.3 (Grounds for Review) below. Additionally, any actual Vendor may request a review of a disqualification under such a solicitation, as described in the Subparagraphs below.

1.12.2 Throughout the review process, the County has no obligation to delay or otherwise postpone an award of a Master Agreement based on a Vendor protest. In all cases, the County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

1.12.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of any Departmental determination or action should be limited to the following:

- Review of Solicitation Requirements Review (Reference Paragraph 2.4 (Solicitation Requirements Review) of this RFSQ)
- Review of a Disqualified SOQ (Reference Paragraph 3.2 (Disqualification Review) of this RFSQ)

1.13 Notice to Vendor's Regarding Public Records Act

1.13.1 Responses to this RFSQ shall become the exclusive property of the County. At such time as when Department recommends the qualified Vendor(s) to the Board of Supervisors and such recommendation appears on the Board of Supervisors' agenda, all SOQ's submitted in response to this RFSQ, become a matter of public record, with the exception of those parts of each SOQ which are justifiably defined and identified by the Vendor as business or trade secrets, and plainly marked as "Trade Secret," "Confidential," or "Proprietary."

- 1.13.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. **A blanket statement of confidentiality or the marking of each page of the SOQ as confidential shall not be deemed sufficient notice of exception. The Vendor must specifically label only those provisions of their respective SOQ which are "Trade Secrets," "Confidential," or "Proprietary" in nature.**

1.14 Indemnification and Insurance

Vendor shall be required to comply with the Indemnification provisions contained in Appendix A (Model Master Agreement), Exhibit A (Additional Terms and Conditions), Section 13.0 (Indemnification and Insurance) of this RFSQ. Vendor shall procure, maintain, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Appendix A (Model Master Agreement) Exhibit A (Additional Terms and Conditions), Section 13.0 (Indemnification and Insurance) of this RFSQ.

1.15 SPARTA Program

A County program known as SPARTA (Service Providers, Artisan and Tradesman Activities) may be able to assist potential Vendors in obtaining affordable liability insurance. The SPARTA Program is administered by the County's insurance broker, Merriwether & Williams. For additional information, Vendors may call Merriwether & Williams toll free at (800) 420-0555 or can access their website directly at www.2sparta.com.

1.16 Injury and Illness Prevention Program (IIPP)

Vendor shall be required to comply with the State of California's Cal OSHA's regulations. Section 3203 of Title 8 in the California Code of Regulations 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.

1.17 Background and Security Investigations

- 1.17.1 Each of Vendor's employees performing services under this Master Agreement shall undergo and pass a background check. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal level reviews, which may include, but shall not be limited to, criminal conviction information. The fees associated with

the background investigation shall be at the expense of the Vendor, regardless if the member of Vendor's employees passes or fails the background investigation.

- 1.17.2 Should any of Vendor's employees not pass the background investigation, County may request that the member(s) be immediately removed from performing services under the Master Agreement at any time during the Term of the Master Agreement. County will not provide to Vendor, or to Vendor's employees, any information obtained through the County's background investigation.
- 1.17.3 County, in its sole discretion, may immediately deny or terminate facility access to any Vendor employee that does not pass such investigation to the satisfaction of the County or whose background or conduct is incompatible with County facility access.
- 1.17.4 Disqualification of any of Vendor's employees pursuant to this Paragraph 1.17 shall not relieve Vendor of its obligation to complete all Work in accordance with the terms and conditions of the Master Agreement.

1.18 Confidentiality and Independent Vendor Status

- 1.18.1 As appropriate, Vendor shall be required to comply with the Confidentiality provision contained in Appendix A (Model Master Agreement), Exhibit A (Additional Terms and Conditions), Section 3.0 (Confidentiality) of this RFSQ, and the Independent Vendor Status provision contained in Appendix A (Model Master Agreement), Exhibit A (Additional Terms and Conditions), Section 41.0 (Independent Vendor Status) of this RFSQ.
- 1.18.2 Vendor shall ensure that it obtains and submits to the Department, a signed Exhibit E1 (Contractor Employee Acknowledgement and Confidentiality Agreement) of Appendix A (Model Master Agreement) of this RFSQ for each employee performing services under the Master Agreement before Work begins.
- 1.18.3 Vendor shall also ensure that it obtains and submits to the County, a signed Exhibit E2 (Contractor Non-Employee Acknowledgement and Confidentiality Agreement of Appendix A (Model Master Agreement) of this RFSQ for each non-employee performing services under the Master Agreement before Work begins.

1.19 Conflict of Interest

No County employee whose position in the County enables him/her to influence the selection of a Vendor for this RFSQ, or any competing RFSQ, nor any spouse of economic dependent of such employees, shall be employed in any capacity by a Vendor or have any other direct or indirect financial interest in the selection of a Vendor. Vendor shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code as stated in Appendix D (Required Forms), Exhibit 5 (Certification of No Conflict of Interest) of this RFSQ.

1.20 Determination of Vendor Responsibility

- 1.20.1 A responsible Vendor is a Vendor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the requirements of the Master Agreement. It is the County's policy to conduct business only with responsible Vendors.
- 1.20.2 Vendors are hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may determine whether the Vendor is responsible based on a review of the Vendor's performance on any agreements, including but not limited to County agreements. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Vendor against public entities. Labor law violations which are the fault of the subcontractors and of which the Vendor had no knowledge shall not be the basis of a determination that the Vendor is not responsible.
- 1.20.3 The County may declare a Vendor to be non-responsible for purposes of this Master Agreement if the Board of Supervisors, in its discretion, finds that the Vendor has done any of the following: (1) violated a term of an agreement with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Vendor's quality, fitness, or capacity to perform an agreement with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.
- 1.20.4 If there is evidence that the Vendor may not be responsible, the Department shall notify the Vendor in writing of the evidence relating to the Vendor's responsibility, and its intention to recommend to the Board of Supervisors that the Vendor be found not responsible. The

Department shall provide the Vendor and/or the Vendor's representative with an opportunity to present evidence as to why the Vendor should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.

- 1.20.5 If the Vendor presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of the Vendor shall reside with the Board of Supervisors.
- 1.20.6 These terms shall also apply to proposed subcontractors of Vendors on County agreements.

1.21 Vendor Debarment

- 1.21.1 The Vendor is hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may debar the Vendor from bidding or proposing on, or being awarded, and/or performing work on other County agreements for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and the County may terminate any or all of the Vendor's existing agreements with County, if the Board of Supervisors finds, in its discretion, that the Vendor has done any of the following: (1) violated a term of an agreement with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Vendor's quality, fitness, or capacity to perform an agreement with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.
- 1.21.2 If there is evidence that a qualified Vendor may be subject to debarment, the Department shall notify the Vendor in writing of the evidence which is the basis for the proposed debarment, and shall advise the Vendor of the scheduled date for a debarment hearing before the Vendor Hearing Board.
- 1.21.3 The Vendor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. The Vendor and/or Vendor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Vendor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation

regarding whether the Vendor should be debarred, and, if so, the appropriate length of time of the debarment. The Vendor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

- 1.21.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Vendor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Vendor Hearing Board.
- 1.21.5 If a Vendor has been debarred for a period longer than five (5) years, that Vendor may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Vendor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
- 1.21.6 The Vendor Hearing Board will consider requests for review of a debarment determination only where (1) the Vendor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Vendor Hearing Board will provide notice of the hearing on the request. At the hearing, the Vendor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Vendor Hearing Board pursuant to the same procedures as for a debarment hearing.
- 1.21.7 The Vendor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Vendor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Vendor Hearing Board.

- 1.21.8 These terms shall also apply to proposed subcontractors of Contractors on County contracts.
- 1.21.9 Appendix H (Link to Listing of Vendors Debarred in Los Angeles County) of this RFSQ provides a link to the County's website where there is a listing of Vendors that are currently on the Debarment List for Los Angeles County.

1.22 Vendor's Adherence to County Child Support Compliance Program

Vendors shall 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any agreement that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of an agreement or initiation of debarment proceedings against the non-compliant Vendor (County Code Chapter 2.202).

1.23 Gratuities

1.23.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee, or agent to solicit consideration, in any form, from a Vendor with the implication, suggestion, or statement that the Vendor's provision of the consideration may secure more favorable treatment for the Vendor in the award of a Master Agreement or that the Vendor's failure to provide such consideration may negatively affect the County's consideration of the Vendor's submission. A Vendor shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee, or agent for the purpose of securing favorable treatment with respect to the award of a Master Agreement.

1.23.2 Vendor Notification to County

A Vendor shall immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report shall 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. Failure to report such a solicitation may result in the Vendor's submission being eliminated from consideration.

1.23.3 Form of Improper Consideration

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

1.24 Notice to Vendors Regarding the County Lobbyist Ordinance

The Board of Supervisors of the County of Los Angeles has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance," defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise, or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Vendor to review the ordinance independently as the text of said ordinance is not contained within this RFSQ. Thereafter, each person, corporation or other entity submitting a response to this solicitation must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by the Vendor is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists by completing and submitting Exhibit 6 (Familiarity with the County Lobbyist Ordinance Certification) of Appendix D (Required Forms) of this RFSQ as part of their SOQ.

1.25 Federal Earned Income Credit

The Vendor shall notify its employees, and shall 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 shall be provided in accordance with the requirements set forth in the Internal Revenue Service, Notice No. 1015. Refer to Appendix I (IRS Notice 1015) of this RFSQ.

1.26 Consideration of GAIN/GROW Participants for Employment

- 1.26.1 Should Vendor require additional or replacement personnel after the effective date of this Agreement, Vendor shall give consideration for any such employment openings to participants in County's Department of Public Social Services' Greater Avenues for Independence (in this Paragraph, "GAIN") or General Relief Opportunity for Work (in this Paragraph, "GROW") programs who meet Vendor's Minimum Mandatory Qualifications for the open position. For this purpose, consideration shall mean that Vendor will interview qualified candidates. County will refer GAIN participants by job category to

Vendor. In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first opportunity. Vendors shall report all job openings with job requirements to GainGrow@dpss.lacounty.gov to obtain a list of qualified GAIN/GROW job candidates.

- 1.26.2 Vendors shall complete and return Exhibit 9 (Attestation of Willingness to Consider GAIN/GROW Participants) of Appendix D (Required Forms) of this RFSQ, as part of their SOQ.

1.27 County's Quality Assurance Plan

After award of a Master Agreement, the County or its agent will evaluate the Vendor's performance under the Master Agreement on at least an annual basis. Such evaluation will include assessing Vendor's compliance with all terms in the Master Agreement and performance standards identified in Appendix B (Statement of Work) of this RFSQ. Vendor's deficiencies which the Department determines are severe or continuing and that may jeopardize performance of the Master Agreement will be reported to the Board of Supervisors. The report will include improvement/corrective action measures taken by the Department and Vendor. If improvement does not occur consistent with the corrective action measures, the Department may terminate the Master Agreement in whole or in part, or impose other penalties as specified in the Master Agreement.

1.28 Recycled-Bond Paper

Vendor shall be required to comply with the County's policy on recycled-content paper as specified in Appendix A (Model Master Agreement), Exhibit A (Additional Terms and Conditions), Section 32.0 (Recycled-Bond Paper) of this RFSQ.

1.29 Safely Surrendered Baby Law

The Vendor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Appendix J (Safely Surrendered Baby Law) of this RFSQ, and is also available on the Internet at www.babysafela.org for printing purposes.

1.30 County Policy on Doing Business with Small Business

- 1.30.1 The County has multiple programs that address small businesses. The Board of Supervisors encourages small business participation in the County's contracting process by constantly streamlining and

simplifying our selection process and expanding opportunities for small businesses to compete for our business.

- 1.30.2 The Local Small Business Enterprise Preference Program requires the company to complete a certification process. This program and how to obtain certification are further explained in Paragraph 1.32 (Local Small Business Enterprise Preference Program) of this RFSQ.
- 1.30.3 The Jury Service Program provides exceptions to the program if a company qualifies as a Small Business. It is important to note that each program has a different definition for Small Business. You may qualify as a Small Business in one program but not the other. Further explanation of the Jury Service Program is provided in Paragraph 1.31 (Jury Service Program) of this RFSQ.
- 1.30.4 The County also has a Policy on Doing Business with Small Business that is stated in Appendix F (County of Los Angeles Policy on Doing Business with Small Business) of this RFSQ.

1.31 Jury Service Program

The prospective Model Master Agreement is subject to the requirements of the County's Vendor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Prospective Contractors should carefully read Appendix G (Jury Service Ordinance) of this RFSQ, and the pertinent jury service provisions of Appendix A (Model Master Agreement), Exhibit A (Additional Terms and Conditions), Section 33.0 (Compliance with Jury Service Program) of this RFSQ. The Jury Service Program applies to both Vendors and their subcontractors. SOQs that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

- 1.31.1 The Jury Service Program requires Contractors and their subcontractors to have and adhere to a written policy that provides that its employees shall receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) the Contractor has a long-standing practice that defines the lesser number of hours as full-time.

Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on the County project. 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.

1.31.2 There are two ways in which a Contractor might not be subject to the Jury Service Program. The first is if the Contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation or other entity which has an agreement with the County or a subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County agreements or subcontracts. The second is if the Contractor meets one of the two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to Contractors that have 1) ten or fewer employees; and, 2) annual gross revenues in the preceding twelve months which, if added to the annual amount of this Master Agreement, is less than \$500,000, and, 3) is not an "affiliate or subsidiary of a business dominant in its field of operation". The second exception applies to Contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. The Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

1.31.3 If a Contractor does not fall within the Jury Service Program's definition of "Contractor" or if it meets any of the exceptions to the Jury Service Program, then the Contractor must so indicate in Appendix D (Required Forms), Exhibit 10 (County of Los Angeles Vendor Employee Jury Service Program Certification Form and Application for Exception) of this RFSQ, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the Contractor's application, the County will determine, in its sole discretion, whether the Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. The County's decision will be final.

1.32 Local Small Business Enterprise Preference Program (if applicable)

1.32.1 The County will give Local SBE preference to businesses that meet the definition of a Local Small Business Enterprise (Local SBE), consistent

with Chapter 2.204.030C.1 of the Los Angeles County Code. A Local SBE is defined as: 1) A business certified by the State of California as a small business and; 2) has had its principal office located in Los Angeles County for a period of at least one year. The business must be certified by Internal Services Department as meeting the requirements set forth in 1 and 2 above prior to requesting the Local SBE Preference in a solicitation.

- 1.32.2 To apply for certification as a Local SBE, companies may register at the Internal Services Department's website at: <http://laosb.org>.
- 1.32.3 Certified Local SBEs must request the SBE Preference in each of their Bids (in response to a Work Order solicitation if applicable) and may not request the preference unless the certification process has been completed and certification affirmed. Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Local SBE.
- 1.32.4 Information about the State's small business enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Small Business Certification and Resources Web site at <http://www.pd.dgs.ca.gov/smbus/default>.

1.33 Local Small Business Enterprise (SBE) Prompt Payment Program

It is the intent of the County that Certified Local SBEs receive prompt payment for services they provide to County Departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

1.34 Notification to County of Pending Acquisitions/Mergers by Proposing Company

The Vendor shall notify the County of any pending acquisitions/mergers of their company. This information shall be provided by the Vendor on Appendix D (Required Forms), Exhibit 1 (Vendor's Organization Questionnaire/Affidavit) of this RFSQ. Failure of the Vendor to provide this information may eliminate its SOQ from any further consideration.

1.35 Transitional Job Opportunities Preference Program

- 1.35.1 In reviewing SOQs, the County will give preference to businesses that are certified by the County as Transitional Job Opportunity vendors, consistent with Chapter 2.205 of the Los Angeles County Code. A Certified Transitional Job Opportunity vendor is, and has been such for

three (3) years, an entity: 1) that is a non-profit organization recognized as tax exempt pursuant to section 501 (c) (3) of the Internal Revenue Services Code; set forth, under penalty of perjury, such information as requested by the County on either electronic or hard copy forms, along with their application form and three most recent annual tax returns to the department with their SOQ response to the contracting solicitation for which they are competing; 2) has been in operation for at least one year providing transitional job and the related supportive services to program participants; and 3) provide a profile of their program with a description of their program components designed to assist program participants, number of past program participants, and any other information requested by a contracting department.

- 1.35.2 Transitional Job Opportunities vendors must request the preference by completing Appendix D (Required Forms), Exhibit 11 (Transitional Job Opportunities Preference Application) of this RFSQ, and submit it along with all supporting documentation with their SOQ. Vendors may not receive the preference until their certification has been affirmed by the applicable Department. County must verify the Transitional Job Opportunity vendor certification prior to applying the preference. Sanctions and financial penalties may apply to a Vendor that knowingly and with intent to defraud seeks to obtain or maintain certification as a Transitional Job Opportunities vendor.

1.36 Defaulted Property Tax Reduction Program

- 1.36.1 The prospective Master Agreement is subject to the requirements of the County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program") (Los Angeles County Code, Chapter 2.206). Prospective Vendors should carefully read Appendix K (Defaulted Property Tax Reduction Program) of this RFSQ, and the pertinent provisions of Appendix A (Model Master Agreement), Exhibit A, (Additional Terms and Conditions), Section 63.0 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) of this RFSQ. The Defaulted Tax Program applies to both Contractors and their subcontractors.
- 1.36.2 Contractors shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the Term of any Master Agreement that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Appendix D (Required Forms), Exhibit 12 (Certification of Compliance with the County's Defaulted Tax Reduction Program) of this RFSQ. Failure to maintain compliance, or to timely cure defects, may be cause for

termination of an agreement or initiation of debarment proceedings against the non-compliance Vendor (Los Angeles County Code, Chapter 2.202).

- 1.36.3 Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

1.36 Disabled Veteran Business Enterprise Preference Program (DVBE) (if applicable)

- 1.37.1 The County will give preference during the solicitation process to businesses that meet the definition of a Disabled Veteran Business Enterprise, consistent with Chapter 2.211 of the Los Angeles County Code. A Disabled Veteran Business Enterprise Vendor is defined as:
- 1) A business which is certified by the State of California as a Disabled Veteran Business Enterprise; or
 - 2) A business which is certified by the Department of Veterans Affairs as a Service Disabled Veteran Owned Small Business (SDVOSB).
- 1.37.2 Certified Disabled Veteran Business Enterprise Vendors must request the preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification is affirmed.
- 1.37.3 In no case shall the Disabled Veteran Business Enterprise Preference Program price or scoring preference be combined with any other county preference program to exceed eight percent (8%) in response to any county solicitation.
- 1.37.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Disabled Veteran Business Enterprise.
- 1.36.5 To request the Disabled Veteran Business Enterprise Preference, Proposer must complete and submit Appendix D (Required Forms), Exhibit 13 (Request For DVBE Preference Program Consideration) of this RFSQ, with supporting documentation with their SOQ.
- 1.37.6 Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General

Services Office of Disabled Veteran Business Certification and Resources Website at <http://www.pd.dgs.ca.gov/>

- 1.37.7 Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38CFR 74 and is also available on the Department of Veterans Affairs Website at: <http://www.vetbiz.gov/>

1.38 Time Off for Voting

Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (California Elections Code Section 14000). Not less than ten (10) calendar days before every statewide election, every Contractor and subcontractor shall 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 California Elections Code Section 14000.

2.0 INSTRUCTIONS TO VENDORS

This Section 2.0 (Instructions to Vendors) contains key project dates and activities as well as instructions to Vendors on how to prepare and submit their Statement of Qualifications (SOQ).

2.1 County Responsibility

The County is not responsible for representations made by any of its officers or employees prior to the execution of the Master Agreement unless such understanding or representation is included in the Master Agreement.

2.2 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with an SOQ shall be sufficient cause for rejection of the SOQ. The evaluation and determination in this area shall be at the Sheriff's sole judgment and his judgment shall be final.

2.3 RFSQ Timetable

The timetable for this RFSQ is as follows:

- Release of RFSQ.....**Refer to Bulletin #1**
- Request for a Solicitation Requirements Review Due.....**Refer to Bulletin #1**
- Written Questions Due**Refer to Bulletin #1**
- Questions and Answers Released**Refer to Bulletin #1**
- SOQ due**Refer to Bulletin #1**

This RFSQ will remain open until the needs of the County are met. All SOQs received by the SOQ due date (refer to Bulletin #1 or any addendum amending such SOQ due date) will be used to establish an initial pool of qualified Vendors. Thereafter, interested Vendors are invited to submit an SOQ at their earliest convenience. SOQs submitted after the SOQ due date may not be reviewed initially; however, they may be reviewed at a later date to determine if they meet the qualifications listed in the RFSQ. The County reserves the right to close and re-open this solicitation at any time.

2.4 Solicitation Requirements Review

- 2.4.1 Any person or entity may seek a Solicitation Requirements Review by submitting Appendix E (Transmittal Form to Request a Solicitation Requirements Review) of this RFSQ, as described in this Subparagraph 2.4.1, to the Department conducting the solicitation. A request for a

Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

1. The request for a Solicitation Requirements Review is made within ten (10) Business Days of the issuance of the solicitation document;
 2. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit an SOQ;
 3. The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
 4. The request for a Solicitation Requirements Review asserts either that:
 - a. Application of the minimum requirements and/or business requirements unfairly disadvantages the person or entity; or,
 - b. Due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Vendor.
- 2.4.2 The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the SOQ due date.
- 2.4.3 All Requests for a Solicitation Requirements Review shall be submitted to:
- Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attention: Assistant Director
Email address: scousin@lasd.org
Fax number: (323) 415-1069

2.5 Vendors' Questions

- 2.5.1 Vendors may submit written questions regarding this RFSQ by mail, fax, or e-mail to the Contract Analyst identified below. All questions must be received by the date specified in Bulletin #1. All questions, without

identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to this RFSQ. The addendum will be made available to all Vendors, in addition to being posted on the Department's website at <http://shq.lasdnews.net/shq/contracts/info.html>

2.5.2 When submitting questions, please specify this RFSQ Section Number, Paragraph Number, Subparagraph Number, and Page Number and quote the passage that prompted the question. This will ensure that the question can be quickly found in this RFSQ. County reserves the right to group similar questions when providing answers.

2.5.3 Questions regarding the application of minimum mandatory qualifications, review criteria, and/or business requirements, would unfairly disadvantage Vendors or, due to unclear instructions, may result in the County not receiving the best possible responses from Vendor should be addressed under the Solicitation Requirements Review pursuant to Paragraph 2.4 (Solicitation Requirements Review) of this RFSQ.

2.5.4 Questions shall be addressed to:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attention: Monique Cabrera
Email address: Mecabrer@lasd.org
Fax number: (323) 415-4251

2.6 Preparation and Format of the SOQ

All SOQs must be bound and submitted in the prescribed format. Any SOQ that deviates from this format may be rejected without review at the County's sole discretion.

The content and sequence of the SOQ must be as follows:

- Table of Contents
- Vendor's Qualifications (Section A)
- Required Forms (Section B)
- Proof of Insurability (Section C)
- Proof of Licenses, Permits, Registrations, Accreditations, and Certifications (Section D)
- Acceptance of Terms and Conditions in Model Master Agreement and Requirements of the Statement of Work (Section E)

The Vendor must read this RFSQ carefully and follow all instructions, giving consideration to all requirements and requested documents as set forth herein when submitting their SOQ to ensure that errors or omissions do not cause the Vendor to be eliminated from consideration.

Each SOQ must respond clearly and comprehensively to all requirements of the RFSQ. Any request lacking a response will be considered "non-responsive". Failure to comply with the SOQ instructions may disqualify the SOQ. Noncompliant, inadequate, incomplete, or otherwise non-responsive SOQs may, in the County's sole discretion, result in disqualification or elimination.

County reserves the sole right to judge the content and presentation of the SOQ. Any SOQ that deviates from the format, sequence, content, or submission procedure may be rejected without review, in the County's sole discretion.

2.6.1 Table of Contents

The Table of Contents must be a comprehensive listing of material included in the SOQ. This section must include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

2.6.2 Vendor's Qualifications (Section A)

The Vendor must provide sufficient detail to demonstrate that the Vendor meets the Minimum Mandatory Qualifications set forth in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ, and has the capability to perform the required services as required in Appendix B (Statement of Work) of this RFSQ. Vendor must provide all supporting documentation required pursuant to Subparagraphs 1.4.1 and 1.4.2 of this RFSQ in Section D (Proof of Licenses, Permits, Registrations, Accreditations, and Certifications) of the SOQ. Vendor must indicate in Section A of the SOQ all experience as it pertains to Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ. The following sections must be included:

A. Vendor's Background and Experience (Section A.1)

The Vendor shall complete, sign, and date Exhibit 1 (Vendor's Organization Questionnaire/Affidavit) of Appendix D (Required Forms) of this RFSQ. **The person signing the form must be authorized to sign on behalf of the Vendor and to bind the applicant Vendor in a Master Agreement.**

Vendor must provide a summary of relevant background information to demonstrate that Vendor meets and/or exceeds the Minimum

Mandatory Qualifications stated in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ and has the capability to perform the required services as a corporation or other entity. Vendor must include the following information in the summary:

- Vendor must demonstrate that the organization is adequately staffed and employees are trained to provide the required services.
- Vendor must demonstrate the capacity to perform the required services.
- Vendor must provide the names, addresses, and telephone numbers of all persons authorized to represent and bind company.
- Vendors shall indicate under this section if they are seeking to qualify under Paragraph 1.5 (New Firm Eligibility) of this RFSQ.

Taking into account the structure of the Vendor's organization, Vendor shall determine which of the below referenced supporting documents the County requires. If the Vendor's organization does not fit into one of these categories, upon receipt of the SOQ or at some later time, the County may, in its discretion, request additional documentation regarding the Vendor's business organization and authority of individuals to sign Master Agreements.

If the below referenced documents are not available at the time of SOQ submission, Vendors must request the appropriate documents from the California Secretary of State and provide a statement on the status of the request.

Required Support Documents:

Corporations or Limited Liability Company (LLC):

The Vendor must submit the following documentation with the SOQ:

- 1) A copy of a "Certificate of Good Standing" with the state of incorporation/organization.
- 2) A conformed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.

Limited Partnership:

The Vendor must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State, and any amendments.

B. Vendor's References (Section A.2)

It is the Vendor's sole responsibility to ensure that the firm's name and point of contact's name, title, and telephone number for each reference is accurate. The same references may be listed on both Exhibit 2 (Prospective Vendor References) and Exhibit 3 (Prospective Vendor List of Contracts) of Appendix D (Required Forms) of this RFSQ.

1. County may disqualify a Vendor if:
 - References fail to substantiate Vendor's description of the services provided; or
 - References fail to support that Vendor has a continuing pattern of providing capable, productive, and skilled personnel; or
 - The Department is unable to reach the point of contact with reasonable effort (three [3] attempts). It is the Vendor's responsibility to inform the point of contact that reference checks will be conducted during normal business hours.
2. The Vendor must complete and include Appendix D (Required Forms), Exhibit 2 (Prospective Vendor References), Exhibit 3 (Prospective Vendor List of Contracts), and Exhibit 4 (Prospective Vendor List of Terminated Contracts) of this RFSQ.

Exhibit 2 - Prospective Vendor References

Vendor must provide three (3) references from three (3) different companies, with one (1) reference being from a law enforcement agency, where the same or similar scope of services, as required in Appendix B (Statement of Work) of this RFSQ was provided. Contact person for references must be able to answer questions related to service provided. At least one (1) reference must be able to verify

the Minimum Mandatory Qualifications stated in Subparagraphs 1.4.1 and 1.4.2 of this RFSQ.

Exhibit 3 - Prospective Vendor List of Contracts

The listing must include all public entity and County contracts for the last five (5) years. Use additional sheets if necessary.

Exhibit 4 - Prospective Vendor List of Terminated Contracts

The list must include contracts terminated within the past three (3) years with a reason for termination.

C. Vendor's Pending Litigation, Threatened Litigation, and Judgments (Section A.3)

Vendor must identify by name, case number, and court jurisdiction any pending litigation in which Vendor is involved or judgments against Vendor in the past five (5) years. Vendor shall provide a statement describing the size and scope of any pending or threatened litigation against the Vendor or principals of the Vendor.

If a Vendor has no pending litigation, threatened litigation or judgments, then a statement stating so must be provided in Section A.3 of the SOQ.

Failure or refusal to report pending litigation, threatened litigation, or judgments may result in Vendor being found non-responsive, and the SOQ may be eliminated from future review at County's absolute and sole discretion.

D. Financial Capability (Section A.4)

Vendor shall provide copies of the company's most current and prior two (2) fiscal years (for example 2013, 2012, and 2011) financial statements. Statements should include the company's assets liabilities, and net worth and at a minimum should include the Balance Sheet, Statement of Income, and the Statement of Cash Flows. It should be noted that depending on the nature of the entity, i.e.; for-profit, non-profit, governmental, the title of these statements may differ. For example, for a non-profit entity, the Balance Sheet is referred to as the Statement of Financial Position. If audited statements are available, these should be submitted to meet this requirement. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so stamped on each page.

2.6.3 Required Forms (Section B)

The SOQ shall include the following forms as provided in Appendix D (Required Forms) of this RFSQ. Vendor shall complete, sign, and date all applicable forms.

The person signing all forms must be authorized to sign on behalf of the Vendor and to bind the Vendor in a Master Agreement. Forms may be expanded, as necessary, to provide complete responses.

Exhibit 5 - Certification of No Conflict of Interest

Vendor must certify that no employee who prepared or participated in the preparation of the SOQ is within the purview of County Code Section 2.180.010.

Exhibit 6 - Familiarity with the County Lobbyist Ordinance Certification

Vendor must certify that Vendor is familiar with the requirements of the County Lobbyist Ordinance and that all persons acting on behalf of the Vendor comply with the ordinance during this RFSQ process and otherwise.

Exhibit 7 - Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form

Vendor shall complete the form and attach it and the Local SBE Certification letter issued by the Los Angeles County Office of Affirmative Action Compliance. Note: Vendor must already be certified as a Local SBE prior to SOQ submission to be eligible to request consideration for the Prompt Payment Program.

Exhibit 8 - Vendor's EEO Certification

Vendor must certify compliance with Equal Employment Opportunity laws, regulations, and policies.

Exhibit 9 - Attestation of Willingness to Consider GAIN/GROW Participants

Vendor must demonstrate a proved record for hiring GAIN/GROW participants or shall attest to a willingness to consider GAIN/GROW participants for any future employment opening if they meet the minimum qualifications for that opening. Vendor shall also attest to a willingness to provide employed GAIN/GROW participants access to Vendor's employee mentoring program, if available. Vendor must sign and submit this form with the SOQ.

Exhibit 10 - County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception

Vendor shall complete and submit this form with the SOQ. If Vendor is requesting an exception to this program, Vendor shall submit all necessary documents to support the request.

Exhibit 11 – Transitional Job Opportunities Preference Application

If applicable, the Transitional Job Opportunities Preference Application must be completed and submitted with all required supporting documents.

Exhibit 12 - Certification of Compliance with the County's Defaulted Property Tax Reduction Program

Vendor must complete and submit this form with the SOQ.

Exhibit 13 – Request For Disabled Veteran Business Enterprise Preference Program Consideration

Vendor must complete these forms and submit with the SOQ.

Exhibit 14 – Master Agreement Signature Page

Vendor's submission of a signed signature page constitutes acknowledgement and acceptance of, and a willingness to comply with, all terms and conditions of the Master Agreement, which are non-negotiable.

2.6.4 Proof of Insurability (Section C)

Vendor must provide proof of insurability that meets all insurance requirements set forth in the Appendix A (Model Master Agreement), Exhibit A (Additional Terms and Conditions), Section 13.0 (Indemnification and Insurance) of this RFSQ. If a Vendor does not currently have the required coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should the Vendor be selected to receive a Master Agreement award may be submitted with the SOQ.

2.6.5 Proof of Licenses, Permits, Registrations, Accreditations, and Certifications (Section D)

Vendor must provide copies of required licenses, permits, registrations, and certifications (such as business registrations/licenses, and typing certificates) required to perform the required services and to meet Minimum Mandatory Qualifications set forth in Subparagraph 1.4.1 and 1.4.2 of this RFSQ.

2.6.6 Acceptance of Terms and Conditions in Model Master Agreement and Requirements of the Statement of Work (Section E)

- A. It is the duty of every Vendor to thoroughly review Appendix A (Model Master Agreement) of this RFSQ, including Exhibit A (Additional Terms and Conditions), and Appendix B (Statement of Work) of this RFSQ.
- B. Section E of Vendor's SOQ must include a statement that the Vendor accepts the terms and conditions and requirements of Appendix A (Model Master Agreement), including Exhibit A (Additional Terms and Conditions), and Appendix B (Statement of Work) of this RFSQ.
- C. The County reserves the right to make changes to Appendix A (Model Master Agreement), including Exhibit A (Additional Terms and Conditions), and Appendix B (Statement of Work), including any Attachment and Exhibits thereto, at its sole discretion.
- D. The terms and conditions of the Master Agreement are not negotiable.

2.7 SOQ Submission

The original SOQ and three (3) exact duplicate, hard, numbered copies; and two (2) Compact Discs, each containing the SOQ in electronic format, shall be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words:

**“STATEMENT OF QUALIFICATIONS
FOR
TRANSCRIPTION SERVICES
RFSQ 536-SH”**

The SOQ and any related information shall be delivered or mailed to the following:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attention: Monique Cabrera, Contract Analyst

It is the sole responsibility of the submitting Vendor to ensure that its SOQ is received before the SOQ due date and time as outlined under Bulletin #1 or any addendum amending the SOQ due date and time. Submitting Vendors shall bear

all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any SOQs received after the scheduled closing date and time for receipt of SOQs, as stated in Bulletin #1, or any addendum amending the SOQ due date and time, will not be reviewed initially; however, they may be reviewed at a later date. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

2.8 Acceptance of Terms and Conditions of Master Agreement

Vendors understand and agree that submission of the SOQ constitutes acknowledgement and acceptance of, and a willingness to comply with, all terms and conditions of the Appendix A (Model Master Agreement) of this RFSQ. Signature by the authorized agent of the Vendor on Exhibit 14 (Master Agreement Signature Page) of Appendix D (Required Forms) of the RFSQ constitutes acceptance by the Vendor of all the terms and conditions of the Master Agreement. The terms and conditions of the Master Agreement are not negotiable.

2.9 SOQ Withdrawals

The Vendor may withdraw its SOQ at any time prior to the date and time which is set forth herein as the deadline for acceptance of SOQs, upon written request for same to:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attention: Edmond Wong, Contracts Unit Manager

Vendors that wish to re-submit a corrected SOQ, or correction to any component of the SOQ, must do so before the initial submission deadline stated in Bulletin #1. Resubmitted corrections to SOQs submitted after the initial deadline may not be reviewed initially, however, they may be reviewed at a later date to determine if they meet the qualifications listed in this RFSQ.

If County determines at any time that there are one or more errors (e.g. clerical or arithmetic errors) or more missing information in any submitted SOQ, County, in its sole discretion, may request in writing that the particular Vendor submit a written correction of the applicable portion(s) of its SOQ within a County-specified time period and in compliance with all County instructions as set forth in the request, including regarding content and format. Vendor understands and agrees that any such correction shall be limited to correcting errors or submitting missing information identified by County, shall comply with all County instructions as set forth in the request, and shall be considered part of the SOQ for all purposes

including SOQ evaluation. If Vendor fails to submit such correction or missing information with the County-specified time period, the SOQ shall stand as written.

3.0 SOQ REVIEW/SELECTION/QUALIFICATION PROCESS

3.1 Review Process

County will conduct a comprehensive, fair, and impartial review of the SOQs received in response to this RFSQ. The review process will include the following steps:

3.1.1 Adherence to Minimum Mandatory Qualifications

County shall review Exhibit 1 (Vendor's Organization Questionnaire/Affidavit) of Appendix D (Required Forms) of this RFSQ, and the appropriate supporting documentation, to determine if the Vendor meets the Minimum Mandatory Qualifications as outlined in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ.

Failure of the Vendor to comply with the Minimum Mandatory Qualifications will eliminate its SOQ from any further consideration. The Department may elect to waive any informality in an SOQ if the sum and substance of the SOQ is present.

3.1.2 Vendor's Qualifications (Section A)

County's review shall include the following:

1. Vendor's Background and Experience as provided in Section A.1 of the SOQ.
2. Vendor's References as provided in Section A.2 of the SOQ. The review will include verification of references submitted, a review of the County's Contract Database and Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other contracts, and a review of terminated contracts.
3. A review to determine the magnitude of any pending litigation, threatened litigation, or judgments against the Vendor as provided in Section A.3 of the SOQ.
4. Vendor's Financial Capability as provided in Section A.4 of the SOQ.

3.1.3 Required Forms (Section B)

County will review all forms listed in Subparagraph 2.6.3 of this RFSQ, which must be included in Section B of the SOQ, if applicable.

3.1.4 Proof of Insurability (Section C)

County will review the proof of insurability provided in Section C of the SOQ.

3.1.5 Proof of Licenses, Permits, Registrations, Accreditations, and/or Certifications (Section D)

County will review the proof of licenses, permits, registrations, accreditations, and/or certifications provided in Section D of the SOQ.

3.1.6 Acceptance of Terms and Conditions in Model Master Agreement and Requirements of the Statement of Work (Section E)

County will review the Vendor's statement accepting the terms and conditions and requirements of Appendix A (Model Master Agreement), including Exhibit A (Additional Terms and Conditions), and Appendix B (Statement of Work) of this RFSQ.

3.2 Disqualification Review

SOQ may be disqualified from consideration because a Department determined it was non-responsive at any time during the review/evaluation process. If the Department determines that an SOQ is disqualified due to non-responsiveness, the Department shall notify the Vendor in writing.

Upon receipt of the written determination of non-responsiveness, the Vendor may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Disqualification Review is a Vendor that submitted an SOQ; and
2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
3. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the determination shall be provided to the requesting Vendor, in writing, prior to the conclusion of the

selection/qualification process.

3.3 Selection/Qualification Process

The Department will select Vendors that meet the requirements outlined in this RFSQ, including Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications), and that are capable of providing the transcription services specified in Appendix B (Statement of Work) of this RFSQ.

3.4 Master Agreement Award

Vendors who are notified by the Department that they appear to have the necessary qualifications and experience (i.e., they are qualified) may not be recommended for a Master Agreement if other requirements necessary for award have not been met. Other requirements may include acceptance of the terms and conditions of the Master Agreement, and/or satisfactory documentation that required insurance will be obtained. Only when all such matters have been demonstrated to the Department's satisfaction can a Vendor, which is otherwise deemed qualified, be regarded as "selected" for recommendation of a Master Agreement.

The Sheriff will execute a Board of Supervisors-authorized Master Agreement with each selected Vendor. All "selected" Vendors will be informed of the final selections.

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

NOTICE TO RFSQ VENDORS

THIS DOCUMENT IS A MODEL MASTER AGREEMENT THAT INCLUDES MANY OF COUNTY'S CONTRACTING REQUIREMENTS AS OF THE DATE OF THE RFSQ. COUNTY MAKES NO REPRESENTATION OR WARRANTY THAT ALL OF THE PROVISIONS IN THIS MODEL MASTER AGREEMENT WILL BE INCLUDED IN ANY RESULTANT MASTER AGREEMENT, THAT SUCH SAMPLE PROVISIONS WILL NOT BE MODIFIED IN ANY RESULTANT MASTER AGREEMENT, OR THAT OTHER PROVISIONS WILL NOT BE INCLUDED IN ANY RESULTANT MASTER AGREEMENT.

THIS DOCUMENT DOES NOT STAND ALONE AND MUST BE READ AND REVIEWED IN CONNECTION WITH ALL OTHER PARTS OF THE RFSQ, INCLUDING ANY APPENDICES, EXHIBITS, AND ATTACHMENTS ATTACHED HERETO OR THERETO.

FOR CERTAIN EXHIBITS REFERENCED IN THIS APPENDIX A (MODEL MASTER AGREEMENT) BUT NOT ATTACHED HERETO, VENDORS ARE INSTRUCTED TO REFER TO APPLICABLE APPENDICES TO THE RFSQ. SUCH APPENDICES TO THE RFSQ WILL EVENTUALLY BE ATTACHED AS EXHIBITS TO ANY RESULTANT MASTER AGREEMENT.

**MASTER AGREEMENT
FOR
TRANSCRIPTION SERVICES**

Table of Contents

RECITALS	1
1.0 MASTER AGREEMENT AND INTERPRETATION.....	1
1.1 Master Agreement.....	1
1.2 Interpretation	1
1.3 Additional Terms and Conditions	2
1.4 Construction	2
2.0 DEFINITIONS	3
3.0 ADMINISTRATION OF MASTER AGREEMENT – COUNTY.....	5
3.1 County Project Director.	5
3.2 County Project Manager.....	5
3.3 Consolidation of Duties	6
3.4 County Personnel.....	6
4.0 ADMINISTRATION OF MASTER AGREEMENT – CONTRACTOR.....	6
4.1 Contractor Project Manager.	6
4.2 Approval of Contractor’s Staff	7
5.0 WORK.....	7
6.0 CHANGE ORDERS AND AMENDMENTS	9
7.0 TERM.....	9
8.0 PRICES AND FEES.....	10
8.1 General	10
8.2 Maximum Contract Sum.....	10
8.3 Rate of Compensation	10

8.4	No Payment for Services Provided Following Expiration/Termination of Master Agreement.....	10
9.0	COUNTY'S OBLIGATION FOR FUTURE FISCAL YEARS.....	11
10.0	INVOICES AND PAYMENTS.	11
10.1	Payments	11
10.2	Approval of Invoices	11
10.3	Invoice Detail.....	11
10.4	Submission of Invoices	12
10.5	No Out-of-Pocket Expenses.....	12
10.6	Contractor Responsibility	12
10.7	Invoice Discrepancy Report	12
10.8	County's Right to Withhold.....	13
11.0	LIQUIDATED DAMAGES	13
12.0	NOTICES.....	14
13.0	ARM'S LENGTH NEGOTIATIONS	15
14.0	NO GUARANTY OF WORK	15
15.0	NON EXCLUSIVITY.....	15
16.0	SURVIVAL.....	16

EXHIBITS

EXHIBIT A - ADDITIONAL TERMS AND CONDITIONS

EXHIBIT B - STATEMENT OF WORK (Not Attached to Model Master Agreement; See Appendix B of the RFSQ)

ATTACHMENT B1 – Bureau/Unit Locations and Addresses

ATTACHMENT B2 – Internal Affairs Bureau – Work Sample

ATTACHMENT B3 – Special Victims Bureau – Work Sample

ATTACHMENT B4 – Homicide Bureau – Work Sample

ATTACHMENT B5 – Internal Criminal Investigations Bureau – Work Sample

ATTACHMENT B6 – Sample Invoice

- EXHIBIT C - RATE OF COMPENSATION
- EXHIBIT D - CONTRACTOR'S EEO CERTIFICATION
- EXHIBIT E1 - CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT
- EXHIBIT E2 - CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT
- EXHIBIT F - JURY SERVICE ORDINANCE (Not Attached to Model Master Agreement; See Appendix G of the RFSQ)
- EXHIBIT G - SAFELY SURRENDERED BABY LAW (Not Attached to Model Master Agreement; See Appendix J of the RFSQ)
- EXHIBIT H - DEFAULTED PROPERTY TAX REDUCTION PROGRAM ORDINANCE (Not attached to Model Master Agreement; See Appendix K of the RFSQ)
- EXHIBIT I - CONTRACT DISCREPANCY REPORT
- EXHIBIT J - INVOICE DISCREPANCY REPORT

**MASTER AGREEMENT
FOR
TRANSCRIPTION SERVICES**

THIS MASTER AGREEMENT is entered into as of the ____ day of _____, _____, by and between the County of Los Angeles ("County") and [] a [] organized under the laws of the [] located at [] ("Contractor"), to provide transcription services for the Los Angeles County Sheriff's Department ("Department").

RECITALS

WHEREAS, the Department desires to contract with private businesses to provide transcription services to assist the Department's Internal Affairs Bureau, Special Victims Bureau, Homicide Bureau, Internal Criminal Investigations Bureau, and any other bureau/unit at the discretion of the County on an intermittent, as-needed basis; and

WHEREAS, Contractor represents that it possesses the necessary special skills, knowledge, technical competence, and sufficient staffing to provide transcription services; and

WHEREAS, the County Board of Supervisors has authorized the Sheriff of the County of Los Angeles to execute this Master Agreement on its behalf; and

WHEREAS, this Master Agreement (as defined below) is authorized pursuant to California Government Code Section 31000.

NOW THEREFORE, in consideration of the mutual covenants contained herein and for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, County and Contractor hereby agree as follows:

1.0 MASTER AGREEMENT AND INTERPRETATION

1.1 Master Agreement. This base document along with Exhibits A through J, attached hereto, together with any Attachments attached hereto or thereto, incorporated herein by this reference, and any fully executed Change Order or Amendment from time to time hereto or thereto collectively constitute and throughout and hereinafter are referred to as the "Master Agreement." This Master Agreement shall constitute the complete and exclusive statement of understanding between County and Contractor and supersedes any and all prior or contemporaneous agreements, written or oral, and all communications between the parties relating to the subject matter of this Master Agreement.

1.2 Interpretation. 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, subtask, deliverable, goods, service, or other Work, or otherwise, such conflict or inconsistency shall be resolved by giving precedence first to this

base document, and then to the Exhibits and any Attachments thereto, according to the following descending priority:

- 1.2.1. Exhibit A- Additional Terms and Conditions
- 1.2.2. Exhibit B- Statement of Work
 - ATTACHMENT B1 – Bureau/Unit Locations and Addresses
 - ATTACHMENT B2 – Internal Affairs Bureau – Work Sample
 - ATTACHMENT B3 – Special Victims Bureau – Work Sample
 - ATTACHMENT B4 – Homicide Bureau – Work Sample
 - ATTACHMENT B5 – Internal Criminal Investigations Bureau – Work Sample
 - ATTACHMENT B6 – Sample Invoice
- 1.2.3. Exhibit C- Rate of Compensation
- 1.2.4. Exhibit D- Contractor's EEO Certification
- 1.2.5. Exhibit E1- Contractor's Employee Acknowledgement and Confidentiality Agreement
- 1.2.6. Exhibit E2- Contractor's Non-Employee Acknowledgement and Confidentiality Agreement
- 1.2.7. Exhibit F- Jury Service Ordinance
- 1.2.8. Exhibit G- Safely Surrendered Baby Law
- 1.2.9. Exhibit H- Defaulted Property Tax Reduction Program Ordinance
- 1.2.10. Exhibit I- Contract Discrepancy Report
- 1.2.11. Exhibit J- Invoice Discrepancy Report
- 1.3 Additional Terms and Conditions. Without limiting the generality of Paragraph 1.1 (Master Agreement) of this Master Agreement, attached hereto as Exhibit A (Additional Terms and Conditions), and incorporated by reference herein, are additional terms and conditions to this Master Agreement. Contractor acknowledges and agrees that it shall be bound by the additional terms and conditions enumerated in such Exhibit as if such terms and conditions were enumerated in the body of this base document.
- 1.4 Construction. The words "herein", "hereof", and "hereunder" and words of similar import used in this Master Agreement refer to this Master Agreement, including all annexes, Attachments, Exhibits, and schedules as the context may require. Wherever from the context it appears appropriate, each term stated in either the singular or plural shall include the singular and the plural. Whenever examples are used in this Master Agreement with the words "including", "for example",

“e.g.”, “such as”, “etc.”, or any derivation of such words, such examples are intended to be illustrative and not limiting. Caption, Section, and Paragraph headings used in this Master Agreement are for convenience only and are not a part of this Master Agreement and shall not be used in construing this Master Agreement. References in this Master Agreement to Federal, State and/or other governmental statutes, codes, rules, regulations, ordinances, guidelines, directives and/or policies, including those copies of which are attached to this Master Agreement, shall mean and shall be to such statutes, codes, rules, regulations, ordinances, guidelines, directives, and/or policies as amended from time to time.

2.0 DEFINITIONS

The following terms and phrases shall have the following specific meaning when used in this Master Agreement unless otherwise apparent from the context in which it is used.

- 2.1 “Amendment” has the meaning set forth in Section 6.0 (Change Orders and Amendments) of this Master Agreement.
- 2.2 “Board” means the Los Angeles County Board of Supervisors.
- 2.3 “Business Day” means Monday through Friday, excluding County observed holidays.
- 2.4 “Change Order” has the meaning set forth in Section 6.0 (Change Orders and Amendments) of this Master Agreement.
- 2.5 “Contractor” has the meaning set forth in the preamble.
- 2.6 “Contract Discrepancy Report” or “CDR” has the meaning set forth in Section 6.0 (Contract Discrepancy Report) of Exhibit B (Statement of Work) of this Master Agreement.
- 2.7 “Contractor Project Manager” has the meaning set forth in Paragraph 4.1 (Contractor Project Manager) of this Master Agreement.
- 2.8 “County” has the meaning set forth in the preamble.
- 2.9 “County Counsel” means County’s Office of the County Counsel.
- 2.10 “County Indemnitees” means the County, its Special Districts, elected and appointed officers, employees, agents, and volunteers.
- 2.11 “County Project Director” has the meaning set forth in Paragraph 3.1 (County Project Director) of this Master Agreement.
- 2.12 “County Project Manager” has the meaning set forth in Paragraph 3.2 (County Project Manager) of this Master Agreement.

- 2.13 "Department" has the meaning set forth in the preamble.
- 2.14 "Dispute Resolution Procedure" has the meaning set forth in Section 2.0 (Dispute Resolution Procedure) of Exhibit A (Additional Terms and Conditions) of this Master Agreement.
- 2.15 "Infringement Claims" has the meaning set forth in Section 14.0 (Intellectual Property Indemnification) of Exhibit A (Additional Terms and Conditions) of this Master Agreement.
- 2.16 "Initial Term" has the meaning set forth in Section 7.0 (Term) of this Master Agreement.
- 2.17 "Invoice Discrepancy Report" or "IDR" has the meaning set forth in Paragraph 10.7 (Invoice Discrepancy Report) of this Master Agreement.
- 2.18 "Master Agreement" has the meaning set forth in Paragraph 1.1 (Master Agreement) of this Master Agreement.
- 2.19 "Maximum Contract Sum" has the meaning set forth in Section 8.0 (Prices and Fees) of this Master Agreement.
- 2.20 "Option Term" has the meaning set forth in Section 7.0 (Term) of this Master Agreement.
- 2.21 "Qualified Contractors" means one who possesses the abilities, education, experience, knowledge, skills, and training to administer polygraph examinations.
- 2.22 "Sheriff" means the elected official who is the Sheriff of the County of Los Angeles.
- 2.23 "Statement of Work" or "SOW" means the Statement of Work, attached as Exhibit B (Statement of Work) of this Master Agreement, together with all Attachments thereto, as the same may be amended by any fully executed Change Order or Amendment.
- 2.24 "Tax" and "Taxes" means governmental fees (including license, filing and registration fees) and all taxes (including franchise, excise, stamp, value added, income, gross receipts, gross revenue, import, export, sales, use, transfer, and property taxes), withholding, assessments, levies, imposts, duties, charges, or interest thereon imposed.
- 2.25 "Term" has the meaning set forth in Section 7.0 (Term) of this Master Agreement.
- 2.26 "Vendor" means a corporation or other entity that provides the transcription services required under the RFSQ.

- 2.27 “Work” means any and all tasks, subtasks, deliverables, goods, and other services performed by or on behalf of Contractor which are required pursuant to this Master Agreement, including Exhibit B (Statement of Work) and all other Exhibits, and any fully executed Change Order and Amendment hereto.

3.0 ADMINISTRATION OF MASTER AGREEMENT – COUNTY

3.1 County Project Director

- 3.1.1 “County Project Director” for this Master Agreement shall be the following person:

Lieutenant Michael Rosson
Los Angeles County Sheriff’s Department
Homicide Bureau
5747 Rickenbacker Road
Commerce, CA 90040
Telephone: (323) 890-5500
Facsimile: (323) 415-3101
E-mail: mtrosson@lasd.org

- 3.1.2 County will notify Contractor of any change in the name or address of County Project Director.

- 3.1.3 Except as set forth in Section 6.0 (Change Orders and Amendments) of this Master Agreement, County Project Director is not authorized to make any changes in any of the terms and conditions of this Master Agreement and is not authorized to further obligate County in any respect whatsoever.

- 3.1.4 County Project Director shall have the right at all times to inspect any and all Work provided by or on behalf of Contractor.

3.2 County Project Manager

- 3.2.1 “County Project Manager” for this Master Agreement shall be the following person, or his designee:

Sergeant Guillermo Morales
Los Angeles County Sheriff’s Department
Homicide Bureau
5747 Rickenbacker Road
Commerce, CA 90040
Telephone: (323) 890-5330
E-mail: gjmorale@lasd.org

Unless otherwise specifically noted, whenever this Master Agreement calls for a notice, report, or other delivery to be made by Contractor (or

any representative thereof) to County Project Manager, such notice, report, or other delivery shall be made to County Project Manager in accordance with the notice information set forth above or in accordance with such other notice information as County may notify Contractor from time to time pursuant to Subparagraph 3.2.3 below.

- 3.2.2 County shall notify Contractor of any change in the name or address of County Project Manager.
- 3.2.3 County Project Manager shall be a resource for addressing the technical standards and requirements of this Master Agreement, shall interface regularly with Contractor, and further shall have the duties from time to time given to such person by County.
- 3.2.4 County Project Manager is not authorized to make any changes in any of the terms and conditions of this Master Agreement nor obligate County in any respect whatsoever.
- 3.2.5 County Project Manager shall advise County Project Director as to Contractor's performance in areas relating to technical requirements and standards, County policy, information requirements, and procedural requirements.
- 3.2.6 County Project Manager shall issue Contract Discrepancy Reports if there are contract discrepancies, as further discussed in Exhibit B (Statement of Work), Subparagraph 6.2.1 of this Master Agreement. A sample of the Contract Discrepancy Report is attached hereto as Exhibit I (Contract Discrepancy Report) of this Master Agreement.
- 3.3 Consolidation of Duties. County reserves the right to consolidate the duties of the County Project Director, which duties are enumerated in Paragraph 3.1 (County Project Director), and the duties of the County Project Manager, which duties are enumerated in Paragraph 3.2 (County Project Manager), into one County position, and to assign all such duties to one individual who will act as County's liaison in all matters relating to this Master Agreement. County will notify Contractor no later than five (5) calendar days prior to exercising its rights pursuant to this Paragraph 3.3.
- 3.4 County Personnel. All County personnel assigned to this Master Agreement shall be under the exclusive supervision of County. Contractor understands and agrees that all such County personnel are assigned only for the convenience of County.

4.0 ADMINISTRATION OF MASTER AGREEMENT – CONTRACTOR

4.1 Contractor Project Manager

- 4.1.1 "Contractor Project Manager" shall be the following person, who shall be a full-time employee of Contractor:

{ Name
Address
Phone Number
Email: }

- 4.1.2 Contractor Project Manager shall be responsible for Contractor's performance of all of the Work and ensuring Contractor's compliance with this Master Agreement.
- 4.1.3 Contractor Project Manager shall be responsible for Contractor's day-to-day activities as related to this Master Agreement.
- 4.1.4 During the Term of this Master Agreement, Contractor Project Manager shall be available to meet and confer with County Project Director or County Project Manager, in person or by telephone, as necessary, to review project progress and discuss project coordination.
- 4.1.5 Contractor shall notify County in writing of any change in the name or address of Contractor Project Manager.
- 4.1.6 Contractor Project Manager shall provide County Project Manager with emergency contact information in the event of an emergency.

4.2 Approval of Contractor's Staff

- 4.2.1 County Project Director has the right to approve or disapprove any proposed replacement for Contractor Project Manager or Contractor's staff. If Contractor desires to replace, or if County, at its discretion, requires removal of, Contractor Project Manager or staff, Contractor shall provide County with a resume of such proposed replacement, and an opportunity to interview such person prior to such person performing any Work hereunder. County shall not unreasonably delay its approval of a replacement of Contractor Project Manager or staff.
- 4.2.2 All staff employed by and on behalf of 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.

5.0 WORK

- 5.1 Contractor shall fully and timely perform all Work required under this Master Agreement, including pursuant to any fully executed Change Order or Amendment, in accordance with the terms and conditions of this Master Agreement.

- 5.2 It is the intent of the Department to issue Work to Qualified Contractors on a rotational basis for this Master Agreement, based upon the needs of the Department, in its sole discretion. However, County Project Manager or designee has the sole discretion to issue Work for routine and/or priority jobs to the first available Qualified Contractor able to respond immediately, based upon the needs of the Department.
- 5.3 If, at any time, Contractor cannot fulfill a routine and/or priority job, County Project Manager or designee will proceed to the next Qualified Contractor in rotation.
- 5.4 If Contractor provides any tasks, deliverables, goods, services, or Work, other than as specified in this Master Agreement, the same shall be deemed to be a gratuitous effort on the part of Contractor, and Contractor shall have no claim whatsoever against County.
- 5.5 Contractor acknowledges that, subject to this Section 5.0 (Work), all Work performed under this Master Agreement, including pursuant to any fully executed Change Order or Amendment, is payable in arrears on a monthly basis in accordance with the terms and conditions of this Master Agreement, including this Section 5.0 (Work), Section 8.0 (Prices and Fees), and Section 10.0 (Invoices and Payments) of this Master Agreement.
- 5.6 All such Work must be provided solely as specified under this Master Agreement and must receive the written approval of County Project Manager or designee in order to qualify for payment. In no event shall County be liable or responsible for payment for any Work prior to approval from County Project Director or his/her designee of such Work.
- 5.7 During the Term of this Master Agreement, Contractor shall at all times possess and maintain all licenses and certifications required to perform Contractor's services under this Master Agreement. In the event of suspension or revocation of such licenses and/or certifications, Contractor shall immediately notify the County Project Director and cease all services provided under this Master Agreement.
- 5.8 The execution of this Master Agreement does not guarantee Contractor any minimum amount of business. County does not promise, warrant, or guarantee that County will utilize any particular level of Contractor's service, or any services at all, during the Term of this Master Agreement.
- 5.9 Contractor shall establish and maintain sufficient accounting, internal control, financial reporting, and administrative capacity to effectively administer the services required by this Master Agreement.

6.0 CHANGE ORDERS AND AMENDMENTS

No representative of either County or Contractor, including those named in this Master Agreement, is authorized to make any changes in any of the terms, obligations, or conditions of this Master Agreement, except through the procedures set forth in this Section 6.0 (Change Orders and Amendments). County reserves the right to change any portion of the Work required under this Master Agreement, or amend such other terms and conditions, as may become necessary. Any such revision shall be accomplished in the following manner:

- 6.1 For any change which does not materially affect the scope of Work, period of performance, or any other term or condition included under this Master Agreement, a Change Order shall be executed by County Project Director and Contractor Project Manager.
- 6.2 The Board or County's Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in this Master Agreement during the term of this Master Agreement. County reserves the right to add and/or change such provisions as required by the Board or County's Chief Executive Officer. To implement such changes, an Amendment to this Master Agreement shall be executed by Sheriff and Contractor.
- 6.3 For any change that materially affects the scope of Work, period of performance, amount of payments, or any other term or condition included under this Master Agreement, then an Amendment to this Master Agreement shall be executed by the Board and Contractor.
- 6.4 Notwithstanding Paragraph 6.3 above, for (1) any Option Term extension of this Master Agreement pursuant to Paragraph 7.2 below, and (2) modifications pursuant to Section 40.0 (Assignment by Contractor) of Exhibit A (Additional Terms and Conditions) of this Master Agreement, (3) the addition or deletion of Department bureaus and units utilizing services under this Master Agreement, an Amendment to this Master Agreement shall be executed by Sheriff and Contractor.

7.0 TERM

- 7.1 The Term of this Master Agreement shall commence March 4, 2015, or upon execution by the Sheriff, whichever is later, and shall terminate on March 3, 2018 (the "Initial Term"), unless terminated earlier in whole or in part, as provided in this Master Agreement.
- 7.2 The County has the option, at the Sheriff's discretion and upon notice to Contractor prior to the end of the then-current Term of the Agreement, to extend the Term of this Agreement for up to four (4) additional one (1) year option periods (each an "Option Term"), for a total maximum Term of the Agreement not to exceed seven (7) years. As used herein, the "Term" shall mean the Initial Term and, if extended, each Option Term, as the case may be. Each such

extension shall be exercised individually by written Amendment executed by Sheriff and Contractor in accordance with Paragraph 6.4 above.

- 7.3 Contractor shall notify the Department when this Master Agreement is within six (6) months from the expiration of the Term of this Master Agreement as provided for hereinabove. Upon occurrence of this event, Contractor shall send written notification to County Project Director at the address herein provided in Subparagraph 3.1.1 of this Master Agreement.
- 7.4 County maintains databases that track/monitor contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether County will exercise an Option Term extension of the Master Agreement.

8.0 PRICES AND FEES

8.1 General

8.1.1 The prices and fees for this Master Agreement payable by County to Contractor for performing all tasks, deliverables, goods, services and any other Work required under this Master Agreement shall be as set forth on Exhibit C (Rate of Compensation) of this Master Agreement. Such prices and fees shall be firm and fixed for the Term of this Master Agreement.

8.1.2 Contractor shall not be entitled to payment or reimbursement for any tasks, deliverables, goods, services and any other Work, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified in this Master Agreement.

8.2 Maximum Contract Sum

The "Maximum Contract Sum" under this Master Agreement shall be the total monetary amount that would be payable by County to Contractor for providing required Work under this Master Agreement for the Term of this Master Agreement, including all Option Terms. In no event shall the annual total of all amounts expended by County, expressly or by implication, exceed the sum allocated in that fiscal year's budget.

8.3 Rate of Compensation

Contractor shall be paid for Work performed at the rates of compensation set forth on Exhibit C (Rate of Compensation) of this Master Agreement. The rates shall be firm and fixed for the Term of this Master Agreement.

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

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

9.0 COUNTY'S OBLIGATION FOR FUTURE FISCAL YEARS

9.1 Notwithstanding any other provision of this Master Agreement, either expressly or by implication, County shall not be obligated for Contractor's performance hereunder or by any provision of this Master Agreement during any of County's future fiscal years unless and until the Board appropriates funds for this Master Agreement in County's budget for each such future fiscal year. In the event that funds are not appropriated for this Master Agreement, then this Master Agreement shall terminate as of June 30 of the last fiscal year for which funds were appropriated and such termination shall be deemed a termination for convenience pursuant to Section 6.0 (Termination for Convenience) of Exhibit A (Additional Terms and Conditions) of this Master Agreement. County shall endeavor to notify Contractor in writing of any such non-appropriation of funds at the earliest possible date.

9.2 The Agreement hourly rate may be adjusted annually based on the increase or decrease in the U.S. Department of Labor, Bureau of Labor Statistics' Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the 12-month period preceding the agreement anniversary date, which shall be the effective date for any cost of living adjustment. However, any increase shall not exceed the general salary movement granted to County employees as determined by the Chief EXECUTIVE Office as of each July 1 for the prior 12-month period. Furthermore, should fiscal circumstances ultimately prevent the Board from approving any increase in County employees salaries, no cost of living adjustments will be granted.

10.0 INVOICES AND PAYMENTS

10.1 Payments

Contractor shall not be entitled to any payment by County under this Master Agreement except pursuant to satisfactorily performed Work and a validly executed invoice.

10.2 Approval of Invoices

All invoices submitted by Contractor for payment must have the written approval of County Project Director or designee, as evidenced by County Project Director or designee's signature on invoice, prior to any payment thereof. In no event shall County be liable or responsible for any payment prior to such written approval.

10.3 Invoice Detail

Each invoice submitted by Contractor shall contain the following information in accordance with Exhibit B (Statement of Work), Attachment B6 (Sample Invoice) of this Master Agreement:

- Contractor name and address;
- County Master Agreement number;
- Beginning and ending date of the month service was provided;
- Invoice number;
- Bureau, Case #, Interviewee;
- Number of lines and rate per Line;
- Special fees (priority, pick-up, etc);
- Total amount due;
- Any additional supporting documentation and/or information reasonably requested by County.

10.4 Submission of Invoices

Contractor shall submit an original and one (1) copy of each invoice to:

Original to: Originating bureau or unit requesting service, as set forth in Attachment B1 (Bureau/Unit Locations and Addresses) of Exhibit B (Statement of Work) of this Master Agreement

Copy to: Los Angeles County Sheriff's Department
Accounts Payable Section – Contracts Billing
4700 Ramona Boulevard, Room 310
Monterey Park, California 91754

Contractor shall submit invoice by the fifteenth (15th) calendar day of the month following the month in which services were performed. The Department will not be responsible for invoices submitted more than sixty (60) calendar days after the date of service rendered. County shall be under no obligation to remit payment for late, lost or mishandled invoices. Contractor is responsible for the accuracy of invoices submitted to the Department.

10.5 No Out-of-Pocket Expenses

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

10.6 Contractor Responsibility

Contractor is responsible for the accuracy of invoices submitted to the Department. Further, it is the responsibility of Contractor to reconcile or otherwise correct inaccuracies or inconsistencies in the invoices submitted by Contractor.

10.7 Invoice Discrepancy Report

County Project Manager or designee shall review all invoices for any discrepancies and issue an Invoice Discrepancy Report (IDR), attached hereto as Exhibit J (Invoice Discrepancy Report) of this Master Agreement, to Contractor within ten (10) Business Days of receipt of invoice if payment amounts are disputed. Contractor shall review the disputed charges and submit to County Project Manager a written explanation detailing the basis for the charges within ten (10) Business Days of receipt of the IDR from County Project Manager. If County Project Manager does not receive a written response from Contractor within (10) Business Days of County's notice to Contractor of an IDR, then County payment will be made, less the disputed charges. None of the foregoing shall preclude County from seeking remedy from Contractor for invoice discrepancies discovered at any time during the Term of this Master Agreement.

10.8 County's Right to Withhold

In addition to any rights of County provided in this Master Agreement, or at law or in equity, County may, upon notice to Contractor, withhold payment for any Work while Contractor is in default hereunder, or at any time that Contractor has not provided County approved Work.

11.0 LIQUIDATED DAMAGES

11.1 If, in the judgment of County Project Director, Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the County Project Director, at such person option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire payment or deduct pro rata from Contractor's invoice for Work not performed. Information regarding the Work not performed and the amount to be withheld or deducted from payments to Contractor from County will be forwarded to Contractor by County Project Director in a written notice describing the reasons for said action.

11.2 If County Project Director determines that there are deficiencies in the performance of this Master Agreement that are correctable over a certain time span, County Project Director 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, County Project Director may:

- 11.2.1 Deduct from Contractor's payment, pro rata, those applicable portions; or
 - 11.2.2 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 one hundred dollars (\$100) per day per infraction, and/or
 - 11.2.3 Upon giving five (5) Business Days notice to Contractor for failure to correct the deficiencies, County may correct any and all deficiencies and the total costs incurred by County for completion of the Work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to Contractor from County, as determined by County.
- 11.3 The action noted in Paragraph 11.2 shall not be construed as a penalty, but as an adjustment of payment to Contractor to recover County cost due to the failure of Contractor to complete or comply with the provisions of this Master Agreement.
- 11.4 This Section 11.0 (Liquidated Damages) shall not, in any manner, restrict or limit County's right to damages for any breach of this Master Agreement provided by law, and shall not, in any manner, restrict or limit County's right to terminate this Master Agreement, as agreed to herein.

12.0 NOTICES

- 12.1 All notices or demands required or permitted to be given or made under this Master Agreement, unless otherwise specified, shall be in writing and shall be addressed to the parties at the following addresses and delivered: (a) by hand with signed receipt; (b) by first-class registered or certified mail, postage prepaid; (c) by facsimile or electronic mail transmission followed within twenty-four (24) hours by a confirmation copy mailed by first-class registered or certified mail, postage prepaid; or (d) by overnight commercial carrier, with signed receipt. Notice is deemed given at the time of signed receipt in the case of hand delivery, three (3) Business Days after deposit in the United States mail as set forth above, on the date of facsimile or electronic mail transmission if followed by timely confirmation mailing, or on the date of signature receipt by the receiving part of any overnight commercial carrier delivery. Addresses may be changed by either party giving ten (10) Business Days prior notice to the other party in accordance with the procedures set forth above, to the other party.

12.2 Notices to County:

- (1) Originating bureau or unit requesting service, as set forth in Attachment B1 (Bureau/Unit Locations and Addresses) of Exhibit B (Statement of Work) of this Master Agreement

with a copy to:

- (2) Los Angeles County Sheriff's Department
Assistant Director, Contracts Unit
4700 Ramona Boulevard, Room 214
Monterey Park, California 91754-2169
Facsimile: (323) 415-1069
Email: scousin@lasd.org

12.3 Notices to Contractor shall be provided as follows:

Contractor: [_____]

Attention: [_____]

Facsimile: [_____]

Email: [_____]

12.4 County Project Director shall have the authority to issue all notices or demands, which are required or permitted by County under this Master Agreement.

13.0 **ARM'S LENGTH NEGOTIATIONS**

This Master Agreement is the product of an arm's length negotiation between Contractor and County. Each party has had at all times the opportunity to receive advice from independent counsel of its own choosing. Accordingly, this Master Agreement is to be interpreted fairly as between the parties, and not strictly construed as against either party as drafter or creator.

14.0 **NO GUARANTY OF WORK**

This Master Agreement is intended to provide County with transcription services on an "as-needed" basis. As such, County does not promise, guaranty, or warrant that it will utilize any particular level of Contractor services or any services at all during the Term of this Master Agreement. The determination as to the need for such services shall rest solely within the discretion of County.

15.0 **NON EXCLUSIVITY**

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Master Agreement shall not restrict the Department

from acquiring similar, equal or like goods and/or services from other entities or sources. The Department reserves the right to add Qualified Contractors during the Term of this Master Agreement.

16.0 SURVIVAL

The following Sections of this Master Agreement shall survive its expiration or termination for any reason: Section 1.0 (Master Agreement and Interpretation), Section 2.0 (Definitions), Section 8.0 (Prices and Fees), Section 10.0 (Invoices and Payments), Section 12.0 (Notices), Section 13.0 (Arm's Length Negotiations), Section 16.0 (Survival) and all the terms and conditions set forth in Exhibit A (Additional Terms and Conditions) of this Master Agreement. In addition, any other Section, Paragraph, Subparagraph of, or Exhibit or Attachment to, this Agreement that by their nature may reasonably be presumed to survive any termination or expiration of this Master Agreement, shall so survive.

**MASTER AGREEMENT
FOR
TRANSCRIPTION SERVICES**

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

COUNTY OF LOS ANGELES

By: _____
JIM McDONNELL, SHERIFF

Date: _____

[CONTRACTOR]

By _____

Printed Name _____

Title _____

Date: _____

APPROVED AS TO FORM:
MARK J. SALADINO
COUNTY COUNSEL

By _____
Michele Jackson
Senior Deputy County Counsel

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT A

ADDITIONAL TERMS AND CONDITIONS

TRANSCRIPTION SERVICES

TABLE OF CONTENTS

	<u>Page</u>
1.0 SUBCONTRACTING.....	1
2.0 DISPUTE RESOLUTION PROCEDURE.....	1
3.0 CONFIDENTIALITY.	3
4.0 TERMINATION FOR INSOLVENCY.	6
5.0 TERMINATION FOR DEFAULT.....	7
6.0 TERMINATION FOR CONVENIENCE.....	7
7.0 TERMINATION FOR IMPROPER CONSIDERATION.	8
8.0 INTENTIONALLY OMITTED	8
9.0 EFFECT OF TERMINATION.....	8
10.0 WARRANTY AGAINST CONTINGENT FEES.	10
11.0 AUTHORIZATION WARRANTY	10
12.0 FURTHER WARRANTIES	10
13.0 INDEMNIFICATION AND INSURANCE	11
14.0 INTELLECTUAL PROPERTY INDEMNIFICATION.....	16
15.0 BUDGET REDUCTIONS.....	17
16.0 FORCE MAJEURE.....	18
17.0 CONTRACTOR RESPONSIBILITY AND DEBARMENT.....	18
18.0 COMPLIANCE WITH APPLICABLE LAW.....	20
19.0 FAIR LABOR STANDARDS.....	21
20.0 NONDISCRIMINATION, AFFIRMATIVE ACTION, AND ASSURANCES	21
21.0 NONDISCRIMINATION IN SERVICES	22
22.0 EMPLOYMENT ELIGIBILITY VERIFICATION.	23

23.0	HIRING OF EMPLOYEES.....	23
24.0	CONFLICT OF INTEREST.....	24
25.0	RESOLICITATION OF BIDS, PROPOSALS, SOQs OR INFORMATION.....	24
26.0	TERMINATION FOR NON-ADHERENCE TO COUNTY LOBBYIST ORDINANCE.....	25
27.0	CONSIDERATION OF HIRING GAIN/GROW PARTICIPANTS.....	25
28.0	STAFF PERFORMANCE WHILE UNDER THE INFLUENCE.....	25
29.0	CONTRACTOR PERFORMANCE DURING CIVIL UNREST	25
30.0	CONTRACTOR'S ACKNOWLEDGMENT OF COUNTY'S COMMITMENT TO CHILD SUPPORT ENFORCEMENT.....	26
31.0	CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM.....	26
32.0	RECYCLED-BOND PAPER.....	27
33.0	COMPLIANCE WITH JURY SERVICE PROGRAM.....	27
34.0	BACKGROUND AND SECURITY INVESTIGATIONS	28
35.0	ACCESS TO COUNTY FACILITIES	29
36.0	INTENTIONALLY OMITTED	29
37.0	INTENTIONALLY OMITTED	29
38.0	INTENTIONALLY OMITTED	29
39.0	FEDERAL EARNED INCOME TAX CREDIT.....	29
40.0	ASSIGNMENT BY CONTRACTOR.....	29
41.0	INDEPENDENT CONTRACTOR STATUS	30
42.0	RECORDS AND AUDITS.....	31
43.0	LICENSES, PERMITS, REGISTRATIONS, ACCREDITATIONS, & CERTIFICATIONS.....	32
44.0	NO THIRD PARTY BENEFICIARIES.....	33
45.0	MOST FAVORED PUBLIC ENTITY.....	33

46.0	COUNTY'S QUALITY ASSURANCE PLAN	33
47.0	CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFF/OR RE-EMPLOYMENT LIST	33
48.0	INTENTIONALLY OMITTED	33
49.0	NO PAYMENT FOR SERVICES PROVIDED FOLLOWING EXPIRATION OR TERMINATION OF MASTER AGREEMENT	33
50.0	SAFELY SURRENDERED BABY LAW.....	34
51.0	PROHIBITION AGAINST INDUCEMENT OR PERSUASION.....	34
52.0	PUBLIC RECORDS ACT	34
53.0	TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM	35
54.0	WAIVER	36
55.0	GOVERNING LAW, JURISDICTION, AND VENUE.....	36
56.0	SEVERABILITY	36
57.0	RIGHTS AND REMEDIES	36
58.0	NON EXCLUSIVITY	37
59.0	FACSIMILE	37
60.0	LOCAL SMALL BUSINESS ENTERPRISE (SBE) PREFERENCE PROGRAM	37
61.0	LOCAL SMALL BUSINESS ENTERPRISE (SBE) PROMPT PAYMENT PROGRAM	38
62.0	TERMINATION FOR NON-APPROPRIATION OF FUNDS	38
63.0	WARRANTY OF COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM	38
64.0	TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM	39
65.0	TIME OFF FOR VOTING	39

ADDITIONAL TERMS AND CONDITIONS

The following additional terms and conditions are applicable to, and form a part of, the Master Agreement. Capitalized terms not otherwise defined in this Exhibit A (Additional Terms and Conditions) (this "Exhibit") have the meanings given to such terms in Section 2.0 (Definitions) of the Master Agreement.

1.0 SUBCONTRACTING

County has relied, in entering into the Master Agreement, on the reputation of, and on obtaining the personal performance of Contractor itself. Consequently, no performance of the Master Agreement, or any portion thereof, shall be subcontracted by Contractor. Any attempt by Contractor to subcontract any performance, obligation, or responsibility under the Master Agreement shall be null and void and shall constitute a material breach of the Master Agreement, upon which County may immediately terminate the Master Agreement.

2.0 DISPUTE RESOLUTION PROCEDURE

2.1 General

Contractor and County agree to act immediately to resolve mutually any disputes that may arise with respect to the Master Agreement. All such disputes shall be subject to the provisions of this Section 2.0 (Dispute Resolution Procedure), (such provisions are collectively referred to as the "Dispute Resolution Procedures"). Time is of the essence in the resolution of disputes.

2.2 Continued Work

Contractor and County agree that, the existence and details of a dispute notwithstanding, both parties shall continue without delay their performance hereunder, except for any performance, other than payment by County for approved Work, which the parties mutually determine should be delayed as a result of such dispute.

2.2.1 If Contractor fails to continue without delay its performance hereunder that County, in its discretion, determines should not be delayed as a result of such dispute, then any additional costs which may be incurred by Contractor or County as a result of Contractor's failure to continue to so perform shall be borne by Contractor, and Contractor shall make no claim whatsoever against County for such costs. Contractor shall promptly reimburse County for such County costs, as determined by County, or County may deduct or offset all such additional costs from any amounts due to Contractor from County.

- 2.2.2 If County fails to continue without delay to perform its responsibilities under the Master Agreement which County, in its discretion, determines should not be delayed as a result of such dispute, then any additional costs incurred by Contractor or County as a result of County's failure to continue to so perform shall be borne by County, and County shall make no claim whatsoever against Contractor for such costs. County shall promptly reimburse Contractor for all such additional Contractor costs subject to the approval of such costs by County.

2.3 Dispute Resolution Procedures

In the event of any dispute between the parties with respect to the Master Agreement, Contractor and County shall submit the matter as follows:

- 2.3.1 Contractor and County shall first submit the matter to the County Project Manager and Contractor Project Manager for the purpose of endeavoring to resolve such dispute.
- 2.3.2 If the County Project Manager and Contractor Project Manager are unable to resolve the dispute within a reasonable time, not to exceed five (5) Business Days from the date of submission of the dispute, then the matter immediately shall be submitted to the County Project Director and Contractor Project Manager for further consideration and discussion to attempt to resolve the dispute.
- 2.3.3 If the County Project Director and Contractor Project Manager are unable to resolve the dispute within a reasonable time not to exceed five (5) Business Days from the date of submission of the dispute, then the matter shall be immediately submitted to Contractor's president or chief operating officer and the Sheriff. These persons shall have five (5) Business Days to attempt to resolve the dispute.
- 2.3.4 In the event that at these levels, there is not a resolution of the dispute acceptable to both parties, then each party may assert its other rights and remedies provided under the Master Agreement and its rights and remedies as provided by law.

2.4 Documentation of Dispute Resolution Procedures

All disputes utilizing the Dispute Resolution Procedure shall be documented in writing by each party and shall state the specifics of each alleged dispute and all actions taken. The parties shall act in good faith to resolve all disputes. At all three (3) levels described in Paragraph 2.3 (Dispute Resolution Procedures), the efforts to resolve a dispute shall be undertaken by conference between the parties' respective representatives, either orally, by face-to-face meeting or by telephone, or in writing by exchange of correspondence.

2.5 Not Applicable to County's Right to Terminate

Notwithstanding any other provision of the Master Agreement, County's right to terminate the Master Agreement pursuant to Section 4.0 (Termination for Insolvency), Section 5.0 (Termination for Default), Section 6.0 (Termination for Convenience), or Section 7.0 (Termination for Improper Consideration), in each case, of this Exhibit, or any other termination provision under the Master Agreement, shall not be subject to the Dispute Resolution Procedure. The preceding sentence is intended only as a clarification of County's rights, and shall not be deemed to impair any claims that Contractor may have against County or Contractor's rights to assert such claims after any such termination or such injunctive relief has been obtained.

3.0 **CONFIDENTIALITY**

3.1 General

- 3.1.1 Contractor shall maintain the confidentiality of all records and information, events or circumstances which occur during the course of Contractor's performance under the Master Agreement, in accordance with all applicable Federal, State, and local laws, rules, regulations, ordinances, guidelines, policies and procedures, and directives relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.
- 3.1.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this Section 3.0 (Confidentiality), as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Section 3.0 (Confidentiality) shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.

3.1.3 Contractor shall inform all of its directors, officers, shareholders, employees, subcontractors and agents providing services hereunder of the confidentiality provisions of the Master Agreement. Contractor shall provide to County an executed Exhibit E1 (Contractor Employee Acknowledgment and Confidentiality Agreement) of the Agreement for each of its employees performing Work under the Master Agreement, and an executed Exhibit E2 (Contractor Non-Employee Acknowledgment and Confidentiality Agreement) of the Master Agreement for each of its non-employees performing Work under the Master Agreement. Notwithstanding anything herein to the contrary, Contractor acknowledges and agrees that it is responsible for any breach of the obligations of confidentiality set forth herein by any person, or entity to which Contractor discloses such confidential information.

3.2 Disclosure of Information

3.2.1 With respect to any confidential information obtained by Contractor pursuant to the Master Agreement, Contractor shall: (a) not use any such records or information for any purpose whatsoever other than carrying out the express terms of the Master Agreement; (b) promptly transmit to County all requests for disclosure of any such records or information; (c) not disclose, except as otherwise specifically permitted by the Master Agreement, any such records or information to any person or organization other than County without County's prior written authorization that the records are, or information is, releasable; and (d) at the expiration or termination of the Master Agreement, return all such records and information to County or maintain such records and information according to the written procedures sent to Contractor by County for this purpose.

3.2.2 Without limiting the generality of Subparagraph 3.2.1 of this Exhibit, in the event Contractor receives any court or administrative agency order, service of process, or request by any person or entity (other than Contractor's professionals) for disclosure of any such details, Contractor shall immediately notify County Project Director. Thereafter, Contractor shall comply with such order, process, or request only to the extent required by applicable law. Notwithstanding the preceding sentence, to the extent permitted by law, Contractor shall delay such compliance and cooperate with County to obtain relief from such obligations to disclose until County shall have been given a reasonable opportunity to obtain such relief.

3.3 Contractor Information

Any and all confidential or proprietary information which is developed or was originally acquired by Contractor outside the scope of the Master Agreement, which Contractor desires to use hereunder, and which Contractor considers to be proprietary or confidential, must be specifically identified by Contractor to County Project Director as proprietary or confidential, and shall be plainly and prominently marked by Contractor as “proprietary” or “confidential.” County shall undertake reasonably to maintain the confidentiality of materials marked by Contractor as “proprietary” or “confidential.” Notwithstanding any other provision of the Master Agreement, County shall not be obligated in any way under the Master Agreement for:

- 3.3.1 Any of Contractor’s proprietary and/or confidential materials not plainly and prominently marked with restrictive legends;
- 3.3.2 Any disclosure of any materials which County is required to make under the California Public Records Act or otherwise by law; and
- 3.3.3 Any materials indicating the volume, frequency and type of goods and services provided by Contractor, including, but not limited to use under Section 25.0 (Resolicitation of Bids, Proposals, SOQ’s, or Information).

3.4 Use of County Name

In recognizing Contractor’s need to identify its services and related clients to sustain itself, County shall not inhibit Contractor from publishing its role under the Master Agreement within the following conditions:

- 3.4.1 Contractor shall develop all publicity material in a professional manner.
- 3.4.2 During the Term of the Master Agreement, Contractor shall not publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of County without the prior written consent of County Project Director, which shall not be unreasonably withheld or delayed.
- 3.4.3 Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded the Master Agreement with County, provided that the requirements of this Paragraph 3.4 (Use of County Name) (other than the requirements set forth in Subparagraph 3.4.2) shall apply.
- 3.4.4 Notwithstanding anything herein to the contrary, County reserves the right to object to any use of County’s name and Contractor shall cure promptly and prospectively any use of County’s name that has been objected to by County.

3.5 Injunctive Relief

Contractor acknowledges that a breach by Contractor of this Section 3.0 (Confidentiality), may result in irreparable injury to County that may not be adequately compensated by monetary damages and that, in addition to County's other rights under the Master Agreement and at law and in equity, County shall have the right to injunctive relief to enforce the provisions of this Section 3.0 (Confidentiality).

4.0 TERMINATION FOR INSOLVENCY

4.1 County may terminate the Master Agreement immediately at any time following the occurrence of any of the following:

4.1.1 Contractor has ceased to pay or has admitted in writing its inability to pay its debts for at least sixty (60) calendar 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 United States Bankruptcy Code and whether or not Contractor is insolvent within the meaning of the United States Bankruptcy Code, provided that Contractor shall not be deemed insolvent if it has ceased in the normal course of business to pay debts that Contractor disputes in good faith;

4.1.2 The filing of a voluntary or involuntary petition (which involuntary petition is not dismissed within sixty (60) calendar days) regarding Contractor under the United States Bankruptcy Code;

4.1.3 The appointment of a receiver or trustee for Contractor; or

4.1.4 The execution by Contractor of a general assignment for the benefit of creditors other than in the course of arranging financial lines of credit.

4.2 The rights and remedies of County provided in this Section 4.0 (Termination for Insolvency), shall not be exclusive and are in addition to any other rights and remedies provided at law or in equity, or under the Master Agreement.

4.3 Contractor agrees that if Contractor as a debtor-in-possession, or if a trustee in bankruptcy, rejects the Master Agreement, County may elect to retain its rights under the Master Agreement, as provided under Section 365(n) of the United States Bankruptcy Code (11 U.S.C. Section 365(n)). Upon written request by County to Contractor or the trustee in bankruptcy, as applicable, Contractor or such trustee shall allow County to exercise all of its rights and benefits under the Master Agreement. The foregoing shall survive the termination or expiration of the Master Agreement for any reason whatsoever.

5.0 TERMINATION FOR DEFAULT

- 5.1 County may, by written notice to Contractor, terminate the whole or any part of the Master Agreement, if, in the judgment of County's Project Director:
- 5.1.1 Contractor has materially breached the Master Agreement; or
 - 5.1.2 Contractor fails to timely provide and/or satisfactorily perform any service, or other work required either under the Master Agreement; or
 - 5.1.3 Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under the Master Agreement, or of any obligations of the Master Agreement and in either case, fails to demonstrate convincing progress toward a cure within five (5) Business days (or such longer period as County may authorize in writing) after receipt of written notice from County specifying such failure.
- 5.2 In the event that County terminates the Master Agreement in whole or in part as provided in Paragraph 5.1, County may procure, upon such terms and in such manner as County may deem appropriate, goods and services similar to those so terminated. Contractor shall be liable to County for any and all excess costs incurred by County, as determined by County, for such similar goods and services. Contractor shall continue the performance of the Master Agreement to the extent not terminated under the provisions of this Paragraph.
- 5.3 If, after County has given notice of termination under the provisions of this Section 5.0 (Termination for Default), it is determined by County that Contractor was not in default under the provisions of this Section 5.0 (Termination for Default), the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Section 6.0 (Termination for Convenience).
- 5.4 The rights and remedies of County provided in this Section 5.0 (Termination for Default), shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Master Agreement.

6.0 TERMINATION FOR CONVENIENCE

6.1 Termination for Convenience

The Master Agreement may be terminated, in whole or in part from time to time, by County in its sole discretion for any reason. Termination of Work hereunder shall be effected by delivery to Contractor of a notice of termination 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 shall be no less than thirty (30) calendar days after notice.

6.2 No Prejudice; Sole Remedy

Nothing in this Section 6.0 (Termination for Convenience), is deemed to prejudice any right of Contractor to make a claim against County in accordance with the Master Agreement and applicable law and County procedures for payment for Work through the effective date of termination. Contractor, however, acknowledges that the rights and remedies set forth in this Paragraph 6.2 (No Prejudice; Sole Remedy), shall be the only remedy available to Contractor in the event of a termination or suspension pursuant to this Section 6.0 (Termination for Convenience) by County.

7.0 TERMINATION FOR IMPROPER CONSIDERATION

- 7.1 County may, upon written notice to Contractor, immediately terminate the right of Contractor to proceed under the Master Agreement if it is found that consideration, in any form, was offered or given by Contractor, either directly or through an intermediary, to any County officer, employee or agent with the intent of securing the Master Agreement or securing favorable treatment with respect to the award, amendment or extension of the Master Agreement or the making of any determinations with respect to Contractor's performance pursuant to the Master Agreement. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.
- 7.2 Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to County manager charged with the supervision of the employee or to County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861.
- 7.3 Among other items, such improper consideration may take the form of cash, discounts, service, the provision of travel or entertainment, or tangible gifts.

8.0 INTENTIONALLY OMITTED

9.0 EFFECT OF TERMINATION

9.1 Remedies

In the event that County terminates the Master Agreement in whole or in part as provided in Section 4.0 (Termination for Insolvency), Section 5.0 (Termination for Default), Section 6.0 (Termination for Convenience), Section 7.0 (Termination for Improper Consideration), in each case, of this Exhibit, then:

- 9.1.1 Contractor shall (a) stop performing Work under the Master Agreement on the date and to the extent specified in such notice, (b) promptly transfer and deliver to County copies of all completed Work and Work that is in process, in a media reasonably requested by County, (c) promptly transfer

and deliver all items previously paid for by County, and (d) complete performance of such part of the Work as shall not have been terminated by such notice;

- 9.1.2 Unless County has terminated the Master Agreement pursuant to Section 6.0 (Termination for Convenience), of this Exhibit, County shall have the right to procure, upon such terms and in such a manner as County may determine appropriate, goods, services, and other Work, similar and competitive to those so terminated, and Contractor shall be liable to County for, and shall promptly pay to County by cash payment, any and all excess costs reasonably incurred by County, as determined by County, to procure and furnish such similar goods, services, and other Work;
- 9.1.3 Contractor shall promptly return to County any and all of County's confidential information that relates to that portion of the Master Agreement or Work terminated by County;
- 9.1.4 Contractor shall tender prompt payment to County, and shall continue to tender payment for the duration of any liquidated damages levied pursuant to Section 11.0 (Liquidated Damages), of the Master Agreement, to the extent applicable; and
- 9.1.5 Contractor and County shall continue the performance of the Master Agreement to the extent not otherwise terminated.

9.2 Transition Services

Contractor agrees that in the event of any termination of the Master Agreement, as a result of the breach hereof by either party, or for any other reason, including expiration, Contractor shall fully cooperate with County in the transition by County to a new contractor so that there shall be no interruption of County's day to day operations due to the unavailability of the Work during such transition. Contractor agrees that if County terminates the Master Agreement pursuant to Section 6.0 (Termination for Convenience) of this Exhibit or Paragraph 5.3 of this Exhibit, Contractor shall perform transition services, and shall invoice County for such transition services determined in accordance with the rates specified in Exhibit C (Rate of Compensation) of the Master Agreement, and the agreed upon maximum amount in accordance with a transition plan to be agreed upon, in advance, by County Project Director and Contractor Project Manager. Contractor further agrees that in the event that County terminates the Master Agreement for any other breach by Contractor, Contractor shall perform transition services at no cost to County. In connection with the provision of any transition services pursuant to this Paragraph 9.2 (Transition Services), Contractor shall provide to County Project Director, upon request by County Project Director, documentation that reasonably details the source and amount of

the expenses Contractor purports to have incurred in the provision of such transition services.

9.3 Remedies Not Exclusive

The rights and remedies of County set forth in this Section 9.0 (Effect of Termination) are not exclusive of any other rights and remedies available to County at law or in equity, or under the Master Agreement.

10.0 WARRANTY AGAINST CONTINGENT FEES

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

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

11.0 AUTHORIZATION WARRANTY

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

12.0 FURTHER WARRANTIES

In addition to the warranties elsewhere in this Master Agreement, Contractor represents warrants and further covenants and agrees to the following:

12.1 Contractor bears the full risk of loss due to total or partial destruction of all or any part of any goods acquired from Contractor, as applicable, until acceptance by the County.

12.2 At the time of delivery to and acceptance by County, all goods shall be new, in good working order, in conformity with manufacturer's published specifications and descriptions, and free from defects in workmanship and materials, as determined by County.

12.3 Contractor shall, in the performance of all Work, strictly comply with the descriptions and representations (including performance capabilities, accuracy, completeness, characteristics, specifications, configurations, standards,

functions, and requirements) as set forth in the Master Agreement, including Exhibit B (Statement of Work).

12.4 All Work shall be performed in a timely and professional manner by qualified personnel.

12.5 Contractor and each of its personnel performing Work hereunder have all permits, licenses, and certifications necessary to perform Contractor's obligations under the Agreement.

13.0 INDEMNIFICATION AND INSURANCE

13.1 Indemnification

Contractor shall indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents and volunteers ("County Indemnitees") from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from and/or relating the Master Agreement, except for such loss or damage arising from the sole negligence or willful misconduct of the County Indemnitees. In the event any dispute exists as to nature of County Indemnitees' conduct with respect to any loss or damage referenced above, Contractor shall defend County Indemnitees until such dispute is resolved by final judgment."

13.2 General Provisions for All Insurance Coverage

Without limiting Contractor's indemnification of County, and in the performance of the Master Agreement and until all of its obligations pursuant to the Master Agreement have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraphs 13.2 (General Provisions for All Insurance Coverage) and 13.3 (Insurance Coverage) of the Master Agreement. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to the Master Agreement. County in no way warrants that the Required Insurance is sufficient to protect Contractor for liabilities which may arise from or relate to the Master Agreement.

13.2.1 Evidence of Coverage and Notice to County

- Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under Contractor's General Liability policy, shall be delivered to

County at the address shown below and provided prior to commencing services under the Master Agreement.

- Renewal Certificates shall be provided to County not less than ten (10) calendar days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or subcontractor insurance policies at any time.
- Certificates shall identify all Required Insurance coverage types and limits specified herein, reference the Master Agreement by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of Contractor identified as the contracting party in the Master Agreement. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand (\$50,000.00) dollars, and list any County required endorsement forms.
- Neither County's failure to obtain, nor 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), shall be construed as a waiver of any of the Required Insurance provisions.
- Certificates and copies of any required endorsements shall be sent to:

Los Angeles County Sheriff's Department
Contracts Unit
4700 Ramona Boulevard, Room 214
Monterey Park, California 91754
Attention: Contract Compliance Manager

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

13.2.2 Additional Insured Status and Scope of Coverage

The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) shall 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 County. County and its Agents additional insured status and their entitlement to insurance benefits including defense of suits, shall apply with respect to any claims or proceedings asserting any liability arising out of Contractor's acts or omissions, whether such liability is attributable in whole or in part to Contractor or to County. The full policy limits and scope of protection also shall apply to County and its Agents as an additional insured, even if they exceed County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable provided it satisfies the Required Insurance provisions herein.

13.2.3 Cancellation of or Changes in Insurance

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

13.2.4 Failure to Maintain Insurance

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

13.2.5 Insurer Financial Ratings

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

13.2.6 Contractor's Insurance Shall Be Primary

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

13.2.7 Waivers of Subrogation

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

13.2.8 Subcontractor Insurance Coverage Requirements

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

13.2.9 Deductibles and Self-Insured Retentions (SIRs)

Contractor's policies shall not obligate County to pay any portion of any Contractor deductible or SIR. County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects 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 shall be executed by a corporate surety licensed to transact business in the State of California.

13.2.10 Claims Made Coverage

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

13.2.11 Application of Excess Liability Coverage

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

13.2.12 Separation of Insureds

All liability policies shall 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.

13.2.13 Alternative Risk Financing Programs

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. County and its Agents shall be designated as an Additional Covered Party under any approved program.

13.2.14 County Review and Approval of Insurance Requirements

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

13.3 Insurance Coverage

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

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

13.3.2 **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 shall cover liability arising out of Contractor's use of autos pursuant to the Master Agreement, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

13.3.3 **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 shall 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, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) calendar days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law. There shall be no exclusions for animal-related liability.

If Contractor does not have employees, a written statement will be acceptable acknowledging that Contractor does not have employees and therefore, Worker's Compensation Insurance does not apply.

14.0 INTELLECTUAL PROPERTY INDEMNIFICATION

14.1 Indemnification Obligation

Contractor shall indemnify, hold harmless and defend County, its agents, officers, and employees from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, but not limited to, defense costs and legal, accounting and other expert, consulting or professional fees and attorney's fees, as such are incurred, 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 or misappropriation, arising from or related to software or other tasks, deliverables, goods, services or other work licensed or acquired hereunder or the operation and utilization of Contractor's work under the Master Agreement (collectively in this Section 14.0 (Intellectual Property Indemnification) "Infringement Claim(s)"). Any legal defense pursuant to Contractor's indemnification obligations under this Section 14.0 (Intellectual Property Indemnification), shall be conducted by Contractor and performed by counsel selected by Contractor and approved in writing by County (which

approval shall not be unreasonably withheld). Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as required by law or the Master Agreement, County shall be entitled to reimbursement for all such costs and expenses.

14.2 Procedures

County shall notify Contractor, in writing, as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure. Upon such notice, Contractor shall, at no cost to County, as remedial measures, either: (i) procure the right, by license or otherwise, for County to continue to use the software or other tasks, deliverables, goods, services or other work licensed or acquired hereunder, or part(s) or component(s) thereof, to the same extent of County's license or ownership rights under the Master Agreement; or (ii) to the extent Contractor is unable to procure such right, replace or modify the software or other tasks, deliverables, goods, services or other work licensed or acquired hereunder, or part(s) or component(s) thereof, with another software or product of services, or part(s) or component(s) thereof, of at least equivalent quality and performance capabilities, in County's determination, until it is determined by County that the software or other tasks, deliverables, goods, services or other work licensed or acquired hereunder and all parts and components become non-infringing, non-misappropriating and non-disclosing.

14.3 Remedial Acts

If Contractor fails to complete the remedial measures in Paragraph 14.2 above within forty-five (45) calendar days of the date of the written notice from County or County has not approved in writing (such approval not to be unreasonably withheld) Contractor's plan of completing such remediation, then, County shall have the right to take such remedial acts as County determines to be reasonable to mitigate any impairment of its use of the software or services or damages or other costs or expenses (in this Paragraph 14.3, "Remedial Acts"). Contractor shall indemnify County under Paragraph 13.1 (Indemnification), for all amounts paid and all direct and indirect costs associated with County's Remedial Acts. Failure by Contractor to pay such amounts within ten (10) calendar days of invoice by County shall, in addition to, and cumulative to all other remedies, entitle County to immediately withhold payments due to Contractor under the Master Agreement up to the total of the amounts paid in connection with County's Remedial Acts.

15.0 **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, County reserves the right

to reduce its payment obligation correspondingly for that fiscal year and any subsequent fiscal year during the Term of the Master Agreement (including any extensions), and the services to be provided by Contractor under the Master Agreement shall also be reduced correspondingly. County's notice to Contractor regarding said reduction in payment obligation shall be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentences, Contractor shall continue to provide all of the services set forth in the Master Agreement.

16.0 FORCE MAJEURE

Except with respect to defaults of any subcontractors, Contractor shall not be liable for any such excess costs, if its failure to perform the Agreement arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by Contractor or any of Contractor's subcontractors), freight embargoes, or other similar acts 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 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 any fault or negligence of either of them, Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. Contractor agrees to use commercially reasonable best efforts to obtain such goods or services from other sources, and to mitigate the damages and reduce the delay caused by any of the above mentioned *force majeure* events. As used in this Section 16.0 (Force Majeure), the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

17.0 CONTRACTOR RESPONSIBILITY AND DEBARMENT

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

17.2 Contractor is hereby notified that, in accordance with Chapter 2.202 of the Los Angeles County Code, if County acquires information concerning the performance of Contractor on this or other Agreements which indicates that Contractor is not responsible, County may, in addition to other remedies provided in the Master Agreement, debar Contractor from bidding or proposing on, or being awarded, and/or performing work on County Agreements for a specified period of time, which will not exceed five (5) years, but may exceed five (5) years or be permanent if warranted by the circumstances, and terminate any or all existing Agreements Contractor may have with County.

- 17.3 County may debar a Contractor if the Board finds, in its discretion, that Contractor has done any of the following: (a) violated a term of an Agreement, including the Master Agreement, with County or a nonprofit corporation created by County, (b) committed an act or omission which negatively reflects on Contractor's quality, fitness or capacity to perform an Agreement with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same, (c) committed an act or offense which indicated a lack of business integrity or business honesty, or (d) made or submitted a false claim against County or any other public entity.
- 17.4 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.
- 17.5 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Contractor and/or Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Contractor should be debarred, and, if so, the appropriate length of time of the debarment. Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.
- 17.6 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 shall be presented to the Board. The Board shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 17.7 If a Contractor has been debarred for a period longer than five (5) years, that Contractor may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. 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: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of County.
- 17.8 The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting

documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

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

- 17.10 These terms shall also apply to subcontractors of County Contractors.

18.0 COMPLIANCE WITH APPLICABLE LAW

- 18.1 In the performance of the Master Agreement, Contractor's shall comply with all applicable Federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies and procedures, and all provisions required thereby to be included in the Master Agreement are hereby incorporated herein by reference.
- 18.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Section 18.0 (Compliance with Applicable Law) shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

19.0 FAIR LABOR STANDARDS

Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act, and shall indemnify, defend, and hold harmless County, its officers, employees and agents from any and all liability, including damages, losses, wages, overtime pay, liquidated damages, penalties, court costs, fees and other expenses (including attorneys' fees) arising under any wage and hour law, including the Federal Fair Labor Standards Act, for Work performed by Contractor's employees.

20.0 NONDISCRIMINATION, AFFIRMATIVE ACTION, AND ASSURANCES

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

20.1 Contractor shall certify to, and comply with, the provisions of Contractor's EEO Certification, attached hereto as Exhibit D (Contractor's EEO Certification) of the Master Agreement.

20.2 Contractor shall 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, or physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action shall 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.

20.3 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, or physical or mental disability, marital status, or political affiliation.

20.4 Contractor certifies and agrees that it, its affiliates, subsidiaries or holding companies, shall comply with all applicable Federal and State laws and regulations, including but not limited to:

20.4.1 Title VII, Civil Rights Act of 1964;

20.4.2 Section 504, Rehabilitation Act of 1973;

20.4.3 Age Discrimination Act of 1975;

20.4.4 Title IX, Education Amendments of 1973, as applicable; and

- 20.4.5 Title 43, part 17, Code of Federal Regulations, subparts a & b;
- 20.4.6 Fair Employment and Housing Act (California Government Code Section 12990 (a-f) et seq.) and the applicable regulations promulgated hereunder (California Code of Regulations, Title 2, Section 7285 et seq.)
- 20.5 Contractor certifies and agrees that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, or physical or mental disability, marital status, or political affiliation, be unlawfully excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Master Agreement or under any project, program, or activity supported by the Master Agreement.
- 20.6 Contractor shall, with reasonable notice and during regular business hours, allow County representatives access to Contractor's employment records during regular business hours to verify compliance with the provisions of this Section 20.0 (Nondiscrimination, Affirmative Action, and Assurances), when so requested by County; provided that County's access to such employment records of Contractor shall be limited to access that does not constitute an unlawful invasion of the privacy rights of any such employee. If County finds that any of the provisions of this Section 20.0 (Nondiscrimination, Affirmative Action, and Assurances) have been violated, such violation shall, at the election of County, constitute a material breach of the Master Agreement upon which County may immediately terminate or suspend the Master Agreement. While County reserves the right to determine independently that the anti-discrimination provisions of the Master Agreement have been violated, in addition, a determination by the California Fair Employment Practices Commission or the Federal Equal Employment Opportunity Commission that Contractor has violated State or Federal anti-discrimination laws or regulations such determination shall constitute a finding by County that Contractor has violated the anti-discrimination provisions of the Master Agreement. All determinations of violations made pursuant to this Paragraph 20.6 shall be appealable by Contractor in accordance with applicable laws and regulations, and separately pursuant to Paragraph 2.3 (Dispute Resolution Procedures) of this Exhibit.
- 20.7 The parties agree that in the event the Contractor violates the anti-discrimination provisions of the Master Agreement, County shall, at its sole option, be entitled to the sum of five hundred dollars (\$500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating the Master Agreement.

21.0 NONDISCRIMINATION IN SERVICES

Contractor shall not discriminate in the provision of services hereunder because of race, color, religion, national origin, ancestry, sex, age, or physical or mental handicap, in accordance with all applicable requirements of Federal and State law. For the purpose

of this Section 21.0 (Nondiscrimination in Services), discrimination in the provision of services may include the following: (a) denying any person any service or benefit or the availability of the facility, (b) providing any service or benefit to any person which is not equivalent or is not provided in an equivalent manner or at an equivalent time to that provided to others, (c) subjecting any person to segregation or separate treatment in any manner related to the receipt of any service, (d) restricting any person in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit, and (e) treating any person differently from others in determining admission, enrollment quota, eligibility, membership, or any other requirements or conditions which persons must meet in order to be provided any service or benefit.

22.0 EMPLOYMENT ELIGIBILITY VERIFICATION

22.1 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 the Master Agreement meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. Contractor shall obtain, from all employees performing Work hereunder, all verification and other documentation of employment eligibility status required by Federal statutes and regulations as they currently exist and as they may be hereafter amended. Contractor shall retain all such documentation for the period prescribed by law.

22.2 Contractor shall indemnify, defend, and hold harmless County, its agents, officers, and employees pursuant to Paragraph 13.1 (Indemnification) of this Exhibit from and against any and all liability (alleged or actual), including damages, losses, fees, costs, and expenses (including defense costs and legal, accounting and other expert witness, consulting or professional fees) arising out of or in connection with any employer sanctions and any other liability which may be assessed against Contractor or County 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 hereunder.

23.0 HIRING OF EMPLOYEES

Contractor and County agree that, during the Term of the Master Agreement and for a period of one (1) year thereafter, except with the prior written consent of the other party, neither party shall in any way intentionally induce or solicit any Project Director, Project Manager or other employee, of one party to become an employee or agent of the other party. Notwithstanding the foregoing, County shall be entitled to make offers of employment to employees of Contractor necessary or desirable to perform Work described in the Master Agreement, in the event that: (a) County has the right to terminate the Master Agreement pursuant to Section 4.0 (Termination for Insolvency) of this Exhibit, (b) the Master Agreement is terminated by County due to Contractor's default pursuant to Section 5.0 (Termination for Default) of this Exhibit, (c) without resolution acceptable to both parties, Contractor and County have followed Paragraph

2.3 (Dispute Resolution Procedures), or (d) Contractor either announces the withdrawal of support of, or otherwise no longer provides services County deems essential to, the ongoing support of the Work as applicable.

24.0 CONFLICT OF INTEREST

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

24.2 Contractor shall comply with all conflict of interest laws, ordinances and regulations now in effect or hereafter to be enacted during the Term of the Master Agreement. Contractor warrants that it is not now aware of any facts that do or could 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 shall immediately make full written disclosure of such facts to County. Full written disclosure shall 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 Section 24.0 (Conflict of Interest) shall be a material breach of the Master Agreement.

25.0 RESOLICITATION OF BIDS, PROPOSALS, SOQs, OR INFORMATION

25.1 Contractor acknowledges that, prior to the expiration or earlier termination of the Master Agreement, County, in its discretion, may exercise its right to invite bids, request information, request for statement of qualifications or request proposals for the continued provision of the goods and services delivered or contemplated under the Master Agreement. County shall make the determination to re-solicit bids, request information, request for statement of qualifications or request proposals in accordance with applicable County policies.

25.2 Contractor acknowledges that County, in its discretion, may enter into a Master Agreement for the future provision of goods and services, based upon the bids, information, or proposals received, with a provider or providers other than Contractor. Further, Contractor acknowledges that it obtains no greater right to be selected through any future invitation for bids, request for information, request for statement of qualifications or request for proposals by virtue of its present status as Contractor.

26.0 TERMINATION FOR NON-ADHERENCE TO COUNTY LOBBYIST ORDINANCE

Contractor and each County Lobbyist or County Lobbying Firm as defined in Los Angeles County Code Section 2.160.010 retained by Contractor, shall fully comply with the County Lobbyist Ordinance, Los Angeles County Code Chapter 2.160. Failure on the part of Contractor or any County Lobbyist or County Lobbying Firm retained by Contractor to fully comply with County Lobbyist Ordinance shall constitute a material breach of the Master Agreement upon which County may immediately terminate or suspend the Master Agreement.

27.0 CONSIDERATION OF HIRING GAIN/GROW PARTICIPANTS

Should Vendor require additional or replacement personnel after the effective date of this Agreement, Vendor shall give consideration for any such employment openings to participants in County's Department of Public Social Services' Greater Avenues for Independence (in this Paragraph, "GAIN") or General Relief Opportunity for Work (in this Paragraph, "GROW") programs who meet Vendor's Minimum Mandatory Qualifications for the open position. For this purpose, consideration shall mean that Vendor will interview qualified candidates. County will refer GAIN participants by job category to Vendor. In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first opportunity. Vendors shall report all job openings with job requirements to GainGrow@dpss.lacounty.gov to obtain a list of qualified GAIN/GROW job candidates.

28.0 STAFF PERFORMANCE WHILE UNDER THE INFLUENCE

Subject to all applicable laws and regulations, Contractor shall use reasonable efforts to ensure that no employee will perform services hereunder while under the influence of any alcoholic beverage, medication, narcotic, or other substance, which might reasonably, or have been observed to, impair such person's physical or mental performance.

29.0 CONTRACTOR PERFORMANCE DURING CIVIL UNREST

Contractor recognizes that County provides services essential to the residents of the communities it serves, and that these services are of particular importance at the time of a riot, insurrection, civil unrest, natural disaster or similar event. Notwithstanding any other provision of this Exhibit or the Master Agreement, full performance by Contractor during any riot, insurrection, civil unrest, natural disaster or similar event is not excused if such performance remains physically possible without related danger to Contractor's employees or suppliers. During any such event in which the health or safety of any of Contractor's staff members would be endangered by performing their services on-site, such staff members may perform any or all of their services remotely. Failure to comply with this requirement shall be considered a material breach of the Master Agreement by Contractor, for which County may immediately terminate the Master Agreement.

30.0 CONTRACTOR'S ACKNOWLEDGMENT OF COUNTY'S COMMITMENT TO CHILD SUPPORT ENFORCEMENT

- 30.1 Contractor acknowledges that County places a high priority on the enforcement of child support laws and the apprehension of child support evaders. Contractor understands that it is County's policy to encourage all County Contractors to voluntarily post County's "L. A.'s Most Wanted: Delinquent Parents" poster in a prominent position at Contractor's place of business. County's Child Support Services Department (CSSD) will supply Contractor with the poster to be used.
- 30.2 The CSSD will maintain and periodically update the "L.A.'s Most Wanted: Delinquent Parents" list on the Internet. The list may be televised before and after Board meetings.

31.0 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

- 31.1 Contractor acknowledges that County has established a goal of ensuring that all individuals who benefit financially from County through County agreements are in compliance with their court-ordered child, family, and spousal support obligations in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.
- 31.2 As required by County's Child Support Compliance Program (Los Angeles County Code chapter 2.200) and without limiting Contractor's duty under the Master Agreement to comply with all applicable provisions of law, Contractor warrants that it is now in compliance and shall during the Term of the Master Agreement maintain compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 U.S.C. Section 653a) and California Unemployment Insurance Code Section 1088.55, and shall implement all lawfully served Wage and Earnings Withholding Orders or County's CSSD Notices of Wage and Earnings Assignment for Child, Family, or Spousal Support, pursuant to California Code of Civil Procedure Section 706.031 and California Family Code Section 5246(b).
- 31.3 Failure of Contractor to maintain compliance with the requirements set forth in this Section 31.0 (Contractor's Warranty of Adherence to County's Child Support Compliance Program) shall constitute a default under the Master Agreement. Without limiting the rights and remedies available to County under any other provision of the Master Agreement, failure of Contractor to cure such default within ninety (90) calendar days of written notice shall be grounds upon which County may terminate the Master Agreement pursuant to Section 5.0 (Termination for Default) and pursue debarment of Contractor, pursuant to County Code Chapter 2.202.

32.0 RECYCLED-BOND PAPER

Consistent with the Board's policy to reduce the amount of solid waste deposited at County landfills, Contractor agrees to use recycled-content paper to the maximum extent possible in Contractor's provision of Work pursuant to the Master Agreement.

33.0 COMPLIANCE WITH JURY SERVICE PROGRAM

33.1 Jury Service Program

The Master Agreement is subject to the provisions of 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, a copy of which is attached as Exhibit F (Jury Service Ordinance) and incorporated by reference into and made a part of the Master Agreement.

33.2 Written Employee Jury Service Policy

33.2.1 Unless Contractor has demonstrated to County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the Los Angeles County Code) or that Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the Los Angeles County Code), Contractor shall have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) 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 employees' regular pay the fees received for jury service.

33.2.2 For purposes of this Section 33.0 (Compliance with Jury Service Program), "Contractor" means a person, partnership, corporation or other entity which has a contract with County or a subcontract with a County contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full time employee of Contractor. "Full time" means forty (40) hours or more worked per week, or a lesser number of hours if: (a) the lesser number is a recognized industry standard as determined by County, or (b) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of ninety (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 County under the Master Agreement, the subcontractor shall also be subject to the provisions of this Section 33.0 (Compliance with

Jury Service Program). The provisions of this Section 33.0 (Compliance with Jury Service Program) shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the Master Agreement.

33.2.3 If Contractor is not required to comply with the Jury Service Program when the Master Agreement commences, Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor shall immediately notify County if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. County may also require, at any time during the Term and at its sole discretion, that Contractor demonstrate to County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" or that Contractor continues to qualify for an exception to the Jury Service Program.

33.2.4 Contractor's violation of this Section 33.0 (Compliance with Jury Service Program) of this Exhibit may constitute a material breach of the Master Agreement. In the event of such material breach, County may, in its sole discretion, terminate the Master Agreement or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

34.0 BACKGROUND AND SECURITY INVESTIGATIONS

34.1 Each of Contractor's staff performing services under the Agreement shall undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under the Agreement. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal level reviews, which may include, but shall not be limited to, criminal conviction information. The fees associated with the background investigation shall be at the expense of the Contractor, regardless if the member of Contractor's staff passes or fails the background investigation.

34.2 If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be immediately removed from performing services under the Agreement at any time during the Term of the Agreement. County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation.

34.3 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 County facility access.

- 34.4 Disqualification of any member of Contractor's staff pursuant to this Section 34.0 (Background and Security Investigations) shall not relieve Contractor of its obligation to complete all Work in accordance with the terms and conditions of the Agreement.

35.0 ACCESS TO COUNTY FACILITIES

Contractor, its employees, and agents will be granted access to County facilities, subject to Contractor's prior notification to and approval by County Project Director or County Project Manager or their designee, for the purpose of executing Contractor's obligations hereunder. Contractor shall have no tenancy, or any other property or other rights in County facilities. While present at County facilities, Contractor's personnel shall be accompanied by County personnel at all times, unless this requirement is waived in writing prior to such event by County Project Director.

36.0 INTENTIONALLY OMITTED

37.0 INTENTIONALLY OMITTED

38.0 INTENTIONALLY OMITTED

39.0 FEDERAL EARNED INCOME TAX CREDIT

Contractor shall notify its employees and shall 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 shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice 1015. Copies of the Notice can be obtained by calling 1-800-829-3676 or from the IRS website at www.irs.gov.

40.0 ASSIGNMENT BY CONTRACTOR

- 40.1 Contractor shall not assign its rights or delegate its duties under the Master Agreement, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this Paragraph 40.1, County consent shall require a written Amendment to the Master Agreement, which is formally approved and executed by the parties, and which may be executed by the Sheriff, on behalf of County with the written concurrence of County Counsel. Any payments by County to any approved delegate or assignee on any claim under the Master Agreement shall be deductible, at County's discretion, against claims which Contractor may have against County.

- 40.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person, corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Master Agreement, such disposition is an assignment requiring the prior written consent of County in accordance with Paragraph 40.1 of this Exhibit.
- 40.3 Any assumption, assignment, delegation, or takeover of any of Contractor's duties, responsibilities, obligations, or performance of same by any entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Master Agreement which may result in the termination of the Master Agreement. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

41.0 INDEPENDENT CONTRACTOR STATUS

- 41.1 The Master Agreement is by and between County and Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between County and Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever. Contractor shall function as, and in all respects is, an independent Contractor.
- 41.2 Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing Work pursuant to the Master Agreement all compensation and benefits. County shall 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.
- 41.3 Contractor understands and agrees that all persons performing Work pursuant to the Master Agreement are, for purposes of workers' compensation liability, the sole employees of Contractor and not employees of County. County shall have no obligation to furnish, or liability for, workers' compensation benefits to any person as a result of any injuries arising from or connected with any Work performed by or on behalf of Contractor pursuant to the Master Agreement.
- 41.4 Contractor shall adhere to the provisions stated in Section 3.0 (Confidentiality) of this Exhibit.

42.0 RECORDS AND AUDITS

- 42.1 Contractor shall maintain accurate and complete financial records of its activities and operations relating to the Master Agreement, including any termination hereof, in accordance with generally accepted accounting principles. Contractor shall also maintain accurate and complete employment and other records relating to its performance of the Master Agreement. Contractor agrees that County, or its authorized representatives, shall, with reasonable notice and during regular business hours, have access to and the right to examine, audit, excerpt, copy or transcribe any pertinent transaction, activity, or records of Contractor relating to the Master Agreement. Should the examination and audit be performed by a non-County entity or should a non-County entity be requested by County to review information received pursuant to an audit or examination under this Section 42.0 (Records and Audits), Contractor may require the non-County examiner or auditor, as the case may be, to execute a nondisclosure contract prior to any disclosure. The nondisclosure Master Agreement shall limit the non-County entity's use of information received or reviewed in connection with the examination and audit to Work performed specifically for the benefit of County. All such material, including all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets, and other time and employment records, shall be kept and maintained by Contractor and shall be made available to County during the Term of the Master Agreement and for a period of five (5) years thereafter unless County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then at Contractor's option, Contractor shall either (a) provide County with access to such material at a mutually agreed upon location inside Los Angeles County, or (b) pay County for travel, per diem, and other costs and expenses incurred by County to examine, audit, excerpt, copy or transcribe such material at such outside location.
- 42.2 If an audit is conducted of Contractor specifically regarding the Master Agreement by any Federal or State auditor, or by an auditor or accountant employed by Contractor or otherwise, then Contractor shall file a copy of such audit report with County's Auditor Controller and County Project Director within thirty (30) calendar days of Contractor's receipt thereof, unless otherwise provided by applicable federal or state law or under the Master Agreement.
- 42.3 If, at any time during or after the Term of the Master Agreement, representatives of County conduct an audit of Contractor, as and to the extent permitted hereunder, regarding the Work performed under the Master Agreement, the results of such audit, including any final determination in respect of an underpayment or overpayment, if any by County under the Master Agreement, shall be provided in writing to Contractor. Contractor shall have thirty (30) calendar days to review the findings contained in such audit and notify County of

any objection to the same. Such notice must include, in reasonable detail, the basis for Contractor's objection and any supporting documentation and analysis for Contractor's objection. If the parties cannot agree, within fifteen (15) calendar days of receipt of Contractor's objection to the findings contained in County's audit, on the amount of underpayment or overpayment, if any, by County to Contractor hereunder, then either party may submit such matter to the Dispute Resolution Procedure, provided such matter shall be submitted initially, directly to County Project Director and Contractor Project Manager. If Contractor fails to notify County of any objection it has to the findings of County's audit within the thirty (30) calendar day period set forth above, Contractor waives any right to object to the findings of such audit, including any determination of overpayment by County. If such audit, whether initially following a waiver by Contractor of its right of objection or upon final determination pursuant to the Dispute Resolution Procedure, finds that County's dollar liability for any such Work is less than payments made by County to Contractor, then the difference, together with County's reasonable costs of audit, shall be either repaid by Contractor to County by cash payment upon demand or, at the discretion of County Project Director, deducted from any amounts due to Contractor from County. If such audit finds that County's dollar liability for such Work is more than the payments made by County to Contractor, then the difference shall be paid to Contractor by County, but in no event shall County's payments to Contractor exceed the Maximum Contract Sum.

Failure on the part of Contractor to comply with any of the provisions of this Section 42.0 (Records and Audits) shall constitute a material breach upon which County may terminate or suspend the Master Agreement.

43.0 LICENSES, PERMITS, REGISTRATIONS, ACCREDITATIONS, AND CERTIFICATIONS

Contractor shall obtain and maintain in effect during the Term of the Master Agreement all licenses, permits, registrations, accreditations, and certifications required by all Federal, state, and local laws, ordinances, rules, and regulations, which are applicable to Contractor's services under the Master Agreement, including but not limited to licenses and board certifications. Contractor shall further ensure that all of its officers, employees, and agents who perform services hereunder, obtain and maintain in effect during the Term of the Master Agreement all licenses, permits, registrations, accreditations, and certifications which are applicable to their performance hereunder. If and to the extent requested by County, Contractor shall provide a copy of each license, permit, registration, accreditation, and certificate, in duplicate, to:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
Attn: Contracts Manager
4700 Ramona Boulevard
Monterey Park, CA 91754

44.0 NO THIRD PARTY BENEFICIARIES

Notwithstanding any other provision of the Master Agreement, Contractor and County do not in any way intend that any person or entity shall acquire any rights as a third party beneficiary of the Master Agreement, except that this Section 44.0 (No Third Party Beneficiaries) shall not be construed to diminish Contractor's indemnification obligations hereunder.

45.0 MOST FAVORED PUBLIC ENTITY

If Contractor's prices decline, or should Contractor, at any time during the Term of the Master Agreement, provide the same goods and/or substantially similar services under similar quantity, delivery, and other applicable terms and conditions to the State of California or any county, municipality, public agency, or district within California at prices below those set forth in the Master Agreement, then such lower prices shall be extended immediately to County.

46.0 COUNTY'S QUALITY ASSURANCE PLAN

County or its agent will evaluate Contractor's performance under the Master Agreement on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with the terms and conditions and performance standards of the Master Agreement. Contractor deficiencies which County determines are severe or continuing and that may place performance of the Master Agreement in jeopardy if not corrected will be reported to the Board. The report will include improvement and corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the Master Agreement or impose other penalties as specified in the Master Agreement.

47.0 CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFF/OR RE-EMPLOYMENT LIST

Should Contractor require additional or replacement personnel after the effective date of the Master Agreement to perform the services set forth herein, Contractor shall 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 the Master Agreement.

48.0 INTENTIONALLY OMITTED

49.0 NO PAYMENT FOR SERVICES PROVIDED FOLLOWING EXPIRATION OR TERMINATION OF MASTER AGREEMENT

Contractor shall have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by Contractor under the Master Agreement, after the expiration or other termination of the Master Agreement. Should Contractor receive any such payment, it shall immediately notify

County and shall immediately repay all such funds to County. Payment by County for services rendered after expiration or termination of the Master Agreement shall not constitute a waiver of County's right to recover such payment from Contractor. This provision shall survive the expiration or other termination of the Master Agreement.

50.0 SAFELY SURRENDERED BABY LAW

50.1 Notice to Employees

Contractor shall notify and provide to its employees performing Work under the Master Agreement to notify and provide to its employees a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Exhibit G (Safely Surrendered Baby Law) of the Master Agreement and is also available on the Internet at www.babysafela.org for printing purposes.

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

Contractor acknowledges that County places a high priority on the implementation of the Safely Surrendered Baby Law. Contractor understands that it is County's policy to encourage all County Contractors to voluntarily post County's "Safely Surrendered Baby Law" poster 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. County's Department of Children and Family Services will supply Contractor with the poster to be used. Information on how to receive the poster can be found on the Internet at www.babysafela.org.

51.0 PROHIBITION AGAINST INDUCEMENT OR PERSUASION

Contractor and County agree that, during the term of the Master Agreement and for a period of one (1) year thereafter, neither party shall 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.

52.0 PUBLIC RECORDS ACT

52.1 Any documents submitted by Contractor, all information obtained in connection with County's right to audit and inspect Contractor's documents, books, and accounting records, pursuant to Section 42.0 (Records and Audits) of this Exhibit, as well as those documents which were required to be submitted in response to the Request for Statement of Qualifications (RFSQ) used in the solicitation process for the Master Agreement, become the exclusive property of County. All such documents become a matter of public record and shall 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." County shall 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.

- 52.2 In the event 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 bid/proposal marked "Trade Secret," "Confidential," or "Proprietary," Contractor agrees to defend and indemnify County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

53.0 TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM (if applicable)

- 53.1 The Master Agreement is subject to the provisions of the County's ordinance entitled Transitional Job Opportunities Preference Program, as codified in Chapter 2.205 of the Los Angeles County Code.
- 53.2 Contractor shall 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 Transitional Job Opportunity vendor.
- 53.3 Contractor shall 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 Transitional Job Opportunity vendor.
- 53.4 If Contractor has obtained County certification as a Transitional Job Opportunity vendor 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 the Master Agreement to which it would not otherwise have been entitled, shall:
1. Pay to County any difference between the Master Agreement amount and what County's costs would have been if the Master Agreement had been properly awarded;
 2. In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than ten percent (10%) of the amount of the Master Agreement; and

3. Be subjected to the provisions of Chapter 2.202 of the Los Angeles County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

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

54.0 WAIVER

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

55.0 GOVERNING LAW, JURISDICTION, AND VENUE

The Master Agreement shall be governed by, and construed in accordance with, the substantive and procedural laws of the State of California applicable to Master Agreements made and to be performed within that state. Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California (except with respect to claims that are subject to exclusive Federal subject matter jurisdiction, as to which Contractor agrees and consents to the exclusive jurisdiction of the United States District Court of the Central District of California) for all purposes regarding the Master Agreement and further agrees and consents that venue of any action brought hereunder shall be exclusively in the Central District of the Superior Court for the County of Los Angeles, California.

56.0 SEVERABILITY

If any provision of the Master Agreement is adjudged void or invalid for any reason whatsoever, but would be valid if part of the wording thereof were deleted or changed, then such provision shall apply with such modifications as may be necessary to make it valid and effective. In the event that one or more of the provisions of the Master Agreement is found to be invalid, illegal or unenforceable in any respect, such provision shall be deleted here from and the validity, legality, and enforceability of the remaining provisions contained herein shall not in any way be affected or impaired thereby, unless the Master Agreement fails of its essential purpose because of such deletion.

57.0 RIGHTS AND REMEDIES

The rights and remedies of County provided in any given Section, as well as throughout the Master Agreement, including throughout this Exhibit, are non-exclusive and

cumulative with any and all other rights and remedies under the Master Agreement, at law, or in equity.

58.0 NON EXCLUSIVITY

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

59.0 FACSIMILE

Except for the parties initial signatures to the Master Agreement, which must be provided in "original" form, and not by facsimile, County and Contractor hereby agree to regard facsimile representations of original signatures of authorized officials of each party, when appearing in appropriate places on change notices or in other correspondence, notices, etc. requiring signatures, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed thereto, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

60.0 LOCAL SMALL BUSINESS ENTERPRISE (SBE) PREFERENCE PROGRAM

60.1 The Master Agreement is subject to the provisions of the County's ordinance entitled Local Small Business Enterprise Preference Program, as codified in Chapter 2.204 of the Los Angeles County Code.

60.2 Contractor shall 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 Local Small Business Enterprise.

60.3 Contractor shall 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 Local Small Business Enterprise.

60.4 If Contractor has obtained certification as a Local Small Business Enterprise 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 the Master Agreement to which it would not otherwise have been entitled, shall:

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

The above penalties shall 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 Internal Services Department of this information prior to responding to a solicitation or accepting a Master Agreement award.

61.0 LOCAL SMALL BUSINESS ENTERPRISE (SBE) PROMPT PAYMENT PROGRAM

Certified Local SBEs will receive prompt payment for services they provide to County departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

62.0 TERMINATION FOR NON APPROPRIATION OF FUNDS

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

63.0 WARRANTY OF COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

- 63.1 Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through Master Agreements are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.
- 63.2 Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the Term of the Master Agreement will maintain compliance, with Los Angeles

County Code Chapter 2.206, attached as Exhibit H (Defaulted Property Tax Reduction Program) of this Master Agreement.

64.0 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 Section 63.0 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) above shall constitute default under the Master Agreement. Without limiting the rights and remedies available to County under any other provision of the Master Agreement, failure of Contractor to cure such default within ten (10) calendar days of notice shall be grounds upon which County may terminate the Master Agreement and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

65.0 TIME OFF FOR VOTING

Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (California Elections Code Section 14000). Not less than ten (10) calendar days before every statewide election, every Contractor and subcontractor shall 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 California Elections Code Section 14000.

* * * * *

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT B

STATEMENT OF WORK

**NOT ATTACHED TO MODEL MASTER
AGREEMENT; SEE APPENDIX B (STATEMENT
OF WORK) OF THE RFSQ**

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT C

RATE OF COMPENSATION



EXHIBIT C RATE OF COMPENSATION

All rates are fixed and shall remain firm for the Term of the Master Agreement.

ROUTINE JOBS		
LANGUAGE	DESCRIPTION	PRICE PER LINE (based on 60 characters per line) (\$)
English	digital audio, audio/video cassette tape or CD transcript of any length	0.20
Spanish	digital audio, audio/video cassette tape or CD interview or investigation of any length	0.75

PRIORITY JOBS APPROVED BY COUNTY PROJECT MANAGER*		
LANGUAGE	DESCRIPTION	PRICE PER LINE (based on 60 characters per line) (\$)
English 24 Hr. Turnaround	digital audio, audio/video cassette tape or CD interview or investigation of any length	0.30
Spanish 48 Hr. Turnaround	digital audio, audio/video cassette tape or CD interview or investigation of any length	1.00

PICK-UP AND DELIVERY CHARGES		
SERVICE	DESCRIPTION	PRICE/EACH (\$)
Pick-up	Pick up from any location identified in SOW, Attachment B1	35.00
Delivery	Deliver to any location identified in SOW, Attachment B1	35.00

OTHER CHARGES APPROVED BY COUNTY PROJECT MANAGER*		
SERVICE	DESCRIPTION	PRICE/ INDICATE UNIT (\$)
Inaudible Interviews	Transcribe interviews on any media that are <u>extremely</u> inaudible in totality and require additional labor for transcription	20.00/hour OR .50/English per line 1.25/Spanish per line

*** Must be approved by County Project Manager in writing prior to beginning work**

Note: No minimum job fee; no fee for corrections

LIST OTHER LANGUAGES OR ATTACH ADDITIONAL SHEET:

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT D

CONTRACTOR'S EEO CERTIFICATION

Exhibit D
CONTRACTOR'S EEO CERTIFICATION

Contractor Name

Address

Internal Revenue Service Employer Identification Number

GENERAL CERTIFICATION

In accordance with Section 4.32.010 of the Code of the County of Los Angeles, the contractor, supplier, or vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

CONTRACTOR'S SPECIFIC CERTIFICATIONS

- | | | | |
|----|---|------------------------------|-----------------------------|
| 1. | Contractor has a written policy statement prohibiting discrimination in all phases of employment. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. | Contractor periodically conducts a self analysis or utilization analysis of its work force. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. | Contractor has a system for determining if its employment practices are discriminatory against protected groups. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 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. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Authorized Official's Printed Name and Title

Authorized Official's Signature

Date

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT E1

**CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT
AND CONFIDENTIALITY AGREEMENT**

Exhibit E1

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

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

Contractor Name _____ Master Agreement No. _____

Employee Name _____

GENERAL INFORMATION:

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

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced Master Agreement. 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 Master Agreement. 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 Master Agreement 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 my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

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.

SIGNATURE: _____

DATE: ____/____/____

PRINTED NAME: _____

POSITION: _____

County of Los Angeles
Sheriff's Department

Transcription Services
Appendix A – Model Master Agreement

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT E2

**CONTRACTOR NON-EMPLOYEE
ACKNOWLEDGEMENT AND CONFIDENTIALITY
AGREEMENT**

Exhibit E2
CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

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

Contractor Name _____ Contract No. _____

Non-Employee Name _____

GENERAL INFORMATION:

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

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.

SIGNATURE: _____ DATE: ____/____/____

PRINTED NAME: _____

POSITION: _____

County of Los Angeles
Sheriff's Department

Transcription Services
Appendix A – Model Master Agreement
Exhibit E2 – Contractor Non-Employee Acknowledgment and Confidentiality Agreement

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT F

JURY SERVICE ORDINANCE

**NOT ATTACHED TO MODEL MASTER AGREEMENT;
SEE APPENDIX G (JURY SERVICE ORDINANCE) OF
THE RFSQ**

**APPENDIX A
MODEL MASTER AGREEMENT**

EXHIBIT G

SAFELY SURRENDERED BABY LAW

**NOT ATTACHED TO MODEL MASTER
AGREEMENT; SEE APPENDIX J (SAFELY
SURRENDERED BABY LAW) OF THE RFSQ**

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT H

**DEFAULTED PROPERTY TAX REDUCTION
PROGRAM**

**NOT ATTACHED TO MODEL MASTER
AGREEMENT; SEE APPENDIX K (DEFAULTED
PROPERTY TAX REDUCTION PROGRAM) OF THE
RFSQ**

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT I

CONTRACT DISCREPANCY REPORT

Exhibit I
CONTRACT DISCREPANCY REPORT

TO:

FROM:

DATES: Prepared by County: _____ Received by Contractor: _____
 Returned by Contractor: _____ Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Representative

Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

Signature of Contractor Representative

Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

Signature of County Representative

Date

COUNTY ACTIONS: _____

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

APPENDIX A
MODEL MASTER AGREEMENT

EXHIBIT J

INVOICE DISCREPANCY REPORT

Exhibit J INVOICE DISCREPANCY REPORT

1. **INVOICE DISCREPANCY** to be completed by County Project Director

Today's Date: _____

Contractor: _____

Phone Number: _____

Date of Subject Invoice: _____

Description of Issues with Subject Invoice:

Signed: _____ Date: _____
County Project Manager (CPM)

2. **REVIEWED:**

Signed: _____ Date: _____
County Project Director (CPD)

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

Date received from CPD: _____

Explanation regarding Issues with Subject Invoice: _____

Corrective Action Taken: _____

Signed: _____ Date: _____
Contractor Project Manager

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

5. **Approved by COUNTY:**

Date: _____
Date: _____

6. **Contractor Notified on** _____ **Date:** _____

INSTRUCTIONS

CPM : Forward Invoice Discrepancy Report to the Contractor for investigation and response.

Contractor: Must respond to CPD in writing within ten (10) calendar days of receipt of Invoice Discrepancy Report.

Copy LASD [Master Contract File]

APPENDIX B

STATEMENT OF WORK

TRANSCRIPTION SERVICES

TRANSCRIPTION SERVICES

TABLE OF CONTENTS

1.0	SCOPE OF WORK.....	1
2.0	SPECIFIC WORK REQUIREMENTS.....	1
2.1	GENERAL.....	1
2.2	INTERNAL AFFAIRS BUREAU (IAB).....	3
2.3	SPECIAL VICTIMS BUREAU (SVB).....	5
2.4	HOMICIDE BUREAU (HB).....	6
2.5	INTERNAL CRIMINAL INVESTIGATIONS BUREAU (ICIB).....	8
2.6	OTHER BUREAUS OR UNITS.....	11
3.0	PICK-UP AND DELIVERY SERVICE.....	11
4.0	JOB TRACKING.....	11
5.0	RETURN TIME FOR COMPLETED TRANSCRIPTS.....	12
6.0	QUALITY ASSURANCE PLAN.....	13
7.0	MATERIALS AND EQUIPMENT.....	13
8.0	SECURITY AND CONFIDENTIALITY.....	13
9.0	REQUIRED QUARTERLY REPORT.....	14
10.0	IDENTIFICATION BADGES.....	15
11.0	CONTRACTORS OFFICE.....	15
12.0	FOREIGN LANGUAGE TRANSCRIPTION.....	15

ATTACHMENT B1- Bureau/Unit Locations and Addresses

ATTACHMENT B2 – Internal Affairs Bureau - Work Sample

ATTACHMENT B3 – Special Victims Bureau - Work Sample

ATTACHMENT B4 - Homicide Bureau - Work Sample

ATTACHMENT B5 – Internal Criminal Investigations Bureau – Work Sample

ATTACHMENT B6 - Sample Invoice

TRANSCRIPTION SERVICES

1.0 SCOPE OF WORK

- 1.1 Contractor shall provide transcription services on an as-needed, intermittent basis for various bureaus and units within the Department listed on Attachment B1 (Bureau/Unit locations and addresses) of this Statement of Work (SOW).
- 1.2 The Department requires the services of several transcriber typists in the State of California to transcribe recorded dictation of interviews and investigations of victims, subjects, witnesses, suspects, departmental personnel, 9-1-1 calls, radio transmissions, polygraph examinations, and other recorded information. The recorded dictations are generally provided in English and Spanish languages, but occasionally, may be in other languages as described in Section 12.0 (Foreign Language Transcription) of this SOW. The volume of work can range from 100 -150 jobs monthly with a page count varying from one (1) page to 250 pages per work request.
- 1.3 It is the intent of the Department to issue Work to Qualified Contractors on a rotational basis, based upon the needs of the Department, in its sole discretion. However, the Department has the sole discretion to issue Work for routine and/or priority jobs to the first available Qualified Contractor able to respond immediately, based upon the needs of the Department.
- 1.4 If, at any time, Contractor cannot fulfill a routine and/or priority job, the Department will proceed to the next Qualified Contractor in rotation.
- 1.5 Approval of the Model Master Agreement for Transcription Services by the Los Angeles County Board of Supervisors (Board) and the subsequent execution of this Master Agreement by the Sheriff does not that guarantee Work will be offered to Contractor. The execution of this Master Agreement does not guarantee Contractor any minimum amount of business. County does not promise, warrant, or guarantee that County will utilize any particular level of Contractor's service, or any services at all, during the Term of this Master Agreement.

2.0 SPECIFIC WORK REQUIREMENTS

2.1 GENERAL

Contractor shall provide transcription services, on an as-needed basis, as required by the Department and approved by the County Project Manager

or designee. Contractor's transcription services shall include, but not be limited to the following:

- 2.1.1 Contractor shall transcribe recorded dictation of interviews and investigations of victims, subjects, witnesses, suspects, departmental personnel, 9-1-1 calls, radio transmissions, polygraph examinations, and other recorded information.
- 2.1.2 Contractor's transcripts of recorded dictation shall contain no typographical errors or misspelled words.
- 2.1.3 Contractor shall correct and retype, at no cost to the Department, those transcripts that are of unacceptable quality in either accuracy or appearance as determined by County Project Manager or designee. The amount of corrections required in each transcript and frequency of transcripts that require corrections will be monitored and documented by the Department in accordance with Subparagraph 6.2.1 of this SOW.
- 2.1.3 Contractor's transcription report shall have a one-inch margin at the top, bottom and sides of each page. A page is defined as 30-40 lines. A line is defined as sixty (60) characters. A character is defined as any keystroke including the space bar.
- 2.1.4 Contractor's transcribers shall type a minimum of 45 net words per minute.
- 2.1.5 Contractor shall maintain an electronic copy of all completed transcripts for a minimum of sixty (60) calendar days and a maximum of six (6) months from delivery to the Department. After six (6) months, all copies shall be purged and deleted from the software and hardware of the Contractor's computer.
 - 2.1.5.1 County Project Manager or designee shall review and approve the Contractor's media purge procedures and methodology.
 - 2.1.5.2 Upon request by County Project Manager or designee, Contractor shall provide written documentation of purge and deletion.

In addition to the above, the Contractor shall comply with the requesting bureau/unit specific work requirements in accordance with Paragraphs 2.1 (General), 2.2 (Internal Affairs Bureau (IAB)), 2.3 (Special Victims Bureau (SVB)), 2.4 (Homicide Bureau (HB)), 2.5 (Internal Criminal Investigations Bureau (ICIB)), and 2.6 (Other Bureaus or Units) of this SOW.

2.2 INTERNAL AFFAIRS BUREAU (IAB)

The Department's Internal Affairs Bureau (IAB) requires transcription services on an as-needed, intermittent basis. IAB uses digitally recorded audio, audio/video cassette tapes, compact disks (CDs) and Digital Video Disks (DVDs) to record, but is not limited to the above devices. Transcription requirements for IAB include, but are not limited to, the following:

- 2.2.1 The Contractor must have the ability to receive digitally recorded audio in WAV, MP3, WMA, DSS or DS2 file format with a minimum of 150 MB file transfer size via a dedicated high speed internet connection.
- 2.2.2 The Contractor must have a secure, dedicated computer file server to store and maintain digitally recorded audio in WAV, MP3, WMA, DSS or DS2 file format, and a secure File Transfer Protocol (FTP) site/server to receive files. The security of the server is subject to review and approval by the Department.
- 2.2.3 If the audio, video, CD or DVD is unclear or not audible, it shall be the responsibility of the Contractor to type "(INAUDIBLE)" in the submitted transcript. The Department will provide the necessary clarification to the Contractor for completion.
- 2.2.4 Completed transcripts derived from digitally recorded audio shall be sent electronically to designated Department personnel using email, FTP, or other Department designated method.
 - 2.2.4.1 Any data transmitted over the Internet must be encrypted. The Contractor shall use Department designated encryption software.
 - 2.2.4.2 The Contractor shall ensure confidential data is sent only to authorized users. Department shall provide a list of authorized users.
 - 2.2.4.3 If files are being transmitted over the internet via email, the Contractor must implement TLS Encryption on their mail server/gateway.
 - 2.2.4.4 If files are being transmitted over the internet via http, the Contractor must implement SSL encryption.
 - 2.2.4.5 If files are being transmitted over the internet via any other type of connection, the method used must be

approved by the Los Angeles County Sheriff's Data Systems Bureau Information Security Officer.

- 2.2.4.6 All of the above will ensure documents sent via email are encrypted before they are sent over the internet.
- 2.2.5 In instances where audio/video cassette tapes, CDs, or DVDs with tracking receipts are sent to the Contractor for transcription, the audio/video cassette tapes, CDs, DVDs, and tracking receipt shall be returned to the Department with the completed transcript. The audio/video cassette tapes, CDs, DVDs, and tracking receipt shall not be erased or altered in any way.
- 2.2.6 Unless otherwise directed by IAB, transcripts shall be prepared in Microsoft Word and typed in ARIAL 12 POINT font with full justification format. Refer to Attachment B2 (Internal Affairs Bureau – Work Sample) of this SOW.
- 2.2.7 Transcripts shall be typed in single space, with double spacing at the conclusion of each statement by a speaker. Refer to Attachment B2 (Internal Affairs Bureau – Work Sample) of this SOW.
- 2.2.8 A header line in bold shall be placed only on the first page of the interview or investigation transcribed. The header shall include:
- 1) Case Number
 - 2) Name of person interviewed with a designation of witness, subject (department personnel), suspect, victim or complainant.
- 2.2.9 A footer line, in bold, shall be placed on each page of the transcript. The footer line shall include the case number on the left margin, the page number centered, and the last name of the person interviewed on the right margin. Refer to Attachment B2 (Internal Affairs Bureau – Work Sample) of this SOW.
- 2.2.10 The first text line shall begin with the interviewer's last name, in bold, set apart by a colon. The interviewer's last name shall not appear on a line by itself. Refer to Attachment B2 (Internal Affairs Bureau – Work Sample) of this SOW.

Example: SMITH: What is your work location?

- 2.2.11 Do not include “uhmms” or “ahhs”.

- 2.2.12 If the interviewer starts a sentence with “okay,” do not type “okay.” Begin the sentence with the next appropriate word.
- 2.2.13 Contractor’s transcriber shall place his/her initials and the name of the Contractor at the end of each transcript. Refer to Attachment B2 (Internal Affairs Bureau – Work Sample) of this SOW.

2.3 SPECIAL VICTIMS BUREAU (SVB)

The Department’s Special Victim’s Bureau (SVB) requires transcription services on an as-needed, intermittent basis. SVB uses a digital video recording system for interviews in MP4 and WAV file format. Polygraph examinations are recorded in a WMV (Windows Media Video) format. The Contractors are not required to use this product; however, a compatible system with similar functionality **must** be used. SVB may also use audio/video cassette tapes, CD’s and DVD’s to record. Transcription requirements for SVB include, but are not limited to, the following:

- 2.3.1 The Contractor must have the ability to receive digitally recorded audio in WAV file format via a dedicated DSL telephone line or cable broadband for high-speed internet.
- 2.3.2 If the audio, video, CD, WAV, MP4, WMV files or DVD is unclear or not audible, it shall be the responsibility of the Contractor to type “(INAUDIBLE)” in the submitted transcript. The Department will provide the necessary clarification to the Contractor for completion where appropriate.
- 2.3.3 Transcripts shall be typed in single space with double spacing at the conclusion of each statement by a speaker. Refer to Attachment B3 (Special Victims Bureau - Work Sample) of this SOW.
- 2.3.4 A header line, in bold, shall be placed on all pages transcribed. The header line shall include:
 - 1) File Number
 - 2) Name of person(s) interviewed with designation of witness, suspect or victim.
- 2.3.5 A footer line shall be placed on each page, except the first page of the transcript. The footer shall have only the page number, centered. Refer to Attachment B3 (Special Victims Bureau - Work Sample) of this SOW.
- 2.3.6 The first text line shall begin with the interviewer’s last name, in bold, set apart by a colon. The interviewer’s last name shall not

appear on a line by itself. Refer to Attachment B3 (Special Victims Bureau - Work Sample) of this SOW.

Example: **SMITH: What is your work location?**

- 2.3.7 Transcripts shall be typed verbatim. It is very important that every word and utterance spoken is included in the transcript.
- 2.3.8 Completed transcripts shall be saved on a disk, and the disk shall be returned to the Department. The Contractor shall maintain a record of the date, time, and to whom the completed transcript was delivered or e-mailed.
- 2.3.9 Unless otherwise directed by SVB, transcripts shall be prepared in Microsoft Word and typed in ARIAL 12 POINT font with full justification format.
- 2.3.10 Transcripts shall be proofread by an experienced transcription supervisor. Both the transcriber's and supervisor's initials and date shall be typed on the last page of transcribed document. Refer to Attachment B3 (Special Victims Bureau - Work Sample) of this SOW.

2.4 HOMICIDE BUREAU (HB)

The Department's Homicide Bureau (HB) requires transcription services on an as-needed, intermittent basis. HB uses audio/video cassette tapes, CDs and DVDs in WAV or MP3 data file format to record, but is not limited to the above devices. Transcription requirements for HB include, but are not limited to, the following:

- 2.4.1 Transcripts shall be proofread by an experienced transcription supervisor. Attached to the electronic transmission of the completed transcript shall be a separate page with the printed name and signature of the transcription supervisor and the title of the transcribed document. This page shall be a PDF document acknowledging approval of the transcript prior to electronically forwarding the transcript to the Department, in a form as to require no additional editing by the County.
- 2.4.2 If the audio, video, CD or DVD is unclear or not audible, it shall be the responsibility of the Contractor to type "*(Unintelligible)*" in the submitted transcript.
- 2.4.3 A header line shall be placed on the first page, centered, and shall include the date and time. Each subsequent page shall

have the page number right aligned, only. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.

- 2.4.4 Each line of the transcript is numbered, aligned left, on each page. The first line of the header, the date and time of the interview, begins number 1. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.
- 2.4.5 If a date or time is not given, place a line where the date or time should be typed.
- 2.4.6 An introductory paragraph shall be typed on the first page only. Prior to typing the introduction paragraph, the transcriber shall type in bold, all caps, and centered, the name of the interviewee as follows: **INTERVIEW OF JOHN DOE**. The transcriber shall double space and continue typing the introduction paragraph in lower and upper case, single spaced. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.
- 2.4.7 Transcripts shall be typed verbatim. It is very important that every word and utterance spoken is included in the transcript.
- 2.4.8 The text shall be doubled-spaced; each line of each page shall be numbered, aligned left.
- 2.4.9 If the name is spelled out, type the name in all capitals, with dashes in between each letter. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.
- 2.4.10 The transcriber shall type two dashes when the person speaking is interrupted, stutters, repeats himself/herself, or changes thought. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.
- 2.4.11 If the person speaking is interrupted by someone else, then continues that statement, end the statement with two dashes and start their continuing statement with two dashes. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW. However, if the interviewee or interviewer does not continue their statement after being interrupted, begin the next statement regularly. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.
- 2.4.12 The transcriber shall use phonetics, ebonics, and/or slang where appropriate. Example: Someone may pronounce “going to” as “gonna,” “give me” as “gimme,” “them” as “em,” or “got to” as “gotta.”

- 2.4.13 The transcriber shall use “uh-uh” to indicate a negative response, “uh-huh” to indicate “yes” and “Huh?” to indicate “what” in the transcripts. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.
- 2.4.14 The transcriber shall type a comma before and after using “uh” or “uhm”.
- 2.4.15 The transcriber shall use dashes after “uh” if the sentence does not flow after the “uh.”
- 2.4.16 To indicate other sounds or noise on the audio, video, CD or DVD, such as laughing, crying, coughing, dial tone, etc, the transcriber shall type the word in italics and use parenthesis. Example: (*dial tone*), (*laughing*). If the sound or noise is unknown, type (*background noise*).
- 2.4.17 The transcriber shall use quotes only when the person speaking is mimicking his thought or someone else’s statement.
- 2.4.18 If a person’s statement cannot be understood or properly spelled by Contractor, insert a blank line in the transcript. The Department will provide the necessary clarification to the Contractor for completion if appropriate.
- 2.4.19 When one side of the tape has ended, indicate this on the transcript. Do not tab; type (*END OF SIDE A*) in italics, parenthesis and caps. If there is more than one tape, type (*END OF SIDE A, TAPE 1*) or (*END OF SIDE B, TAPE 2*), etc.
- 2.4.20 At the end of the tape, do not tab; type in italics and caps (*END OF INTERVIEW*) or (*END OF CONVERSATION*) or (*END OF CALL*) or (*END OF RECORDING*), whichever applies. Refer to Attachment B4 (Homicide Bureau – Work Sample) of this SOW.
- 2.4.21 Completed transcripts shall be saved on a disk and the disk shall be returned to the Department with the transcripts.

2.5 INTERNAL CRIMINAL INVESTIGATIONS BUREAU (ICIB)

The Department’s Internal Criminal Investigations Bureau (ICIB) requires transcription services on an as-needed, intermittent basis. ICIB uses digital recorders to record audio interviews and investigations. ICIB may also use audio/video cassette tapes, CD’s and DVD’s to record, but is not limited to the above devices. Transcription requirements for ICIB include, but are not limited to, the following:

- 2.5.1 The Contractor must have the ability to receive digitally recorded audio in WAV and MP3 file format via a dedicated DSL telephone line or cable broadband for high-speed internet.
- 2.5.2 The Contractor must have a secure, dedicated computer file server to store and maintain digitally recorded audio in WAV file. The security of the server is subject to review and approval by the Department.
- 2.5.3 If audio, video, CD, or DVD is unclear or not audible, it shall be the responsibility of the Contractor to type "(INAUDIBLE)" in the submitted transcript. The Department will provide the necessary clarification to the Contractor for completion.
- 2.5.4 Completed digitally recorded audio transcripts shall be electronically sent to designated Department personnel using email, FTP, or other Department designated method.
 - 2.5.4.1 Any data transmitted over the Internet must be encrypted. The Contractor shall use Department designated encryption software.
 - 2.5.4.2 The Contractor shall ensure confidential data is sent only to authorized users. Department shall provide a list of authorized users.
 - 2.5.4.3 If files are being transmitted over the internet via email, the Contractor must implement TLS Encryption on their mail server/gateway.
 - 2.5.4.4 If files are being transmitted over the internet via http, the Contractor must implement SSL encryption.
 - 2.5.4.5 If files are being transmitted over the internet via any other type of connection, the method used must be approved by the Department's Data Systems Bureau Information Security Officer.
 - 2.5.4.6 All of the above will ensure documents sent via email are encrypted before they are sent over the internet.
- 2.5.5 In instances where audio/video cassette tapes, CDs, or DVDs with tracking receipts are sent to the Contractor, the tapes, CDs, DVDs, and tracking receipt shall be returned to the Department with the transcript. The audio/video cassette tapes, CDs, DVDs, and tracking receipt shall not be erased or altered in any way.

- 2.5.6 ICIB uses digital recorders to record audio interviews and investigations. The Contractors are not required to use this product; however, a compatible system with similar functionality **must** be used. ICIB may also use audio/video cassette tapes, CD's and DVD's to record.
- 2.5.7 Unless otherwise directed by ICIB, transcripts shall be prepared in Microsoft Word and typed in ARIAL 12 POINT font with full justification format.
- 2.5.8 Transcripts shall be typed in single space with double spacing at the conclusion of each statement by a speaker. Refer to Attachment B5 (Internal Criminal Investigations Bureau – Work Sample) of this SOW.
- 2.5.9 A header line in bold shall be placed only on the first page of the interview or investigation transcribed. The header shall include:
- 1) Case Number
 - 2) Name of person interviewed with a designation of witness, subject (department personnel), suspect, victim or complainant.
- 2.5.10 A footer line, in bold, shall be placed on each page of the transcript. The footer line shall include the case number on the left margin, the page number centered, and the last name of the person interviewed on the right margin. Refer to Attachment B5 (Internal Criminal Investigations Bureau – Work Sample) of this SOW.
- 2.5.11 The first text line shall begin with the interviewer's last name, in bold, set apart by a colon. The interviewer's last name shall not appear on a line by itself. Refer to Attachment B5 (Internal Criminal Investigations Bureau – Work Sample) of this SOW.

Example: SMITH: What is your work location?

- 2.5.12 Do not include “uhmms” or “ahhs.”
- 2.5.13 If the interviewer starts a sentence with “okay,” do not type “okay.” Begin the sentence with the next appropriate word.
- 2.5.14 The transcriber shall place his/her initials and the name of the Contractor at the end of each transcript. Refer to Attachment B5 (Internal Criminal Investigations Bureau – Work Sample) of this SOW.

2.6 OTHER BUREAUS OR UNITS

The Department reserves the right to add/delete bureaus and/or units utilizing services under the Master Agreement throughout the Term of the Master Agreement. The specific work requirements for these additional bureaus or unit will be outlined in writing in accordance with Section 6.0 (Change Orders and Amendments) of the Master Agreement.

3.0 PICK-UP AND DELIVERY SERVICE

- 3.1 County Project Manager or designee may request pick-up and delivery services. At the time pick up of a recorded dictation to be transcribed is requested by the Department, Contractor shall provide estimated time when pick up will be made by Contractor.
- 3.2 In cases where recordings are contained on audio/video cassette tapes, CDs or DVDs, it is the responsibility of the Contractor to pick-up the audio/video cassette tapes, CDs, or DVDs from and deliver to County facilities set forth on Attachment B1 (Bureau/Unit Locations and Addresses) of this SOW.

4.0 JOB TRACKING

- 4.1 The Contractor shall utilize a computer "job tracking" data base for digitally recorded audio, audio/video cassettes, CDs or DVDs that permits the Department to monitor the status and progress of the transcripts. Specifically, contractor shall make its "job tracking" database available and accessible to the Department online via the internet, and read-only access to such database must be password protected. This database will enable the County to determine when the Contractor received the job; when and to whom it was assigned, completed, approved and returned to the Department. County Project Manager shall provide Contractor a list of authorized users by bureau/unit. Contractor will utilize and update the database from the start of the Agreement throughout the Term of the Agreement. Users should also be able to access this database twenty-four (24) hours a day, seven (7) days a week, with the exception of maintenance downtime by Contractor that has been preapproved by County.

Upon completion of each job, Contractor shall update and enter status by the end of the next Business Day, with database being automatically updated within four (4) hours of each entry.

- 4.2 A tracking receipt, provided by a bureau/unit that does not have digitally recorded audio, will accompany the audio/video cassette tapes, CDs and DVDs that are picked-up by Contractor. Information contained in the tracking receipt shall be logged into the computer for tracking purposes.

- 4.3 In instances where audio/video cassette tapes, CDs and DVDs with tracking receipts are sent to the Contractor, the audio/video cassette tapes, CDs, DVDs, and tracking receipt shall be returned to the Department with the completed transcript. The audio/video cassette tapes, CDs, DVDs and tracking receipt shall not be erased or altered in any way.
- 4.4 The Contractor shall maintain a record of the date, time, and to whom at the Department the completed transcription was delivered.

5.0 **RETURN TIME FOR COMPLETED TRANSCRIPTS**

The Department recognized holidays and weekends are not counted against the turnaround time requirements listed in the following two tables for routine jobs and priority jobs. Any deviation from the turnaround times below must be approved in writing by the County Project Manager or designee.

ROUTINE JOBS		
LANGUAGE	BASED ON THE LENGTH OF ONE INTERVIEW/JOB	TURNAROUND TIME FROM RECEIPT
English	digital audio, audio/video cassette tape or CD transcript up to 120 minutes in length	48 hours
English	digital audio, audio/video cassette tape or CD interview or investigation from 121 to 240 minutes in length	72 hours
English	digital audio, audio/video cassette tape or CD interview or investigation over 240 minutes in length	96 hours
Spanish	digital audio, audio/video cassette tape or CD interview or investigation up to 120 minutes in length	72 hours
Spanish	digital audio, audio/video cassette tape or CD interview or investigation over 120 minutes in length	96 hours

PRIORITY JOBS		
LANGUAGE	QUANTITY	TURNAROUND TIME FROM RECEIPT
English	digital audio, audio/video cassette tape or CD interview or investigation of any length	24 hours
Spanish	digital audio, audio/video cassette tape or CD interview or investigation of any length	48 hours

6.0 QUALITY ASSURANCE PLAN

- 6.1 The Department will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in Exhibit A (Additional Terms and Conditions), Paragraph 46.0 (County's Quality Assurance Plan) of the Master Agreement.
- 6.2 Verbal notification of a contract discrepancy will be made to the Contractor Project Manager or designee as soon as possible whenever a contract discrepancy is identified by the Department. The problem shall be resolved within a time period mutually agreed upon by the Department and Contractor.
 - 6.2.1 The County Project Manager or designee will determine whether a formal Contract Discrepancy Report (CDR) shall be issued. Upon receipt of the CDR, Contractor shall respond in writing to the County Project Manager or designee within five (5) Business Days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR shall be submitted to the County Project Manager or designee within ten (10) Business Days of receipt of the CDR. A sample Contract Discrepancy Report is attached as Exhibit I (Contract Discrepancy Report) of the Master Agreement.

7.0 MATERIALS AND EQUIPMENT

- 7.1 The Contractor shall furnish all transcribing equipment, including computer terminal equipment, software and diskettes, and other items required to perform the Work required under the Master Agreement.
- 7.2 The Contractor shall be responsible for the care and maintenance of all necessary equipment for the performance of Work under the Master Agreement. This responsibility involves insuring all equipment is in working condition at all times.
- 7.3 The Contractor shall maintain its software and hardware licenses for the Term of the Master Agreement.

8.0 SECURITY AND CONFIDENTIALITY

- 8.1 All Contractor staff that provides services under this Master Agreement must undergo and pass, to the satisfaction of Department, a background investigation as a condition of beginning and continuing to work under this Master Agreement. The cost for the background investigation is the responsibility of the Contractor.

- 8.2 The Contractor shall provide for the security of all Department digital audio, audio/video cassette tapes, CDs, and DVDs received and transcribed by the Contractor. The Contractor shall safeguard and ensure that the confidentiality of all transcripts are maintained in accordance with all applicable state and federal laws and regulations. No copies of the transcripts or its contents shall be released to any person or organization. The methods of security are subject to review and approval by the Department.
- 8.3 The Contractor shall implement appropriate security on any computer and storage media containing Department data. This shall include but not be limited to: 1) utilizing access control for authorized users; 2) running updated anti-virus, anti-malware software; and 3) ensuring all security and corrective patches are installed on operating system and application software.
- 8.4 All security breaches must be reported to County Project Manager who will then immediately notify the Department's Data Systems Bureau Information Security Officer.
- 8.5 The Contractor shall have each employee and non-employee, including transcribers, complete either Exhibit E1 (Contractor's Employee Acknowledgement and Confidentiality Agreement) or Exhibit E2 (Contractor's Non-Employee Acknowledgement and Confidential Agreement) as applicable, prior to beginning Work under the Master Agreement. The Contractor shall send the original to:

Monique E. Cabrera, Contracts Analyst
Los Angeles County Sheriff's Department
Contracts Unit- Room 214
4700 Ramona Boulevard
Monterey Park, CA 91754

9.0 REQUIRED QUARTERLY REPORT

The Contractor shall provide a quarterly report to County Project Manager. The quarterly report shall be sorted by bureau/unit and include, but not limited to the following:

- 1) Typist's name and bureau/unit for each transcription
- 2) Dates transcription request received by Contractor and completed transcript returned to Department
- 3) Name of person interviewed
- 4) Turnaround time for each interview or investigation and number of completed transcripts
- 5) Case number for each interview or investigation

- 6) Total number of digital audio, audio/video cassette tapes, CD or DVD interviews or investigations received for the quarter
- 7) Date and confirmation that files were purged and destroyed
- 8) Name of person that purged and destroyed files
- 9) Number of complaints and resolutions

10.0 IDENTIFICATION BADGES

Contractor shall furnish and require every employee to wear a visible photo identification badge when entering County facilities. Such badge identifying employee by name, physical description, and company shall be displayed on employee's person at all times he/she is on County designated property.

11.0 CONTRACTOR'S OFFICE

Contractor shall maintain an office with a telephone in the company's name where Contractor conducts business. Contractor shall provide County Project Manager with an e-mail address. At least one employee who can respond to inquiries and complaints that may be received regarding the Contractor's performance of the services under the Master Agreement shall staff the office during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. When the office is closed, an answering service shall be provided to receive calls. The Contractor shall answer calls received by the answering service within twenty-four (24) hours of receipt of the call.

12.0 FOREIGN LANGUAGE TRANSCRIPTIONS

Work requirements for foreign language transcription, including Spanish, may vary from the work requirements described in this SOW. Should the Department have a need for the following, rates and format of the completed work product shall be negotiated and agreed upon in writing by the County Project Manager and Contractor before Work can commence on the foreign language transcription:

- 1) Transcription from a language other than Spanish;
- 2) Format deviating from that described in Paragraphs 2.2, 2.3, 2.4, 2.5 and 2.6; or
- 3) State certified translator.

The Contractor shall provide upon request by the Department a statement certifying that the transcription from the foreign language was performed to the best of the ability of the transcriber. The certification shall include information to identify the work product.

**LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
TRANSCRIPTION SERVICES**

BUREAU/UNIT LOCATIONS AND ADDRESSES

Bureau/Unit Addresses:

Internal Affairs Bureau - Location 1

4900 S. Eastern Avenue, Suite #100,
Commerce, California 90040

Point of Contact: Cecil Johnson, Supervising Operations Assistant I
cmjohnso@lasd.org (E-mail)
(323) 890-5330 (Work Phone)
(323) 415-5957 (Facsimile)

Special Victims Bureau – Location 2

11515 S. Colima Road, (Bldg #D-106)
Whittier CA 90604

Point of Contact: Marie Gendron, Operations Assistant III
mlgendro@lasd.org (E-mail)
(562) 946-7987 (Work Phone)
(323) 415-4692 (Facsimile)

Homicide Bureau – Location 3

5747 Rickenbacker Road
Commerce, CA 90040

Point of Contact: Sergeant Guillermo Morales
gjmorale@lasd.org (E-mail)
(323) 890-5330 (Work Phone)

Internal Criminal Investigations Bureau – Location 4

4900 S. Eastern Avenue, Suite # 103
Commerce, CA 90040

Point of Contact: Andrea Davis, Operations Assistant II
apdavis@lasd.org (E-mail)
(323) 890-5437 (Work Phone)
(323) 415-4692 (Facsimile)

**LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
TRANSCRIPTION SERVICES**

NOTE: Transcription services will be utilized for the above mentioned Bureaus and any other Department units and/or bureaus in need of this service.

County may, at the direction of the County Project Manager, require transcription services for another location not identified above.

The County reserves the right to add and/or delete bureaus, units, locations, and addresses during the Term of the Master Agreement.

INTERNAL AFFAIRS BUREAU – WORK SAMPLE

I.A.B. #: 2189269**WITNESS JANE DOE**

Flamm: We're going to be on tape. I'm going to be conducting a telephone interview regarding an administrative investigation under file number I.A.B. 2189269. Today's date is going to be May 31st, 2007. And the time is approximately one o'clock PM. My name is Steve Flamm, and I'm a sergeant with L.A. County Sheriff's Department, assigned to Internal Affairs Bureau, which is under the command of Captain Karyn Mannis. We're going to be conducting an interview today with witness Jane Doe. For the record Jane, would you please state your full name.

Doe: Jane Doe. My full complete name is Jane Doe.

Flamm: Give me your employee number.

Doe: 123456.

Flamm: And that's good right there, okay. Any questions before we begin?

Doe: No.

Flamm: Jane, what I'd like you to do is start by giving me a brief resume of yourself, include your date of hire, your past units of assignment and the date that you were assigned to Anywhere Bureau.

Doe: I, May 4th, was nine years that I've been with the County, with the Sheriff's Department and it has been here at Anywhere Bureau.

Flamm: Have you worked anywhere else?

Doe: No.

Flamm: Okay.

Doe: I was at Anywhere Bank prior to the County.

SL

Vendor's Name Here

SPECIAL VICTIMS BUREAU - WORK SAMPLE

CASE NUMBER 006-12345-1234-012

WITNESS INTERVIEW: JANE SMITH

This is Mr. Joe Grant, assigned to Special Victims Bureau. It is Monday, April 2, 2007, at approximately 1018 hours. Also present in the room is Ms. Jane Smith.

GRANT: Let's begin. Please state your name. Please spell it out your last name.

SMITH: My name is Jane Smith. My last name is spelled S-M-I-T-H.

GRANT: And what is your date of birth?

SMITH: October 1, 1963.

GRANT: October 1, 1963. Okay, and who are you currently employed with?

SMITH: Wishes High School.

GRANT: And where is it located?

SMITH: In Los Angeles.

GRANT: How long have you been employed for this school?

SMITH: Um, let's see, about 16 years or so.

GRANT: 16 years, okay. Have you worked anywhere else?

SMITH: Yes. I worked for a local retail store for 5 years. Um, and prior to that at a gardening center.

GRANT: Are you originally from California?

SMITH: No. I grew up in Nebraska and moved to Texas when I first got married because my husband was in the Air Force and was stationed there. We have done a lot of moving since then. He enjoys the military life and we have seen a lot of the United States because of it. Um, we moved to California in 2001 and have been here ever since. I cannot seem to get to the hot weather here in the summer.

GRANT: Do you and your husband have any children?

SMITH: Yes, uh, three boys.

SPECIAL VICTIMS BUREAU - WORK SAMPLE

CASE NUMBER 006-12345-1234-012

WITNESS INTERVIEW: JANE SMITH

GRANT: Okay, three boys. And how old are the boys?

SMITH: One is 15, uh...one is 13 and the baby is 7.

GRANT: Okay, and why are you here today.

SMITH: Well I want to return to, um..college and receive my Bachelor's Degree in Psychology.

GRANT: Very interesting, would you like me (inaudible) and to sit down with you and set realistic goals with you to obtain that degree and what your financial options are?

SMITH: Yes.

GRANT: When are you available for an appointment? I will need approximately two hours of your time for the assessment test and working out a schedule for you.

SMITH: How is next Friday, April 13, 2007, at 1030 hours? I am off that day.

GRANT: That will be fine.

GRANT: This concludes our recorded interview. It is now 1121 hours.

CG/TS:WCI:pg
Vendor's Name Here

HOMICIDE BUREAU - WORK SAMPLE

JANUARY 24, 2002; 1803 HOURS

-oo0oo-

INTERVIEW OF JOHN DOE

Taken at the Santa Clarita Valley Sheriff's Station in the presence of Sergeant **GILBERT ANDERSON** and Detective **GEORGE MARTINEZ**, Los Angeles County Sheriff's Department, Homicide Bureau. Case under File #002-00000-0000-111.

Transcribed by Josephine Betancourt, Senior Typist Clerk.

-oo0oo-

ANDERSON: The date is January 24th, 2002. Current time is approximately 1803 hours. Interview conducted in an interview room at the Santa Clarita Valley Sheriff's Station, referencing File #02-00000-0000-111, regarding the murder of Joe Smith, discovery date of January 16th, 2002. Present in the interview Sergeant Anderson and Detective Martinez from Sheriff's Homicide and Mr. John Doe. Is that correct, Mr. Doe?

DOE: That's correct.

ANDERSON: Okay. Mr., uh, Doe, would you please spell your last name for us.

DOE: It's D-O-E. Are you going to tell me my rights?

ANDERSON: Okay. I'll -- let me read it to you, and if you, uh, understand, then I would like you to initial. Is that alright with --

DOE: Yes.

ANDERSON: Okay. You have the right to -- to remain silent. Do you understand?

DOE: Yes, I do.

ANDERSON: Okay. Can you sign or initial that you understand. Okay, very

HOMICIDE BUREAU - WORK SAMPLE

32 good. We can go on --

33 DOE: Okay.

34 ANDERSON: -- to the next. Anything you say may be used against you in
35 court. Do you understand?

36 DOE: Yes.

37 ANDERSON: Okay. You have the right to an attorney --

38 DOE: Huh?

39 ANDERSON: You have the right to an attorney during questioning. That's right
40 here. Sign right here. Okay. If you cannot afford an attorney, one will be appointed
41 for you before any questioning. Do you understand?

42 DOE: Yes.

43 ANDERSON: *(Unintelligible)*. Okay. Do you wanna talk about what
44 happened?

45 DOE: Yes, I do.

46 ANDERSON: Okay. Can you just sign your name now. I know we did, uh --
47 did the initials before, but if you could just sign it.

48 DOE: *(Unintelligible)*.

49 ANDERSON: Okay. Do you prefer to call -- be called John?

50 DOE: Don't matter.

51 ANDERSON: Doesn't matter?

52 DOE: Yeah.

53 ANDERSON: Okay. John, what do you know about the murder of Joe Smith?

54 DOE: I don't have nothin' else to say. I want an attorney.

55 ANDERSON: You don't -- okay, we'll end this interview now.

HOMICIDE BUREAU - WORK SAMPLE

56 (END OF INTERVIEW)

INTERNAL CRIMINAL INVESTIGATIONS BUREAU - WORK SAMPLE

I.C.I.B. #: 914-00000-2003-441

WITNESS JANE DOE

Dell: We're going to be on tape. I'm going to be conducting an interview regarding an investigation under I.C.I.B. file number 914-00000-2003-441. Today's date is going to be May 5th, 2000. And the time is approximately one o'clock PM. My name is John Doe, D-O-E, and I am a sergeant with the Los Angeles County Sheriff's Department, assigned to Internal Criminal Investigations Bureau. We're going to be conducting an interview today with witness Jane Doe. For the record Jane, would you please state your full name, spell your last name.

Doe: Jane Doe. My full complete name is Jane Doe, D-O-E.

Dell: Give me your employee number.

Doe: 123456.

Dell: And that's good right there, okay. Any questions before we begin?

Doe: No.

Dell: Jane, what I'd like you to do is start by giving me a brief resume of yourself, include your date of hire, your past units of assignments and the date that you were assigned to Anywhere Bureau.

Doe: I, January 10th, was nine years that I've been with the County, with the Sheriff's Department and it has been hear at Anywhere Bureau.

Dell: Have you worked anywhere else?

Doe: No.

Dell: Okay.

Doe: I was at Anywhere Corporation prior to the County.

OM
Vendor's Name Here

I.C.I.B. #: 914-0000-2003-441

1

DOE

SAMPLE INVOICE

*Invoice to include information below
at a minimum*

CONTRACTOR NAME
ADDRESS
PHONE

INVOICE #
INVOICE DATE

AGREEMENT #
BUREAU
ADDRESS

BILLING PERIOD:
BEGINNING: Date
ENDING: Date

Case #	Interviewee	Language	Lines	Rate	Amount
IAB 12345	Jane Doe	Eng	252	0.18	45.36
IAB 12346	John Doe	Sp	150	0.25	37.50
Special Fee:					
Pick up					10.00
				Total:	92.86

Reviewed and approved by Sheriff's Personnel:

Signature

Printed Name

Title

Date

APPENDIX C

INTENTIONALLY OMITTED

TRANSCRIPTION SERVICES

APPENDIX D

REQUIRED FORMS

TRANSCRIPTION SERVICES

**APPENDIX D
REQUIRED FORMS
TABLE OF CONTENTS**

EXHIBIT	BUSINESS FORMS
1	VENDOR'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT
2	PROSPECTIVE CONTRACTOR REFERENCES
3	PROSPECTIVE CONTRACTOR LIST OF CONTRACTS
4	PROSPECTIVE CONTRACTOR LIST OF TERMINATED CONTRACTS
5	CERTIFICATION OF NO CONFLICT OF INTEREST
6	FAMILIARITY WITH THE COUNTY LOBBYIST ORDINANCE CERTIFICATION
7	COUNTY OF LOS ANGELES - COMMUNITY BUSINESS ENTERPRISE PROGRAM (CBE) REQUEST FOR LOCAL SBE PREFERENCE PROGRAM CONSIDERATION AND CBE FIRM/ORGANIZATION INFORMATION FORM
8	VENDOR'S EEO CERTIFICATION
9	ATTESTATION OF WILLINGNESS TO CONSIDER GAIN/GROW PARTICIPANTS
10	COUNTY OF LOS ANGELES CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM CERTIFICATION FORM AND APPLICATION FOR EXCEPTION
11	TRANSITIONAL JOB OPPORTUNITIES PREFERENCE APPLICATION
12	CERTIFICATION OF COMPLIANCE WITH THE COUNTY'S DEFAULTED TAX REDUCTION PROGRAM
13	REQUEST FOR DVBE PREFERENCE PROGRAM CONSIDERATION
14	MASTER AGREEMENT SIGNATURE PAGE

REQUIRED FORMS - EXHIBIT 1

VENDOR'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT

Page 1 of 4

Please complete, date, and sign this form and place it in Section A.1 (Vendor's Background and Experiences) of your SOQ. The person signing the form must be authorized to sign on behalf of the Vendor and must be authorized to bind Vendor in a Master Agreement. (Additional instructions may be found on page 4 of this Affidavit.)

1. If your firm is a corporation or limited liability company (LLC), state its legal name (as found in your Articles of Incorporation) and State of incorporation:

_____	_____	_____
Name	State	Year Inc.

2. If your firm is a partnership or a sole proprietorship, state the name of the proprietor or managing partner:

3. If your firm is doing business under one or more DBA's, please list all DBA's and the County(s) of registration:

Name	County of Registration	Year became DBA
_____	_____	_____
_____	_____	_____

4. Is your firm wholly or majority owned by, or a subsidiary of, another firm? ____ If yes,

Name of parent firm: _____

State of incorporation or registration of parent firm: _____

5. Please list any other names your firm has done business as within the last five (5) years.

Name	Year of Name Change
_____	_____
_____	_____

6. Indicate if your firm is involved in any pending acquisition/merger, including the associated company name. If not applicable, so indicate below.

Vendor acknowledges and certifies that it meets and will comply with all of the Minimum Mandatory Qualifications listed in Paragraph 1.4 (Minimum Mandatory Qualifications), of this Request for Statement of Qualifications, as listed below.

Check the appropriate boxes:

- 1.4.1 Vendor must have three (3) years experience, within the last five (5) years, providing transcription services to government agencies of a similar volume and work to that described in Appendix B (Statement of Work) of this RFSQ. One of the three (3) years of experience must have been providing transcription services for a law enforcement agency.

☐ Yes ☐ No

- 1.4.2 Vendor must have a Project Manager with at least three (3) years experience in providing transcription services to government agencies of a similar volume and work to that described in Appendix B (Statement of Work) of this RFSQ. One of the three (3) years of experience must have been providing transcription services for a law enforcement agency.

☐ Yes ☐ No

- 1.4.3 Vendor must have an office within Los Angeles County or an adjoining county. Or, if not located within Los Angeles County or an adjoining county, Contractor is subject to the jurisdiction of California courts for subpoena.

☐ Yes ☐ No

Vendor further acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this SOQ are made, the SOQ may be rejected. The evaluation and determination in this area shall be at the County's sole and absolute discretion.

Vendor's Name: _____

Address: _____

E-mail address: _____ Telephone number: _____ Fax number _____

On behalf of _____ (Vendor's name), I _____
(Name of Vendor's authorized representative), certify that the information contained in this Vendor's Organization Questionnaire/Affidavit is true and correct to the best of my information and belief.

Signature

Internal Revenue Service
Employer Identification Number

Title

California Business License Number

Date

County WebVen Number

Additional Instructions:

Taking into account the structure of the Vendor's organization, Vendor shall determine which of the below referenced supporting documents the County requires. If the Vendor's organization does not fit into one of these categories, upon receipt of the Vendor or at some later time, the County may, in its discretion, request additional documentation regarding the Vendor's business organization and authority of individuals to sign Master Agreements.

If the below referenced documents are not available at the time of SOQ submission, Vendor must request the appropriate documents from the California Secretary of State and provide a statement on the status of the request.

Required Support Documents:

Corporations or Limited Liability Company (LLC):

Vendor must submit the following documentation with the SOQ:

1. A copy of a "Certificate of Good Standing" with the state of incorporation/organization
2. A conformed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.

Limited Partnership:

Vendor must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State and any amendments.

REQUIRED FORMS - EXHIBIT 2
PROSPECTIVE CONTRACTOR REFERENCES

Contractor's Name: _____

Vendor must provide at least three (3) references, including one (1) from a law enforcement agency that can verify that Vendor meets the Minimum Mandatory Qualifications set forth in Subparagraph 1.4.1 and 1.4.2 of the RFSQ. **(Contact person must be able to answer questions related to service provided)**

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
3. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
4. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.

REQUIRED FORMS - EXHIBIT 3
PROSPECTIVE CONTRACTOR LIST OF CONTRACTS

Contractor's Name: _____

List of all public entities, including the County, for which the Contractor has provided service within the last five (5) years. Use additional sheets if necessary.

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
3. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
4. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
5. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.

REQUIRED FORMS - EXHIBIT 4
PROSPECTIVE CONTRACTOR LIST OF TERMINATED CONTRACTS

Contractor's Name: _____

List of all contracts that have been terminated within the past three (3) years.

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.		Reason for Termination:		
<hr/>				
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.		Reason for Termination:		
<hr/>				
3. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.		Reason for Termination:		
<hr/>				
4. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.		Reason for Termination:		
<hr/>				

REQUIRED FORMS - EXHIBIT 5

CERTIFICATION OF NO CONFLICT OF INTEREST

The Los Angeles County Code, Section 2.180.010, provides as follows:

CONTRACTS PROHIBITED

Notwithstanding any other section of this Code, the County shall not contract with, and shall reject any SOQs submitted by, the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or of public agencies for which the Board of Supervisors is the governing body;
2. Profit-making firms or businesses in which employees described in Number 1 serve as officers, principals, partners, or major shareholders;
3. Persons who, within the immediately preceding 12 months, came within the provisions of Number 1, and who:
 - a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or
 - b. Participated in any way in developing the contract or its service specifications; and
4. Profit-making firms or businesses in which the former employees, described in Number 3, serve as officers, principals, partners, or major shareholders.

Contracts submitted to the Board of Supervisors for approval or ratification shall be accompanied by an assurance by the submitting department, district or agency that the provisions of this section have not been violated.

Vendor Name

Vendor Official Title

Official's Signature

REQUIRED FORMS - EXHIBIT 6

FAMILIARITY WITH THE COUNTY LOBBYIST ORDINANCE CERTIFICATION

Vendor certifies that:

- 1) it is familiar with the terms of the County of Los Angeles Lobbyist Ordinance, Los Angeles Code Chapter 2.160;
- 2) all persons acting on behalf of Vendor's organization have and will comply with it during the bid process; and
- 3) Vendor is not on the County's Executive Office's List of Terminated Registered Lobbyists.

Signature: _____

Date: _____

REQUIRED FORMS – EXHIBIT 7

County of Los Angeles – Community Business Enterprise Program (CBE)

Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form

INSTRUCTIONS: All vendors responding to this solicitation must complete and return this form for proper consideration of the proposal/bid.

I. LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM:

FIRM NAME: _____

- ☐ **I AM NOT** ☐ A Local SBE certified by the County of Los Angeles Internal Services Department as of the date of this proposal/bids submission.
- ☐ **I AM** _____
- ☐ As an eligible Local SBE, I request this proposal/bid be considered for the Local SBE Preference.

My County (WebVen) Vendor Number : _____

II. FIRM/ORGANIZATION INFORMATION: The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.

Business Structure: <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Non-Profit <input type="checkbox"/> Franchise <input type="checkbox"/> Other (Please Specify) _____						
Total Number of Employees (including owners): _____						
Race/Ethnic Composition of Firm. Please distribute the above total number of individuals into the following categories:						
Race/Ethnic Composition	Owners/Partners/ Associate Partners		Managers		Staff	
	Male	Female	Male	Female	Male	Female
Black/African American						
Hispanic/Latino						
Asian or Pacific Islander						
American Indian						
Filipino						
White						

III. PERCENTAGE OF OWNERSHIP IN FIRM: Please indicate by percentage (%) how ownership of the firm is distributed.

	Black/African American	Hispanic/Latino	Asian or Pacific Islander	American Indian	Filipino	White
Men	%	%	%	%	%	%
Women	%	%	%	%	%	%

IV. CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, AND DISABLED VETERAN BUSINESS ENTERPRISES:

If your firm is currently certified as a minority, women, disadvantaged or disabled veteran owned business enterprise by a public agency, complete the following and attach a copy of your proof of certification. (Use back of form, if necessary.)

Agency Name	Minority	Women	Dis- advantaged	Disabled Veteran	Expiration Date

V. DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

Print Authorized Name	Authorized Signature	Title	Date

REQUIRED FORMS - EXHIBIT 8

VENDOR'S EEO CERTIFICATION

Company Name

Address

Internal Revenue Service Employer Identification Number

GENERAL

In accordance with provisions of the County Code of the County of Los Angeles, Vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

CERTIFICATION	YES	NO
1. Vendor has written policy statement prohibiting discrimination in all phases of employment.	()	()
2. Vendor periodically conducts a self-analysis or utilization analysis of its work force.	()	()
3. Vendor has a system for determining if its employment practices are discriminatory against protected groups.	()	()
4. When problem areas are identified in employment practices, Vendor has a system for taking reasonable corrective action to include establishment of goal and/or timetables.	()	()

Signature

Date

Name and Title of Signer (please print)

REQUIRED FORMS - EXHIBIT 9
ATTESTATION OF WILLINGNESS TO CONSIDER
GAIN/GROW PARTICIPANTS

As a threshold requirement for consideration for contract award, Vendor shall demonstrate a proven record for hiring GAIN/GROW participants or shall attest to a willingness to consider GAIN/GROW participants for any future employment opening if they meet the minimum qualifications for that opening. Additionally, Vendor shall attest to a willingness to provide employed GAIN/GROW participants access to the Vendor's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

To report all job openings with job requirements to obtain qualified GAIN/GROW participants as potential employment candidates, Contractor shall email: GAINGROW@DPSS.LACOUNTY.GOV

Vendors unable to meet this requirement shall not be considered for contract award.

Vendor shall complete all of the following information, sign where indicated below, and return this form with any resumes and/or fixed price bid being submitted:

A. Vendor has a proven record of hiring GAIN/GROW participants.

_____YES (subject to verification by County)_____NO

B. Vendor is willing to provide DPSS with all job openings and job requirements to consider GAIN/GROW participants for any future employment openings if the GAIN/GROW participant meets the minimum qualifications for the opening. "Consider" means that Vendor is willing to interview qualified GAIN/GROW participants.

_____YES _____NO

C. Vendor is willing to provide employed GAIN/GROW participants access to its employee-mentoring program, if available.

_____YES _____NO _____N/A (Program not available)

Vendor Organization: _____

Signature: _____

Print Name: _____

Title: _____ Date: _____

Telephone No.: _____ Fax No.: _____

REQUIRED FORMS - EXHIBIT 10
COUNTY OF LOS ANGELES CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM
CERTIFICATION FORM AND APPLICATION FOR EXCEPTION

The County's solicitation for this Request for Statement of Qualifications is subject to the County of Los Angeles Contractor Employee Jury Service Program (Program), Los Angeles County Code, Chapter 2.203. **Refer to Section 33.0 (Compliance with Jury Service Program) of Exhibit A (Additional Terms and Conditions) of Appendix A (Model Master Agreement) of this RFSQ.** All Vendors, whether a contractor or subcontractor, must complete this form to either certify compliance or request an exception from the Program requirements. Upon review of the submitted form, the County department will determine, in its sole discretion, whether Vendor is excepted from the Program.

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:		
Solicitation For _____ Services:		

If you believe the Jury Service Program does not apply to your business, check the appropriate box in Part I (attach documentation to support your claim); or, complete Part II to certify compliance with the Program. Whether you complete Part I or Part II, please sign and date this form below.

Part I: Jury Service Program is Not Applicable to My Business

- ☐ My business does not meet the definition of "contractor," as defined in the Program, as it has not received an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts (this exception is not available if the contract itself will exceed \$50,000). I understand that the exception will be lost and I must comply with the Program if my revenues from the County exceed an aggregate sum of \$50,000 in any 12-month period.
- ☐ My business is a small business as defined in the Program. It 1) has ten or fewer employees; and, 2) has annual gross revenues in the preceding twelve months which, if added to the annual amount of this contract, are \$500,000 or less; and, 3) is not an affiliate or subsidiary of a business dominant in its field of operation, as defined below. I understand that the exception will be lost and I must comply with the Program if the number of employees in my business and my gross annual revenues exceed the above limits.

"Dominant in its field of operation" means having more than ten employees and annual gross revenues in the preceding twelve months, which, if added to the annual amount of the contract awarded, exceed \$500,000.

"Affiliate or subsidiary of a business dominant in its field of operation" means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation.

- ☐ My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Program.

OR

Part II: Certification of Compliance

- ☐ My business has and adheres to a written policy that provides, on an annual basis, no less than five days of regular pay for actual jury service for full-time employees of the business who are also California residents, or my company will have and adhere to such a policy prior to award of the contract.

I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

Print Name:	Title:
Signature:	Date:

REQUIRED FORMS – EXHIBIT 11

TRANSITIONAL JOB OPPORTUNITIES PREFERENCE APPLICATION

COMPANY NAME:		
COMPANY ADDRESS:		
CITY:	STATE:	ZIP CODE:

I hereby certify that I meet all the requirements for this program:

My business is a non-profit corporation qualified under Internal Revenue Services Code - Section 501(c)(3) and has been such for 3 years (*attach IRS Determination Letter*);

I have submitted my three most recent annual tax returns with my application;

I have been in operation for at least one year providing transitional job and related supportive services to program participants; and

I have submitted a profile of our program; including a description of its components designed to help the program participants, number of past program participants and any other information requested by the contracting department.

I declare under penalty of perjury under the laws of the State of California that the information herein is true and correct.

PRINT NAME:	TITLE:
SIGNATURE:	DATE:

REVIEWED BY COUNTY:

SIGNATURE OF REVIEWER	APPROVED	DISAPPROVED	DATE

REQUIRED FORMS - EXHIBIT 12

CERTIFICATION OF COMPLIANCE WITH THE COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:	Email address:	
Solicitation/Contract For _____ Services:		

The Proposer/Bidder/Contractor certifies that:

- ☐ It is familiar with the terms of the County of Los Angeles Defaulted Property Tax Reduction Program, Los Angeles County Code Chapter 2.206; **AND**

To the best of its knowledge, after a reasonable inquiry, the Proposer/Bidder/Contractor is not in default, as that term is defined in Los Angeles County Code Section 2.206.020.E, on any Los Angeles County property tax obligation; **AND**

The Proposer/Bidder/Contractor agrees to comply with the County's Defaulted Property Tax Reduction Program during the term of any awarded contract.

- OR -

- ☐ I am exempt from the County of Los Angeles Defaulted Property Tax Reduction Program, pursuant to Los Angeles County Code Section 2.206.060, for the following reason:

I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

Print Name:	Title:
Signature:	Date:

Date: _____

REQUIRED FORMS EXHIBIT 13

REQUEST FOR DVBE PREFERENCE PROGRAM CONSIDERATION

INSTRUCTIONS: All proposers responding to this RFSQ must complete and return this form for proper consideration of their SOQ.

In evaluating bids/proposals, the County will give preference to businesses that are certified by the State of California as a Disabled Veteran Business Enterprise (DVBE) or by the Department of Veterans as a Service Disabled Veteran Owned Small Business (SDVOSB) consistent with Chapter 2.211 of the Los Angeles County Code.

Vendor understands that in no instance shall the disabled veteran business enterprise preference program price or scoring preference be combined with any other County preference program to exceed eight percent (8%) in response to any County solicitation.

Information about the State's Disabled Veteran Business Enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at <http://www.pd.dgs.ca.gov/>

Information on the Veteran Affairs Disabled Business Enterprise certification regulations made be found in the Code of Federal Regulations, 38CFR 74 and is also available on the Veterans Affairs Website at: <http://www.vetbiz.gov/>

☐ **I AM NOT** a Disabled Veteran Business Enterprise certified by the State of California or a Service Disabled Veteran Owned Small Business with the Department of Veteran Affairs.

☐ **I AM** certified as a Disabled Veteran Enterprise with the State of California or a Service Disabled Veteran Owned Small Business with the Department of Veteran Affairs as of the date of this proposal/bid submission and I request this proposal be considered for the DVBE Preference.

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

Name of Firm	County Webven No.
Print Name:	Title:
Signature:	Date:

SIGNATURE OF REVIEWER	APPROVED	DISAPPROVED	DATE

REQUIRED FORMS EXHIBIT 14

**MASTER AGREEMENT
FOR
TRANSCRIPTION SERVICES**

IN WITNESS WHEREOF, the County of Los Angeles, by order of its Board of Supervisors, has caused this Master Agreement to be executed on its behalf by the Sheriff of the County of Los Angeles, and Contractor has caused this Master Agreement to be duly executed on its behalf by its authorized officer.

COUNTY OF LOS ANGELES

By _____
JIM McDONNELL, SHERIFF

Date: _____

[CONTRACTOR]

By _____

Printed Name _____

Title _____

Date: _____

APPROVED AS TO FORM:
MARK J. SALADINO
County Counsel

By _____
Michele Jackson
Senior Deputy County Counsel

APPENDIX E

TRANSMITTAL FORM TO REQUEST A SOLICITATION REQUIREMENTS REVIEW

TRANSCRIPTION SERVICES

TRANSMITTAL FORM TO REQUEST A SOLICITATION REQUIREMENTS REVIEW

***A Solicitation Requirements Review must be received by the County
within 10 Business Days of issuance of the RFSQ***

Vendor Name:	Date of Request:
Project Title:	Project No.

A **Solicitation Requirements Review** is being requested because the Vendor asserts that they are being unfairly disadvantaged for the following reason(s): *(check all that apply)*

- ☐ Application of **Minimum Requirements**
- ☐ Application of **Business Requirements**
- ☐ Due to **unclear instructions**, the process may result in the County not receiving the best possible responses

I understand that this request must be received by the County within **10 Business Days** of issuance of the solicitation document.

For each area contested, Vendor must explain in detail the factual reasons for the requested review.
(Attach additional pages and supporting documentation as necessary.)

Request submitted by:

(Name)

(Title)

For County use only

Date Transmittal Received by County: _____ Date Solicitation Released: _____

Reviewed by: _____

Results of Review - Comments:

Date Response sent to Vendor: _____

APPENDIX F

COUNTY OF LOS ANGELES POLICY ON DOING BUSINESS WITH SMALL BUSINESS

TRANSCRIPTION SERVICES

COUNTY OF LOS ANGELES
POLICY ON DOING BUSINESS WITH SMALL BUSINESS

Forty-two percent of businesses in Los Angeles County have five or fewer employees. Only about four percent of businesses in the area exceed 100 employees. According to the Los Angeles Times and local economists, it is not large corporations, but these small companies that are generating new jobs and helping move Los Angeles County out of its worst recession in decades.

WE RECOGNIZE. . . .

The importance of small business to the County. . .

- in fueling local economic growth
- providing new jobs
- creating new local tax revenues
- offering new entrepreneurial opportunity to those historically under-represented in business

The County can play a positive role in helping small business grow. . .

- as a multi-billion dollar purchaser of goods and services
- as a broker of intergovernmental cooperation among numerous local jurisdictions
- by greater outreach in providing information and training
- by simplifying the bid/proposal process
- by maintaining selection criteria which are fair to all
- by streamlining the payment process

WE THEREFORE SHALL:

1. Constantly seek to streamline and simplify our processes for selecting our vendors and for conducting business with them.
2. Maintain a strong outreach program, fully-coordinated among our departments and districts, as well as other participating governments to: a) inform and assist the local business community in competing to provide goods and services; b) provide for ongoing dialogue with and involvement by the business community in implementing this policy.
3. Continually review and revise how we package and advertise solicitations, evaluate and select prospective vendors, address subcontracting and conduct business with our vendors, in order to: a) expand opportunity for small business to compete for our business; and b) to further opportunities for all businesses to compete regardless of size.
4. Insure that staff who manage and carry out the business of purchasing goods and services are well trained, capable, and highly motivated to carry out the letter and spirit of this policy.

APPENDIX H

**LINK TO LISTING OF CONTRACTORS DEBARRED IN
LOS ANGELES COUNTY**

TRANSCRIPTION SERVICES

**LINK TO LISTING OF CONTRACTORS
DEBARRED IN LOS ANGELES COUNTY**

List of Debarred Contractors in Los Angeles County may be obtained by going to the following website:

http://lacounty.info/doing_business/DebarmentList.htm

APPENDIX G

JURY SERVICE ORDINANCE

TRANSCRIPTION SERVICES

Title 2 ADMINISTRATION
Chapter 2.203.010 through 2.203.090
CONTRACTOR EMPLOYEE JURY SERVICE

2.203.010 Findings.

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002)

2.203.020 Definitions.

The following definitions shall be applicable to this chapter:

- A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more such contracts or subcontracts.
- B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.
- C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:
 - 1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or
 - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or
 - 3. A purchase made through a state or federal contract; or
 - 4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or
 - 5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or
 - 6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or
 - 7. A non-agreement purchase with a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or
 - 8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.

Title 2 ADMINISTRATION
Chapter 2.203.010 through 2.203.090
CONTRACTOR EMPLOYEE JURY SERVICE

Page 2 of 3

- D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:
1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or
 2. The contractor has a long-standing practice that defines the lesser number of hours as full time.
- E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.030 Applicability.

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.040 Contractor Jury Service Policy.

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

2.203.050 Other Provisions.

- A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.
- B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

2.203.060 Enforcement and Remedies.

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

Title 2 ADMINISTRATION
Chapter 2.203.010 through 2.203.090
CONTRACTOR EMPLOYEE JURY SERVICE

2.203.070. Exceptions.

- A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.
- B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.
- C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:
 - 1. Has ten or fewer employees during the contract period; and,
 - 2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than \$500,000; and,
 - 3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

“Dominant in its field of operation” means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed \$500,000.

“Affiliate or subsidiary of a business dominant in its field of operation” means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

2.203.090. Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

APPENDIX J

SAFELY SURRENDERED BABY LAW

TRANSCRIPTION SERVICES

Safely Surrendered



No shame. No blame. No names.

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org



In Los Angeles County: 1 877 BABY SAFE 1 877 222 9723

www.babysafela.org

Safely Surrendered Baby Law

What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

A baby's story

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.



Ley de Entrega de Bebés *Sin Peligro*



Los recién nacidos pueden ser entregados en forma segura al personal de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles

Sin pena. Sin culpa. Sin nombres.

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org



En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org

Ley de Entrega de Bebés Sin Peligro

¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.

¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazaletes y el padre/madre o el adulto que lo entregue recibirá un brazaletes igual.

¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Angeles al 1-800-540-4000.

¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan si tienen custodia legal.

¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

¿Por qué se está haciendo esto en California? ?

La finalidad de la Ley de Entrega de Bebés sin Peligro es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La Ley de Entrega de Bebés sin Peligro impide que vuelva a suceder esta tragedia en California.

Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazaletes con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.



APPENDIX I

IRS NOTICE 1015

TRANSCRIPTION SERVICES



Department of the Treasury
Internal Revenue Service

Notice 1015

(Rev. December 2011)

Have You Told Your Employees About the Earned Income Credit (EIC)?

What Is the EIC?

The EIC is a refundable tax credit for certain workers.

Which Employees Must I Notify About the EIC?

You must notify each employee who worked for you at any time during the year and from whom you did not withhold income tax. However, you do not have to notify any employee who claimed exemption from withholding on Form W-4, Employee's Withholding Allowance Certificate.

Note. You are encouraged to notify each employee whose wages for 2011 are less than \$49,078 that he or she may be eligible for the EIC.

How and When Must I Notify My Employees?

You must give the employee one of the following:

- The IRS Form W-2, Wage and Tax Statement, which has the required information about the EIC on the back of Copy B.
- A substitute Form W-2 with the same EIC information on the back of the employee's copy that is on Copy B of the IRS Form W-2.
- Notice 797, Possible Federal Tax Refund Due to the Earned Income Credit (EIC).
- Your written statement with the same wording as Notice 797.

If you are required to give Form W-2 and do so on time, no further notice is necessary if the Form W-2 has the required information about the EIC on the back of the employee's copy. If a substitute Form W-2 is given on time but does not have the required information, you must notify the employee within 1 week of the date the substitute Form W-2 is given. If Form W-2 is required but is not given on time, you must give the employee Notice 797 or your written statement by the date Form W-2 is required to be given. If Form W-2 is not required, you must notify the employee by February 7, 2012.

You must hand the notice directly to the employee or send it by first-class mail to the employee's last known address. You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC. You can get copies of the notice from IRS.gov or by calling 1-800-829-3676.

How Will My Employees Know If They Can Claim the EIC?

The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see Pub. 596, Earned Income Credit (EIC), or the instructions for Form 1040, 1040A, or 1040EZ.

How Do My Employees Claim the EIC?

Eligible employees claim the EIC on their 2011 tax return. Even employees who have no tax withheld from their pay or owe no tax can claim the EIC and get a refund, but they must file a tax return to do so. For example, if an employee has no tax withheld in 2011 and owes no tax but is eligible for a credit of \$829, he or she must file a 2011 tax return to get the \$829 refund.

Can My Employees Get Advance EIC Payments?

After 2010, your employees can no longer get advance payments of the credit in their pay during the year as they could in 2010 and earlier years, because the law changed. However, if they are eligible, they will still be able to claim the credit on their tax return.

Form W-5, Earned Income Credit Advance Payment Certificate, is no longer in use.

Notice **1015** (Rev. 12-2011)
Cat. No. 20599I

APPENDIX K

DEFAULTED PROPERTY TAX REDUCTION PROGRAM

TRANSCRIPTION SERVICES

Chapter 2.206 DEFAULTED PROPERTY TAX REDUCTION PROGRAM

2.206.010 Findings and declarations.

2.206.020 Definitions.

2.206.030 Applicability.

2.206.040 Required solicitation and contract language.

2.206.050 Administration and compliance certification.

2.206.060 Exclusions/Exemptions.

2.206.070 Enforcement and remedies.

2.206.080 Severability.

2.206.010 Findings and declarations.

The Board of Supervisors finds that significant revenues are lost each year as a result of taxpayers who fail to pay their tax obligations on time. The delinquencies impose an economic burden upon the County and its taxpayers. Therefore, the Board of Supervisors establishes the goal of ensuring that individuals and businesses that benefit financially from contracts with the County fulfill their property tax obligation. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.020 Definitions.

The following definitions shall be applicable to this chapter:

A. "Contractor" shall mean any person, firm, corporation, partnership, or combination thereof, which submits a bid or proposal or enters into a contract or agreement with the County.

B. "County" shall mean the county of Los Angeles or any public entities for which the Board of Supervisors is the governing body.

C. "County Property Taxes" shall mean any property tax obligation on the County's secured or unsecured roll; except for tax obligations on the secured roll with respect to property held by a Contractor in a trust or fiduciary capacity or otherwise not beneficially owned by the Contractor.

D. "Department" shall mean the County department, entity, or organization responsible for the solicitation and/or administration of the contract.

E. "Default" shall mean any property tax obligation on the secured roll that has been deemed defaulted by operation of law pursuant to California Revenue and Taxation Code section 3436; or any property tax obligation on the unsecured roll that remains unpaid on the applicable delinquency date pursuant to California Revenue and Taxation Code section 2922; except for any property tax obligation dispute pending before the Assessment Appeals Board.

F. "Solicitation" shall mean the County's process to obtain bids or proposals for goods and services.

G. "Treasurer-Tax Collector" shall mean the Treasurer and Tax Collector of the County of Los Angeles. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.030 Applicability.

This chapter shall apply to all solicitations issued 60 days after the effective date of the ordinance codified in this chapter. This chapter shall also apply to all new, renewed, extended, and/or amended contracts entered into 60 days after the effective date of the ordinance codified in this chapter. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.040 Required solicitation and contract language.

All solicitations and all new, renewed, extended, and/or amended contracts shall contain language which:

A. Requires any Contractor to keep County Property Taxes out of Default status at all times during the term of an awarded contract;

B. Provides that the failure of the Contractor to comply with the provisions in this chapter may prevent the Contractor from being awarded a new contract; and

C. Provides that the failure of the Contractor to comply with the provisions in this chapter may constitute a material breach of an existing contract, and failure to cure the breach within 10 days of notice by the County by paying the outstanding County Property Tax or making payments in a manner agreed to and approved by the Treasurer-Tax Collector, may subject the contract to suspension and/or termination. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.050 Administration and compliance certification.

A. The Treasurer-Tax Collector shall be responsible for the administration of this chapter. The Treasurer-Tax Collector shall, with the assistance of the Chief Executive Officer, Director of Internal Services, and County

Counsel, issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other departments.

B. Contractor shall be required to certify, at the time of submitting any bid or proposal to the County, or entering into any new contract, or renewal, extension or amendment of an existing contract with the County, that it is in compliance with this chapter is not in Default on any County Property Taxes or is current in payments due under any approved payment arrangement. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.060 Exclusions/Exemptions.

A. This chapter shall not apply to the following contracts:

1. Chief Executive Office delegated authority agreements under \$50,000;
2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor;
3. A purchase made through a state or federal contract;
4. A contract where state or federal monies are used to fund service related programs, including but not limited to voucher programs, foster care, or other social programs that provide immediate direct assistance;
5. Purchase orders under a master agreement, where the Contractor was certified at the time the master agreement was entered into and at any subsequent renewal, extension and/or amendment to the master agreement.
6. Purchase orders issued by Internal Services Department under \$100,000 that is not the result of a competitive bidding process.
7. Program agreements that utilize Board of Supervisors' discretionary funds;
8. National contracts established for the purchase of equipment and supplies for and by the National Association of Counties, U.S. Communities Government Purchasing Alliance, or any similar related group purchasing organization;
9. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles Purchasing Policy and Procedures Manual, section P-3700 or a successor provision;
10. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, section 4.6.0 or a successor provision;
11. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section P-2810 or a successor provision;
12. A non-agreement purchase worth a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section A-0300 or a successor provision; or
13. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual section P-0900 or a successor provision;
14. Other contracts for mission critical goods and/or services where the Board of Supervisors determines that an exemption is justified.

B. Other laws. This chapter shall not be interpreted or applied to any Contractor in a manner inconsistent with the laws of the United States or California. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.070 Enforcement and remedies.

A. The information furnished by each Contractor certifying that it is in compliance with this chapter shall be under penalty of perjury.

B. No Contractor shall willfully and knowingly make a false statement certifying compliance with this chapter for the purpose of obtaining or retaining a County contract.

C. For Contractor's violation of any provision of this chapter, the County department head responsible for administering the contract may do one or more of the following:

1. Recommend to the Board of Supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor; and/or,
3. Recommend to the Board of Supervisors that an exemption is justified pursuant to Section 2.206.060.A.14 of this chapter or payment deferral as provided pursuant to the California Revenue and Taxation Code. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.080 Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. No. 2009-0026 § 1 (part), 2009.)