

APPENDIX B

STATEMENT OF WORK

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APPENDIX B

STATEMENT OF WORK (SOW)

1.0 SCOPE OF WORK

The Los Angeles County Sheriff's Department (Department) requires the services of Contractor to provide confidential law enforcement background investigations of high profile and sensitive applicants for employment, and to assist the Department background investigators as needed.

2.0 CONTRACTOR WORK REQUIREMENTS

2.1 Contractor shall conduct a thorough background investigation of applicant's history. The investigation shall include employment history, family history, personal references, and polygraph questionnaire.

2.2 Contractor shall maintain background investigation information in a separate background jacket for each applicant. Such applicant's background jacket shall be kept in a safe and secure location that will assure confidentiality. At the conclusion of the background investigation, Contractor shall forward all applicant information to County Project Manager for disposition.

2.3 Contractor shall prepare and organize the applicant's background jacket. County Project Manager will provide Contractor with the applicant's background jacket and Investigator Summary Report (Report). Contractor shall update the Report throughout the background investigation process. The Report shall include the following:

2.3.1 All relevant information and supporting documentation relating to the background investigation.

2.3.2 Employment verification, summarized negative/positive information, and any other concerns.

2.3.3 A statement that the applicant's employers, friends, and references were asked if the applicant had ever exhibited any negative/positive, race/gender bias, propensity for violence or ever been accused of sexual harassment.

2.3.4 Thoroughly documented results of these inquiries.

- 2.3.5 Respectful, direct and appropriate language that may be released to Department executives, if requested.
- 2.4 Contractor shall maintain an investigation activity sheet on each case that reflects the daily activity performed and the amount of time spent on each activity. This activity sheet shall be submitted to County Project Manager with each completed applicant background jacket.
- 2.5 Contractor shall provide an oral report to an authorized representative of the Pre-Employment Unit upon request by County Project Manager or Department executives.
- 2.6 Contractor shall submit all completed background investigations to County Project Manager for review. County Project Manager shall review the reports and note any discrepancies that require further investigation. County Project Manager shall return the reports to Contractor for completion.
- 2.7 Contractor shall conduct structured interviews of all applicants. Contractor shall conduct interviews of applicants for a minimum of ninety (90) minutes in length at locations designated by the Pre-Employment Unit. The interviews shall be administered in a professional manner.
- 2.8 Contractor shall verify the applicant's references, employment and residence by interviewing, in person, the following:
- 2.8.1 Employers for the last four (4) years
 - 2.8.2 Training officer
 - 2.8.3 Co-workers
 - 2.8.4 Supervisors
 - 2.8.5 Neighbors for the last two (2) years
 - 2.8.6 References/Informants with negative information
 - 2.8.7 Spouse/girlfriend/boyfriend/parents/step-parents/roommates, and others as needed.
- 2.0 Contractor shall identify all persons interviewed by name, address, and telephone number.
- 2.10 Contractor shall have forty-five (45) calendar days to receive, investigate, complete, and return an applicant background investigation to the Pre-Employment Operations Team Sergeant for preliminary review. Contractor must obtain County Project Manager's written approval to exceed the time allotted.
- 2.11 Contractor shall have thirteen (13) hours to complete an applicant's background investigation. If Contractor anticipates the background

investigation will exceed the thirteen (13) hours allotted, Contractor shall submit the applicant's background jacket to County Project Manager for review and, if necessary, receive verbal authorization from County Project Manager to continue. Any background investigations that may exceed the thirteen (13) hours allotted shall be referred to County Project Manager when eleven (11) hours of investigation have been completed.

- 2.12 Contractor shall deliver to County Project Manager all originals of applicants' data, including, but not limited to, background data, reports, supporting notes, and any other documentation regarding the background investigation as requested by Pre-Employment Unit or the Sheriff at the completion of each investigation. All information shall be the property of the Department and shall not be released orally or in writing without explicit written authorization from the Department.
- 2.13 Contractor shall not exhibit any sexual or gender bias nor engage in any type of discriminatory behavior during the investigative process. Such action shall be cause for immediate termination of this Master Agreement.
- 2.14 Contractor shall conduct investigations centered in the areas of the Los Angeles, Riverside, Orange, Kern, San Bernardino, Ventura, and San Diego Counties.

3.0 WORK ORDERS

- 3.1 County Project Manager shall issue Work Orders for all Work. Work Orders shall conform to Exhibit E, Sample Work Order. It is the intent of the Department to issue Work Orders to all Qualified Contractors on a rotational basis; however, County Project Manager has the sole discretion to issue a Work Order to any of the Qualified Contractors as-needed.
- 3.2 Contractor shall complete Contractor's section of the Work Order, and, in accordance with Section 10, Invoices and Payments, of the Master Agreement, attach the Work Order to Exhibit D, Invoice and Timecard/Mileage Log, prior to submitting to County Project Manager for approval. Failure to attach the Work Order, to Exhibit D, Invoice and Timecard/Mileage Log, may delay processing of the invoice.

4.0 CONTRACTOR'S RESPONSIBILITIES

- 4.1 Contractor shall have and maintain in good operating order a cellular telephone where Contractor may be reached twenty-four (24) hours a day. The access numbers shall be maintained and provided to County Project Manager during the Term of this Master Agreement.

- 4.2 Contractor shall be able to effectively communicate, in English, both orally and in writing.
- 4.3 Contractor shall return any and all unfinished applicant's background jacket to County Project Manager immediately upon recall or notification by County Project Manager, County Project Director, or the Sheriff.

5.0 HOURS/DAYS OF WORK

- 5.1 Contractor's work days and hours will vary, depending on the needs of the Department.
- 5.2 County Project Manager or designee will notify Contractor of working hours prior to assigning Work.

6.0 IDENTIFICATION BADGES

- 6.1 Contractor shall wear a visible photo identification badge, identifying Contractor by name, and physical description.
- 6.2 Contractor's identification badge shall be displayed on Contractor's person at all time he/she is on County designated property.
- 6.3 Retired officers may use their retired identification badge.
- 6.4 County Project Manager will provide Contractors with an identification badge, if needed.
- 6.5 All identification badges are subject to approval by County Project Manager.

7.0 TRAINING

- 7.1 Contractor must attend one (1) training and orientation in the Department pre-employment process to facilitate Contractor's performance in meeting the Peace Officers Standards and Training (P.O.S.T.) and the Department Standards and Training in conducting background investigations.
- 7.2 Contractor will be notified, by County Project Manager or designee, thirty (30) Business Days prior to the training and orientation.
- 7.3 In accordance with Exhibit C, Rate of Compensation, of the Master Agreement, Contractors will be paid at the hourly rate of \$30.00, plus mileage, for attending Department required training.

8.0 MATERIALS AND EQUIPMENT

- 8.1 Materials/equipment to provide the needed services shall be the responsibility of Contractor, except those materials/equipment provided by the Department as set forth herein.
- 8.2 County Project Manager or designee shall assign a protected password that will allow Contractor's use of the Department's data network (SDN) for County business only.
- 8.3 Contractor shall adhere to the guidelines delineated in Sheriff Bulletin #461 related to email and electronic workplace issues when performing services under this Master Agreement as an authorized user of SDN. Refer to Attachment II to this SOW (Sheriff Bulletin #461).
- 8.4 Contractor shall use materials and equipment that are safe for the environment.

9.0 CONTRACT DISCREPANCY REPORT – ATTACHMENT I TO SOW

- 9.1 Verbal notification of a contract discrepancy will be made to Contractor as soon as possible whenever a contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by County and Contractor.
- 9.2 County Project Manager will determine whether a formal Contract Discrepancy Report, Attachment I to this SOW, shall be issued. Upon receipt of this document, Contractor is required to respond in writing to County Project Manager within five (5) Business Days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to County Project Manager within ten (10) Business Days.