



DEPARTMENT OF PUBLIC HEALTH (DPH)

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

FOR

AS-NEEDED LANGUAGE ASSISTANCE SERVICES

RFSQ #2019-006

July 2019

Prepared By
County of Los Angeles

<u>SECTION</u>	PAGE
1.0 GENERAL INFORMATION	1
1.1 Scope of Services	2
1.2 Overview of RFSQ Solicitation Document	3
1.3 Terms and Definitions	5
1.4 Vendor’s Minimum Mandatory Qualifications	5
1.5 New Firm Eligibility (Intentionally Omitted)	6
1.6 Master Agreement Process	6
1.7 Master Agreement Term	7
1.8 County Rights and Responsibilities	8
1.9 Contact with County Personnel.....	8
1.10 Mandatory Requirement to Register on County’s WebVen.....	9
1.11 County Option to Reject SOQs and Cancel or Close RFSQ.....	9
1.12 Protest Process.....	9
1.13 Notice to Vendor’s Regarding Public Records Act.....	10
1.14 Indemnification and Insurance	10
1.15 Intentionally Omitted	10
1.16 Injury and Illness Prevention Program (IIPP)	10
1.17 Background and Security Investigations	11
1.18 Confidentiality and Independent Contractor Status.....	11
1.19 Conflict of Interest	11
1.20 Determination of Vendor Responsibility	11
1.21 Vendor Debarment.....	12
1.22 Vendor’s Adherence to County Child Support Compliance Program	14
1.23 Gratuities.....	14
1.24 Notice to Vendors Regarding the County Lobbyist Ordinance	15
1.25 Federal Earned Income Credit	15
1.26 Consideration of GAIN/GROW Participants for Employment	15
1.27 County’s Quality Assurance Plan	16
1.28 Recycled Bond Paper	16
1.29 Safely Surrendered Baby Law	16

1.30	Jury Service Program	16
1.31	Overview of County’s Preference Programs	18
1.32	Local Small Business Enterprise (LSBE) Preference Program (Intentionally Omitted)	18
1.33	Local Small Business Enterprise (LSBE) Prompt Payment Program	18
1.34	Social Enterprise (SE) Preference Program (Intentionally Omitted)	19
1.35	Disabled Veteran Business Enterprise (DVBE) Preference Program (Intentionally Omitted)	19
1.36	Notification to County of Pending Acquisitions/Mergers by Proposing Company	19
1.37	Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76)	19
1.38	Health Insurance Portability and Accountability Act of 1996 (HIPAA)	20
1.39	Contractor’s Charitable Contributions Compliance	20
1.40	Defaulted Property Tax Reduction Program	21
1.41	Time Off for Voting	21
1.42	Vendor’s Acknowledgement of County’s Commitment to Zero Tolerance Policy on Human Trafficking	22
1.43	Default Method of Payment: Direct Deposit or Electronic Funds Transfer	22
1.44	Vendor Protection of Electronic County Information	23
1.45	Vendor’s Acknowledgement of County’s Commitment to Fair Chance Employment Hiring Practices	24
2.0	INSTRUCTIONS TO VENDORS	25
2.1	County Responsibility	25
2.2	Truth and Accuracy of Representations	25
2.3	RFSQ Timetable	25
2.4	Solicitation Requirements Review	25
2.5	Vendors’ Questions	26
2.6	Vendors’ Conference	27
2.7	Preparation and Format of the SOQ	27
2.8	SOQ Submission	33

2.9	Acceptance of Terms and Conditions of Master Agreement.....	33
2.10	SOQ Withdrawals	34
3.0	SOQ REVIEW/SELECTION/QUALIFICATION PROCESS.....	35
3.1	Review Process	35
3.2	Disqualification Review	36
3.3	Selection/Qualification Process	36
3.4	Master Agreement Award	37
4.0	EXISTING MASTER AGREEMENT CONTRACTORS APPLYING FOR ADDITIONAL AS-NEEDED LANGUAGE ASSISTANCE SERVICES CATEGORY(IES).....	38

APPENDICES:

- A Required Forms
- A.1 Required Forms – Existing Master Agreement Contractors Applying for Additional Service Category(ies)
- B Transmittal Form to Request a Solicitation Requirements Review
- C County of Los Angeles Policy on Doing Business with Small Business
- D Jury Service Ordinance
- E Listing of Contractors Debarred in Los Angeles County
- F IRS Notice 1015
- G Safely Surrendered Baby Law
- H Background and Resources: California Charities Regulation
- I Defaulted Property Tax Reduction Program
- J Sample Master Agreement
- K-1 Statement of Work (SOW) for Category 1: Document Translation Services
- K-2 SOW for Category 2: In Person Oral Interpretation Services
- K-3 SOW for Category 3: Telephonic and Video Remote Interpretation Services
- K-4 SOW for Category 4: Simultaneous Oral Interpretation Services
- K-5 SOW for Category 5: Sign Language Interpretation Services
- L-1 Price Sheet for Category 1: Document Translation Services
- L-2 Price Sheet for Category 2: In Person Oral Interpretation Services

- L-3 Price Sheet for Category 3: Telephonic and Video Remote Interpretation Services
- L-4 Price Sheet for Category 4: Simultaneous Oral Interpretation Services
- L-5 Price Sheet for Category 5: Sign Language Interpretation Services

1.0 GENERAL INFORMATION

Background

Los Angeles County (LAC) is one of the nation's largest counties. It comprises 4,084 square miles, including the islands of San Clemente and Santa Catalina, a total area about 800 square miles larger than the combined states of Delaware and Rhode Island. LAC has the largest population of any county in the nation and is home to over 10 million residents, which encompasses approximately 27 percent of California's population. LAC is diverse, with more than 140 cultures and as many as 224 languages. For purposes of service planning and delivery, LAC is divided geographically into eight (8) Service Planning Areas (SPAs) serving 48% Hispanic, 28% Caucasian, 14% Asian/Pacific Islander, 8% African American, and 0.2% American Indian constituents. Unincorporated areas of LAC are governed by the County of Los Angeles (County) Board of Supervisors (Board).

The County Health Agency is comprised of the following three (3) departments working together to improve the health and wellness of LAC residents through provision of integrated, comprehensive, culturally appropriate services, programs, and policies that promote healthy people living in healthy communities:

The Department of Public Health (DPH) is one of the largest departments within the County. DPH has five (5) Area Health Offices and 14 public health centers which support its mission to protect health, along with diverse programs that prevent disease and promote health and well-being for everyone in LAC. DPH activities protect the population from infectious diseases, food-borne illness, disasters, and preventable accidents.

The Department of Health Services (DHS) is the second largest municipal health system in the nation. Through its integrated system of 19 health centers and four (4) hospitals — and expanded network of community partner clinics — DHS annually cares for 650,000 patients.

The Department of Mental Health (DMH) is the largest county-operated mental health department in the United States (U.S.), directly operating programs in more than 85 sites, and providing services via DMH and contract staff at approximately 300 sites co-located with other County departments, schools, courts, and other organizations. Each year, the County contracts with more than 1,000 organizations and individual practitioners to provide a variety of mental health-related services.

Purpose

The purpose of this Request for Statement of Qualifications (RFSQ) is to secure a pool of qualified vendors to enter into Master Agreements with the County to provide as-needed language assistance services required by County Health

Agency's departments: DPH, DHS, and DMH. The Master Agreement will be coordinated by DPH as the lead department for this RFSQ.

The Master Agreement will be offered to all agencies determined to be qualified. The execution of a Master Agreement does not guarantee any minimum or maximum amount of utilization of services, and may or may not be utilized, at the County's sole discretion.

The following is a quick reference to the RFSQ sections with key information and steps of the RFSQ process:

Quick Reference	
Vendor's Minimum Mandatory Qualifications	Section 1.4
Scope of Services	Section 1.1
RFSQ Timetable	Section 2.3
Preparation and Format of the SOQ (i.e. responding to RFSQ)	Section 2.7
SOQ Submission	Section 2.8
Master Agreement Term	Section 1.7
Master Agreement Contractors Applying for Additional As-needed Language Assistance Service Category(ies)	Section 4.0

Please note that the table above is provided to assist vendors. DPH strongly encourages vendors to review the entire RFSQ.

1.1 Scope of Services

The County is seeking qualified companies, agencies, and/or firms (all hereafter "vendors") with expertise providing As-needed Language Assistance Services to serve LAC's culturally and linguistically diverse communities.

Under this RFSQ, vendors are encouraged to submit their Statement of Qualifications (SOQ) to apply for one (1) or more of the following categories:

- Category 1: Document Translation Services (Appendix K-1)
- Category 2: In-Person Oral Interpretation Services (Appendix K-2)
- Category 3: Telephonic and Video Remote Interpretation Services (Appendix K-3)
- Category 4: Simultaneous Oral Interpretation Services (Appendix K-4)
- Category 5: Sign Language Interpretation Services (Appendix K-5)

Upon DPH's execution of As-needed Language Assistance Services Master Agreements (hereafter "Master Agreement"), the qualified vendors will become County contractors. Please see Section 1.6 for additional information.

1.2 Overview of RFSQ Solicitation Document

This RFSQ is composed of the following parts:

- **GENERAL INFORMATION:** Specifies the Vendor's minimum qualifications and provides information regarding some of the requirements of the Master Agreement and the solicitation process.
- **INSTRUCTIONS TO VENDORS:** Contains instructions to Vendors in how to prepare and submit their SOQ.
- **SOQ REVIEW/SELECTION/QUALIFICATION PROCESS:** Explains how the SOQ will be reviewed, selected, and qualified.
- **APPENDICES:**
 - A - **Required Forms:** Forms contained in this section must be completed and included in the SOQ.
 - A.1 - **Required Forms – Existing Master Agreement Contractors Applying for Additional Service Category(ies):** Forms contained in this section must be completed and included in the abbreviated SOQ.
 - B - **Transmittal Form to Request a Solicitation Requirements Review:** Transmittal sent to DPH requesting a Solicitation Requirements Review.
 - C - **County of Los Angeles Policy of Doing Business with Small Business:** County Code.
 - D - **Contractor Employee Jury Service Ordinance:** County Code Sections 2.203.010 through 2.203.090.
 - E - **Listing of Contractors Debarred in Los Angeles County:** Contractors who are not allowed to contract with the County for a specific length of time.
 - F - **IRS Notice 1015:** Provides information on Federal Earned Income Credit.
 - G - **Safely Surrendered Baby Law:** County program.
 - H - **Background and Resources: California Charities Regulation:** An information sheet intended to assist Nonprofit agencies with

compliance with SB 1262 – the Nonprofit Integrity Act of 2004 and identify available resources.

- I - Defaulted Property Tax Reduction Program:** County Code.
- J - Sample Master Agreement:** The Sample Master Agreement for this solicitation. The terms and conditions shown in the Sample Master Agreement are not negotiable.
- K-1 - SOW for Category 1: Document Translation Services:** Explains in detail the required services and work requirements to be performed by the selected Contractor(s) under the resultant Master Agreement that includes this category.
- K-2 - SOW for Category 2: In-Person Oral Interpretation Services:** Explains in detail the required services and work requirements to be performed by the selected Contractor(s) under the resultant Master Agreement that includes this category.
- K-3 - SOW for Category 3: Telephonic and Video Remote Interpretation Services:** Explains in detail the required services and work requirements to be performed by the selected Contractor(s) under the resultant Master Agreement that includes this category.
- K-4 - SOW for Category 4: Simultaneous Oral Interpretation Services:** Explains in detail the required services and work requirements to be performed by the selected Contractor(s) under the resultant Master Agreement that includes this category.
- K-5 - SOW for Category 5: Sign Language Interpretation Services:** Explains in detail the required services and work requirements to be performed by the selected contractor(s) under the resultant Master Agreement that includes this category.
- L-1 - Price Sheet for Category 1: Document Translation Services:** Describes the rate and/or rate structure for reimbursement to the contractor(s) for services rendered in accordance to the SOW. Vendors applying for this category must complete the Price Sheet and include in the SOQ.
- L-2 - Price Sheet for Category 2: In-Person Oral Interpretation Services:** Describes the rate and/or rate structure for reimbursement to the contractor(s) for services rendered in accordance to the SOW. Vendors applying for this category must complete the Price Sheet and include in the SOQ.
- L-3 - Price Sheet for Category 3: Telephonic and Video Remote Interpretation Services:** Describes the rate and/or rate

structure for reimbursement to the contractor(s) for services rendered in accordance to the SOW. Vendors applying for this category must complete the Price Sheet and include in the SOQ.

L-4 - Price Sheet for Category 4: Simultaneous Oral Interpretation Services: Describes the rate and/or rate structure for reimbursement to the contractor(s) for services rendered in accordance to the SOW. Vendors applying for this category must complete the Price Sheet and include in the SOQ.

L-5 - Price Sheet for Category 5: Sign Language Interpretation Services: Describes the rate and/or rate structure for reimbursement to the contractor(s) for services rendered in accordance to the SOW. Vendors applying for this category must complete the Price Sheet and include in the SOQ.

1.3 Terms and Definitions

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 J - Sample Master Agreement, Paragraph 2.0, Definitions.

1.4 Vendor's Minimum Mandatory Qualifications

Interested and qualified Vendors that meet all the Minimum Mandatory Qualifications stated below are invited to submit a SOQ to qualify in one (1) or more of the As-needed Language Assistance Services categories identified below.

Note: The minimum mandatory qualifications may not be met through any collaboration or a subcontract relationship between two (2) or more organizations.

1.4.1 Experience

Vendor must have three (3) years of experience within the last five (5) years providing services in **each** category for which they are attempting to qualify as identified below:

- **Category 1: Document Translation** (Appendix K-1)
- **Category 2: In-Person Oral Interpretation** (Appendix K-2)
- **Category 3: Telephonic and Video Remote Interpretation** (Appendix K-3)

- **Category 4: Simultaneous Oral Interpretation** (Appendix K-4)
- **Category 5: Sign Language Interpretation** (Appendix K-5)

The following additional qualifications apply to all categories listed in 1.4.1 above:

1.4.2 Office Location

Vendor must have an administrative office located in Los Angeles County.

1.4.3 Vendor must not have Unresolved Disallowed Costs

If Vendor's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Vendor must not have unresolved questioned costs identified by the Auditor-Controller in an amount over \$100,000 that are confirmed to be disallowed costs by the contracting County department and remain unpaid for a period of six (6) months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

County will verify that Vendor does not have unresolved disallowed costs.

1.5 New Firm Eligibility (Intentionally Omitted)

1.6 Master Agreement Process

The objective of this RFSQ process is to secure one or more qualified Vendors to provide As-Needed Language Assistance Services.

1.6.1 Master Agreements will be executed with each Vendor determined by the County to be qualified in one (1) or more As-needed Language Assistance Services category(ies). The execution of a Master Agreement does not guarantee a Contractor any minimum or maximum amount of utilization of services, and may or may not be utilized, at the County's sole discretion.

1.6.2 Upon the execution of these Master Agreements, the qualified Vendors will become County contractors, and will be added to the pool of qualified vendors to provide As-needed Language Assistance Services in the category(ies) for which they qualified.

-
- 1.6.3 Qualified contractors who are in compliance with the terms and conditions of the Master Agreement and whose evidence of insurance requirements has been received by DPH and is valid and in effect will become active contractors and thereafter may, based on an as-needed basis, be requested to provide As-Needed Language Assistance Services.
- 1.6.4 Health Agency departments will issue Service Requests to active contractors on an as-needed basis to provide As-needed Language Assistance Services as specified in the Vendor's Minimum Mandatory Qualifications, Section 1.4 of this RFSQ and ability to perform as specified in the Statements of Work, Appendices K-1 through K-5 of this RFSQ. However, based on the needs of each Health Agency department, each department has the sole discretion to issue a service request to any active contractor.
- 1.6.5 Payment for all work shall be on a fixed rate/fee as described in the applicable Price Sheet. The fixed rate/fee shall remain fixed and firm for the term of the Master Agreement, unless amended at DPH's discretion.
- 1.6.6 The Contractor's Rates/Fees shall remain firm and fixed for first three (3) years of the initial eight (8) year term of the Master Agreement.

The County may, at the discretion of the Director of DPH, provide cost of living increases (COLA's) to be applied in the remaining five (5) years of initial term and the option years, if exercised. The Master Agreement's fees/rates on Appendices L-1 through L-5, Price Sheet, 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 twelve-month period preceding the Master 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 July 1 for the prior twelve-month period. Furthermore, should fiscal circumstances ultimately prevent the Board from approving any increase in County employee salaries, no cost of living adjustments shall be granted.

- 1.6.7 The execution of a Master Agreement does not guarantee a contractor any minimum amount of business. The County does not promise, warrant, or guarantee that the County will utilize any particular level of contractor services, or any services at all, during the term of the Master Agreement.

1.7 Master Agreement Term

- 1.7.1 The Master Agreement term is anticipated to be for an initial period of eight (8) years as authorized by the Board. At the conclusion of the eight

(8) year period, the County shall have the option to extend the term for two (2) additional one-year terms not to exceed, in aggregate, a maximum total Master Agreement term of 10 years. The two (2) year-to-year extension shall be exercised at the sole discretion of DPH.

- 1.7.2 DPH will continuously accept SOQs throughout the duration of the Master Agreement term to qualify additional vendors and/or to allow contractors to apply for additional categories. New Master Agreements or amendments to Master Agreements will become effective upon the date of execution by the Director of DPH, or designee, and shall expire at the same time as the initially executed Master Agreements.

1.8 County Rights and Responsibilities

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 on the following websites:

County of Los Angeles Department of Public Health
Contracts and Grants Division
<http://publichealth.lacounty.gov/cg/index.htm>

Los Angeles County – Doing Business With Us
<http://camisvr.co.la.ca.us/lacobids/BidLookUp/BidOpenStart.asp>

It is the Vendor's responsibility to check the above referenced websites regularly. 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 or e-mailed as follows:

Norma Banuelos, Contract Analyst
County of Los Angeles, Department of Public Health
Contracts and Grants Division
1000 South Fremont Avenue
Building A-9 East, 5th Floor North
Alhambra, California 91803
E-mail: nbanuelos@ph.lacounty.gov

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 contractors must be registered 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 Reject SOQs and Cancel or Close RFSQ

The County may, at its sole discretion, reject any or all SOQs submitted in response to this RFSQ. In addition, the RFSQ process may be canceled or closed at any time, when the Director of DPH determines at her sole discretion that a cancellation is in the best interest of the County. The County shall not be liable for any cost incurred by a Vendor in connection with preparation and submittal of any SOQ.

The County, in its sole discretion, may elect to waive any error or informalities in the form of a SOQ or any other disparity, if, as a whole, the SOQ substantially complies with the RFSQ's requirements.

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 Section 1.12.3 below. Additionally, any actual Vendor may request a review of a disqualification under such a solicitation, as described in the Sections below.

1.12.2 Throughout the review process, the County has no obligation to delay or otherwise postpone an award of contract 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 (Reference sub-section 2.4 in the Instructions to Vendors section)
- Review of a Disqualified SOQ (Reference sub-section 3.2 in the SOQ Review/Selection/Qualification Process section)

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 DPH recommends the qualified Vendor(s) to the Board and such recommendation appears on the Board 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 J Sample Master Agreement, sub-paragraph 8.22. 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 J Sample Master Agreement, sub-paragraphs 8.23 and 8.24.

1.15 Intentionally Omitted

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

Background and security investigations of Vendor's staff may be required at the discretion of the County as a condition of beginning and continuing work under any resulting agreement. The cost of background checks is the responsibility of the Vendor.

1.18 Confidentiality and Independent Contractor Status

As appropriate, Contractor shall be required to comply with the Confidentiality provision sub-paragraph 7.6 and the Independent Contractor Status sub-paragraph 8.21 in Appendix J – Sample Master Agreement.

1.19 Conflict of Interest

No County employee whose position in the County enables him/her to influence the selection of a contractor for this RFSQ, or any competing RFSQ, nor any spouse or 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 contractor. 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 A - Required Forms, Exhibit 3, Certification of No Conflict of Interest.

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 contract. 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 contracts, including, but not limited to, County contracts. 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 a contract 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 a contract with the

County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (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, DPH 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. DPH 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 DPH's recommendation.
- 1.20.5 If the Vendor presents evidence in rebuttal to DPH, DPH 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 contracts.

1.21 Vendor Debarment

- 1.21.1 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 contracts 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 contracts 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 a contract 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 a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (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 the apparent highest ranked Vendor may be subject to debarment, DPH 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 Contractor Hearing Board.

- 1.21.3 The Contractor 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 Contractor 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 DPH 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 Contractor 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 Contractor 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 Contractor 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 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.

-
- 1.21.7 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 of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.21.8 These terms shall also apply to proposed subcontractors of Vendors on County contracts.
- 1.21.9 Appendix E provides a link to the County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

1.22 Vendor's Adherence to County Child Support Compliance Program

Contractors 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 contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a Master Agreement or initiation of debarment proceedings against the non-compliant Contractor (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 Fraud Hotline at (800) 544-

6861 or <http://fraud.lacounty.gov/>. 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 the Familiarity with the County Lobbyist Ordinance Certification, as set forth in Appendix A - Required Forms, Exhibit 6, as part of their SOQ.

1.25 Federal Earned Income Credit

The 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 the Internal Revenue Service Notice No. 1015. Reference Appendix F.

1.26 Consideration of GAIN/GROW Participants for Employment

As a threshold requirement for consideration of a Master Agreement, Vendors shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications

for that opening. Vendors 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. Vendors who are unable to meet this requirement shall not be considered for a Master Agreement.

Vendors shall complete and return the form, Attestation of Willingness to Consider GAIN/GROW Participants, as set forth in Appendix A - Required Forms, Exhibit 10, 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 Contractor's performance under the Master Agreement on an annual basis. Such evaluation will include assessing Contractor's compliance with all terms in the Master Agreement and performance standards identified in the Master Agreement. Contractor's deficiencies which the County determines are severe or continuing and that may jeopardize performance of this Master Agreement will be reported to the County's Board of Supervisors. The report will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate 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 bond paper as specified in Appendix J – Sample Master Agreement, sub-paragraph 8.38.

1.29 Safely Surrendered Baby Law

The contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The information is available at www.babysafela.org.

1.30 Jury Service Program

The prospective Master Agreement is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Prospective Contractors should carefully read the Jury Service Ordinance, Appendix D, and the pertinent jury service provisions of the Appendix J – Sample Master Agreement, sub-paragraph 8.7, both of which are incorporated by reference

into and made a part of this RFSQ. The Jury Service Program applies to both Contractors 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.

- 1.30.1 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 (5) 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.
- 1.30.2 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 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 County contracts 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 contract 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.
- 1.30.3 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 the County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception, as set forth in Appendix A - Required Forms, Exhibit 11, 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.

1.31 Overview of County's Preference Programs

- 1.31.1 The County of Los Angeles has three preference programs: Local Small Business Enterprise (LSBE), Disabled Veterans Business Enterprise (DVBE), and Social Enterprise (SE). The Board of Supervisors encourages business participation in the County's contracting process by continually streamlining and simplifying our selection process and expanding opportunities for these businesses to compete for County opportunities.
- 1.31.2 The Preference Programs (LSBE, DVBE, and SE) require that a business must complete certification prior to requesting a preference in a solicitation. This program and how to obtain certification are further explained in sections 1.32, 1.34, and 1.35 of this solicitation.
- 1.31.3 Cost is not a determining factor in this solicitation process; as such no preference will be applied. However, a LSBE Vendor is encouraged to apply for certification to take advantage of the LSBE Prompt Payment Program further detailed in this RFSQ Section 1.33, Local Small Business Enterprise (LSBE) Prompt Payment Program.

1.32 Local Small Business Enterprise (LSBE) Preference Program (Intentionally Omitted)

1.33 Local Small Business Enterprise (LSBE) Prompt Payment Program

It is the intent of the County that Certified LSBEs 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 Social Enterprise (SE) Preference Program (Intentionally Omitted)

1.35 Disabled Veteran Business Enterprise (DVBE) Preference Program (Intentionally Omitted)

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

The Vendor shall notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the Vendor is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers. This information shall be provided by the Vendor on Vendor's Organization Questionnaire/Affidavit and CBE Information, Exhibit 2 as set forth in Appendix A – Required Forms. Failure of the Vendor to provide this information may eliminate its SOQ from any further consideration.

1.37 Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76)

1.37.1 Pursuant to federal law, the County is prohibited from contracting with parties that are suspended, debarred, ineligible, or excluded or whose principals are suspended, debarred or excluded from securing federally funded contracts. At the time of Vendor's response to RFSQ, Vendor must submit the Certification Regarding Debarment, Suspension, Ineligibility & Voluntary Exclusion – Lower Tiered Covered Transactions, as set forth in Appendix A - Required Forms, Exhibit 16, attesting that neither it, as an organization, nor any of its owners, officers, partners, directors, or other principals is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. Should a response to RFSQ identify prospective subcontractors, or should Vendor intend to use subcontractors in the provision of services under any subsequent contract, Vendor must submit a certification, completed by each subcontractor, attesting that neither the subcontractor, as an organization, nor any of its owners, officers, partners, directors, or other principals is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts.

1.37.2 Failure to provide the required certification may eliminate Vendor's response to RFSQ from consideration.

1.37.3 In the event that Vendor and/or its subcontractor(s) is or are unable to provide the required certification, Vendor instead shall provide a written explanation concerning its and/or its subcontractor's inability to provide

the certification. Vendor's written explanation shall describe the specific circumstances concerning the inability to certify. It further shall identify any owner, officer, partner, director, or other principal of the Vendor and/or subcontractor who is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. Finally, the written explanation shall provide that person's or those persons' job description(s) and function(s) as they relate to the services to be performed under Master Agreement in association with this RFSQ.

- 1.37.4 The written explanation shall be examined by the County to determine, in its full discretion, whether further consideration of the response to a RFSQ is appropriate under the federal law.

1.38 Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Contractor acknowledge the existence of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its implementing regulations, as contained in Appendix J – Sample Master Agreement.

1.39 Contractor's Charitable Contributions Compliance

- 1.39.1 California's "Supervision of Trustees and Fundraisers for Charitable Purposes Act" regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register. The 2004 Nonprofit Integrity Act (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. Prospective contractors should carefully read the Background and Resources: California Charities Regulations, Appendix J. New rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. Key Nonprofit Integrity Act requirements affect executive compensation, fund-raising practices and documentation. Charities with over \$2 million of revenues (excluding funds that must be accounted for to a governmental entity) have new audit requirements.
- 1.39.2 All prospective contractors must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete the Charitable Contributions Certification, Exhibit 12 as set forth in Appendix A - Required Forms. A completed Exhibit 12 is a required part of any agreement with the County.
- 1.39.3 In Exhibit 12, prospective contractors certify either that:
- they have determined that they do not now receive or raise charitable contributions regulated under the California Charitable Purposes Act, (including the Nonprofit Integrity Act) but will comply if they

become subject to coverage of those laws during the term of a County agreement,

- OR -

- they are currently complying with their obligations under the Charitable Purposes Act, attaching a copy of their most recent filing with the Registry of Charitable Trusts.
- 1.39.4 Prospective County contractors that do not complete Exhibit 12 as part of the solicitation process may, in the County's sole discretion, be disqualified from contract award. A County contractor that fails to comply with its obligations under the Charitable Purposes Act is subject to either contract termination or debarment proceedings or both. (County Code Chapter 2.202)

1.40 Defaulted Property Tax Reduction Program

The prospective contract 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 Contractors should carefully read the Defaulted Tax Program Ordinance, Appendix I, and the pertinent provisions of the Appendix J – Sample Master Agreement, subparagraphs 8.50 and 8.51, both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their Subcontractors.

Vendors 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 contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Certification of Compliance with The County's Defaulted Property Tax Reduction Program, Exhibit 13 in Appendix A – Required Forms. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliance contractor (Los Angeles County Code, Chapter 2.202).

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

1.41 Time Off for Voting

The 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 (Elections Code Section 14000). Not less than 10 days before every statewide election, every Contractor and

subcontractors 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 Elections Code Section 14000.

1.42 Vendor's Acknowledgement of County's Commitment to Zero Tolerance Policy on Human Trafficking

On October 4, 2016, the Los Angeles County Board of Supervisors approved a motion taking significant steps to protect victims of human trafficking by establishing a zero tolerance policy on human trafficking. The policy prohibits Vendors engaged in human trafficking from receiving contract awards or performing services under a County contract.

Vendors are required to complete Zero Tolerance Policy on Human Trafficking Certification, Exhibit 14 in Appendix A - Required Forms, certifying that they are in full compliance with the County's Zero Tolerance Policy on Human Trafficking provision as defined in Appendix J - Sample Master Agreement, sub-paragraph 8.53. Further, contractors are required to comply with the requirements under said provision for the term of any Master Agreement awarded pursuant to this solicitation.

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

- 1.43.1 The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/contract with the County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).
- 1.43.2 Upon contract award or at the request of the A-C and/or the contracting department, the Contractor shall submit a direct deposit authorization request with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.
- 1.43.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments.
- 1.43.4 Upon contract award or at any time during the duration of the agreement/contract, a Contractor may submit a written request for an exemption to this requirement. The A-C, in consultation with the contracting department(s), shall decide whether to approve exemption requests.

1.44 Vendor Protection of Electronic County Information

1.44.1 Protection of Electronic County Personal Information (PI), Protected Health Information (PHI) and Medical Information (MI) — Data Encryption Standard

1.44.1.1 The prospective contract is subject to the encryption requirements set forth below (collectively, the “Encryption Standards”). Vendors shall become familiar with the Encryption Standards and the pertinent provisions in Appendix J – Sample Master Agreement, sub-paragraph 8.54 both of which are incorporated by reference into and made a part of this solicitation.

1.44.1.2 Vendors shall be required to complete Exhibit 15 in Appendix A - Required Forms, providing information about their encryption practices and certifying that they will be in compliance with the Encryption Standards at the commencement of the contract and during the term of any contract that may be awarded pursuant to this solicitation. Vendors that fail to comply with the certification requirements of this provision will be considered non-responsive and excluded from further consideration.

1.44.1.3 Vendors use of remote servers (e.g. cloud storage, Software-as-a-Service or SaaS) for storage of County PI, PHI and/or MI shall be disclosed by Vendors in Exhibit 15 as set forth in Appendix A – Required Forms, and shall be subject to written pre-approval by the County’s Chief Executive Office. Any use of remote servers may subject the Vendor to additional encryption requirements for such remote servers.

1.44.2 Encryption Standards:

1.44.2.1 Stored Data:

Contractors’ and subcontractors’ workstations and portable devices (e.g., mobile, wearables, tablets, thumb drives, external hard drives) require encryption (i.e. software and/or hardware) in accordance with:

- a) Federal Information Processing Standard Publication (F/PS) 140-2;
- b) National Institute of Standards and Technology (NIST) Special Publication 800-57 Recommendation for Key Management — Part 1: General (Revision 3);

- c) N/ST Special Publication 800-57 Recommendation for Key Management – Part 2. Best Practices for Key Management Organization; a
- d) N/ST Special Publication 800-111 Guide to Storage Encryption Technologies for End User Devices.

Advanced Encryption Standard (AES) with cipher strength of 256-bit is minimally required.

1.44.2.2 Transmitted Data:

All transmitted (e.g. network) County PI, PHI and/or MI require encryption in accordance with:

- a) NIST Special Publication 800-52 Guidelines for the Selection and Use of Transport Layer Security Implementations; and
- b) N/ST Special Publication 800-57 Recommendation for Key Management – Part 3: Application-Specific Key Management Guidance.

Secure Sockets Layer (SSL) is minimally required with minimum cipher strength of 128-bit.

1.45 Vendor’s Acknowledgement of County’s Commitment to Fair Chance Employment Hiring Practices

On May 29, 2018, the Los Angeles County Board of Supervisors approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County to comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History (Section 12952).

Contractors are required to complete Exhibit 19 (Compliance with Fair Chance Employment Hiring Practices Certification) in Appendix A (Required Forms), certifying that they are in full compliance with Section 12952, as indicated in sub-paragraph 8.55. (Compliance with Fair Chance Employment Practices) of Appendix J (Master Agreement). Further, Contractors are required to comply with the requirements under Section 12952 for the term of any contract awarded pursuant to this solicitation.

2.0 INSTRUCTIONS TO VENDORS

This Section contains key project dates and activities as well as instructions to Vendors in 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 Director's sole judgment and her judgment shall be final.

2.3 RFSQ Timetable

The timetable for this RFSQ is as follows:

- Release of RFSQ July 31, 2019
- Request for a Solicitation Requirements Review Due by 4:00 PM
(Pacific Time) August 14, 2019
- Written Questions Due by 4:00 PM (Pacific Time) August 14, 2019
- Questions and Answers Released August 30, 2019
- *SOQ due by 4:00 PM (Pacific Time) September 17, 2019

*SOQs that are submitted after the initial due date and time indicated above shall be considered for review at the convenience of the County. Please note the County may at any time issue an addendum as described in Section 1.8 to close this RFSQ.

2.4 Solicitation Requirements Review

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix B - Transmittal Form to Request a Solicitation Requirements Review to DPH as described in this Section. A request for a Solicitation Requirements Review may be denied, in DPH'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 the

time frame identified in the solicitation document (generally, within ten business days of issuance of the solicitation document);

2. The request for a Solicitation Requirements Review includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a 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 that either:
 - a. application of the minimum requirements, evaluation criteria 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.

The Solicitation Requirements Review shall be completed and DPH's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the SOQ due date.

2.5 Vendors' Questions

Vendors may submit written questions regarding this RFSQ by mail or e-mail to the individual identified in Section 1.9 of this RFSQ, Contact with County Personnel. All questions must be received by the date indicated in Section 2.3, RFSQ Timetable. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFSQ.

When submitting questions, please specify the RFSQ section number, subsection number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFSQ. County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of minimum requirements, evaluation 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.

2.6 Vendors' Conference

A vendors' conference will not be conducted for this RFSQ. Vendor may submit written questions regarding this RFSQ as described in Section 2.5, Vendor's Questions.

2.7 Preparation and Format of the SOQ

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

1. One (1) SINGLE-SIDED original SOQ package, **unbound and presented in a folder or three-ring binder**, (including all required forms and attachments with original signatures). **Do not staple or professionally bind the original SOQ**. The original SOQ must be marked as such, e.g., "Original" on the SOQ's Cover Page.
2. Three (3) DOUBLE-SIDED copies of the original SOQ package, **unbound and presented in a folder or three-ring binder**, (including copies of all required forms and attachments). Each SOQ copy must be marked as such, e.g., "Copy" on the SOQ's Cover Page.
3. SOQ must be typewritten, single spaced, with no less than 11-point font on 8½" by 11" paper.

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

- Table of Contents
- Vendor's Qualifications (Section A)
- Required Forms (Section B)
- Price Sheet(s) (Section C)
- Proof of Insurability (Section D)
- Proof of Licenses (Section E)

2.7.1 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.

2.7.2 Vendor's Qualifications (Section A)

This section must demonstrate that the Vendor's organization has the experience to perform the required services. Vendor shall identify this section of SOQ as "Section A" and include in the order prescribed below:

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

- 1) Complete, sign, and date Statement of Qualification (SOQ) Checklist - Exhibit 1 as set forth in Appendix A – Required Forms.
- 2) Complete, sign, and date Vendor's Organization Questionnaire/Affidavit and CBE Information – Exhibit 2 as set forth in Appendix A – Required Forms.

The form must clearly demonstrate that the Vendor meets the minimum mandatory qualifications pursuant to Section 1.4, Vendor's Minimum Mandatory Qualifications. **The person signing the form must be authorized to sign on behalf of the Vendor and to bind the vendor in a Master Agreement.**

For each category that the company, agency, or firm is attempting to qualify under, Vendor must:

- 3) Provide a separate Statement of Experience (SOE) for each service category that includes sufficient detail to demonstrate the ability of the company, agency, or firm to carry out As-needed Language Assistance Services as described in this RFSQ. The SOE shall include a summary of relevant background information to demonstrate that the vendor meets the minimum mandatory qualifications, including years of experience, stated in Sub-sections 1.4.1-1.4.3 of this RFSQ. Do not merely attest your company, agency, or firm will comply or restate the requirements. The SOE for each desired category must not exceed three (3) pages.

Note that for the Review Process of the SOQ, reviewers will not read the SOE beyond the three (3) page limit per category.

4) Vendor's Organizational Structure:

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.

5) 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.
- 3) If applicable, Vendor must provide a copy of its “IRS 501(c)(3) Determination Letter” which must state that Vendor’s organization qualifies for tax-exempt status under section 501(c)(3) status of the Internal Revenue Code.

6) 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 vendor’s name, and point of contact’s name, title, phone number, and email for each reference is accurate. The same agencies may be listed on both forms – Exhibits 7 and 8 as set forth in Appendix A – Required Forms.

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
 - DPH is unable to reach the point of contact with reasonable effort. It is the Vendor's responsibility to inform the point of contact that DPH will be contacting them during normal working hours.

The Vendor must complete and include Exhibits 7, 8 and 9 as set forth in Appendix A – Required Forms.

1) Prospective Contractor References, Exhibit 7

Vendor must provide five (5) references where the same or similar scope of services was provided.

2) Prospective Contractor List of Contracts, Exhibit 8

The listing must include all Public Entities contracts for the last three (3) years. A photocopy of this form should be used if additional space is necessary.

3) Prospective Contractor List of Terminated Contracts, Exhibit 9

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

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

Vendor shall complete and submit Exhibit 17 in Appendix A - Required Forms, Prospective Contractor Pending Litigation and Judgments, and identify by name, case and court jurisdiction any pending litigation in which Vendor is involved, or judgments against Vendor in the past five (5) years. Provide a statement describing the size and scope of any pending or threatening litigation against the Vendor or principals of the Vendor. If there are no pending litigations and/or judgments, Vendor shall indicate so by indicating "Not Applicable" on the form.

2.7.3 Required Forms (Section B)

Vendor shall identify this section of the SOQ as "Section B" and SOQ shall include the completed, signed, and dated forms as identified in Appendix A – Required Forms, except for those specifically identified below in parenthesis. Forms that are not applicable should be marked as such.

Exhibit 1 - Statement of Qualifications (SOQ) Checklist (should be included as the first page in Vendor's SOQ, Section A.1)

-
- Exhibit 2 - Vendor's Organization Questionnaire/Affidavit and CBE Information form (should be included as the second page in Vendor's SOQ, Section A.1)
 - Exhibit 3 - Certification of No Conflict of Interest
 - Exhibit 4 - Vendor's Equal Employment Opportunity (EEO) Certification
 - Exhibit 5 - Request for Preference Consideration (Intentionally Omitted)
 - Exhibit 6 - Familiarity with the County Lobbyist Ordinance Certification
 - Exhibit 7 - Prospective Contractor References (should be included in Vendor's SOQ, Section A.2)
 - Exhibit 8 - Prospective Contractor List of Contracts (should be included in Vendor's SOQ, Section A.2)
 - Exhibit 9 - Prospective Contractor List of Terminated Contracts (should be included in Vendor's SOQ, Section A.2)
 - Exhibit 10 - Attestation of Willingness to Consider GAIN/GROW Participants
 - Exhibit 11 - County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception
 - Exhibit 12 - Charitable Contributions Certification
 - Exhibit 13 - Certification of Compliance with the County's Defaulted Property Tax Reduction Program
 - Exhibit 14 - Zero Tolerance Policy on Human Trafficking Certification
 - Exhibit 15 - Vendor's Compliance with Encryption Requirements
 - Exhibit 16 - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions
 - Exhibit 17 - Prospective Contractor Pending Litigation and Judgments (should be included in Vendor's SOQ, Section A.3)
 - Exhibit 18 - Acceptance of Terms and Conditions Affirmation

Exhibit 19 - Compliance with Fair Chance Employment Practices

2.7.4 Price Sheet(s) (Section C)

Vendor must complete and include one Price Sheet for **each** category for which they are attempting to qualify in accordance to the information described in Appendix L-1, Price Sheet for Document Translation Services; Appendix L-2, Price Sheet for In Person Oral Interpretation Services; Appendix L-3, Price Sheet for Telephonic and Video Remote Interpretation Services; Appendix L-4, Price Sheet for Simultaneous Oral Interpretation Services; and Appendix L-5, Price Sheet for Sign Language Interpretation Services.

Vendor must use the Price Sheets provided (Appendices L-1 through L-5).

Note: As described in sub-section 1.6.5, Master Agreement Process, of this RFSQ, payment for all work shall be on a fixed rate/fee based on the applicable Price Sheet. The fixed rate/fee shall remain fixed and firm for the term of the Master Agreement, unless amended at DPH's discretion.

2.7.5 Proof of Insurability (Section D)

Vendor must provide proof of insurability that meets all insurance requirements set forth in the Appendix J – Sample Master Agreement, sub-paragraphs 8.23 and 8.24. 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.

2.7.6 Proof of Licenses (Section E)

Vendor shall identify this section of the SOQ as “Section E” and furnish a copy of all applicable licenses, certificates, accreditation, and permits for the provision of services for which they intend to qualify which include, but are not limited to: a valid Business License.

2.8 SOQ Submission

The original SOQ and three (3) numbered copies shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words:

“SOQ FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES”

The SOQ must be hand-delivered or sent by a delivery service (excluding United States Postal Service) and received by the deadline specified in Section 2.3, RFSQ Timetable, to:

Norma Banuelos, Contract Analyst
County of Los Angeles, Department of Public Health
Contracts and Grants Division
1000 South Fremont Avenue
Building A-9 East, 5th Floor North
Alhambra, California 91803

Timely hand-delivered SOQs are acceptable. It is the sole responsibility of the submitting Vendor to ensure that its SOQ is received before the submission deadline. Submitting Vendors shall bear all risks associated with delays in delivery by any person or entity.

The County may at its sole discretion continue to select vendors from this RFSQ process and, depending on service needs, may elect to accept SOQs throughout the duration of the Master Agreement to qualify Vendors.

Until the SOQ submission deadline, errors in SOQs may be corrected by a request in writing to withdraw the SOQ and by submission of another set of SOQs with the mistakes corrected. Corrections will not be accepted once the deadline for submission of SOQs has passed.

2.9 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 J – Sample Master Agreement. Vendors must also submit a completed and signed Appendix A - Required Forms, Exhibit 18, acknowledging the Vendor’s acceptance of all terms and conditions listed in the Appendix J - Sample Master Agreement.

The County reserves the right to make changes to the Master Agreement and its appendices and exhibits at its sole discretion.

2.10 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 the individual identified in sub-section 1.9 of this RFSQ, Contact with County Personnel.

3.0 SOQ REVIEW/SELECTION/QUALIFICATION PROCESS

3.1 Review Process

SOQs will be subject to a detailed review by qualified County staff. The review process will include the following steps:

3.1.1 Adherence to Minimum Mandatory Qualifications

County shall review the Vendor Exhibit 1, Statement of SOQ Checklist, Exhibit 2, Vendor's Organization Questionnaire/Affidavit, SOE, and determine if the Vendor meets the minimum mandatory qualifications as outlined in Section 1.4 of this RFSQ. Exhibit 2 will serve as an Affidavit that a firm attests that it meets the minimum mandatory qualifications for the required services.

Failure of the Vendor to meet the minimum mandatory qualifications may eliminate its SOQ from further consideration at this time.

3.1.2 Vendor's Qualifications (Section A)

County's review shall include the following:

- Vendor's Background and Experience as provided in Section A.1 of the SOQ.
- Vendor's References as provided in Section A.2. 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.
- If the Vendor is a corporate entity, said entity's "active" status will be verified: For California corporations the "active" status will be verified via the California Secretary of State's website:
<http://BusinessSearch.sos.ca.gov>.
- A review to determine the magnitude of any pending litigation or judgments against the Vendor as provided in Section A.3.

3.1.3 Required Forms (Section B)

Review to ensure all forms as listed in Section 2, sub-section 2.7.3 of the RFSQ are completed, signed, and dated.

3.1.4 Price Sheet(s) (Section C)

Review to ensure that one Price Sheet was completed for **each** category Vendor is attempting to qualify.

3.1.5 Proof of Insurability (Section D)

Review of the proof of insurability provided to ensure all insurance requirements are met as set forth in sub-section 2.7.5 of the RFSQ.

3.1.6 Proof of Licenses (Section E)

Review of the licenses, certificates, accreditation, and permits for the provision of the services for which vendor submitted SOQ as set forth in sub-section 2.7.6 of the RFSQ

3.2 Disqualification Review

An SOQ may be disqualified from consideration because DPH determined it was non-responsive at any time during the review/evaluation process. If DPH determines that an SOQ is disqualified due to non-responsiveness, DPH 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 DPH's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. 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 DPH'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 evaluation process.

3.3 Selection/Qualification Process

DPH will generally select Vendors that have experience in providing a broad range of As-needed Language Assistance services. However, in order to insure DPH has a varied pool of qualified Contractors, DPH may offer Master

Agreements to Vendors that offer a narrow scope of services in more highly specialized areas.

3.4 Master Agreement Award

Vendors who are notified by DPH that they appear to have the necessary qualifications and experience (i.e., they are qualified) may still 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 DPH's satisfaction can a Vendor, which is otherwise deemed qualified, be regarded as "selected" for recommendation of a Master Agreement.

DPH will execute Board of Supervisors-authorized Master Agreements with each selected vendor. All Vendors will be informed of the final selections. DPH will continuously accept SOQs throughout the Master Agreement term to qualify additional vendors. Master Agreements will become effective upon the date of execution by the Director of DPH or her designee and shall expire at the same time as the initially executed Master Agreements.

4.0 Master Agreement Contractors Applying for Additional As-needed Language Assistance Services Category(ies)

During the term of this RFSQ, Master Agreement Contractors may submit an abbreviated SOQ to qualify for additional As-needed Language Assistance Services category(ies).

Master Agreement Contractors interested in applying for additional service category(ies) shall submit an Additional Category(ies) Abbreviated SOQ as described below.

4.1 Preparation and Format of the Additional Category(ies) Abbreviated SOQ

All original Additional Category(ies) abbreviated SOQs must be unbound and prepared in the prescribed format. Any Additional Category(ies) abbreviated SOQ that deviates from this format may be rejected without review at the County's sole discretion.

1. One (1) SINGLE-SIDED original Additional Category(ies) abbreviated SOQ package, **unbound and presented in a folder or three-ring binder**, (including all required forms and attachments with original signatures). **Do not staple or professionally bind the original Additional Category(ies) abbreviated SOQ**. The original Additional Category(ies) abbreviated SOQ must be marked as such, e.g., "Original" on the Additional Category(ies) abbreviated SOQ's Cover Page.
2. Three (3) DOUBLE-SIDED copies of the original Additional Category(ies) abbreviated SOQ package, **unbound and presented in a folder or three-ring binder**, (including copies of all required forms and attachments). Each Additional Category(ies) abbreviated SOQ copy must be marked as such, e.g., "Copy" on the Additional Category(ies) abbreviated SOQ's Cover Page.
3. Additional Category(ies) abbreviated SOQ must be typewritten, single spaced, with no less than 11-point font on 8½" by 11" paper.

The content and sequence of the Additional Category(ies) abbreviated SOQ must be as follows:

- Table of Contents
- Vendor's Qualifications (Section A)
- Price Sheet(s) (Section B)
- Proof of Licenses (Section C)

4.1.1 Table of Contents

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

4.1.2 Vendor's Qualifications (Section A)

This section must demonstrate that the Vendor's organization has the experience to perform the required services. Vendor shall identify this section of Additional Category(ies) abbreviated SOQ as "Section A" and include in the order prescribed below:

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

- 1) Complete, sign, and date Statement of Qualification (SOQ) Checklist - Exhibit 1.1 as set forth in Appendix A.1 – Required Forms- Master Agreement Contractors Applying for Additional As-Needed Language Assistance Service Category(ies)
- 2) Complete, sign, and date Vendor's Organization Questionnaire/Affidavit and CBE Information – Exhibit 2.1 as set forth in Appendix A.1 – Required Forms- Master Agreement Contractors Applying for Additional As-Needed Language Assistance Service Category(ies).

The form must clearly demonstrate that the Vendor meets the minimum mandatory qualifications pursuant to Section 1.4, Vendor's Minimum Mandatory Qualifications. **The person signing the form must be authorized to sign on behalf of the Vendor and to bind the vendor in a Master Agreement.**

For each Additional Category that the company, agency, or firm is attempting to qualify under, Vendor must:

- 3) Provide a separate Statement of Experience (SOE) for each service category that includes sufficient detail to demonstrate the ability of the contractor to carry out As-needed Language Assistance Services as described in this RFSQ. The SOE shall include a summary of relevant background information to demonstrate that the contractor meets the minimum mandatory qualifications, including years of experience, stated in Sub-sections 1.4.1-1.4.3 of this RFSQ for the category. Do not merely attest your company, agency, or firm will comply or restate the requirements. The SOE for each desired category must not exceed three (3) pages.

Note that for the Review Process of the Additional Category(ies) abbreviated SOQ, reviewers will not read the SOE beyond the three (3) page limit per category.

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

It is the Vendor's sole responsibility to ensure that the vendor's name, and point of contact's name, title, phone number, and email for each reference is accurate. The same agencies may be listed on both forms – Exhibits 7.1 and 8.1 as set forth in Appendix A.1 – Required Forms.

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
- DPH is unable to reach the point of contact with reasonable effort. It is the Vendor's responsibility to inform the point of contact that DPH will be contacting them during normal working hours.

The Vendor must complete and include Exhibits 7.1, 8.1 and 9.1 as set forth in Appendix A.1 – Required Forms- Master Agreement Contractors Applying for Additional As-Needed Language Assistance Service Category(ies).

1) Prospective Contractor References, Exhibit 7.1

Vendor must provide five (5) references where the same or similar scope of services was provided.

2) Prospective Contractor List of Contracts, Exhibit 8.1

The listing must include all Public Entities contracts for the last three (3) years. A photocopy of this form should be used if additional space is necessary.

3) Prospective Contractor List of Terminated Contracts, Exhibit 9.1

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

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

Vendor shall complete and submit Exhibit 17.1 in Appendix A.1 - Required Forms, - Master Agreement Contractors Applying for Additional As-Needed Language Assistance Service Category(ies).

Prospective Contractor Pending Litigation and Judgments, and identify by name, case and court jurisdiction any pending litigation in which Vendor is involved, or judgments against Vendor in the past five (5) years. Provide a statement describing the size and scope of any pending or threatening litigation against the Vendor or principals of the Vendor. If there are no pending litigations and/or judgments, Vendor shall indicate so by indicating "Not Applicable" on the form.

4.1.3 Price Sheet(s) (Section B)

Vendor must complete and include one Price Sheet for **each** category for which they are attempting to qualify in accordance to the information described in Appendix L-1, Price Sheet for Document Translation Services; Appendix L-2, Price Sheet for In Person Oral Interpretation Services; Appendix L-3, Price Sheet for Telephonic and Video Remote Interpretation Services; Appendix L-4, Price Sheet for Simultaneous Oral Interpretation Services; and Appendix L-5, Price Sheet for Sign Language Interpretation Services.

Vendor must use the Price Sheets provided (Appendices L-1 through L-5).

Note: As described in sub-section 1.6.5, Master Agreement Process, of this RFSQ, payment for all work shall be on a fixed rate/fee based on the applicable Price Sheet. The fixed rate/fee shall remain fixed and firm for the term of the Master Agreement, unless amended at DPH's discretion.

4.1.4 Proof of Licenses (Section C)

Vendor shall identify this section of the Additional Category(ies) abbreviated SOQ as "Section C" and furnish a copy of all applicable licenses, certificates, accreditation, and permits for the provision of services for which they intend to qualify which include but are not limited to: a valid Business License.

4.1.5 Master Agreement Contractors Applying for Additional Category(ies) Abbreviated SOQ Submission

The original Additional Category(ies) abbreviated SOQ and three (3) numbered copies shall be enclosed in a sealed envelope or box, plainly

marked in the upper left-hand corner with the name and address of the Vendor and bear the words:

“ABBREVIATED SOQ FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES – ADDITIONAL CATEGORY(IES)”

The Additional Category(ies) abbreviated SOQ must be hand-delivered or sent by a delivery service (excluding United States Postal Service) to:

Norma Banuelos, Contract Analyst
County of Los Angeles, Department of Public Health
Contracts and Grants Division
1000 South Fremont Avenue
Building A-9 East, 5th Floor North
Alhambra, California 91803

Note: Additional Category(ies) abbreviated SOQs shall be considered for review at the convenience of the County.

All Additional Category(ies) abbreviated SOQs submitted to qualify for additional As-needed Language Assistance Services categories are subject to a Modified Review Process consistent with the Review Process referenced in Section 3.1 (sub-sections 3.1.1, 3.1.3, 3.1.4 and 3.1.6 of this RFSQ).

Please note that the abbreviated SOQs are still subject to Section 2.10, SOQ Withdrawals and Section 3.2, Disqualification Review.

DPH will inform Master Agreement Contractors deemed qualified for the additional category(ies) and will issue an amendment to their Master Agreement to add the additional services.

APPENDIX A

RFSQ REQUIRED FORMS

APPENDIX A REQUIRED FORMS TABLE OF CONTENTS

EXHIBITS

- 1 Statement of Qualifications (SOQ) Checklist
- 2 Vendor's Organization Questionnaire/Affidavit and CBE Information
- 3 Certification of No Conflict of Interest
- 4 Vendor's EEO Certification
- 5 Request for Preference Program Consideration (Intentionally Omitted)
- 6 Familiarity with the County Lobbyist Ordinance Certification
- 7 Prospective Contractor References
- 8 Prospective Contractor List of Contracts
- 9 Prospective Contractor List of Terminated Contracts
- 10 Attestation of Willingness to Consider GAIN/GROW Participants
- 11 County of Los Angeles Contractor Employee Jury Service Program - Certification Form and Application for Exception
- 12 Charitable Contributions Certification
- 13 Certification of Compliance with the County's Defaulted Property Tax Reduction Program
- 14 Zero Tolerance Policy on Human Trafficking Certification
- 15 Vendor's Compliance with Encryption Requirements
- 16 Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions
- 17 Prospective Contractor Pending Litigation and Judgments
- 18 Acceptance of Terms and Conditions Affirmation
- 19 Compliance with Fair Chance Employment Practices

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
STATEMENT OF QUALIFICATIONS (SOQ)
CHECKLIST – EXHIBIT 1**

VENDOR NAME(Legal Full Name):	Identify Service Category(ies): <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation
--------------------------------	---

RFSQ Reference, Sub-section 2.7.1, Table of Contents (Vendor’s SOQ)	Included <input type="checkbox"/> Yes
--	--

RFSQ Reference, Sub-section 2.7.2, Vendor’s Qualifications (Vendor’s SOQ Section A.1)

Exhibit 1: Statement of Qualifications Checklist	<input type="checkbox"/> Yes
--	------------------------------

Exhibit 2: Vendor’s Organization Questionnaire/Affidavit and CBE Information	<input type="checkbox"/> Yes
--	------------------------------

For each category that Vendor is attempting to qualify Vendor submitted:

1) Vendor submitted a Statement of Experience that:	
a) demonstrates ability to carry out the as-needed language assistance services needs of the Department:	
<div style="margin-left: 40px;"> <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation </div>	<div style="margin-left: 40px;"> <input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A </div>
b) provides a summary of relevant background information to demonstrate that the vendor meets the minimum qualifications, including years in service, stated in Section 1.4 of this RFSQ:	
<div style="margin-left: 40px;"> <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation </div>	<div style="margin-left: 40px;"> <input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A </div>
c) does not exceed three (3) pages.	
<div style="margin-left: 40px;"> <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation </div>	<div style="margin-left: 40px;"> <input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A </div>

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
STATEMENT OF QUALIFICATIONS (SOQ)
CHECKLIST – EXHIBIT 1**

2) Vendor furnished a copy of Certificate of Good Standing (if Corporation or LLC)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
3) Vendor furnished a copy of Statement of Information (if Corporation or LLC).	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
4) Vendor furnished a copy of Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership (if Limited Partnership) Or Vendor furnished a copy of a statement on status of the request.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A
RFSQ Reference, Sub-section 2.7.2, B. Vendor's References (Vendor's SOQ Section A.2)	
Exhibit 7: Prospective Contractor References	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 8: Prospective Contractor List of Contracts	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 9: Prospective Contractor List of Terminated Contracts	<input type="checkbox"/> Yes <input type="checkbox"/> No
RFSQ Reference, Sub-section 2.7.2, C. Vendor's Pending Litigation and Judgments (Vendor's SOQ Section A.3)	
Exhibit 17: Prospective Contractor Pending Litigation and Judgments (Section A.3 of SOQ)	<input type="checkbox"/> Yes <input type="checkbox"/> No
RFSQ Reference, Sub-section 2.7.3, Required Forms (Vendor's SOQ Section B)	
Exhibit 3: Certification of No Conflict of Interest	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 4: Vendor's EEO Certification	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 6: Familiarity with the County Lobbyist Ordinance Certification	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 10: Attestation of Willingness to Consider GAIN/GROW Participants	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 11: County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 12: Charitable Contributions Certification	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 13: Certification of Compliance with the County's Defaulted Property Tax Reduction Program	<input type="checkbox"/> Yes <input type="checkbox"/> No

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
STATEMENT OF QUALIFICATIONS (SOQ)
CHECKLIST – EXHIBIT 1**

Exhibit 14: Zero Tolerance Policy on Human Trafficking Certification	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 15: Vendor’s Compliance with Encryption Requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 16: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 18: Acceptance of Terms and Conditions in Master Agreement	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 19: Compliance with Fair Chance Employment Practices	<input type="checkbox"/> Yes <input type="checkbox"/> No

Vendor completed and included one Price Sheet for the following category(ies): <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation	<input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A
--	---

RFSQ Reference, Sub-section 2.7.5, Proof of Insurability (Vendor’s SOQ Section D)

Vendor furnished a copy of Certificate of Insurance (ACCORD or equivalent form) or a letter from a qualified insurance carrier indicating a willingness to provide the required coverage.	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

COMMERCIAL GENERAL LIABILITY	
General Aggregate: \$2 million	<input type="checkbox"/> Yes <input type="checkbox"/> No
Products/Completed Operations Aggregate: \$1 million	<input type="checkbox"/> Yes <input type="checkbox"/> No
Personal and Advertising Injury: \$1 million	<input type="checkbox"/> Yes <input type="checkbox"/> No
Each Occurrence: \$1 million	<input type="checkbox"/> Yes <input type="checkbox"/> No
AUTO LIABILITY	
Auto Liability: \$1 million	<input type="checkbox"/> Yes <input type="checkbox"/> No
WORKERS’ COMPENSATION	
Each Accident: \$1 million	<input type="checkbox"/> Yes <input type="checkbox"/> No
PROFESSIONAL LIABILITY	

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
STATEMENT OF QUALIFICATIONS (SOQ)
CHECKLIST – EXHIBIT 1**

Not less than \$1 million per claim and \$3 million aggregate	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

RFSQ Reference, Sub-section 2.7.6, Proof of Licenses (Vendor’s SOQ Section E)

Vendor furnished a copy of all applicable licenses, certificates, accreditation, and permits for the provision of services for which they intend to qualify which include but are not limited to: a valid Business License.	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

RFSQ Reference, Section 2.8, SOQ Submission

Vendor supplied the original SOQ and three (3) numbered copies enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words: “SOQ FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES”	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Comments:

APPLICANT 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 DIRECTOR OF PUBLIC HEALTH’S SOLE JUDGMENT AND HER JUDGMENT SHALL BE FINAL.

I DECLARE UNDER PENALTY OF PERJURY THAT ALL OF THE ABOVE INFORMATION IS TRUE AND CORRECT.

SIGNATURE		DATE
PRINT SIGNATURE’S NAME	TITLE	
ADDRESS	CITY, STATE, ZIP CODE	

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH
VENDOR’S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT AND CBE INFORMATION**

Vendor’s Legal Full Name: _____

Please complete, date and sign this form and place it as the first page of your Statement of Qualification. The person signing the form must be authorized to sign on behalf of the Vendor and to bind the applicant in a Contract.

1. Vendor’s form of business entity:
- a. Please check box if your firm is one of the following:
- Corporation
 - Limited liability company
 - Non-profit corporation

State its legal name (as found in your Articles of Incorporation) and State of Incorporation:

Legal Name	State	Year Incorporated
------------	-------	-------------------

- b. If your firm is a sole proprietor or limited partnership, state the name of the proprietor or managing partner:

Name(s)

- c. Others (e.g. governmental agencies, school districts, educational institutions, and hospitals, etc.):

Type of entity

2. Is your firm doing business under one or more DBA’s? Yes No

Name	County of Registration	Year became DBA
------	------------------------	-----------------

3. Is your firm wholly/majority owned by, or a subsidiary of another firm? Yes No

If yes, name of parent firm: _____

State of incorporation or registration of parent firm: _____

4. Has your firm done business as other names within the last five (5) years? Yes No

<u>Name</u>	<u>Year of Name Change</u>

5. Is your firm involved in any pending acquisition or merger, including the associated company name?

Yes No

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH
VENDOR’S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT AND CBE INFORMATION**

Vendor acknowledges and certifies that firm meets and will comply with the Minimum Mandatory Qualifications as stated in Section 1.4. of this RFSQ, as listed below. Vendor must meet **each** of the following Minimum Mandatory Qualifications on the day that SOQs are due. **Subcontractor(s) may not be used to meet any of the Vendor’s Minimum Mandatory Qualifications.**

Check box to certify compliance:

Yes No 1.4.1 Vendor has three (3) years of experience within the last five (5) years providing services in each category for which they are attempting to qualify and has appropriate business licenses in good standing.

Vendor attests it is qualified in:

Document Translation
Years of Experience from _____ to _____
mm/yr mm/yr

In-Person Oral Interpretation
Years of Experience from _____ to _____
mm/yr mm/yr

Telephonic and Video Remote Interpretation
Years of Experience from _____ to _____
mm/yr mm/yr

Simultaneous Interpretation
Years of Experience from _____ to _____
mm/yr mm/yr

Sign Language Interpretation
Years of Experience from _____ to _____
mm/yr mm/yr

Yes No 1.4.2 Vendor must have an administrative office located in Los Angeles County.

Yes No 1.4.3 Vendors must not have Unresolved Disallowed Costs

If Vendor's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Vendor must not have unresolved questioned costs identified by the Auditor-Controller in an amount over \$100,000 that are confirmed to be disallowed costs by the contracting County department and remain unpaid for a period of six (6) months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH
VENDOR’S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT AND CBE INFORMATION**

I. 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 (Specify) _____						
Total Number of Employees (including owners):						
Race/Ethnic Composition of Firm. 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						

II. 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	%	%	%	%	%	%

III. 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	Disadvantaged	Disabled Veteran	Other

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 Director’s sole judgment and his/her judgment shall be final.

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE INFORMATION IN EXHIBIT 2 IS TRUE AND ACCURATE.

VENDOR NAME:		COUNTY WEBVEN NUMBER:	
ADDRESS:		DUNS NUMBER:	
PHONE NUMBER:	E-MAIL:	CAGE NUMBER:	
INTERNAL REVENUE SERVICE EMPLOYER IDENTIFICATION NUMBER:		CALIFORNIA BUSINESS LICENSE NUMBER:	
VENDOR OFFICIAL NAME AND TITLE (PRINT):			
SIGNATURE		DATE	

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

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, the 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 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)

**REQUEST FOR PREFERENCE CONSIDERATION
(Intentionally Omitted)**

**FAMILIARITY WITH THE COUNTY
LOBBYIST ORDINANCE CERTIFICATION**

The 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) that all persons acting on behalf of the Vendor organization have and will comply with it during the proposal process; and
- 3) it is not on the County's Executive Office's List of Terminated Registered Lobbyists.

Signature: _____ Date: _____

PROSPECTIVE CONTRACTOR REFERENCES

Proposer’s Name: _____

List five (5) References where the same or similar scope of services were provided. Only list **Agency or Agency staff once**. The contact person must be able to answer contractual questions about the services your agency provides. Please let each contact person listed below know to expect a reference request email or phone call from the DPH Contracts & Grants Program.

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

PROSPECTIVE CONTRACTOR LIST OF CONTRACTS

Contractor’s Name: _____

List of all public entities for which the Contractor has provided service within the last three (3) years. Use additional sheets if necessary.

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

PROSPECTIVE CONTRACTOR LIST OF TERMINATED CONTRACTS

Contractor’s Name: _____

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

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
3. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
4. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
5. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			

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 and BSERVICES@WDACS.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.: _____

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. 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 the Vendor is given an exemption 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:

CHARITABLE CONTRIBUTIONS CERTIFICATION

Company Name

Address

Internal Revenue Service Employer Identification Number

California Registry of Charitable Trusts “CT” number (if applicable)

The Nonprofit Integrity Act (SB 1262, Chapter 919) added requirements to California’s Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

Check the Certification below that is applicable to your company.

Vendor or Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California’s Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Vendor engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General’s Registry of Charitable Trusts when filed.

OR

Vendor or Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586.

Signature

Date

Name and Title of Signer (please print)

**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: _____

**ZERO TOLERANCE POLICY ON HUMAN TRAFFICKING
CERTIFICATION**

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

VENDOR CERTIFICATION

Los Angeles County has taken significant steps to protect victims of human trafficking by establishing a zero tolerance policy on human trafficking that prohibits contractors found to have engaged in human trafficking from receiving contract awards or performing services under a County contract.

Vendor acknowledges and certifies compliance with sub-paragraph 8.53 (Compliance with County’s Zero Tolerance Policy on Human Trafficking) of the proposed Contract and agrees that vendor or a member of his staff performing work under the proposed Contract will be in compliance. Vendor further acknowledges that noncompliance with the County's Zero Tolerance Policy on Human Trafficking may result in rejection of any proposal, or cancellation of any resultant Contract, at the sole judgment of the County.

I declare under penalty of perjury under the laws of the State of California that the information herein is true and correct and that I am authorized to represent this company.

Print Name:	Title:
Signature:	Date:

VENDOR’S COMPLIANCE WITH ENCRYPTION REQUIREMENTS

Vendor shall provide information about its encryption practices by completing this Exhibit. By submitting this Exhibit, vendor certifies that it will be in compliance with Los Angeles County Board of Supervisors Policy 5.200, Contractor Protection of Electronic County Information, at the commencement of any contract and during the term of any contract that may be awarded pursuant to this solicitation.

COMPLIANCE QUESTIONS

**Documentation
Available**

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

Vendor Name

Vendor Official Title

Official’s Signature

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND
VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS
(45 C.F.R. PART 76)**

Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion –
Lower Tier Covered Transactions (45 C.F.R. Part 76)

1. This certification is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that Proposer knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
2. Proposer shall provide immediate written notice to the person to whom this proposal is submitted if at any time Proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “person,” “primary covered transaction,” “principal,” “proposal,” and “voluntarily excluded,” as used in this certification, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
4. Proposer agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
5. Proposer further agrees by submitting this proposal that it will include the provision entitled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76),” as set forth in the text of the Sample Contract attached to the Request for Proposals, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
6. Proposer acknowledges that a participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. Proposer acknowledges that a participant may decide the method and frequency by which it determines the eligibility of its principals. Proposer acknowledges that each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.
7. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the required certification. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS (45 C.F.R. PART 76)

- 8. Except for transactions authorized under paragraph 4 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 C.F.R. part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

- 9. Where Proposer and/or its subcontractor(s) is or are unable to certify to any of the statements in this Certification, Proposer shall attach a written explanation to its proposal in lieu of submitting this Certification. Proposer's written explanation shall describe the specific circumstances concerning the inability to certify. It further shall identify any owner, officer, partner, director, or other principal of the Proposer and/or subcontractor who is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. The written explanation shall provide that person's or those persons' job description(s) and function(s) as they relate to the contract which is being solicited by this Request for Proposals.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76)

Proposer hereby certifies that neither it nor any of its owners, officers, partners, directors, other principals or subcontractors is currently debarred, suspended proposed for debarment, declared ineligible or excluded from securing federally funded contracts by any federal department or agency.

Dated: _____

Signature of Authorized Representative

Title of Authorized Representative

Printed Name of Authorized Representative

PROSPECTIVE CONTRACTOR PENDING LITIGATION AND JUDGMENTS

Prospective Contractor’s Name:_____

Identify by name, case and court jurisdiction any pending litigation in which Vendor is involved, or judgments against Vendor in the past five (5) years. Provide a statement describing the size and scope of any pending or threatening litigation against the Vendor or principals of the Vendor.

Name	Date	Case	Pending Litigation	Judgment	Size and Scope

Please state “Not Applicable” if your company doesn’t have pending litigation or judgments

ACCEPTANCE OF TERMS AND CONDITIONS AFFIRMATION

Vendor Name:

Vendor Address:

Email Address:

Vendor hereby affirms that it understands and agrees that submission of a SOQ in response to this RFSQ constitutes acknowledgement and acceptance of, and a willingness to comply with all the terms and conditions and criteria contained in the referenced RFSQ and any addenda thereto.

The County reserves the right to make changes to the Master Agreement and its appendices and exhibits at its sole discretion.

Authorized Representative:

Signature:	Date:
Print Name:	Title:

**COMPLIANCE WITH FAIR CHANCE EMPLOYMENT HIRING PRACTICES
CERTIFICATION**

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

VENDOR/CONTRACTOR CERTIFICATION

The Los Angeles County Board of Supervisors approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County to comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History (California Government Code Section 12952), effective January 1, 2018.

Vendor/Contractor acknowledges and certifies compliance with fair chance employment hiring practices set forth in California Government Code Section 12952 and agrees that proposer/contractor and staff performing work under the Contract will be in compliance. Proposer/Contractor further acknowledges that noncompliance with fair chance employment practices set forth in California Government Code Section 12952 may result in rejection of any proposal, or termination of any resultant Contract, at the sole judgment of the County.

I declare under penalty of perjury under the laws of the State of California that the information herein is true and correct and that I am authorized to represent this company.

Print Name:	Title:
Signature:	Date:

RFSQ TRANSMITTAL TO REQUEST A SOLICITATION REQUIREMENTS REVIEW

Vendor requesting a Solicitation Requirements Review must submit this form to the County within the timeframe identified in the solicitation document.

Vendor Name:	Date of Request:
Solicitation Title:	Solicitation 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

For each area contested, Vendor must explain in detail the factual reasons for the requested review. *(Attach supporting documentation.)*

Request submitted by:

_____ *(Name)*

_____ *(Title)*

For County use only

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

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.

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

- 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)

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://doingbusiness.lacounty.gov/DebarmentList.htm>

IRS NOTICE 1015

Latest version is available from IRS website at
<http://www.irs.gov/pub/irs-pdf/n1015.pdf>



Department of the Treasury
Internal Revenue Service

Notice 1015

(Rev. December 2017)

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 whose wages 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 2017 are less than \$53,930 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 give an employee a Form W-2 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 you give an employee a substitute Form W-2, but it 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, 2018.

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 download copies of the notice at www.irs.gov/FormsPubs. Or you can go to www.irs.gov/OrderForms to order it.

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

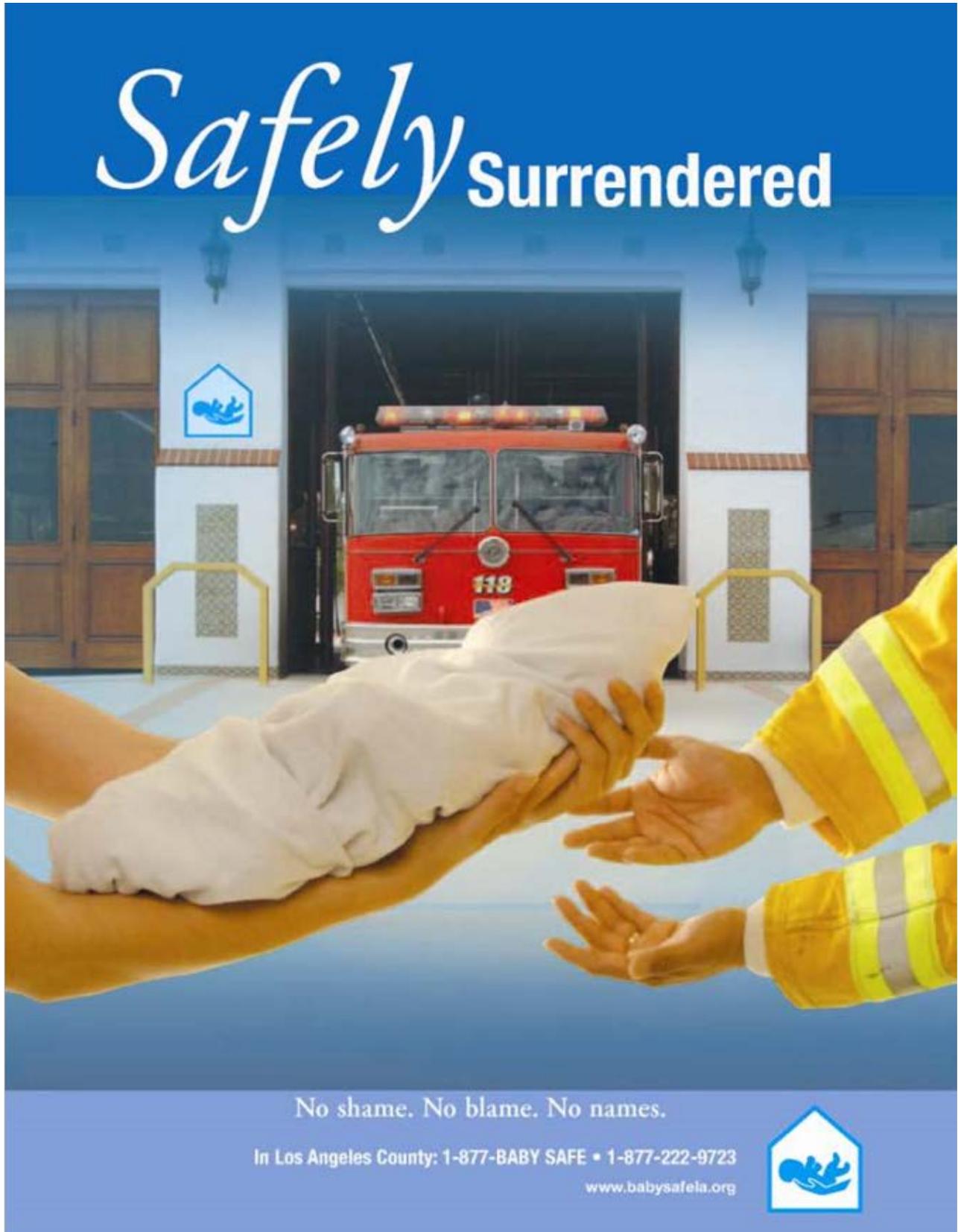
The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see Pub. 596, Earned Income Credit (EIC), or the instructions for Form 1040, 1040A, or 1040EZ.

How Do My Employees Claim the EIC?

An eligible employee claims the EIC on his or her 2017 tax return. Even an employee who has no tax withheld from wages and owes no tax may claim the EIC and ask for a refund, but he or she must file a tax return to do so. For example, if an employee has no tax withheld in 2017 and owes no tax but is eligible for a credit of \$800, he or she must file a 2017 tax return to get the \$800 refund.

Notice **1015** (Rev. 12-2017)
Cat. No. 20599I

SAFELY SURRENDERED BABY LAW



Safely Surrendered

No shame. No blame. No names.

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org



SAFELY SURRENDERED BABY LAW

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

SAFELY SURRENDERED BABY LAW

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.

Every baby deserves a chance for a healthy life. If someone you know is considering abandoning a baby, let her know there are other options. For three days (72 hours) after birth, a baby can be surrendered to staff at any hospital or fire station in Los Angeles County.

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

www.babysafela.org

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?

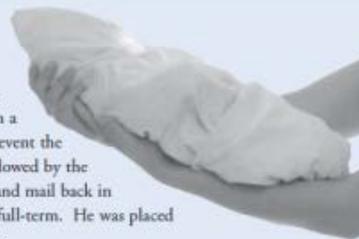
Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

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.



SAFELY SURRENDERED BABY LAW

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.

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

www.babysafela.org

¿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.



BACKGROUND AND RESOURCES: CALIFORNIA CHARITIES REGULATION

There is a keen public interest in preventing misuse of charitable contributions. California’s “Supervision of Trustees and Fundraisers for Charitable Purposes Act” regulates those raising and receiving charitable contributions. The “Nonprofit Integrity Act of 2004” (SB 1262, Chapter 919) tightened Charitable Purposes Act requirements for charitable organization administration and fundraising.

The Charitable Purposes Act rules cover California public benefit corporations, unincorporated associations, and trustee entities. They may include similar foreign corporations doing business or holding property in California. Generally, an organization is subject to the registration and reporting requirements of the Charitable Purposes Act if it is a California nonprofit public benefit corporation or is tax exempt under Internal Revenue Code § 501(c)(3), and not exempt from reporting under Government Code § 12583. Most educational institutions, hospitals, cemeteries, and religious organizations are exempt from Supervision of Trustees Act requirements.

Key new Charitable Purposes Act requirements affect executive compensation, fund-raising practices and documentation. Charities with over \$2 million of revenues (excluding grants and service-contract funds a governmental entity requires to be accounted for) have new audit requirements. Charities required to have audits must also establish an audit committee whose members have no material financial interest in any entity doing business with the charity.

Organizations or persons that receive or raise charitable contributions are likely to be subject to the Charitable Purposes Act. A Proposer on Los Angeles County contracts must determine if it is subject to the Charitable Purposes Act and certify either that:

- It is not presently subject to the Act, but will comply if later activities make it subject, or,
- If subject, it is currently in compliance.

RESOURCES

The following references to resources are offered to assist Proposers who engage in charitable contributions activities. Each Proposer, however, is ultimately responsible to research and determine its own legal obligations and properly complete its compliance certification (Appendix A, Exhibit 11 – Charitable Contributions Certification).

In California, supervision of charities is the responsibility of the Attorney General, whose website, <http://oag.ca.gov> contains much information helpful to regulated charitable organizations.

1. LAWS AFFECTING NONPROFITS

The “Supervision of Trustees and Fundraisers for Charitable Purposes Act” is found at California Government Code §§ 12580 through 12599.7. Implementing regulations are found at Title 11, California Code of Regulations, §§ 300 through 312. In California, charitable solicitations (“advertising”) are governed by Business & Professions Code §§ 17510 through 17510.95. Regulation of nonprofit corporations is found at Title 11, California Code of Regulations, §§ 999.1 through 999.5. (Amended regulations are pending.) Links to all of these rules are at: <http://oag.ca.gov/charities/laws>

2. SUPPORT FOR NONPROFIT ORGANIZATIONS

Several organizations offer both complimentary and fee-based assistance to nonprofits, including in Los Angeles, the Center for Nonprofit Management, 606 S. Olive St #2450, Los Angeles, CA 90014 (213) 623-7080 <http://www.cnmsocal.org/> and statewide, the California Association of Nonprofits, <http://www.calnonprofits.org/>. Both organizations' websites offer information about how to establish and manage a charitable organization.

The above information, including the organizations listed, provided under this sub-section of this Appendix H is for informational purposes only. Nothing contained in this sub-section shall be construed as an endorsement by the County of Los Angeles of such organizations.

Title 2 ADMINISTRATION
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.)

Title 2 ADMINISTRATION
Chapter 2.206
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

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;

Title 2 ADMINISTRATION
Chapter 2.206
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

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.)

Title 2 ADMINISTRATION
Chapter 2.206
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

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.)

APPENDIX A.1

RFSQ REQUIRED FORMS EXISTING MASTER AGREEMENT CONTRACTORS APPLYING FOR ADDITIONAL AS-NEEDED LANGUAGE ASSISTANCE SERVICE CATEGORY(IES)

**APPENDIX A.1
REQUIRED FORMS
EXISTING MASTER AGREEMENT CONTRACTORS APPLYING FOR
ADDITIONAL AS-NEEDED LANGUAGE ASSISTANCE SERVICE
CATEGORY(IES)
TABLE OF CONTENTS**

EXHIBITS

- 1.1 Additional Category(ies) Statement of Qualifications (SOQ) Checklist
- 2.1 Additional Category(ies) Vendor's Organization Questionnaire/Affidavit
- 7.1 Prospective Contractor References
- 8.1 Prospective Contractor List of Contracts
- 9.1 Prospective Contractor List of Terminated Contracts
- 17.1 Prospective Contractor Pending Litigation and Judgments

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
STATEMENT OF QUALIFICATIONS (SOQ)
ADDITIONAL CATEGORIES CHECKLIST – EXHIBIT 1.1**

VENDOR NAME(Legal Full Name):	Identify Service Category(ies): <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation
RFSQ Reference, Sub-section 4.1.1, Table of Contents (Vendor’s SOQ)	Included <input type="checkbox"/> Yes
RFSQ Reference, Sub-section 4.1.2, A. Master Agreement Contractors Applying for Additional Service Category(ies) - Vendor’s Qualifications (Vendor’s SOQ Section A.1)	
Exhibit 1.1: Statement of Qualifications Additional Category(ies) Checklist	<input type="checkbox"/> Yes
Exhibit 2.1 Vendor’s Organization Questionnaire/Affidavit and CBE Information	<input type="checkbox"/> Yes
For each category that Vendor is attempting to qualify Vendor submitted:	
1) Vendor submitted a Statement of Experience that: a) demonstrates ability to carry out the as-needed language assistance services needs of the Department: <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation b) provides a summary of relevant background information to demonstrate that the vendor meets the minimum qualifications, including years in service, stated in Section 1.4 of this RFSQ: <input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation	 <input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> N/A

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
STATEMENT OF QUALIFICATIONS (SOQ)
ADDITIONAL CATEGORIES CHECKLIST – EXHIBIT 1.1**

<p>c) does not exceed three (3) pages.</p> <p><input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A</p>
--	--

RFSQ Reference, Sub-section 4.1.2, B. Vendor’s References (Vendor’s SOQ Section A.2)

Exhibit 7.1: Prospective Contractor References	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 8.1: Prospective Contractor List of Contracts	<input type="checkbox"/> Yes <input type="checkbox"/> No
Exhibit 9.1: Prospective Contractor List of Terminated Contracts	<input type="checkbox"/> Yes <input type="checkbox"/> No

RFSQ Reference, Sub-section 4.1.2, C. Vendor’s Pending Litigation and Judgments (Vendor’s SOQ Section A.3)

Exhibit 17.1: Prospective Contractor Pending Litigation and Judgments (Section A.3 of SOQ)	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

RFSQ Reference, Sub-section 4.1.3, Price Sheet(s) (Vendor’s SOQ Section B)

<p>Vendor completed and included one Price Sheet for the following category(ies):</p> <p><input type="checkbox"/> Document Translation; <input type="checkbox"/> In-Person Oral Interpretation <input type="checkbox"/> Telephonic and Video Remote Interpretation <input type="checkbox"/> Simultaneous Interpretation <input type="checkbox"/> Sign Language Interpretation</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A <input type="checkbox"/>Yes <input type="checkbox"/>N/A</p>
---	--

RFSQ Reference, Sub-section 4.1.4, Proof of Licenses (Vendor’s SOQ Section C)

Vendor furnished a copy of all applicable licenses, certificates, accreditation, and permits for the provision of services for which they intend to qualify which include but are not limited to: a valid Business License.	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
STATEMENT OF QUALIFICATIONS (SOQ)
ADDITIONAL CATEGORIES CHECKLIST – EXHIBIT 1.1**

RFSQ Reference, Sub-section 4.1.5, Master Agreement Contractors Applying for Additional Category(ies) SOQ Submission

Vendor supplied the original SOQ and three (3) numbered copies enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words: "SOQ FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES – ADDITIONAL CATEGORY(IES)"

Yes No

Comments:

APPLICANT 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 DIRECTOR OF PUBLIC HEALTH'S SOLE JUDGMENT AND HER JUDGMENT SHALL BE FINAL.

I DECLARE UNDER PENALTY OF PERJURY THAT ALL OF THE ABOVE INFORMATION IS TRUE AND CORRECT.

SIGNATURE	DATE
PRINT SIGNATURE'S NAME	TITLE
ADDRESS	CITY, STATE, ZIP CODE

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH
REQUIRED FORMS – EXHIBIT 2.1
ADDITIONAL CATEGORIES VENDOR’S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT**

VENDOR’S NAME: _____

VENDOR’S ADDRESS: _____

Street

Suite

City

State

Zip Code

VENDOR’S AUTHORIZED REPRESENTATIVE: Please provide the below information as it relates to Vendor’s authorized representative.

Authorized Representative: _____

Title: _____

Address: _____

Street

Suite

City

State

Zip Code

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

VENDOR’S CONTACT PERSON: Please provide the below information as it relates to vendor’s contact person. Vendor’s contact person will serve as the Vendor’s main contact with the County for any matters related to this solicitation.

Contact Representative: _____

Title: _____

Address: _____

State

Suite

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH
 ADDITIONAL CATEGORIES VENDOR’S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT
 AND CBE INFORMATION**

Vendor acknowledges and certifies that firm meets and will comply with the Minimum Mandatory Qualifications as stated in Section 1.4. of this RFSQ, as listed below. Vendor must meet **each** of the following Minimum Mandatory Qualifications on the day that SOQs are due. **Subcontractor(s) may not be used to meet any of the Vendor’s Minimum Mandatory Qualifications.**

Check box to certify compliance:

Yes No 1.4.1 Vendor has three (3) years of experience within the last five (5) years providing services in each category for which they are attempting to qualify.

Document Translation

Years of Experience from _____ to _____
 mm/yr mm/yr

In-Person Oral Interpretation

Years of Experience from _____ to _____
 mm/yr mm/yr

Telephonic and Video Remote Interpretation

Years of Experience from _____ to _____
 mm/yr mm/yr

Simultaneous Interpretation

Years of Experience from _____ to _____
 mm/yr mm/yr

Sign Language Interpretation

Years of Experience from _____ to _____
 mm/yr mm/yr

Yes No 1.4.2 Vendor must have an administrative office located in Los Angeles County.

Yes No 1.4.3 Vendors must not have Unresolved Disallowed Costs

If Vendor’s compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Vendor must not have unresolved questioned costs identified by the Auditor-Controller in an amount over \$100,000 that are confirmed to be disallowed costs by the contracting County department and remain unpaid for a period of six (6) months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

APPENDIX A.1 - REQUIRED FORMS – EXHIBIT 7.1

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 Director's sole judgment and his/her judgment shall be final.

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE INFORMATION IN EXHIBIT 2 IS TRUE AND ACCURATE.

VENDOR NAME:		COUNTY WEBVEN NUMBER:	
ADDRESS:		DUNS NUMBER:	
PHONE NUMBER:	E-MAIL:	CAGE NUMBER:	
INTERNAL REVENUE SERVICE EMPLOYER IDENTIFICATION NUMBER:		CALIFORNIA BUSINESS LICENSE NUMBER:	
VENDOR OFFICIAL NAME AND TITLE (PRINT):			
SIGNATURE		DATE	

PROSPECTIVE CONTRACTOR REFERENCES

Proposer's Name: _____

List five (5) References where the same or similar scope of services were provided. Only list **Agency or Agency staff once**. The contact person must be able to answer contractual questions about the services your agency provides. Please let each contact person listed below know to expect a reference request email or phone call from the DPH Contracts & Grants Program.

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

PROSPECTIVE CONTRACTOR LIST OF CONTRACTS

Contractor’s Name: _____

List of all public entities for which the Contractor has provided service within the last three (3) years. Use additional sheets if necessary.

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

PROSPECTIVE CONTRACTOR LIST OF TERMINATED CONTRACTS

Contractor's Name: _____

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

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
3. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
4. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			
5. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Email
Name or Contract No.	Reason for Termination:			

PROSPECTIVE CONTRACTOR PENDING LITIGATION AND JUDGMENTS

Prospective Contractor’s Name: _____

Identify by name, case and court jurisdiction any pending litigation in which Vendor is involved, or judgments against Vendor in the past five (5) years. Provide a statement describing the size and scope of any pending or threatening litigation against the Vendor or principals of the Vendor.

Name	Date	Case	Pending Litigation	Judgment	Size and Scope

Please state “Not Applicable” if your company doesn’t have pending litigation or judgments

Master Agreement No. PH-_____



SAMPLE

MASTER AGREEMENT

BY AND BETWEEN

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC HEALTH

AND

(CONTRACTOR)

FOR

AS-NEEDED LANGUAGE ASSISTANCE SERVICES

**AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SAMPLE MASTER AGREEMENT PROVISIONS
TABLE OF CONTENTS**

PARAGRAPH	TITLE	PAGE
RECITALS		1
1.0	APPLICABLE DOCUMENTS	2
2.0	DEFINITIONS	3
3.0	WORK	4
4.0	TERM OF MASTER AGREEMENT	5
5.0	CONTRACT RATE/FEE	5
6.0	ADMINISTRATION OF MASTER AGREEMENT - COUNTY	7
	6.2 County’s Master Agreement Program Director (MAPD)	8
	6.3 Department’s Project Manager(s).....	8
7.0	ADMINISTRATION OF MASTER AGREEMENT - CONTRACTOR	9
	7.1 Contractor’s Project Manager	9
	7.2 Contractor’s Authorized Official(s).....	9
	7.3 Approval of Contractor’s Staff.....	9
	7.4 Contractor’s Staff Identification.....	10
	7.5 Background and Security Investigations.....	10
	7.6 Confidentiality	11
	7.7 Staff Performance Under the Influence	12
8.0	STANDARD TERMS AND CONDITIONS	12
	8.1 Amendments	12
	8.2 Assignment and Delegation/Mergers or Acquisitions	12
	8.3 Authorization Warranty	13
	8.4 Complaints	13
	8.5 Compliance with Applicable Laws	14
	8.6 Compliance with Civil Rights Laws	15
	8.7 Compliance with County’s Jury Service Program	15
	8.8 Conflict of Interest.....	16
	8.9 Consideration of Hiring County Employees Targeted for Layoff or Re-employment.....	17
	8.10 Consideration of Hiring GAIN-GROW Participants	17
	8.11 Contractor Responsibility and Debarment	18
	8.12 Contractor’s Acknowledgement of County’s Commitment to Safely Surrendered Baby Law.....	20

**AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SAMPLE MASTER AGREEMENT PROVISIONS
TABLE OF CONTENTS**

PARAGRAPH	TITLE	PAGE
8.13	Contractor’s Warranty of Adherence to County’s Child Support Compliance Program.....	20
8.14	County’s Quality Assurance Plan	20
8.15	Damage to County Facilities, Buildings or Grounds	21
8.16	Employment Eligibility Verification	21
8.17	Facsimile Representations	22
8.18	Fair Labor Standards.....	22
8.19	Force Majeure	22
8.20	Governing Law, Jurisdiction, and Venue	23
8.21	Independent Contractor Status.....	23
8.22	Indemnification	23
8.23	General Provisions for all Insurance Coverage	24
8.24	Insurance Coverage	28
8.25	Liquidated Damages.....	29
8.26	Most Favored Public Entity.....	30
8.27	Nondiscrimination and Affirmative Action	30
8.28	Non Exclusivity	31
8.29	Notice of Delays	31
8.30	Notice of Disputes	31
8.31	Notice to Employees Regarding the Federal Earned Income Credit	32
8.32	Notice to Employees Regarding the Safely Surrendered Baby Law.....	32
8.33	Notices	32
8.34	Prohibition Against Inducement or Persuasion.....	32
8.35	Public Records Act	32
8.36	Publicity	33
8.37	Record Retention and Inspection-Audit Settlement.....	33
8.38	Recycled Bond Paper.....	35
8.39	Subcontracting.....	35
8.40	Termination for Breach of Warranty to Maintain Compliance with County’s Child Support Compliance Program	36
8.41	Termination for Convenience	36
8.42	Termination for Default	37
8.43	Termination for Improper Consideration	38

**AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SAMPLE MASTER AGREEMENT PROVISIONS
TABLE OF CONTENTS**

PARAGRAPH	TITLE	PAGE
8.44	Termination for Insolvency	39
8.45	Termination for Non-Adherence of County Lobbyist Ordinance	39
8.46	Termination for Non-Appropriation of Funds	39
8.47	Validity	40
8.48	Waiver	40
8.49	Warranty Against Contingent Fees	40
8.50	Warranty of Compliance with County’s Defaulted Property Tax Reduction Program.....	40
8.51	Termination for Breach of Warranty to Maintain Compliance with County’s Defaulted Property Tax Reduction Program.....	40
8.52	Time Off For Voting	41
8.53	Compliance with County’s Zero Tolerance Policy on Human Trafficking.....	41
8.54	Data Encryption	41
8.55	Compliance with Fair Chance Employment Practices	42
8.56	Default Method of Payment: Direct Deposit or Electronic Funds Transfer.....	42
8.57	Compliance with County’s Policy of Equity.....	43
9.0	UNIQUE TERMS AND CONDITIONS.....	43
9.1	Health Insurance Portability and Accountability Act Of 1996 (“HIPAA”)	43
9.2	Local Small Business Enterprise (LSBE) Preference Program (Intentionally Omitted).....	44
9.3	Social Enterprise (SE) Preference Program (Intentionally Omitted)	44
9.4	Disabled Veteran Business Enterprise (DVBE) Preference Program (Intentionally Omitted)	44
9.5	LSBE Prompt Payment Program	44
9.6	Ownership of Materials, Software and Copyright.....	44
9.7	Patent, Copyright and Trade Secret Indemnification	45
9.8	Contractor’s Charitable Activities Compliance	46
9.9	Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 D.F.R. Part 76)	46
9.10	Contractor’s Exclusion From Participating in Federally Funded Program.....	46
9.11	Federal Access to Records	47
9.12	Whistleblower Protections	47
SIGNATURES		49

**AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SAMPLE MASTER AGREEMENT PROVISIONS
TABLE OF CONTENTS**

STANDARD EXHIBITS (NOT ATTACHED TO SAMPLE)

- A County's Administration
- B Contractor's Administration
- C Contractor's EEO Certification
- D Jury Service Ordinance
- E Statement(s) of Work
- F Pricing Sheet(s)
- G Forms Required Before Work Begins
 - G1 Certification of Employee Status
 - G2 Certification of No Conflict of Interest
 - G3 Contractor Acknowledgement and Confidentiality Agreement
 - G4 Contractor Employee Acknowledgement and Confidentiality Agreement
 - G5 Contractor Non-Employee Acknowledgement and Confidentiality Agreement

UNIQUE EXHIBITS

See Exhibits for explanation of forms below

- H Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76)
- I Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")
- J Charitable Contributions Certification

**MASTER AGREEMENT BETWEEN
COUNTY OF LOS ANGELES,
DEPARTMENT OF PUBLIC HEALTH
AND
(CONTRACTOR'S NAME)
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES**

This Master Agreement and Exhibits made and entered into this _____ day of _____, 2019 by and between the County of Los Angeles, Department of Public Health, hereinafter referred to as DPH, and (Contractor's Name), hereinafter referred to as Contractor, to provide As-Needed Language Assistance Services in the following categories:

- Document Translation Services
- In-Person Oral Interpretation Services
- Telephonic and Video Remote Interpretation Services
- Simultaneous Oral Interpretation Services
- Sign Language Interpretation Services

RECITALS

WHEREAS, pursuant to the provisions of Section 101025 of the California Health and Safety Code, County's Board of Supervisors have the authority to preserve and protect the public health; and

WHEREAS, on (enter date of DA Memo or authorization document), the Board delegated authority for the County's Director of the Department of Public Health (DPH),

or duly authorized designee (hereafter jointly referred to as “Director”) to execute contracts for (give title of services) to preserve and protect the public’s health; and

WHEREAS, this Master Agreement is authorized under California Government Code Section 26227 which authorizes the Board of Supervisors to contract with private entities to ensure access to culturally competent and linguistically appropriate services and programs to assure high quality customer service and achieve health equity; and

WHEREAS, the Contractor possesses the competence, expertise, facilities, and personnel to provide As-needed Language Assistance Services; and

WHEREAS, this Master Agreement is authorized under California Government Code Section 31000 which authorizes the Board of Supervisors to contract for special services.

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

1.0 APPLICABLE DOCUMENTS

Exhibits A, B, C, D, E, F, G, H, I, and J are attached to and form a part of this Master Agreement. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Master Agreement and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the Master Agreement and then to the Exhibits according to the following priority:

Standard Exhibits:

- 1.1 Exhibit A County’s Administration
- 1.2 Exhibit B Contractor’s Administration
- 1.3 Exhibit C Contractor’s EEO Certification
- 1.4 Exhibit D Jury Service Ordinance
- 1.5 Exhibit E Statement(s) of Work
- 1.6 Exhibit F Pricing Sheet(s)
- 1.7 Exhibit G Forms Required Before Work Begins

- G1 Certification of Employee Status
- G2 Certification of No Conflict of Interest
- G3 Contractor Acknowledgement and Confidentiality Agreement
- G4 Contractor Employee Acknowledgement and Confidentiality Agreement
- G5 Contractor Non-Employee Acknowledgement and Confidentiality Agreement

Unique Exhibits:

- 1.8 Exhibit H Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76)

Health Insurance Portability and Accountability Act (HIPAA) Agreement

- 1.9 Exhibit I Health Insurance Portability and Accountability Act of 1996 (“HIPAA”)

SB 1262 – Nonprofit Integrity Act of 2004

- 1.10 Exhibit J Charitable Contributions Certification - SB 1262 – Nonprofit Integrity Act of 2004

This Master Agreement and the Exhibits hereto constitute the complete and exclusive statement of understanding between the parties, and supersedes all previous Master Agreements, written and oral, and all communications between the parties relating to the subject matter of this Master Agreement. No change to this Master Agreement shall be valid unless prepared pursuant to sub-paragraph 8.1 - Amendments and signed by both parties.

2.0 DEFINITIONS

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

- 2.1 Active Contractor:** Identifies a Qualified Contractor who is in compliance with the terms and conditions and whose evidence of insurance requirements have all been received by DPH and are valid and in effect at the time of a given Master Agreement award. As used herein, the terms Active Contractor and Contractor may be used interchangeably throughout this Master Agreement.
- 2.2 Contractor’s Project Manager:** The term “Contractor’s Project Manager” shall have the meaning set forth in sub-paragraph 7.1, Contractor’s Project Manager, of this Master Agreement.
- 2.3 Day(s):** Calendar day(s) unless otherwise specified.

- 2.4 **Department:** Any of the three County departments under the Health Agency, consisting of the Departments of Public Health, Health Services, and Mental Health, which may obtain translation services under this Master Agreement.
- 2.5 **Director:** Director of Public Health Department, or designee.
- 2.6 **Health Agency Director:** Director of the Health Agency, or designee.
- 2.7 **Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 2.8 **Master Agreement:** County's standard agreement executed between County and individual Contractors. It sets forth the terms and conditions for the issuance and performance of, and otherwise governs.
- 2.9 **Qualified Contractor:** A Contractor who has submitted a Statement of Qualifications (SOQ) in response to County's Request for Statement of Qualifications (RFSQ); has met the minimum qualifications listed in the RFSQ, and has an executed Master Agreement with the Department of Public Health.
- 2.10 **Request for Statement of Qualifications (RFSQ):** A solicitation based on establishing a pool of Qualified Vendors to provide services through Master Agreements.
- 2.11 **Statement of Qualifications (SOQ):** A Contractor's response to an RFSQ.
- 2.12 **Statement of Work:** A written description in detail of the required services to be performed under this Master Agreement.

3.0 WORK

- 3.1 Pursuant to the provisions of this Master Agreement, the Contractor shall fully perform, complete and deliver on time, all tasks, deliverables, services and other work as set forth herein.
- 3.2 As-needed Language Assistance Services shall conform to Exhibit E-[X], Statement of Work, which describe(s) in detail the work required for the performance thereof. The payment for services to be performed shall be on fixed rate/fee basis, subject to the rate/fee specified in Exhibit F-[X], Price Sheet.
- 3.3 If Contractor provides any task, deliverable, service, or other work to County that goes beyond any approved as-needed language assistance services as described in the Statement(s) of Work, and/or that exceeds the pricing specified in the applicable Pricing Sheet(s) as originally written or modified in accordance with sub-paragraph 8.1, Amendments, these shall be gratuitous efforts on the part of Contractor for which Contractor shall have no claim whatsoever against County.

- 3.4 Contractor is not guaranteed a minimum or maximum amount of utilization of their services, and may or may not be utilized, at the County's sole discretion. Failure of Contractor to provide services within the specified timeframes may disqualify Contractor from future utilization.

4.0 TERM OF MASTER AGREEMENT

- 4.1 The Master Agreement term will be effective upon execution for the period December 1, 2019 through June 30, 2027. The County shall have the option to extend the term for two (2) additional one-year terms. The two (2) year-to-year extensions may be exercised at the sole discretion of DPH.
- 4.2 Contractor shall notify DPH when this Master Agreement is within six (6) months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, Contractor shall send written notification to DPH at the address herein provided in Exhibit A.

5.0 CONTRACT RATE/FEE

- 5.1 The Fees/Rates for this Master Agreement shall be the amount payable by County to Contractor for performing the As-needed Language Assistance services under this Master Agreement. Contractor shall be paid according to Exhibit F-[X], Price Sheet, of this Master Agreement.
- 5.2 Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall occur only with the County's express prior written approval.
- 5.3 During the first three (3) years of the Master Agreement all rates/fees of compensation to Contractor will remain fixed. Thereafter, if requested by the Contractor, the Contract rate/fee may at the sole discretion of the County, be increased annually based on the most recent published percentage change 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 12-month period preceding the Contract anniversary date, which shall be the effective date for any Cost of Living Adjustment (COLA). However, any increase shall not exceed the general salary movement granted to County employees as determined by the Chief Executive Officer 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 employee salaries, no COLA will be granted.

5.4 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.

5.5 Fee Structure Guarantee

5.5.1 Rates/Fees specifically listed in Exhibit F-[X], Price Sheet, shall be the maximum rates/fees payable by the County for the term of this Master Agreement.

5.5.2 Invoices and Payments

Contractor shall invoice the County, in arrears only, for providing the services authorized pursuant to this Master Agreement and in accordance with the applicable Statement of Work. Contractor shall invoice County on a fixed price per deliverable basis.

5.5.3 All work performed by, and all invoices submitted by Contractor pursuant to service requests issued hereunder must receive the written approval of a Department Master Agreement Project Monitor(s), who shall be responsible for an evaluation of Contractor's performance before approval of work and/or payment of invoices is permitted.

5.5.4 Invoices under this Master Agreement shall be submitted to the address(es) set forth in the Service Request Form.

5.5.5 Invoice Content

The period of performance specified in Contractor's invoice(s) must coincide with the period of performance specified in the service request.

Fixed Price Per Deliverable

Each invoice submitted by Contractor shall include and specify the following:

- Contractor's Master Agreement number;
- Period of performance of work being invoiced;
- Name(s) of persons who performed the work;

- A brief description of the deliverable(s) for which payment is claimed, the respective number(s) assigned to the deliverable(s), and the individual amount being billed for each deliverable; and
- The total amount of the invoice.
- Service Request Form

5.5.6 Local Small Business Enterprises – Prompt Payment Program

Certified Local Small Business Enterprises (LSBEs) 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.

5.6 Budget Reductions

In the event that the Board adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County Contracts, the County reserves the right to reduce its payment obligation under this Master Agreement correspondingly for that fiscal year and any subsequent fiscal year during the term of this Master Agreement (including any extensions). 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.

5.7. Contractor Budget and Expenditures Reduction Flexibility:

In order for County to maintain flexibility with regard to budget and expenditure reductions, Contractor agrees that Director may cancel this Master Agreement, without cause, upon the giving of ten (10) calendar days written notice to Contractor.

6.0 ADMINISTRATION OF MASTER AGREEMENT - COUNTY

COUNTY ADMINISTRATION

Any of the three County departments under the Health Agency, consisting of the Departments of Public Health, Health Services, and Mental Health, who may obtain translation services under this Master Agreement. The County’s Master Agreement Project Director, assigned under the Department of Public Health, is responsible for the administration of this Master Agreement. Each department will assign a Department Project Manager(s) and a Department Master Agreement Project Monitor(s). The Department Project Manager will manage the day-to-day administration of the language services. The Department Master Agreement Project Monitor will monitor the daily operation of each specific service request.

A listing of all County Administration referenced in the following sub-paragraphs are designated in Exhibit A. The County shall notify the Contractor in writing of any change in the names or addresses shown.

6.1 Department's Master Agreement Project Monitor(s):

6.1.1 The Department's Master Agreement Project Monitor is a specific County employee designated by each Department requesting services under this Master Agreement. Department's Project Monitor shall be specified in, and specific to, each service request.

6.1.2 The Department's Master Agreement Project Monitor is responsible to monitor the daily operations under this Master Agreement and to inspect any and all tasks, deliverables, goods, services, and other work provided by Contractor.

6.2 County's Master Agreement Program Director (MAPD)

6.2.1 The MAPD is designated by the Department of Public Health.

6.2.2 The MAPD has the authority on contractual or administrative matters, including keeping and updating all records, relating to this Master Agreement.

6.2.3 The MAPD, or designee, is the approving authority and is responsible for the approval and execution on behalf of County of all Amendments and Change Notices, issued under this Master Agreement.

6.2.4 County shall notify Contractor, in writing, of any change in the name or address of the MAPD.

6.3 Department's Project Manager(s)

6.3.1 Department's Project Manager is a specific County employee designated by each Department requesting services under this Master Agreement.

6.3.2 The Department's Project Manager is responsible to manage the day-to-day administration of services requested under this Master Agreement.

6.3.3 Department's Project Manager is the Department's chief contact with respect to the day-to-day administration of this Master Agreement. Department's Project Manager shall generally be the first person for Contractor to contact with any questions regarding services requested under this Master Agreement by the Department.

6.3.4 Department's Project Manager shall be responsible for coordinating and monitoring Contractor's work, and for ensuring objectives are met. Department's Project Manager shall also be responsible for:

- Monitoring and reporting of Contractor's performance and progress, of services requested under this Master Agreement and all requirements;
- Ensuring Contractor's compliance with County's applicable Technical Standards;
- Reviewing and approving project tasks, equipment, services, and other work;
- Coordinating with Contractor's Project Manager or designated staff, on a regular basis, regarding the performance of Contractor;
- Providing direction to Contractor as they relate to County policies;
- Reviewing and approving Contractor invoices.

6.3.5 Department's Project Manager is not authorized to make any changes in rates/fees, dollar totals or periods of performance, or in the terms and conditions of this Master Agreement, except through formally prepared Amendments, sub-paragraph 8.1.

7.0 ADMINISTRATION OF MASTER AGREEMENT - CONTRACTOR

7.1 Contractor's Project Manager

7.1.1 Contractor's Project Manager is designated in Exhibit B. The Contractor shall notify the County in writing of any change in the name or address of the Contractor's Project Manager.

7.1.2 Contractor's Project Manager shall be responsible for Contractor's day-to-day activities as related to this Master Agreement and shall coordinate with County's Project Manager on a regular basis with respect to service requests.

7.2 Contractor's Authorized Official(s)

7.2.1 Contractor's Authorized Official(s) are designated in Exhibit B. Contractor shall promptly notify County in writing of any change in the name(s) or address(es) of Contractor's Authorized Official(s).

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

7.3 Approval of Contractor's Staff

County has the absolute right to approve or disapprove all of Contractor's staff performing work hereunder and any proposed changes in Contractor's staff, including, but not limited to, Contractor's Project Manager. Contractor shall provide County with a resume of each

proposed substitute and an opportunity to interview such person prior to any staff substitution.

7.4 Contractor's Staff Identification

7.4.1 All of Contractor's employees assigned to County facilities are required to have a County Identification (ID) badge on their person and visible at all times. Contractor bears all expense of the badging.

7.4.2 Contractor is responsible to ensure that employees have obtained a County ID badge before they are assigned to work in a County facility. Contractor personnel may be asked to leave a County facility by a County representative if they do not have the proper County ID badge on their person.

7.4.3 Contractor shall notify the County within one business day when staff is terminated from working under this Master Agreement. Contractor shall retrieve and return an employee's ID badge to the County on the next business day after the employee has terminated employment with the Contractor.

7.4.4 If County requests the removal of Contractor's staff, Contractor shall retrieve and return an employee's ID badge to the County on the next business day after the employee has been removed from working on the County's Master Agreement.

7.5 Background and Security Investigations

7.5.1 Each of Contractor's staff performing services under this Master Agreement who is in a designated sensitive position, as determined by County in County's sole discretion, shall undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Master Agreement. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but 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.

7.5.2 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 Master Agreement at any time during the term of the Master Agreement. County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation.

- 7.5.3 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.
- 7.5.4 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.5 shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Master Agreement.

7.6 Confidentiality

- 7.6.1 Contractor shall maintain the confidentiality of all records and information in accordance with all applicable federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.
- 7.6.2 Contractor 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 Paragraph 7.6, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 7.6 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 County shall be entitled to 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.
- 7.6.3 Contractor shall inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Master Agreement.

7.6.4 Contractor shall sign and adhere to the provisions of the “Contractor Acknowledgement, Confidentiality and Copyright Assignment Agreement”, Exhibit G3.

7.7 Staff Performance Under the Influence

Contractor shall not knowingly permit any employee to perform services under this Master Agreement while under the influence of any alcoholic beverage, medication, narcotic, or other substance which might impair their physical or mental performance.

8.0 STANDARD TERMS AND CONDITIONS

8.1 Amendments

8.1.1 The County’s Board of Supervisors or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in the Master Agreement during the term of this Master Agreement. The County reserves the right to add and/or change such provisions as required by the County’s Board of Supervisors or Chief Executive Officer. To implement such orders, an Amendment to the Master Agreement shall be prepared and executed by the Contractor and by Director, as authorized by the County’s Board of Supervisors.

8.1.2 The Director of DPH, or designee may, at their sole discretion, authorize extensions of time as defined in Paragraph 4.0 - Term of Master Agreement. The Contractor agrees that such extensions of time shall not change any other term or condition of this Master Agreement during the period of such extensions. To implement an extension of time, an Amendment to the Master Agreement shall be prepared and executed by the Contractor and by Director of DPH.

8.1.3 Notwithstanding Paragraph 8.1.1, the Director, or designee, may amend the Master Agreement to permit modifications to price sheet(s) and corresponding adjustments to the scope of work, tasks, and/or activities and/or allow changes to hours of operation, changes to service locations, and/or correction of errors in the Master Agreement’s terms and conditions, a written amendment shall be executed by DPH Director, or designee, and Contractor, as authorized by the County’s Board of Supervisors.

8.2 Assignment and Delegation/Mergers or Acquisitions

8.2.1 The Contractor shall notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the Contractor is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the county of the actual acquisitions/mergers as soon as the law allow and provide to the County the legal framework that

restricted it from notifying the county prior to the actual acquisitions/mergers.

- 8.2.2 The Contractor shall not assign its rights or delegate its duties under this 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 sub-paragraph, County consent shall require a written amendment to the Master Agreement, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Master Agreement shall be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County
- 8.2.3 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(s), 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 applicable provisions of this Master Agreement.
- 8.2.4 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any entity other than the 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 this 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.

8.3 Authorization Warranty

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

8.4 Complaints

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

- 8.4.1 Within ten (10) business days after the Master Agreement effective date, the Contractor shall provide the County with the Contractor's policy for receiving, investigating and responding to user complaints.
- 8.4.2 The County will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.
- 8.4.3 If the County requests changes in the Contractor's policy, the Contractor shall make such changes and resubmit the plan within five (5) business days for County approval.
- 8.4.4 If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor shall submit proposed changes to the County for approval before implementation.
- 8.4.5 The Contractor shall preliminarily investigate all complaints and notify the County's Project Manager of the status of the investigation within five (5) business days of receiving the complaint.
- 8.4.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.4.7 Copies of all written responses shall be sent to the County's Project Manager within three (3) business days of mailing to the complainant.

8.5 Compliance with Applicable Laws

- 8.5.1 In the performance of this Master Agreement, Contractor shall comply with all applicable federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Master Agreement are hereby incorporated herein by reference.
- 8.5.2 Contractor 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 Paragraph 8.5 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 County shall be entitled to 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.

8.6 Compliance with Civil Rights Laws

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

8.7 Compliance with County's Jury Service Program

8.7.1 Jury Service Program: This Master Agreement is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the Los Angeles County Code, a copy of which is attached as Exhibit D and incorporated by reference into and made part of this Master Agreement.

8.7.2 Written Employee Jury Service Policy

1. Unless Contractor has demonstrated to the County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), Contractor 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 Employee's regular pay the fees received for jury service.
2. For purposes of this sub-paragraph, "Contractor" means a person, partnership, corporation or other entity which has a Master Agreement with the County or a subcontract with a

County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full-time employee of Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform services for the County under the Master Agreement, the subcontractor shall also be subject to the provisions of this sub-paragraph. The provisions of this sub-paragraph shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the Master Agreement.

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. The County may also require, at any time during the Master Agreement and at its sole discretion, that Contractor demonstrate to the County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.
4. Contractor's violation of this sub-paragraph of the Master Agreement 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 and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

8.8 Conflict of Interest

- 8.8.1 No County employee whose position with the County enables such employee to influence the award of this Master Agreement or any competing Master Agreement, and no spouse or economic dependent of such employee, shall be employed in any capacity by the Contractor or have any other direct or indirect financial interest in

this Master Agreement. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder shall in any way participate in the County's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such work.

8.8.2 The Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Master Agreement. The Contractor warrants that it is not now aware of any facts that create a conflict of interest. If the 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 the 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 sub-paragraph 8.8 shall be a material breach of this Master Agreement.

8.9 Consideration of Hiring County Employees Targeted for Layoff or Re-employment

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

8.10 Consideration of Hiring GAIN-GROW Participants

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

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

8.11 Contractor Responsibility and Debarment

8.11.1 Responsible Contractor

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

8.11.2 Chapter 2.202 of the County Code

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

8.11.3 Non-responsible Contractor

The County may debar a Contractor if the Board of Supervisors finds, in its discretion, that the Contractor has done any of the following: (1) violated a term of a Master Agreement with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively reflects on the Contractor's quality, fitness or capacity to perform a Master Agreement with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (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.

8.11.4 Contractor Hearing Board

1. If there is evidence that the Contractor may be subject to debarment, DPH will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
2. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the 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 the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and DPH shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

3. After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board 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 Contractor Hearing Board.
4. 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. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the 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 the County.
5. The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) the 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.
6. 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 of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.11.5 Subcontractors of Contractor

These terms shall also apply to Subcontractors of County Contractors.

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

The Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The Contractor understands that it is the County's policy to encourage all County Contractors to voluntarily post the County's "Safely Surrendered Baby Law" poster in a prominent position at the Contractor's place of business. The Contractor will also encourage its Subcontractors, if any, to post this poster in a prominent position in the Subcontractor's place of business. Information on how to receive the poster can be found on the Internet at www.babysafela.org.

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

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

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

8.14 County's Quality Assurance Plan

The County or its agent will monitor the Contractor's performance under this Master Agreement on not less than an annual basis. Such monitoring will

include assessing the Contractor's compliance with all Master Agreement terms and conditions and performance standards. Contractor deficiencies which the County determines are significant or continuing and that may place performance of the Master Agreement in jeopardy if not corrected will be reported to the Board of Supervisors and listed in the appropriate contractor performance database. The report to the Board will include improvement/corrective action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Master Agreement or impose other penalties as specified in this Master Agreement.

8.15 Damage to County Facilities, Buildings or Grounds

8.15.1 Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or employees or agents of Contractor. Such repairs shall be made immediately after Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.

8.15.2 If Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by County, for such repairs shall be repaid by Contractor by cash payment upon demand.

8.16 Employment Eligibility Verification

8.16.1 The Contractor warrants that it fully complies with all federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Master Agreement meet the citizenship or alien status requirements set forth in federal and State statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by law.

8.16.2 The Contractor shall indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Master Agreement.

8.17 Facsimile Representations

The County and the Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to sub-paragraph 8.1, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to Amendments to this Master Agreement. The facsimile transmissions of such documents must be followed by subsequent (non-facsimile) transmission of "original" versions of such documents within five working days.

8.18 Fair Labor Standards

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

8.19 Force Majeure

8.19.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Master Agreement, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this sub-paragraph as "force majeure events").

8.19.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this sub-paragraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

8.19.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable

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

8.20 Governing Law, Jurisdiction, and Venue

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

8.21 Independent Contractor Status

8.21.1 This Master Agreement is by and between the County and the 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 the County and the 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.

8.21.2 The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Master Agreement all compensation and benefits. The County 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 the Contractor.

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

8.21.4 The Contractor shall adhere to the provisions stated in subparagraph 7.6 – Confidentiality.

8.22 Indemnification

The 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 to this Master Agreement, except for such loss or damage arising from the sole negligence or willful misconduct of the County Indemnitees.

8.23 General Provisions for all Insurance Coverage

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

8.23.1 Evidence of Coverage and Notice to County

- Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing services under this Master Agreement.
- Renewal Certificates shall be provided to County not less than 10 days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or Sub-Contractor insurance policies at any time.
- Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Master Agreement by name or number, and be signed by an authorized representative of the insurer(s). The Insured Party named on the Certificate shall match the name of the Contractor identified as the contracting party in this 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) dollars, and list any County required endorsement forms.
- Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the 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:

County of Los Angeles – Department of Public Health
Contract Monitoring Unit

Attention: Chief Contract Monitoring Unit

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 this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County.

8.23.2 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 the County. County and its Agents additional insured status shall apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also shall apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

8.23.3 Cancellation of or Changes in Insurance

Contractor 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) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any

change in Required Insurance may constitute a material breach of the Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Master Agreement.

8.23.4 Failure to Maintain Insurance

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this 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.

8.23.5 Insurer Financial Ratings

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

8.23.6 Contractor's Insurance Shall Be Primary

Contractor's insurance policies, with respect to any claims related to this Contract, 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.

8.23.7 Waivers of Subrogation

To the fullest extent permitted by law, the 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 this Master Agreement. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

8.23.8 Compensation for County Costs

In the event that Contractor fails to comply with any of the indemnification or insurance requirements of this Contract, and such failure to comply results in any costs to County, Contractor shall pay full compensation for all costs incurred by County.

8.23.9 Sub-Contractor Insurance Coverage Requirements

Contractor shall include all Sub-Contractors as insureds under Contractor's own policies, or shall provide County with each Sub-Contractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each Sub-Contractor

complies with the Required Insurance provisions herein, and shall require that each Sub-Contractor name the County and Contractor as additional insureds on the Sub-Contractor's General Liability policy. Contractor shall obtain County's prior review and approval of any Sub-Contractor request for modification of the Required Insurance.

8.23.10 Deductibles and Self-Insured Retentions (SIRs)

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

8.23.11 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 this 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.

8.23.12 Application of Excess Liability Coverage

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

8.23.13 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.

8.23.14 Alternative Risk Financing Programs

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

8.23.15 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.

8.24 Insurance Coverage

8.24.1 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

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

8.24.3 Workers Compensation and Employers' Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also 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) 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.

8.24.4 Unique Insurance Coverage

- Professional Liability/Errors and Omissions

Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than \$1 million per claim and \$3 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Master Agreement's expiration, termination or cancellation.

8.25 Liquidated Damages

- 8.25.1 If, in the judgment of the Director, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Director, or designee, at their option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County, will be forwarded to the Contractor by the Director, or designee, in a written notice describing the reasons for said action.
- 8.25.2 If the Director determines that there are deficiencies in the performance of this Master Agreement that the Director or designee, deems are correctable by the Contractor over a certain time span, the Director or designee, will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the Director may:
- (a) Deduct from the Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum; and/or
 - (b) Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of the 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, or as may be specified in any Performance Requirements Summary (PRS) Charts in future service requests, and that the Contractor shall be liable to the County for liquidated damages in said amount. Said amount shall be deducted from the County's payment to the Contractor; and/or
 - (c) Upon giving five (5) days notice to the Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County.
- 8.25.3 The action noted in sub-paragraph 8.25.2 shall not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Master Agreement.

8.25.4 This sub-paragraph shall not, in any manner, restrict or limit the County's right to damages for any breach of this Master Agreement provided by law or as specified in the PRS or sub-paragraph 8.25.2, and shall not, in any manner, restrict or limit the County's right to terminate this Master Agreement as agreed to herein.

8.26 Most Favored Public Entity

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

8.27 Nondiscrimination and Affirmative Action

8.27.1 The 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, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.

8.27.2 The Contractor shall certify to, and comply with, the provisions of Exhibit C - Contractor's EEO Certification.

8.27.3 The 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, 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.

8.27.4 The Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.

8.27.5 The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable Federal and State laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the

benefits of, or be otherwise subjected to discrimination under this Master Agreement or under any project, program, or activity supported by this Master Agreement.

- 8.27.6 The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this sub-paragraph 8.27 when so requested by the County.
- 8.27.7 If the County finds that any provisions of this sub-paragraph 8.27 have been violated, such violation shall constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement. While the County reserves the right to determine independently that the anti-discrimination provisions of this Master Agreement have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that the Contractor has violated Federal or State anti-discrimination laws or regulations shall constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Master Agreement.
- 8.27.8 The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Master Agreement, the 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 or suspending this Master Agreement.

8.28 Non Exclusivity

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

8.29 Notice of Delays

Except as otherwise provided under this Master Agreement, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Master Agreement, that party shall, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

8.30 Notice of Disputes

The Contractor shall bring to the attention of the County Project Manager any dispute between the County and the Contractor regarding the performance of services as stated in this Master Agreement. If the County Project Manager is not able to resolve the dispute, the Director of DPH, or designee shall resolve it.

8.31 Notice to Employees Regarding the Federal Earned Income Credit

The 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 No. 1015.

8.32 Notice to Employees Regarding the Safely Surrendered Baby Law

The Contractor 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 also available on the Internet at www.babysafela.org for printing purposes.

8.33 Notices

All notices or demands required or permitted to be given or made under this Master Agreement shall be in writing and shall be hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibits A, County's Administration and B, Contractor's Administration. Addresses may be changed by either party giving ten (10) days' prior written notice thereof to the other party. The Director of DPH or designee shall have the authority to issue all notices or demands required or permitted by the County under this Master Agreement.

8.34 Prohibition Against Inducement or Persuasion

Notwithstanding the above, the Contractor and the County agree that, during the term of this Master Agreement and for a period of one 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.

8.35 Public Records Act

8.35.1 Any documents submitted by Contractor; all information obtained in connection with the County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to subparagraph 8.37 - Record Retention and Inspection/Audit Settlement of this Master Agreement; 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 this Master Agreement, become the exclusive property of the 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”. The 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.

8.35.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of an SOQ marked “trade secret”, “confidential”, or “proprietary”, the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney’s fees, in action or liability arising under the Public Records Act.

8.36 Publicity

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

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

8.36.2 The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Master Agreement with the County of Los Angeles, provided that the requirements of this sub-paragraph 8.36 shall apply.

8.37 Record Retention and Inspection-Audit Settlement

The Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Master Agreement in accordance with generally accepted accounting principles. The Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Master Agreement. The Contractor agrees that the County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Master Agreement. All such material,

including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, shall be kept and maintained by the Contractor and shall be made available to the County during the term of this Master Agreement and for a period of seven (7) years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

- 8.37.1 In the event that an audit of the Contractor is conducted specifically regarding this Master Agreement by any federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise, then the Contractor shall file a copy of such audit report with the County's Auditor-Controller within thirty (30) days of the Contractor's receipt thereof, unless otherwise provided by applicable federal or State law or under this Master Agreement. The County shall make a reasonable effort to maintain the confidentiality of such audit report(s).
- 8.37.2 Failure on the part of the Contractor to comply with any of the provisions of this sub-paragraph shall constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement.
- 8.37.3 If, at any time during the term of this Master Agreement or within seven (7) years after the expiration or termination of this Master Agreement, representatives of the County may conduct an audit of the Contractor regarding the work performed under this Master Agreement, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference shall be either: a) repaid by the Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to the Contractor from the County, whether under this Master Agreement or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor, then the difference shall be paid to the Contractor by the County by cash payment, provided that in no event shall the County's maximum obligation for this Master Agreement exceed the funds appropriated by the County for the purpose of this Master Agreement.

8.38 Recycled Bond Paper

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

8.39 Subcontracting

8.39.1 The requirements of this Master Agreement may not be subcontracted by the Contractor **without the advance approval of the County**. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Master Agreement.

8.39.2 If the Contractor desires to subcontract, the Contractor shall provide the following information promptly at the County's request:

- A description of the work to be performed by the subcontractor;
- A draft copy of the proposed subcontract; and
- Other pertinent information and/or certifications requested by the County.

8.39.3 The Contractor shall indemnify and hold the County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were Contractor employees.

8.39.4 The Contractor shall remain fully responsible for all performances required of it under this Master Agreement, including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.

8.39.5 The County's consent to subcontract shall not waive the County's right to prior and continuing approval of any and all personnel, including subcontractor employees, providing services under this Master Agreement. The Contractor is responsible to notify its subcontractors of this County right.

8.39.6 The County's MAPD is authorized to act for and on behalf of the County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by the County, Contractor shall forward a fully executed subcontract to the County for their files.

8.39.7 The Contractor shall be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.

8.39.8 The Contractor shall obtain certificates of insurance, which establish that the subcontractor maintains all the programs of insurance required by the County from each approved subcontractor. The Contractor shall ensure delivery of all such documents to:

County of Los Angeles – Department of Public Health
Contract Monitoring Unit

Attention: Chief Contract Monitoring Unit

before any subcontractor employee may perform any work hereunder.

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

Failure of the Contractor to maintain compliance with the requirements set forth in sub-paragraph 8.13 - Contractor’s Warranty of Adherence to County’s Child Support Compliance Program, shall constitute a default under this Master Agreement. Without limiting the rights and remedies available to the County under any other provision of this Master Agreement, failure of Contractor to cure such default within ninety (90) calendar days of written notice shall be grounds upon which the County may terminate this Master Agreement pursuant to sub-paragraph 8.42 - Termination for Default and pursue debarment of Contractor, pursuant to County Code Chapter 2.202.

8.41 Termination for Convenience

8.41.1 County may terminate this Master Agreement, in whole or in part, from time to time or permanently, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder shall be effected by notice of termination to Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than ten (10) days after the notice is sent.

8.41.2 Upon receipt of a notice of termination and except as otherwise directed by the County, the Contractor shall immediately:

- Stop work under this Master Agreement, as identified in such notice;
- Transfer title and deliver to County all completed work and work in process; and
- Complete performance of such part of the work as shall not

have been terminated by such notice.

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

8.42 Termination for Default

- 8.42.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Master Agreement, if, in the judgment of County's Project Manager:

- Contractor has materially breached this Master Agreement;
- Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Master Agreement; or
- Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements of this Master Agreement, or of any obligations of this Master Agreement and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

- 8.42.2 In the event that the County terminates this Master Agreement in whole or in part as provided in sub-paragraph 8.42.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor shall continue the performance of this Master Agreement to the extent not terminated under the provisions of this sub-paragraph.

- 8.42.3 Except with respect to defaults of any subcontractor, the Contractor shall not be liable for any such excess costs of the type identified in sub-paragraph 8.42.2 if its failure to perform this Master Agreement, arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the 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 the Contractor and subcontractor, and without the fault or negligence of either of them, the 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 the Contractor to meet the required performance schedule. As used in this sub-paragraph 8.42.3, the terms "subcontractor" and "subcontractors" mean subcontractor(s) at any tier.

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

8.43 Termination for Improper Consideration

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

8.44 Termination for Insolvency

8.44.1 The County may terminate this Master Agreement forthwith in the event of the occurrence of any of the following:

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

8.44.2 The rights and remedies of the County provided in this subparagraph 8.44 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Master Agreement.

8.45 Termination for Non-Adherence of County Lobbyist Ordinance

The Contractor, and each County Lobbyist or County Lobbying firm as defined in County Code Section 2.160.010 retained by the Contractor, shall fully comply with the County's Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of the Contractor or any County Lobbyist or County Lobbying firm retained by the Contractor to fully comply with the County's Lobbyist Ordinance shall constitute a material breach of this Master Agreement, upon which the County may in its sole discretion, immediately terminate or suspend this Master Agreement.

8.46 Termination for Non-Appropriation of Funds

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

8.47 Validity

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

8.48 Waiver

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

8.49 Warranty Against Contingent Fees

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

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

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

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

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

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

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.50 "Warranty of Compliance with County's Defaulted Property Tax Reduction Program" shall constitute default under this Master Agreement. Without limiting the rights and remedies available to

County under any other provision of this contract, failure of Contractor to cure such default within ten (10) days of notice shall be grounds upon which County may terminate this Master Agreement and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

8.52 Time Off For Voting

The 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 (Elections Code Section 14000). Not less than ten (10) days before every statewide election, every Contractor and subcontractors 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 Elections Code Section 14000.

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

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

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

Disqualification of any member of Contractor's staff pursuant to this paragraph shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Master Agreement.

8.54 Data Encryption

Contractor and Subcontractors that electronically transmit or store personal information (PI), protected health information (PHI) and/or medical information (MI) shall comply with the encryption standards set forth below. PI is defined in California Civil Code Section 1798.29(g). PHI is defined in Health Insurance Portability Act of 1996 (HIPAA), and implementing regulations. MI is defined in California Civil Code Section 56.05(j).

- A. Stored Data: Contractors' and Subcontractors' workstations and portable devices (e.g., mobile, wearables, tablets, thumb drives, external hard drives) require encryption (i.e. software and/or hardware) in accordance with: (1) Federal Information Processing Standard Publication (FIPS) 140-2; (2) National Institute of Standards and Technology (NIST) Special Publication 800-57 Recommendation for Key Management-Part 1: General (Revision 3); (3) NIST Special Publication

800-57. Recommendation for Key Management - Part 2: Best Practices for Key Management Organization; and (4) NIST Special Publication 800-111 Guide to Storage Encryption Technologies for End User Devices. Advanced Encryption Standard (AES) with cipher strength of 256-bit is minimally required.

- B. Transmitted Data: All transmitted (e.g. network) County PI, PHI and/or MI require encryption in accordance with: (1) NIST Special Publication 800-52 Guidelines for the Selection and Use of Transport Layer Security Implementations; and (2) NIST Special Publication 800-57 Recommendation for Key Management - Part 3: Application- Specific Key Management Guidance.

Secure Sockets Layer (SSL) is minimally required with minimum cipher strength of 128-bit.

- C. Certification: The County must receive within ten (10) business days of its request, a certification from Contractor (for itself and any Subcontractors) that certifies and validates compliance with the encryption standards set forth above. In addition, Contractor shall maintain a copy of any validation/attestation reports that its data encryption products(s) generate and such reports shall be subject to audit in accordance with the Master Agreement. Failure on the part of the Contractor to comply with any of the provisions of this Paragraph 8.54 (Data Encryption) shall constitute a material breach of this Master Agreement upon which the County may terminate or suspend this Master Agreement.

8.55 Compliance with Fair Chance Employment Practices

Contractor shall comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History. Contractor's violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract.

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

- 8.56.1 The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/contract with the County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).

- 8.56.2 The Contractor shall submit a direct deposit authorization request via the website <https://directdeposit.lacounty.gov> with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.
- 8.56.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments.
- 8.56.4 At any time during the duration of the agreement/contract, a Contractor may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with the contracting department(s), shall decide whether to approve exemption requests.

8.57 Compliance with County's Policy of Equity

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

9.0 UNIQUE TERMS AND CONDITIONS

9.1 Health Insurance Portability and Accountability Act Of 1996 ("HIPAA")

9.1.1 The County is subject to the Administrative Simplification requirements and prohibitions of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA), and regulations promulgated thereunder, including the Privacy, Security, Breach Notification, and Enforcement Rules at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (collectively, the "HIPAA Rules"). Under this Agreement, the Contractor provides services to the County and the Contractor creates, has access to, receives, maintains, or transmits Protected Health Information as defined in

Exhibit I in order to provide those services. The County and the Contractor therefore agree to the terms of Exhibit I, "Business Associate Under Health Insurance Portability and Accountability Act of 1996 (HIPAA)

9.2 Local Small Business Enterprise (LSBE) Preference Program (Intentionally Omitted)

9.3 Social Enterprise (SE) Preference Program (Intentionally Omitted)

9.4 Disabled Veteran Business Enterprise (DVBE) Preference Program (Intentionally Omitted)

9.5 LSBE Prompt Payment Program

It is the intent of the County that Certified the LSBEs 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.

9.6 Ownership of Materials, Software and Copyright

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

9.6.2 During the term of this Master Agreement and for seven (7) years thereafter, Contractor shall maintain and provide security for all Contractor's working papers prepared under this Master Agreement. County shall have the right to inspect, copy and use at any time during and subsequent to the term of this Master Agreement, any and all such working papers and all information contained therein.

9.6.3 Any and all materials, software and tools which are developed or were originally acquired by Contractor outside the scope of this 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's Project Manager

as proprietary or confidential, and shall be plainly and prominently marked by Contractor as "Propriety" or "Confidential" on each appropriate page of any document containing such material.

- 9.6.4 County will use reasonable means to ensure that Contractor's proprietary and/or confidential items are safeguarded and held in confidence. County agrees not to reproduce, distribute or disclose to non-County entities any such proprietary and/or confidential items without the prior written consent of Contractor.
- 9.6.5 Notwithstanding any other provision of this Master Agreement, County will not be obligated to Contractor in any way under sub-paragraph 9.6.4 for any of Contractor's proprietary and/or confidential items which are not plainly and prominently marked with restrictive legends as required by sub-paragraph 9.6.3 or for any disclosure which County is required to make under any state or federal law or order of court.
- 9.6.6 All the rights and obligations of this sub-paragraph 9.6 shall survive the expiration or termination of this Master Agreement.

9.7 Patent, Copyright and Trade Secret Indemnification

- 9.7.1 Contractor shall indemnify, hold harmless and defend County from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of Contractor's work under this Master Agreement. County shall inform Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and shall support Contractor's defense and settlement thereof.
- 9.7.2 In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, Contractor, at its sole expense, and providing that County's continued use of the system is not materially impeded, shall either:
- Procure for County all rights to continued use of the questioned equipment, part, or software product; or
 - Replace the questioned equipment, part, or software product with a non-questioned item; or
 - Modify the questioned equipment, part, or software so that it is free of claims.

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

9.8 Contractor's Charitable Activities Compliance

The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. The "Nonprofit Integrity Act of 2004" (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. By requiring Contractors to complete the Charitable Contributions Certification, Exhibit J, the County seeks to ensure that all County contractors which receive or raise charitable contributions comply with California law in order to protect the County and its taxpayers. A Contractor which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either Master Agreement termination or debarment proceedings or both. (County Code Chapter 2.202)

9.9 Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 D.F.R. Part 76)

Contractor hereby acknowledges that the County is prohibited from contracting with and making sub-awards to parties that are suspended, debarred, ineligible, or excluded or whose principals are suspended, debarred, ineligible, or excluded from securing federally funded contracts. By executing this Master Agreement, Contractor certifies that neither it nor any of its owners, officers, partners, or directors or other principals is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. Further, by executing this Agreement, Contractor certifies that, to its knowledge, none of its subcontractors, at any tier, or any owner, officer, partner, director, or other principal of any subcontractor is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. Contractor shall immediately notify County in writing, during the term of this Master Agreement, should it or any of its subcontractors or any principals of either be suspended, debarred, ineligible, or excluded from securing federally funded contracts. Failure of Contractor to comply with this provision shall constitute a material breach of this Agreement upon which the County may immediately terminate or suspend this Master Agreement.

9.10 Contractor's Exclusion From Participating in Federally Funded Program

9.10.1 Contractor hereby warrants that neither it nor any of its staff members is restricted or excluded from providing services under any health care program funded by the federal government, directly

or indirectly, in whole or in part, and that Contractor will notify Director within thirty (30) calendar days in writing of: (1) any event that would require Contractor or a staff member's mandatory exclusion from participation in a federally funded health care program; and (2) any exclusionary action taken by any agency of the federal government against Contractor or one or more staff members barring it or the staff members from participation in a federally funded health care program, whether such bar is direct or indirect, or whether such bar is in whole or in part.

9.10.2 Contractor shall indemnify and hold County harmless against any and all loss or damage County may suffer arising from any federal exclusion of Contractor or its staff members from such participation in a federally funded health care program.

9.10.3 Failure by Contractor to meet the requirements of this Paragraph shall constitute a material breach of contract upon which County may immediately terminate or suspend this Master Agreement.

9.11 Federal Access to Records

If, and to the extent that, Section 1861(v)(1)(I) of the Social Security Act (42 U.S.C. Section 1395x(v)(1)(I)) is applicable, Contractor agrees that for a period of seven (7) years following the furnishing of services under this Agreement, Contractor shall maintain and make available, upon written request, to the Secretary of the United States Department of Health and Human Services or the Controller General of the United States, or to any of their authorized representatives, the Agreements, books, documents and records of Contractor which are necessary to verify the nature and extent of the costs of services provided hereunder. Furthermore, if Contractor carries out any of the services provided hereunder through any subcontract with a value or cost of Ten Thousand Dollars (\$10,000) or more over a twelve (12) month period with a related organization (as that term is defined under Federal law), Contractor agrees that each such subcontract shall provide for such access to the subcontract, books, documents and records of the subcontractor.

9.12 Whistleblower Protections

9.12.1 Per statute 41 United States Code (U.S.C.) 4712, all employees working for contractors, grantees, subcontractors, and subgrantees on federal grants and contracts are subject to whistleblower rights, remedies, and protections and may not be discharged, demoted, or otherwise discriminated against as a reprisal for whistleblowing. In addition, whistleblowing protections cannot be waived by any agreement, policy, form, or condition of employment.

9.12.2 Whistleblowing is defined as making a disclosure "that the employee reasonably believes" is evidence of any of the

following: gross mismanagement of a federal contract or grant; a gross waste of federal funds; an abuse of authority relating to a federal contract or grant; a substantial and specific danger to public health or safety; or a violation of law, rule, or regulation related to a federal contract or grant (including the competition for, or negotiation of, a contract or grant). To qualify under the statute, the employee's disclosure must be made to: a member of Congress, or a representative of a Congressional committee; an Inspector General; the Government Accountability Office; a federal employee responsible for contract or grant oversight or management at the relevant agency; an official from the Department of Justice, or other law enforcement agency; a court or grand jury; or a management official or other employee of the contractor, subcontractor, grantee, or subgrantee who has the responsibility to investigate, discover, or address misconduct.

- 9.12.3 The National Defense Authorization Act for fiscal year 2013, enacted January 2, 2013, mandates a Pilot Program for Enhancement of Contractor Employee Whistleblower Protections that requires that all grantees, their subgrantees, and subcontractors: to inform their employees working on any federal award that they are subject to the whistleblower rights and remedies of the pilot program; to inform their employees in writing of the employee whistleblower protections under statute 41 U.S.C. 4712 in the predominant native language of the workforce; and, contractors and grantees shall include such requirements in any agreement made with a subcontractor or subgrantee.

/

/

/

/

/

/

/

/

/

/

/

/

/

/

/

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Master Agreement to be subscribed by its Director of Public Health, and Contractor has caused this Master Agreement to be subscribed in its behalf by its duly authorized officer, the day, month, and year first above written.

COUNTY OF LOS ANGELES

By _____
Barbara Ferrer, Ph.D., M.P.H., M.Ed.
Director

(CONTRACTOR'S NAME)

Contractor

By _____
Signature

Printed Name

Title _____
(AFFIX CORPORATE SEAL)

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
MARY C. WICKHAM
County Counsel

APPROVED AS TO CONTRACT
ADMINISTRATION:

Department of Public Health

By _____
Patricia Gibson, Chief
Contracts and Grants Division

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	SCOPE OF WORK	1
1.1	Overview of Document Translation Services.....	1
1.2	Document Translation Services Required	1
1.3	Languages for Document Translation Services.....	2
2.0	QUALITY CONTROL	2
3.0	QUALITY ASSURANCE PLAN	2
4.0	DEFINITIONS	3
5.0	RESPONSIBILITIES	4
	<u>COUNTY</u>	
5.1	Personnel	4
5.2	Furnished Items.....	5
	<u>CONTRACTOR</u>	
5.3	Personnel	5
5.9	Training Requirements	8
5.10	Contractor’s Office.....	8
6.0	MATERIALS AND EQUIPMENT	9
7.0	HOURS/DAYS OF WORK	9
8.0	SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS.....	10

Attachment:

Attachment A – Sample Service Request Form

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES DOCUMENT TRANSLATION SERVICES

1.0 SCOPE OF WORK

1.1 Overview of Document Translation Services

For purpose of this Statement of Work, Document Translation Services (hereafter referred to as “translation services”) are services provided by professional qualified human translators and consist of the process of converting words or text from one language to another language. The objective of translation services is to convey the original tone and intent of a message to enable the Department to make linguistically appropriate documents available to Individuals.

1.2 Document Translation Services Required

Contractor shall provide translation services of documents (public facing, client specific, etc.) that relay information (including medical documents, pamphlets, flyers, reports, etc.) needed to facilitate non-English monolingual or limited English proficiency individuals access to and understanding of information. Contractor shall deliver translation of written English to any other written language, as identified in Section 1.3 below, and Braille, as may be required by Department. Additionally, Contractor shall deliver translation services from any written language, as identified in Section 1.3, and Braille, to written English, as may be required by Department.

Contractor shall provide translation services, on an as-needed basis, as required by the Department based on the following types of service request: a) Standard Request; b) Expedited Request; and c) Emergency Request, as further described in Section 4.0, Definitions, and in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work.

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES DOCUMENT TRANSLATION SERVICES

1.3 Languages for Document Translation Services

COUNTY CORE LANGUAGES (Listed in Alpha Order)*			
ALBANIAN	FRENCH	JAPANESE	SOMALI
AMHARIC	FUKIENESE	KHMER	SPANISH
ARABIC	FUZHOU	KOREAN	SWAHILI
ARMENIAN	GERMAN	LAOTIAN	TAGALOG
AZERBAIJANI	GREEK	LITHUANIAN	TAIWANESE
BAHAMIAN	GUJARATI	MALAY	TAMIL
BENGALI	HAITIAN CREOLE	MANDARIN	THAI
BOSNIAN	HAUSA	MANGOLIAN	TOISHANESE
BULGARIAN	HEBREW	NEPALI	TONGAN
BURMESE	HINDI	POLISH	TURKISH
CAMBODIAN	HMONG	PORTUGUESE	UKRAINIAN
CANTONESE	HUNGARIAN	PUNJABI	URDU
CHA-CHOW	IBO	ROMANIAN	VIETNAMESE
CROATION	ILOCANO	RUSSIAN	
DARI	INDONESIAN	SERBIAN	
FARSI	ITALIAN	SINHALESE	
<i>*Additional languages not listed, including Braille, may be requested.</i>			

2.0 QUALITY CONTROL

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure quality and consistency of service to the County throughout the term of this Master Agreement. The plan shall be submitted to the Department Master Agreement Project Monitor for review. The plan shall include, but may not be limited to the following:

- 2.1 Method of monitoring to ensure and demonstrate that the services effectively fulfill the Master Agreement requirements in a timely manner.

3.0 QUALITY ASSURANCE PLAN

Department will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in this Master Agreement, Paragraph 8, Standard Terms and Conditions, Sub-paragraph 8.15, County's Quality Assurance Plan.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

3.1 Meetings

Contractor shall meet with County as requested.

4.0 DEFINITIONS

- 4.1 Contractor's Project Manager:** Contractor's designee responsible for managing the Master Agreement operations and to liaise with Department during the term of the Master Agreement.
- 4.2 Department's Master Agreement Project Monitor(s):** A specific County employee designated by each Department requesting services under this Master to monitor the daily operations and responsible for inspecting any and all tasks, deliverables, goods, services, and other work provided by Contractor.
- 4.3 County's Master Agreement Program Director:** Person designated by the Department of Public Health with authority on contractual or administrative matters relating to this Master Agreement that cannot be resolved by the County's Project Manager.
- 4.4. Department's Project Manager(s):** A specific County employee designated by each Department requesting services to manage the day-to-day administration under this Master Agreement.
- 4.5 Day(s):** Calendar day(s) unless otherwise specified.
- 4.6 Department:** Any of the three County departments under the Health Agency, consisting of Departments of Public Health, Health Services, and Mental Health, which may obtain translation services under this Master Agreement.
- 4.7 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 4.8 Individual:** Any person conducting business or requesting information or services from a department within the Health Agency.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

- 4.9 Limited English Proficiency:** A limited ability to speak and/or understand English that may reduce a client's ability to understand and respond to information provided by the Department.
- 4.10 Monolingual:** Involving, using, or speaking one language.
- 4.11 Standard Request:** A request that requires Contractor to complete translation services within 10 business days from the date of request from the Department or at a later date as determined by the Department.
- 4.12 Expedited Request:** A request that requires Contractor to complete translation services within three (3) business days from the date of request from the Department.
- 4.13 Emergency Request:** A request that requires Contractor to complete translation services within 24 hours, which includes weekends, evenings, and County observed holidays, from the date and time of request from the Department.
- 4.14 Service Request Form:** Form used to submit a Service Request.

5.0 RESPONSIBILITIES

County's and Contractor's responsibilities are as follows:

COUNTY'S RESPONSIBILITIES

5.1 Personnel

DPH will administer the Master Agreement according to the Master Agreement, Paragraph 6.0 Administration of Master Agreement – County. Specific duties will include:

- 5.1.1 Monitoring Contractor's performance in the daily operation of this Master Agreement.
- 5.1.2 Providing direction to Contractor in areas relating to policy, information and procedural requirements.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

- 5.1.3 Preparing Amendments in accordance with the Master Agreement, Paragraph 8.0, Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.
- 5.1.4 Approving additional languages for translation services, on an as-needed basis.

5.2 Furnished Items

County will not provide any items under this Master Agreement.

CONTRACTOR'S RESPONSIBILITIES

- 5.3 Contractor shall have a minimum of three (3) years' experience within the last five (5) years providing document translation services as described in Section 1.0, Scope of Work, of this Statement of Work.
- 5.4 Contractor shall ensure that all staff providing services under this Master Agreement are qualified to perform the functions and duties under this Master Agreement.
- 5.5 Contractor shall assign sufficient staff to perform the provided services under this Master Agreement.
- 5.6 Contractor shall ensure that all staff providing services under this Master Agreement:
 - 5.6.1 Comply with sub-paragraph 7.6 – Confidentiality, of the Master Agreement.
 - 5.6.2 Comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA), Code of Federal Regulations (CFR) 42, Part 2, confidentiality and nondisclosure agreements that address privacy of communications, confidentiality, personal responsibility, and protection of information belonging to Individuals and the Department. Signed acknowledgments and evidence of trainings to meet this requirement shall be maintained in the personnel's file at Contractor's Los Angeles County office.
 - 5.6.3 Comply with the applicable Office of Civil Rights' requirements, including Code of Federal Regulations, Title 45, Part 92, non-

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

discrimination requirements of Section 1557 of the Affordable Care Act.

- 5.7 Contractor shall staff a full-time Project Manager, and a designated alternate, (all hereafter “Project Manager”) to act as a central point of contact with County under this Master Agreement as follows:
- 5.7.1 Project Manager shall have two (2) years of experience in project management within the last five (5) years.
 - 5.7.2 Project Manager must be physically located at the Contractor’s office in Los Angeles County.
 - 5.7.3 Project Manager shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager shall be able to effectively communicate, in English, both orally and in writing.
 - 5.7.4 Project Manager must be available to County as further described in Section 5.10, Contractor’s Office, of this Statement of Work.
- 5.8 Contractor shall assign professional human translators that are available to provide services as described in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work, during Pacific Time (PT) and that meet the following requirements:
- 5.8.1 Have at least one (1) year of experience performing translation services in the healthcare field.
 - 5.8.2 Be at least 18 years of age.
 - 5.8.3 Have at a minimum a high school diploma or General Educational Development (GED) or its equivalent from another country.
 - 5.8.4 Be proficient in English and have a mastery in fluency of the target language that is equivalent to that of an educated native speaker and cultural awareness of the language being requested for translation.
 - 5.8.5 Adhere to the highest ethical standards, act professionally and maintain the confidentiality of the clients’ records, and all information translated.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

- 5.8.6 Have tested for and passed Contractor's documented and formalized certification procedure that adheres to the California State Personnel Board's Specification and Performance Standards for Contract Interpreter and Translation Services Certification of Interpreters & Translators in the language(s) for which they are providing translation service.
- 5.8.7 Have a valid certification from the American Translators Association (ATA) and maintain a proficiency level that is equivalent to the standards set forth by the ATA whose Code of Professional Conduct requires the following components to maintain excellence:
- a) Mastery of the target language equivalent to that of an educated native speaker, including regional idioms and colloquialisms;
 - b) Follow a code of ethics and ethical standards as prescribed by the professional interpreters' organization;
 - c) Recognize and address common misunderstandings that may arise due to differing cultural expectation and assumptions;
 - d) Maintain current knowledge of the subject material and its terminology in both languages;
 - e) Maintain appropriate professional boundaries avoiding any conflict of interests;
 - f) Continue efforts to improve, broaden, and deepen skills and knowledge;
 - g) Render communication accurately and transparently, including brief written translations (i.e. signs, instructions, etc.); and
 - h) Maintain impartiality when conveying information.
- 5.8.8 Provide translation services only for the language(s) they have been certified to translate.
- 5.8.9 Contractor's staff providing translation services shall display non-judgmental, culture-affirming attitudes and provide work in a professional and courteous manner.
- 5.8.10 Provide translation services in a manner without interjecting personal opinions and without personal commentary.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

5.9 Training Requirements

5.9.1 Contractor shall provide training programs and continuing in-service training for all staff providing services under this Master Agreement.

5.9.2 Contractor shall train, test, and qualify translators to ensure they provide translation services in accordance with the confidentiality and non-disclosure requirements included in the Master Agreement, HIPAA and 42 CFR Part 2 Confidentiality.

In addition to HIPAA and 42 CFR Part 2 Confidentiality requirements, Contractor shall train, test and qualify translators to ensure that they provide all Services in accordance with Health Care Information Technology for Economic and Clinical Health Act (HITECH).

5.9.3 Contractor shall maintain complete training and certification records for all translators and make records available to County for review within five (5) days of County's Request. Training and certification records must contain, at a minimum, the following:

- a) Information that specifies how the translator's language fluency was verified/tested;
- b) Date that translator's fluency was verified/tested;
- c) Identification of the language(s) which the translator is qualified to translate;
- d) Identification of the level of competency verified/tested;
- e) Documentation demonstrating that the translator has professional translator experience in the certified language; and
- f) Dates and types of all trainings provided by Contractor to meet confidentiality and non-disclosure requirements.

5.10 Contractor's Office

Contractor shall maintain an administrative office location in Los Angeles County with a telephone number and an electronic mail (e-mail) address in the company's name where Contractor conducts business. The administrative office shall be staffed during the hours of 8:00 a.m. to 5:00

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

p.m., PT, Monday through Friday, by at least one employee who can respond to inquiries or complaints which may be received about Contractor's performance under this Statement of Work, or other issues or concerns.

Responses to Service Requests shall be provided on a 24 hours per day, seven (7) days per week, and 365 days per year basis, as described in Sections 7.0 Hours/Days of Work for Services and 8.0 Service Requests and Specific Work Requirements.

6.0 MATERIALS AND EQUIPMENT

- 6.1 Contractor shall provide all materials, supplies, and/or equipment needed for the provision of services under this Statement of Work.
- 6.2 Contractor shall purchase maintain all materials, supplies, and/or equipment needed to provide translation services under this Statement of Work. Contractor shall use materials, supplies, and/or equipment that are safe for the environment and safe for use by staff.
- 6.3 In no event shall County be liable or responsible for payment for any materials, supplies, and/or equipment obtained and/or maintained by Contractor to provide services under this Master Agreement.

7.0 HOURS/DAYS OF WORK FOR SERVICES

Contractor shall provide a telephone number and an e-mail address where Department can request translation services, as further described in Section 8.0, Service Requests and Specific Work Requirements, and to respond to questions and/or concerns from the Department regarding the service request on a 24 hours per day, seven (7) days per week, and 365 days per year basis.

Holidays observed by the County are as follows:

- 1) New Year's Day (January 1)
- 2) Martin Luther King, Jr. Day (Third Monday in January)
- 3) Presidents' Day (Third Monday in February)
- 4) César Chávez Day (March 25)
- 5) Memorial Day (Last Monday in May)
- 6) Independence Day (July 4th)
- 7) Labor Day (First Monday in September)

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

- 8) Indigenous People's Day (Second Monday in October)
- 9) Veterans Day (November 11th)
- 10) Thanksgiving Day and the Friday following (Fourth Thursday and Friday in November)
- 11) Christmas Day (December 25th)

8.0 SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS

- 8.1 On an as-needed basis, the Department will contact Contractor via telephone or e-mail, with a Service Request Form, Appendix K-1 Attachment A, that will: a) identify the type of service request (i.e., Standard Request, Expedited Request, or Emergency Request); b) describe services needed; c) as applicable, provide the document to be translated in an editable format; and d) provide any additional information needed.

- 8.2 Upon receipt of a Standard Request, Contractor shall:
 - 8.2.1 acknowledge receipt of service request received via email by responding to the Department's e-mail within three (3) business hours;
 - 8.2.2 provide confirmation of ability to perform translation services within one (1) business day of the service request from the Department; and
 - 8.2.3 translate documents within 10 business days from the date of request from the Department or at a later date as determined by the Department and as confirmed through a Service Request Form provided by Department.

- 8.3 Upon receipt of an Expedited Request, Contractor shall:
 - 8.3.1 acknowledge receipt of service request received via email by responding to the Department's e-mail within one (1) business hour;
 - 8.3.2 provide confirmation of ability to perform translation services within one (1) business day of the service request from the Department; and

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

- 8.3.3 translate documents within three (3) business days from the date of request from the Department as confirmed through a Service Request Form provided by Department.
- 8.4 Upon receipt of an Emergency Request, Contractor shall:
- 8.4.1 acknowledge receipt of service request received via email by responding to the Department's e-mail within one (1) hour;
- 8.4.2 provide confirmation of ability to perform translation services within two (2) hours of the service request from the Department; and
- 8.4.3 translate documents within 24 hours, which includes weekends, evenings, and County observed holidays, from the date of request from the Department as confirmed through a Service Request Form provided by Department.
- If Department does not receive a response within the deadlines as described in 8.2, 8.3, and 8.4 above, the Department will select another Contractor.**
- 8.5 Contractor shall provide translated document(s), as described in Section 8.8, 8.9, and 8.10, to Department for review and confirmation of satisfactory completion.
- 8.6 Contractor shall, at no additional cost to County, work with Department to make any adjustments and modifications to translated document to ensure satisfactory completion.
- 8.7 County shall withhold payment for services provided until Department determines translated document(s) have been satisfactorily completed.
- 8.8 Contractor shall provide translation services to Department in accordance with laws, regulations, and the terms of the Master Agreement.
- 8.9 Contractor shall translate documents to ensure a readability level no greater than the source document and at approximately a 6th grade level.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

- 8.10 Contractor shall return translated documents in the format requested on the Service Request Form, with proper headings, margins, and text alignment to ensure translated document closely resembles source document.
- 8.11 Contractor shall ensure that translation of document content, including unknown words, is not word for word from the source language. Translation of document content shall adhere to the requirements described in Sections 5.8.4, 5.8.7, 5.8.8, 5.8.9, and 5.8.10.
- 8.12 Contractor shall ensure that the document content is not translated word for word or if a word is not known, the word shall not be spelled out in the written form of the source language. Translation shall include cultural awareness to ensure original tone and intent of source language is not lost.
- 8.13 Contractor shall maintain adequate records on each service performed in sufficient detail to permit an evaluation of translation services provided. Program records shall include, but not be limited to:
- a) Name, address and telephone number of Department requesting services;
 - b) Name or description of materials to be translated;
 - c) Number of words;
 - d) Number of pages;
 - e) Name of translator; and
 - f) Time spent providing translation services per document.

COUNTY OF LOS ANGELES
SERVICE REQUEST FORM FOR DOCUMENT TRANSLATION SERVICES

Requesting Department: _____

TYPE OF REQUEST:

- Standard Request (Translate document within 10 business days or later date as determined by Department)
Expedited Request (Translate document within three [3] business days)
Emergency Request (Translate document within 24-hours which includes weekends, evenings, and County observed holidays)

As-Needed Language Assistance Master Agreement Number: _____

As-Needed Language Assistance Master Agreement Contractor: _____

Section 1: General Information
Today's Date: Time:
Section 2: Requesting Department Information
Bureau:
Division/Program:
Contact Person:
Telephone Number:
E-mail:
Address:
Section 3: Description of Document
NOTICE: All County data or information obtained while performing translation services shall be considered CONFIDENTIAL and shall not be divulged to any unauthorized person.
NOTICE: All translated documents shall be returned in the format requested on the Service Request Form and as detailed and described in Section 8.0 of Appendix K-1, Statement of Work for Document Translation Services.
Due Date:
Name of Document:
How many pages in total is the document:

**COUNTY OF LOS ANGELES
SERVICE REQUEST FORM FOR DOCUMENT TRANSLATION SERVICES**

How many words are in the document:			
Current format of document(s):			
Format document(s) should be returned:			
Document Attached: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Language(s) Needed:			
COUNTY CORE LANGUAGES (Listed in Alpha Order)*			
<input type="checkbox"/> ALBANIAN	<input type="checkbox"/> FRENCH	<input type="checkbox"/> JAPANESE	<input type="checkbox"/> SOMALI
<input type="checkbox"/> AMHARIC	<input type="checkbox"/> FUKIENESE	<input type="checkbox"/> KHMER	<input type="checkbox"/> SPANISH
<input type="checkbox"/> ARABIC	<input type="checkbox"/> FUZHOU	<input type="checkbox"/> KOREAN	<input type="checkbox"/> SWAHILI
<input type="checkbox"/> ARMENIAN	<input type="checkbox"/> GERMAN	<input type="checkbox"/> LAOTIAN	<input type="checkbox"/> TAGALOG
<input type="checkbox"/> AZERBAIJANI	<input type="checkbox"/> GREEK	<input type="checkbox"/> LITHUANIAN	<input type="checkbox"/> TAIWANESE
<input type="checkbox"/> BAHAMIAN	<input type="checkbox"/> GUJARATI	<input type="checkbox"/> MALAY	<input type="checkbox"/> TAMIL
<input type="checkbox"/> BENGALI	<input type="checkbox"/> HAITIAN CREOLE	<input type="checkbox"/> MANDARIN	<input type="checkbox"/> THAI
<input type="checkbox"/> BOSNIAN	<input type="checkbox"/> HAUSA	<input type="checkbox"/> MANGOLIAN	<input type="checkbox"/> TOISHANESE
<input type="checkbox"/> BULGARIAN	<input type="checkbox"/> HEBREW	<input type="checkbox"/> NEPALI	<input type="checkbox"/> TONGAN
<input type="checkbox"/> BURMESE	<input type="checkbox"/> HINDI	<input type="checkbox"/> POLISH	<input type="checkbox"/> TURKISH
<input type="checkbox"/> CAMBODIAN	<input type="checkbox"/> HMONG	<input type="checkbox"/> PORTUGUESE	<input type="checkbox"/> UKRAINIAN
<input type="checkbox"/> CANTONESE	<input type="checkbox"/> HUNGARIAN	<input type="checkbox"/> PUNJABI	<input type="checkbox"/> URDU
<input type="checkbox"/> CHA-CHOW	<input type="checkbox"/> IBO	<input type="checkbox"/> ROMANIAN	<input type="checkbox"/> VIETNAMESE
<input type="checkbox"/> CROATION	<input type="checkbox"/> ILOCANO	<input type="checkbox"/> RUSSIAN	
<input type="checkbox"/> DARI	<input type="checkbox"/> INDONESIAN	<input type="checkbox"/> SERBIAN	
<input type="checkbox"/> FARSI	<input type="checkbox"/> ITALIAN	<input type="checkbox"/> SINHALESE	
<i>*Additional languages not listed, including Braille, may be requested.</i>			

Special Instructions (if applicable describe): _____

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	SCOPE OF WORK	1
1.1	Overview of In Person Oral Interpretation Services	1
1.2	In Person Oral Interpretation Services Required.....	1
1.3	Languages for In Person Oral Interpretation Services	2
2.0	QUALITY CONTROL.....	2
3.0	QUALITY ASSURANCE PLAN.....	2
4.0	DEFINITIONS	3
5.0	RESPONSIBILITIES.....	4
	<u>COUNTY’S RESPONSIBILITIES</u>	
5.1	Personnel.....	4
5.2	Furnished Items	5
	<u>CONTRACTOR’S RESPONSIBILITIES</u>	
5.3	Personnel.....	5
5.9	Training Requirements.....	9
5.10	Contractor’s Office	9
6.0	MATERIALS AND EQUIPMENT.....	10
7.0	HOURS/DAYS OF WORK.....	10
8.0	SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS	10

Attachment:

Attachment A – Sample Service Request Form

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

1.0 SCOPE OF WORK

1.1 Overview of In-Person Oral Interpretation Services

For the purpose of this Statement of Work, In-Person Oral Interpretation Services (hereafter referred to as “interpretation services”) are services provided by professional qualified human interpreters and consist of an interpreter to translate speech orally from one language to another language. The objective of interpretation services is to communicate with an individual at linguistically appropriate levels that ensure understanding.

1.2 In-Person Oral Interpretation Services Required

Contractor shall provide interpretation services to non-English monolingual or limited English proficiency speaking individuals seeking services or information regarding medical, health, public health, and other social services. Contractor shall provide interpretation services for individuals in individual or group settings, including counseling, conferences, meetings, and other events where information is being conveyed. Contractor shall interpret from spoken English to any other spoken language, as identified in Section 1.3 below, as may be required by the Department. Additionally, Contractor shall interpret any other spoken language, as identified in Section 1.3, to spoken English, as may be required by the Department.

Contractor shall provide interpretation services, on an as-needed basis, as required by the Department, and further described in Section 8.0, Service Requests and Specific Work Requirements.

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES IN-PERSON ORAL INTERPRETATION SERVICES

1.3 Languages for In-Person Oral Interpretation Services

COUNTY CORE LANGUAGES (Listed in Alpha Order)*			
ALBANIAN	FRENCH	JAPANESE	SOMALI
AMHARIC	FUKIENESE	KHMER	SPANISH
ARABIC	FUZHOU	KOREAN	SWAHILI
ARMENIAN	GERMAN	LAOTIAN	TAGALOG
AZERBAIJANI	GREEK	LITHUANIAN	TAIWANESE
BAHAMIAN	GUJARATI	MALAY	TAMIL
BENGALI	HAITIAN CREOLE	MANDARIN	THAI
BOSNIAN	HAUSA	MANGOLIAN	TOISHANESE
BULGARIAN	HEBREW	NEPALI	TONGAN
BURMESE	HINDI	POLISH	TURKISH
CAMBODIAN	HMONG	PORTUGUESE	UKRAINIAN
CANTONESE	HUNGARIAN	PUNJABI	URDU
CHA-CHOW	IBO	ROMANIAN	VIETNAMESE
CROATION	ILOCANO	RUSSIAN	
DARI	INDONESIAN	SERBIAN	
FARSI	ITALIAN	SINHALESE	
<i>*Additional languages not listed may be requested.</i>			

2.0 QUALITY CONTROL

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure quality and consistency of service to the County throughout the term of the Master Agreement. The plan shall be submitted to the Department Master Agreement Project Monitor for review. The plan shall include, but may not be limited to the following:

- 2.1 Method of monitoring to ensure and demonstrate that the services fulfill the Master Agreement requirements.

3.0 QUALITY ASSURANCE PLAN

Department will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in this Master Agreement, Paragraph 8, Standard Terms and Conditions, Sub-paragraph 8.15, County's Quality Assurance Plan.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

3.1 Meetings

Contractor shall meet with the County as requested.

3.2 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Master Agreement at any time during normal business hours but as needed, may be conducted outside of these hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

4.0 DEFINITIONS

4.1 Appointment: Date and time identified in Service Request Form.

4.2 Contractor's Project Manager: The Contractor's designee responsible for managing the Master Agreement operations and to liaise with Department during the term of the Master Agreement.

4.3 Department's Master Agreement Project Monitor(s): A specific County employee designated by each Department requesting services under this Master Agreement to monitor the daily operations and responsible for inspecting any and all tasks, deliverables, goods, services, and other work provided by Contractor.

4.4 County's Master Agreement Program Director: Person designated by the Department of Public Health with authority on contractual or administrative matters relating to this Master Agreement that cannot be resolved by the Department's Project Manager.

4.4 Department's Project Manager(s): A specific County employee designated by each Department requesting services to manage the day-to-day administration under this Master Agreement.

4.6 Day(s): Calendar day(s) unless otherwise specified.

4.7 Department: Any of the three County department under the Health Agency, consisting of Departments of Public Health, Health Services, and

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES IN-PERSON ORAL INTERPRETATION SERVICES

Mental Health, which may obtain interpretation services under this Master Agreement.

- 4.8 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 4.9 Individual:** Any person conducting business or requesting information or services from a department within the Health Agency.
- 4.10 Limited English Proficiency:** A limited ability to speak and/or understand English that may reduce an individual's ability to understand and respond to information provided by the Department.
- 4.11 Monolingual:** Involving, using, or speaking one language.
- 4.12 Service Request:** A request for in person oral interpretation services.
- 4.13 Service Request Form:** Form used to submit a Service Request.

5.0 RESPONSIBILITIES

County's and Contractor's responsibilities are as follows:

COUNTY'S RESPONSIBILITIES

5.1 Personnel

DPH will administer the Master Agreement according to the Master Agreement, Paragraph 6.0 Administration of Master Agreement - County. Specific duties will include:

- 5.1.1 Monitoring Contractor's performance in the daily operation of this Master Agreement.
- 5.1.2 Providing direction to Contractor in areas relating to policy, information and procedural requirements.
- 5.1.3 Preparing Amendments in accordance with the Master Agreement, Paragraph 8.0, Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

5.1.4 Approving additional languages for interpretation services, on an as-needed basis.

5.2 Furnished Items

County will not provide any items under this Master Agreement.

CONTRACTOR'S RESPONSIBILITIES

5.3 Contractor shall have a minimum of three (3) years' experience within the last five (5) years' providing in person oral interpretation services as described in Section 1.0, Scope of Work, of this Statement of Work.

5.4 Contractor shall ensure that all staff providing services under this Master Agreement are qualified to perform the functions and duties under this Master Agreement.

5.5 Contractor shall assign sufficient staff to perform the provided services under this Master Agreement.

5.6 Contractor shall ensure that all staff providing services under this Master Agreement:

5.6.1 Undergo background checks as set forth in sub-paragraph 7.4 – Background and Security Investigations, of the Master Agreement.

5.6.2 Comply with sub-paragraph 7.6 – Confidentiality, of the Master Agreement.

5.6.3 Comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA), Code of Federal Regulations (CFR) 42, Part 2, confidentiality and nondisclosure agreements that address privacy of communications, confidentiality, personal responsibility, and protection of information belonging to Individuals and the Department. Signed acknowledgments and evidence of trainings to meet this requirement shall be maintained in the personnel's file at Contractor's Los Angeles County office.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

- 5.6.4 Comply with the applicable Office of Civil Rights' requirements, including Code of Federal Regulations, Title 45, Part 92, non-discrimination requirements of Section 1557 of the Affordable Care Act.
- 5.7 Contractor shall staff a full-time Project Manager, and a designated alternate, (all hereafter "Project Manager") to act as a central point of contact with County under this Master Agreement as follows:
- 5.7.1 Project Manager shall have two (2) years of experience in project management within the last five (5) years.
- 5.7.2 Project Manager must be physically located at the Contractor's office location within Los Angeles County.
- 5.7.3 Project Manager shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager shall be able to effectively communicate, in English, both orally and in writing.
- 5.7.4 Project Manager must be available to the County as further described in Section 5.10, Contractor's Office, of this Statement of Work.
- 5.8 Contractor shall assign professional human interpreters that are available to provide interpretation services as described in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work, and meet all the following requirements:
- 5.8.1 Have at least one (1) year of experience performing interpretation services.
- 5.8.2 Be at least 18 years of age.
- 5.8.3 Have at a minimum a high school diploma or General Educational Development (GED) or its equivalent from another country.
- 5.8.4 Be proficient in English and have a mastery in fluency of the target language that is equivalent to that of an educated native speaker and cultural awareness of the language being requested for interpretation,

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

as well as demonstrate synchronicity and live intonation in interpretation.

- 5.8.5 Adhere to the highest ethical standards, act professionally and maintain the confidentiality of the clients' records, and all information interpreted.
- 5.8.6 Have tested for and passed Contractor's documented and formalized certification procedure for in person oral interpretation that adheres to the California State Personnel Board's Specification and Performance Standards for Contract Interpreter and Translation Services Certification of Interpreters & Translators in the language(s) for which they are providing interpretation services.
- 5.8.7 Have been credentialed by a recognized Healthcare Interpreter credentialing organization such as, but not limited to, the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI) or have completed training to correctly interpret medical terminology to and from English and to and from the County's Core Language(s):
- a) Credentialed: Have a valid and active Healthcare/Medical Interpreter Certification from one of the accredited organizations; or
 - b) Training: Have completed a 40-hour healthcare/medical interpreter education course which covers medical terminology with coursework including, but not limited to, anatomy and physiology, medical specialties, healthcare practices, diagnostic procedures and testing, pathology and treatment, ethics, linguistic challenges, sight translations, and cultural competence; a certificate of completion is the only acceptable proof (academic or non-academic program).
- 5.8.8 Maintain a proficiency level that is equivalent to the standards set forth by National Council on Interpreting in Health Care whose Code of Professional Conduct requires the following components to maintain excellence:

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

- a) Mastery of the target language equivalent to that of an educated native speaker, including regional idioms and colloquialisms;
- b) Follow a code of ethics and ethical standards as prescribed by the professional interpreters' organization;
- c) Recognize and address common misunderstandings that may arise due to differing cultural expectation and assumptions;
- d) Maintain current knowledge of the subject material and its terminology in both languages;
- e) Maintain appropriate professional boundaries avoiding any conflict of interests;
- f) Continue efforts to improve, broaden, and deepen skills and knowledge;
- g) Render communication accurately and transparently, including brief written translations (i.e. signs, instructions, etc.); and
- h) Maintain impartiality when conveying information.

5.8.9 Provide interpretation services only for the language(s) they have been certified to interpret.

5.8.10 Contractor's staff providing interpretation services shall display non-judgmental, culture-affirming attitudes and provide services in a professional and courteous manner.

5.8.11 Provide interpretation services in a manner without interjecting personal opinions and without personal commentary.

5.8.12 Contractor shall ensure that all of its staff providing services hereunder, have undergone and successfully passed a current physical health examination and are free from infectious diseases. In no event shall County be liable or responsible for any cost incurred by Contractor to meet this requirement.

5.8.13 Contractor's staff assigned to provide interpretation services must be able to present valid State identification upon arrival to Request location.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

5.9 Training Requirements

- 5.9.1 Contractor shall provide training programs and continuing in-service training for all staff providing services under this Master Agreement.
- 5.9.2 Contractor shall train, test, and qualify interpreters to ensure they provide interpretation services in accordance with the confidentiality and non-disclosure requirements included in the Master Agreement, HIPAA and 42 CFR Part 2 Confidentiality.
- 5.9.3 Contractor shall maintain complete training and certification records for all interpreters and make records available to County for review within five (5) days of County's Request. Training and certification records must contain, at a minimum, the following:
- a) Information that specifies how the interpreter's language fluency was verified/tested;
 - b) Date that interpreter's fluency was verified/tested;
 - c) Identification of the language(s) which the interpreter is qualified to interpret;
 - d) Identification of the level of competency verified/tested;
 - e) Documentation demonstrating that the interpreter has professional interpreter experience in the certified language; and
 - f) Dates and types of all training provided by Contractor to meet confidentiality and non-disclosure requirements.

5.10 Contractor's Office

Contractor shall maintain an administrative office location in Los Angeles County with a telephone number and an electronic mail (e-mail) address in the company's name where Contractor conducts business. The administrative office shall be staffed during the hours of 8:00 am to 5:00 pm, Pacific Time, Monday through Friday, by at least one employee who can respond to inquiries or complaints which may be received about the Contractor's performance under this Statement of Work, or other issues or concerns.

Responses to Service Requests shall be provided on a 24 hours per day, seven (7) days per week, and 365 days per year basis, as described in

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

Sections 7.0 Hours/Days of Work for Services and 8.0 Service Requests and Specific Work Requirements.

6.0 MATERIALS AND EQUIPMENT

- 6.1 Contractor shall provide all materials, supplies, and/or equipment needed for the provision of services under this Statement of Work.
- 6.2 Contractor shall purchase and/or maintain all materials, supplies, and/or equipment needed to provide interpretation services under this Statement of Work. Contractor shall use materials, supplies and/or equipment that are safe for the environment and safe for use by staff.
- 6.3 In no event shall County be liable or responsible for payment for any materials, supplies, and/or equipment obtained and/or maintained by Contractor to provide services under this Master Agreement.

7.0 HOURS/DAYS OF WORK FOR SERVICES

Contractor shall provide a telephone number and an e-mail address where the Department can request interpretation services, as further described in Section 8.0, Service Requests and Specific Work Requirements, and to respond to questions and/or concerns from the Department regarding the service request on a 24 hours per day, seven (7) days per week, and 365 days per year basis.

8.0 SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS

- 8.1 On an as-needed basis, the Department will contact Contractor via telephone or e-mail, with a Service Request Form, Appendix K-2 – Attachment A, that will identify the type of interpretation services request, describe the services needed, and provide any additional information needed.
- 8.2 Department shall have the right to cancel a Request without incurring any financial liability, if cancellation is made within 48 hours of appointment. If cancellation of a Request is made within 24 hours of appointment, Department will incur a penalty fee equivalent to two (2) hours of interpretation services.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

- 8.3 Contractor shall provide interpretation services as follows:
- 8.3.1 In locations (including clinics, community-based organization facilities, public health facilities, substance use disorder treatment facilities, etc.) throughout Los Angeles County.
 - 8.3.2 In individual settings (one-on-one) or group settings (meetings where there are more than two individuals participating and where at least one of the individuals requires interpretation services).
 - 8.3.3 Minimum of two (2) hours to a maximum of six (6) hours per day.
 - 8.3.4 Minimum of one (1) day to seven (7) days per week, for several weeks, or more. Appointments that have a duration of several weeks, or more, will be requested at a maximum of two (2) weeks at a time via the Service Request Form.
- 8.4 Upon receipt of a Request for interpretation services made within one (1) to four (4) business days prior to appointment, Contractor shall:
- 8.4.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
 - 8.4.2 provide confirmation of ability to provide interpretation services within one (1) business day prior to appointment and provide interpreter name and contact information for addressing issues with the Request.
- 8.5 Upon receipt of a Request for interpretation services made within five (5) to ten (10) days prior to appointment, Contractor shall:
- 8.5.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
 - 8.5.2 provide confirmation of ability to provide interpretation services within two (2) business days prior to appointment and provide interpreter name and contact information for addressing issues with the Request.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

- 8.6 Upon receipt of a Request for interpretation services made more than ten (10) days in advance of appointment, Contractor shall:
- 8.6.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
 - 8.6.2 provide confirmation of ability to provide interpretation services within five (5) business days prior to appointment and provide interpreter name and contact information for addressing issues with the Request.
- If Department does not receive a response within the deadlines as described in 8.4, 8.5, and 8.6 above, the Department will select another Contractor.**
- 8.7 Contractor shall immediately notify the Department of any cancellation and provide an explanation. Contractor shall make arrangements to provide Department with the necessary replacement interpreter.
- 8.8 Contractor shall ensure the required number of interpreters for the requested service. This may require booking a back-up interpreter in case of illness or other emergency situations that prevent an interpreter from fulfilling the Request.
- 8.9 Contractor shall ensure that interpreters arrive to assignments at scheduled appointment time.
- 8.10 Contractor shall maintain adequate records for each Request detailing the services that are provided, including but not limited to:
- a) Name, address and contact person from the Department;
 - b) Type of interpretation service;
 - c) Language;
 - d) Name of Individual (if applicable);
 - e) Type of setting (individual, group, or event)
 - f) Number of hours of interpreting services provided;
 - g) Date and location;
 - h) Name of interpreter(s) who provided services.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION SERVICES**

TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	SCOPE OF WORK	1
1.1	Overview of Telephonic and Video Remote Interpretation Services.....	1
1.2	Telephonic and Video Remote Interpretation Services Required.....	1
1.3	Languages for Telephonic and Video Remote Interpretation Services	2
2.0	QUALITY CONTROL.....	2
3.0	QUALITY ASSURANCE PLAN	2
4.0	DEFINITIONS	3
5.0	RESPONSIBILITIES	5
	<u>COUNTY'S RESPONSIBILITIES</u>	
5.1	Personnel	5
5.2	Furnished Items.....	5
	<u>CONTRACTOR'S RESPONSIBILITIES</u>	
5.3	Personnel	5
5.9	Training Requirements	9
5.10	Contractor's Office.....	10
6.0	MATERIALS AND EQUIPMENT	10
7.0	HOURS/DAYS OF WORK	11
8.0	INFRASTRUCTURE OPERATIONS.....	11
9.0	SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS.....	12

STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES

1.0 SCOPE OF WORK

1.1 Overview of Telephonic and Video Remote Interpretation Services

For the purpose of this Statement of Work, Telephonic and Video Remote Interpretation Services (hereafter referred to as “interpretation services”) are services provided by professional qualified human interpreters and consist of an interpreter to translate speech orally over the telephone or video remote from one language into another language. The objective of interpretation services is to communicate with an individual at linguistically appropriate levels that ensure understanding.

1.2 Telephonic and Video Remote Interpretation Services Required

Contractor shall provide interpretation services to non-English monolingual or limited English proficiency speaking individuals seeking service or information regarding medical, health, public health, and other information. Contractor shall interpret from spoken English to any other spoken language, as identified in Section 1.3 below, as may be required by the Department. Additionally, Contractor shall interpret any other spoken language, as identified in Section 1.3, to spoken English, as may be required by Department.

Contractor shall provide interpretation services on an on-demand basis, as required by the Department, and further described in Section 8.0, Infrastructure Operations and Section 9.0, Service Requests and Specific Work Requirements.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

1.3 Languages for Telephonic and Video Remote Interpretation Services

COUNTY CORE LANGUAGES (Listed in Alpha Order)*			
ALBANIAN	FRENCH	JAPANESE	SOMALI
AMHARIC	FUKIENESE	KHMER	SPANISH
ARABIC	FUZHOU	KOREAN	SWAHILI
ARMENIAN	GERMAN	LAOTIAN	TAGALOG
AZERBAIJANI	GREEK	LITHUANIAN	TAIWANESE
BAHAMIAN	GUJARATI	MALAY	TAMIL
BENGALI	HAITIAN CREOLE	MANDARIN	THAI
BOSNIAN	HAUSA	MANGOLIAN	TOISHANESE
BULGARIAN	HEBREW	NEPALI	TONGAN
BURMESE	HINDI	POLISH	TURKISH
CAMBODIAN	HMONG	PORTUGUESE	UKRAINIAN
CANTONESE	HUNGARIAN	PUNJABI	URDU
CHA-CHOW	IBO	ROMANIAN	VIETNAMESE
CROATION	ILOCANO	RUSSIAN	
DARI	INDONESIAN	SERBIAN	
FARSI	ITALIAN	SINHALESE	
<i>*Additional languages not listed may be requested.</i>			

2.0 QUALITY CONTROL

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure quality and consistency of service to the County throughout the term of the Master Agreement. The plan shall be submitted to the Department's Master Agreement Project Monitor for review. The plan shall include, but may not be limited to the following:

- 2.1 Method of monitoring to ensure and demonstrate that the services fulfill the Master Agreement requirements.

3.0 QUALITY ASSURANCE PLAN

Department will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in this Master

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

Agreement, Paragraph 8, Standard Terms and Conditions, Sub-paragraph 8.15, County's Quality Assurance Plan.

3.1 Meetings

Contractor shall meet with the County as requested.

3.2 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Master Agreement at any time during normal business hours but as needed, may be conducted outside of these hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

4.0 DEFINITIONS

4.1 Call-Connect Response Time: The elapsed time measured from when Contractor answers the Department's call requesting interpretation services to when the correct interpreter picks up the call to perform interpretation services.

4.2 Contractor's Project Manager: The Contractor's designee responsible for managing the Master Agreement operations and to liaise with Department during the term of the Master Agreement.

4.3 Department's Master Agreement Project Monitor(s): A specific County employee designated by each Department requesting services under this Master Agreement to monitor the daily operations and responsible for inspecting any and all tasks, deliverables, goods, services, and other work provided by Contractor.

4.4 County's Master Agreement Program Director: Person designated by the Department of Public Health with authority on contractual or administrative matters relating to this Master Agreement that cannot be resolved by the Department's Project Manager.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

- 4.5 Department's Project Manager(s):** A specific County employee designated by each Department requesting services to manage the day-to-day administration under this Master Agreement.
- 4.6 Day(s):** Calendar day(s) unless otherwise specified.
- 4.7 Department:** Any of the three County department under the Health Agency, consisting of Departments of Public Health, Health Services, and Mental Health, which may obtain interpretation services under this Master Agreement.
- 4.8 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 4.9 Individual:** Any person conducting business or requesting information or services from a department within the Health Agency.
- 4.10 Limited English Proficiency:** A limited ability to speak and/or understand English that may reduce a client's ability to understand and respond to information provided by the Department.
- 4.11 Monolingual:** Involving, using, or speaking one language.
- 4.12 Service:** An on-demand request for telephonic or video remote interpretation services.
- 4.13 Telephonic Interpretation:** Use of an interpreter to translate speech orally over-the-telephone from one language into another language in order for a non-English monolingual or limited English proficiency individual to understand what is being communicated.
- 4.14 Video Remote Interpretation:** Use of videophone, web camera or other technology to remotely interpret from one language into another language in order for a non-English monolingual or limited English proficiency individual to understand what is being communicated.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

5.0 RESPONSIBILITIES

County's and the Contractor's responsibilities are as follows:

COUNTY'S RESPONSIBILITIES**5.1 Personnel**

DPH will administer the Master Agreement according to the Master Agreement, Paragraph 6.0 Administration of Master Agreement - County. Specific duties will include:

- 5.1.1 Monitoring Contractor's performance in the daily operation of this Master Agreement.
- 5.1.2 Providing direction to Contractor in areas relating to policy, information and procedural requirements.
- 5.1.3 Preparing Amendments in accordance with the Master Agreement, Paragraph 8.0, Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.
- 5.1.4 Approving additional languages for interpretation services, on an as-needed basis.

5.2 Furnished Items

County will not provide items under this Master Agreement.

CONTRACTOR'S RESPONSIBILITIES

- 5.3 Contractor shall have a minimum of three (3) years' experience within the last five (5) years' providing interpretation services as described in Section 1.0 Scope of Work, of this Statement of Work.

STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES

- 5.4 Contractor shall ensure that all staff providing services under this Master Agreement are qualified to perform the functions and duties under this Master Agreement.
- 5.5 Contractor shall assign sufficient staff to perform the provided services under this Master Agreement.
- 5.6 Contractor shall ensure that all staff providing services under this Master Agreement:
- 5.6.1 Comply with sub-paragraph 7.6 – Confidentiality, of the Master Agreement.
- 5.6.2 Comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA), Code of Federal Regulations (CFR) 42, Part 2, confidentiality and nondisclosure agreements that address privacy of communications, confidentiality, personal responsibility, and protection of information belonging to Individuals and the Department. Signed acknowledgments and evidence of trainings to meet this requirement shall be maintained in the personnel's file at Contractor's Los Angeles County office.
- 5.6.3 Comply with the applicable Office of Civil Rights' requirements, including Code of Federal Regulations, Title 45, Part 92, non-discrimination requirements of Section 1557 of the Affordable Care Act.
- 5.7 Contractor shall staff a full-time Project Manager, and a designated alternate, (all hereafter "Project Manager") to act as a central point of contact with County under this Master Agreement as follows:
- 5.7.1 Project Manager shall have two (2) years of experience in project management within the last five (5) years.
- 5.7.2 Project Manager must be physically located at the Contractor's office location within Los Angeles County.

STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES

- 5.7.3 Project Manager shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager shall be able to effectively communicate, in English, both orally and in writing.
- 5.7.4 Project Manager must be available to County as further described in Section 5.10, Contractor's Office, of this Statement of Work.
- 5.8 Contractor shall assign professional human interpreters that are available to provide services as described in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work, and meet the following requirements:
- 5.8.1 Have at least one (1) year of experience performing interpretation services.
- 5.8.2 Be at least 18 years of age.
- 5.8.3 Have at a minimum a high school diploma or General Educational Development (GED) or its equivalent from another country.
- 5.8.4 Be proficient in English and have a mastery in fluency of the target language that is equivalent to that of an educated native speaker and cultural awareness of the language being requested for interpretation, as well as demonstrate synchronicity and live intonation in interpretation.
- 5.8.5 Adhere to the highest ethical standards, act professionally and maintain the confidentiality of the clients' records, and all information interpreted.
- 5.8.6 Have tested for and passed Contractor's documented and formalized certification procedure for telephonic and video remote interpretation that adheres to the California State Personnel Board's Specification and Performance Standards for Contract Interpreter and Translation Services Certification of Interpreters & Translators in the language(s) for which they are providing interpretation services.

STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES

5.8.7 Have been credentialed by a recognized Healthcare Interpreter credentialing organization such as, but not limited to, the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI) or have completed training to correctly interpret medical terminology to and from English and to and from the County's Core Language(s):

- a) Credentialed: have a valid and active Healthcare/Medical Interpreter Certification from one of the accredited organizations; or
- b) Training: have completed a 40-hour healthcare/medical interpreter education course which covers medical terminology with coursework including, but not limited to, anatomy and physiology, medical specialties, healthcare practices, diagnostic procedures and testing, pathology and treatment, ethics, linguistic challenges, sight translations, and cultural competence; a certificate of completion is the only acceptable proof (academic or non-academic program).

5.8.8 Maintain a proficiency level that is equivalent to the standards set forth by National Council on Interpreting in Health Care whose Code of Professional Conduct requires the following components to maintain excellence:

- a) Mastery of the target language equivalent to that of an educated native speaker, including regional idioms and colloquialisms;
- b) Follow a code of ethics and ethical standards as prescribed by the professional interpreters' organization;
- c) Recognize and address common misunderstandings that may arise due to differing cultural expectation and assumptions;
- d) Maintain current knowledge of the subject material and its terminology in both languages;
- e) Maintain appropriate professional boundaries avoiding any conflict of interests;

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

- f) Continue efforts to improve, broaden, and deepen skills and knowledge;
- g) Render communication accurately and transparently, including brief written translations (i.e. signs, instructions, etc.); and
- h) Maintain impartiality when conveying information.

5.8.9 Provide interpretation services only for the language(s) they have been certified to interpret.

5.8.10 Contractor's staff providing interpretation services shall display non-judgmental, culture-affirming attitudes and provide work in a professional and courteous manner.

5.8.11 Provide interpretation services in a manner, without interjecting personal opinions and without personal commentary.

5.9 Training Requirements

5.9.1 Contractor shall provide training programs and continue in-service training for all staff providing services under this Master Agreement.

5.9.2 Contractor shall train, test, and qualify interpreters to ensure they provide interpretation services in accordance with the confidentiality and non-disclosure requirements included in the Master Agreement, HIPAA, and 42 CFR Part 2 Confidentiality.

In addition to HIPAA and Confidentiality requirements, Contractor shall train, test and qualify interpreters to ensure that they provide all interpretation services in accordance with Health Care Information Technology for Economic and Clinical Health Act (HITECH).

5.9.3 Contractor shall maintain complete training and certification records for all interpreters and make records available to County for review within five (5) days of County's request. Training and certification records must contain, at a minimum, the following:

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

- a) Information that specifies how the interpreter's language fluency was verified/tested;
- b) Date that interpreter's fluency was verified/tested;
- c) Identification of the language(s) which the interpreter is qualified to interpret;
- d) Identification of the level of competency verified/tested;
- e) Documentation demonstrating that the interpreter has professional interpreter experience in the certified language; and
- f) Dates and types of all training provided by Contractor to meet confidentiality and non-disclosure requirements.

5.10 Contractor's Office

Contractor shall maintain an administrative office location in Los Angeles County with a telephone number and an electronic mail (e-mail) address in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8:00 am to 5:00 pm, Pacific Time, Monday through Friday, by at least one employee who can respond to inquiries or complaints which may be received about the Contractor's performance under this Statement of Work, or other issues or concerns.

Responses to Service Requests shall be provided on a 24 hours per day, seven (7) days per week, and 365 days per year basis, as described in Sections 7.0 Hours/Days of Work for Services and 8.0 Service Requests and Specific Work Requirements.

6.0 MATERIALS AND EQUIPMENT

- 6.1 Contractor shall provide all materials, supplies, and/or equipment needed for the provision of services under this Statement of Work.
- 6.2 Contractor shall purchase and/or maintain all materials, supplies, and/or equipment needed to provide interpretation services under this Master Agreement. Contractor shall use materials, supplies, and/or equipment that are safe for the environment and safe for use by staff.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

6.3 In no event shall County be liable or responsible for payment for any materials, supplies, and/or equipment obtained and/or maintained by Contractor to provide services under this Master Agreement.

7.0 HOURS/DAYS OF WORK FOR SERVICES

Contractor shall maintain a toll-free telephone number where the Department can request interpretation services, as further described in Section 9.0, Service Requests and Specific Work Requirements, and respond to questions and/or concerns from the Department regarding the service request on a 24 hours per day, seven (7) days per week, and 365 days per year basis.

8.0 INFRASTRUCTURE OPERATIONS

8.1 Contractor shall maintain a minimum of one (1) centralized call and video remote center within the United States with uninterruptible power supply and toll-free access number(s) to meet the County's requirements as identified in this Statement of Work.

8.2 Contractor shall utilize state-of-the-art computer video and telephone systems, databases, networks and power requirements to maintain availability of interpretation services 24 hours per day, seven (7) days per week, 365 days per year.

8.3 The Centralized Call Center must be equipped and staffed to ensure a call-connect response time of no more than 40 seconds.

8.3 Video remote interpreting must provide real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, blurry, or grainy images, or irregular pauses in communication and provide clear, audible transmission of voices.

8.4 Video remote interpreting whether room-based all-inclusive unit or software/computer-based, must support encrypted transmissions, have ability to place and receive video calls using Uniform Resource Identifiers

STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES

(URIs) and all connections have an Internet Protocol Security (IPSEC) or Secure Sockets Layer (SSL) Virtual Private Network (VPN) to comply HIPAA requirements.

- 8.4 Contractor shall provide backup capabilities for all systems to ensure that no degradation of or interruption to the required service level occurs in the event of a system or power failure.
- 8.5 Contractor shall have operating and backup capacity to provide continuing interpretation services to Department in the event of an unforeseen emergency, regional disaster or other catastrophic occurrence where exceedingly high volumes of services would be required over a period of days or weeks.
- 8.6 Contractor shall have procedures established in the event video or calls are not completed as required per this Statement of Work. This includes, but is not limited to, service interruptions when providing interpretation services, call/service disconnect, and lapse in services during an unforeseen emergency, as described in section 8.5 of this Statement of Work. These procedures are subject to review and approval by the Department.
- 8.7 Contractor shall maintain and keep all interpretation information received in a confidential manner.

9.0 SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS

- 9.1 On an on-demand basis, the Department will contact the Contractor via toll-free telephone number with service request.
- 9.2 The Department will access the interpretation services when the Department determines that either a telephonic or video remote exchange between an Individual and the Department requires interpretation to and from English and to and from any other language, as identified in Section 1.3, Languages for Telephonic and Video Remote Interpretation Services, or otherwise identified by Department at the time of telephone exchange.

STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES

The following scenario describes the process the Department expects to follow to arrange for and accomplish interpretation services:

- A. Department comes into contact with an Individual either a) telephonically, or b) in person on-premises.
- B. Department recognizes the need for interpretation for the Individual.
 - 1. If telephonically: Department will conference-in an interpreter via a third-party transfer to connect all parties.
 - 2. If on-premises telephonically or video remote call: Department will a) transfer the Individual to a second extension to connect to an interpreter, b) Include the Individual using a second handset or other equipment, or c) use video conference technology to connect individual and provider an interpreter.
- C. Department calls Contractor via Contractor's toll-free number.
- D. Contractor answers incoming call.
- E. Department provides the Contractor with the Department's assigned user access identification.
- F. Department adds Individual as a third-party to the call or connects Individual to video call for the purposes of interpretation.
- G. Contractor's staff initiates dialogue with the Individual to identify the Individual's Core Language.
- H. Contractor routes the call to Contractor's interpreter certified in the Core Language.
- I. Interpreter translates both the Department and the Individual's communication to facilitate the exchange.
- J. Department determines that transaction is complete and terminates the call.

STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES

- 9.3 Contractor shall provide Department with training and training materials on how to access and use the interpretation services at the time the Master Agreement is executed and on an annual basis thereafter, or more frequently, at the request of Department.
- 9.4 Contractor shall maintain and provide toll-free access number(s) to enable Department to access and use the interpretation services.
- 9.5 Contractor shall maintain adequate records for each Request detailing the services that are provided, including but not limited to:
- a) Name, address, and contact person from the Department;
 - b) Language;
 - c) Name of Individual;
 - d) Duration in minutes of interpreting services provided;
 - e) Language;
 - f) Name of Interpreter(s) who provided services.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	SCOPE OF WORK	1
1.1	Overview of Simultaneous Oral Interpretation Services	1
1.2	Simultaneous Oral Interpretation Services Required.....	1
1.3	Languages for Simultaneous Oral Interpretation Services	2
2.0	QUALITY CONTROL	2
3.0	QUALITY ASSURANCE PLAN	2
4.0	DEFINITIONS	3
5.0	RESPONSIBILITIES	4
	<u>COUNTY'S RESPONSIBILITIES</u>	
5.1	Personnel	4
5.2	Furnished Items.....	5
	<u>CONTRACTOR'S RESPONSIBILITIES</u>	
5.3	Personnel	5
5.9	Training Requirements	9
5.10	Contractor's Office.....	9
6.0	MATERIALS AND EQUIPMENT	10
7.0	HOURS/DAYS OF WORK	10
8.0	SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS.....	11

Attachment:

Attachment A – Sample Service Request Form

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES SIMULTANEOUS ORAL INTERPRETATION SERVICES

1.0 SCOPE OF WORK

1.1 Overview of Simultaneous Oral Interpretation Services

For the purpose of this Statement of Work, Simultaneous Oral Interpretation Services (hereafter referred as “interpretation services”) are services provided by professional qualified human interpreters and consist of an interpreter to translate speech orally from one language to another language. The objective of interpretation services is to capture what is said in real-time and suited for large-scale events and group counseling sessions, diverse durations, and situations where a pause in conversation is not beneficial. The information is transmitted into a microphone and delivered to the listener(s) via headsets.

1.2 Simultaneous Oral Interpretation Services Required

Contractor shall provide interpretation services to non-English monolingual or limited English proficiency speaking individuals for large-scale events (including community events, meetings, workshops, trainings, townhalls, etc.) and group counseling sessions needed to facilitate communication and understanding of medical, health and public health, and other information. Contractor shall interpret spoken English to any other spoken language, as identified in Section 1.3 below, as may be required by the Department. Additionally, Contractor shall interpret any other spoken language, as identified in Section 1.3 and translate to spoken English, as may be required by the Department.

Contractor shall provide interpretation services, on an as-needed basis, as required by the Department, and further described in Section 8.0, Service Requests and Specific Work Requirements.

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES SIMULTANEOUS ORAL INTERPRETATION SERVICES

1.3 Languages for Simultaneous Oral Interpretation Services

COUNTY CORE LANGUAGES (Listed in Alpha Order)*			
ALBANIAN	FRENCH	JAPANESE	SOMALI
AMHARIC	FUKIENESE	KHMER	SPANISH
ARABIC	FUZHOU	KOREAN	SWAHILI
ARMENIAN	GERMAN	LAOTIAN	TAGALOG
AZERBAIJANI	GREEK	LITHUANIAN	TAIWANESE
BAHAMIAN	GUJARATI	MALAY	TAMIL
BENGALI	HAITIAN CREOLE	MANDARIN	THAI
BOSNIAN	HAUSA	MANGOLIAN	TOISHANESE
BULGARIAN	HEBREW	NEPALI	TONGAN
BURMESE	HINDI	POLISH	TURKISH
CAMBODIAN	HMONG	PORTUGUESE	UKRAINIAN
CANTONESE	HUNGARIAN	PUNJABI	URDU
CHA-CHOW	IBO	ROMANIAN	VIETNAMESE
CROATION	ILOCANO	RUSSIAN	
DARI	INDONESIAN	SERBIAN	
FARSI	ITALIAN	SINHALESE	
<i>*Additional languages not listed may be requested.</i>			

2.0 QUALITY CONTROL

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure quality and consistency of service to the County throughout the term of the Master Agreement. The plan shall be submitted to the Department Master Agreement Project Monitor for review. The plan shall include, but may not be limited to the following:

- 2.1 Method of monitoring to ensure and demonstrate that the services fulfill the Master Agreement requirements.

3.0 QUALITY ASSURANCE PLAN

Department will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in this Master Agreement, Paragraph 8, Standard Terms and Conditions, Sub-paragraph 8.15, County's Quality Assurance Plan.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

3.1 Meetings

Contractor shall meet with the County as requested.

3.2 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Master Agreement at any time during normal business hours but as needed, may be conducted outside of these hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

4.0 DEFINITIONS

4.1 Appointment: Date and time identified in Service Request Form.

4.2 Contractor's Project Manager: The Contractor's designee responsible for managing the Master Agreement operations and to liaise with Department during the term of the Master Agreement.

4.3 Department's Master Agreement Project Monitor(s): A specific County employee designated by each Department requesting services under this Master Agreement to monitor the daily operations and responsible for inspecting any and all tasks, deliverables, goods, services, and other work provided by Contractor.

4.4 County's Master Agreement Program Director: Person designated by the Department of Public Health with authority on contractual or administrative matters relating to this Master Agreement that cannot be resolved by the Department's Project Manager.

4.5 Department's Project Manager(s): A specific County employee designated by each Department requesting services to manage the day-to-day administration under this Master Agreement.

4.6 Day(s): Calendar day(s) unless otherwise specified.

4.7 Department: Any of the three County department under the Health Agency, consisting of Departments of Public Health, Health Services, and

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES SIMULTANEOUS ORAL INTERPRETATION SERVICES

Mental Health, which may obtain interpretation services under this Master Agreement.

- 4.8 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 4.9 Individual:** Any person conducting business or requesting information or services from a department within the Health Agency.
- 4.10 Limited English Proficiency:** A limited ability to speak and/or understand English that may reduce an individual's ability to understand and respond to information provided by the Department.
- 4.11 Monolingual:** Involving, using, or speaking one language.
- 4.12 Service Request:** A request for simultaneous oral interpretation services and any relevant equipment for a scheduled service.
- 4.13 Service Request Form:** Form used to submit a Service Request.

5.0 RESPONSIBILITIES

County's and the Contractor's responsibilities are as follows:

COUNTY'S RESPONSIBILITIES

5.1 Personnel

DPH will administer the Master Agreement according to the Master Agreement, Paragraph 6.0 Administration of Master Agreement - County. Specific duties will include:

- 5.1.1 Monitoring the Contractor's performance in the daily operation of this Master Agreement.
- 5.1.2 Providing direction to the Contractor in areas relating to policy, information and procedural requirements.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

5.1.3 Preparing Amendments in accordance with the Master Agreement, Paragraph 8.0, Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.

5.1.4 Approving additional languages for interpretation services, on an as-needed basis.

5.2 Furnished Items

County will not provide any items under this Master Agreement.

CONTRACTOR'S RESPONSIBILITIES

5.3 Contractor shall have a minimum of three (3) years' experience within the last five (5) years' providing simultaneous oral interpretation as described in Section 1.0, Scope of Work, of this Statement of Work.

5.4 Contractor shall ensure that all staff providing services under this Master Agreement are qualified to perform the functions and duties under this Master Agreement.

5.5 Contractor shall assign sufficient staff to perform the provided services under this Master Agreement.

5.6 Contractor shall ensure that all staff providing services under this Master Agreement:

5.6.1 Undergo background checks as set forth in sub-paragraph 7.4 – Background and Security Investigations, of the Master Agreement.

5.6.2 Comply with sub-paragraph 7.6 – Confidentiality, of the Master Agreement.

5.6.3 Comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA), Code of Federal Regulations (CFR) 42, Part 2, confidentiality and nondisclosure agreements that address privacy of communications, confidentiality, personal responsibility, and protection of information belonging to Individuals and the Department. Signed acknowledgments and evidence of trainings to meet this requirement shall be maintained in the personnel's file at Contractor's Los Angeles County office.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

- 5.6.4 Comply with the applicable Office of Civil Rights' requirements, including Code of Federal Regulations, Title 45, Part 92, non-discrimination requirements of Section 1557 of the Affordable Care Act.
- 5.7 Contractor shall staff a full-time Project Manager, and a designated alternate, (all hereafter "Project Manager") to act as a central point of contact with the County under this Master Agreement as follows:
- 5.7.1 Project Manager shall have two (2) years of experience in project management within the last five (5) years.
- 5.7.2 Project Manager must be physically located at the Contractor's office location within Los Angeles County.
- 5.7.3 Project Manager shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager shall be able to effectively communicate, in English, both orally and in writing.
- 5.7.4 Project Manager must be available to the County as further described in Section 5.10, Contractor's Office, of this Statement of Work.
- 5.8 Contractor shall assign professional human interpreters that are available to provide interpretation services as described in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work, and meet all the following requirements:
- 5.8.1 Have at least one (1) year of experience performing interpretation services.
- 5.8.2 Be at least 18 years of age.
- 5.8.3 Have at a minimum a high school diploma or General Educational Development (GED) or its equivalent from another country.
- 5.8.4 Be proficient in English and have a mastery in fluency of the target language that is equivalent to that of an educated native speaker and cultural awareness of the language being requested for interpretation,

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

as well as demonstrate synchronicity and live intonation in simultaneous interpretation.

- 5.8.5 Adhere to the highest ethical standards, act professionally and maintain the confidentiality of the clients' records, and all information interpreted.
- 5.8.6 Have tested for and passed Contractor's documented and formalized certification procedure for simultaneous oral interpretation that adheres to the California State Personnel Board's Specification and Performance Standards for Contract Interpreter and Translation Services Certification of Interpreters & Translators in the language(s) for which they are providing interpretation services.
- 5.8.7 Have been credentialed by a recognized Healthcare Interpreter credentialing organization such as, but not limited to, the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI) or have completed training to correctly interpret medical terminology to and from English and to and from the County's Core Language(s).
- a) Credentialed: Have a valid and active Healthcare/Medical Interpreter Certification from one of the accredited organizations; or
- b) Training: Have completed a 40-hour healthcare/medical interpreter education course which covers medical terminology with coursework including, but not limited to, anatomy and physiology, medical specialties, healthcare practices, diagnostic procedures and testing, pathology and treatment, ethics, linguistic challenges, sight translations, and cultural competence; a certificate of completion is the only acceptable proof (academic or non-academic program).
- 5.8.8 Maintain a proficiency level that is equivalent to the standards set forth National Council on Interpreting in Health Care whose Code of Professional Conduct requires the following components to maintain excellence:

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

- a) Mastery of the target language equivalent to that of an educated native speaker, including regional idioms and colloquialisms;
- b) Follow a code of ethics and ethical standards as prescribed by the professional interpreters' organization;
- c) Recognize and address common misunderstandings that may arise due to differing cultural expectation and assumptions;
- d) Maintain current knowledge of the subject material and its terminology in both languages;
- e) Maintain appropriate professional boundaries avoiding any conflict of interests;
- f) Continue efforts to improve, broaden, and deepen skills and knowledge;
- g) Render communication accurately and transparently, including brief written translations (i.e. signs, instructions, etc.); and
- h) Maintain impartiality when conveying information.

5.8.9 Provide interpretation services only for the language(s) they have been certified to interpret.

5.8.10 Contractor's staff providing interpretation services shall display non-judgmental, culture-affirming attitudes and provide services in a professional and courteous manner.

5.8.11 Provide interpretation services in a manner without interjecting personal opinions and without personal commentary.

5.8.12 Contractor shall ensure that all of its staff providing services hereunder, have undergone and successfully passed a current physical health examination and are free from infectious diseases. In no event shall County be liable or responsible for any cost incurred by Contractor to meet this requirement

5.8.13 Contractor's staff assigned to provide interpretation services must be able to present valid State identification upon arrival to Request location.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

5.9 Training Requirements

- 5.9.1 Contractor shall provide training programs and continuing in-service training for all staff providing services under this Master Agreement.
- 5.9.2 Contractor shall train, test, and qualify interpreters to ensure they provide interpretation services in accordance with the confidentiality and non-disclosure requirements included in the Master Agreement, HIPAA and 42 CFR Part 2 Confidentiality.
- 5.9.3 Contractor shall maintain complete training and certification records for all interpreters and make records available to County for review within five (5) days of County's Request. Training and certification records must contain, at a minimum, the following:
- a) Information that specifies how the interpreter's language fluency was verified/tested;
 - b) Date that interpreter's fluency was verified/tested;
 - c) Identification of the language(s) which the interpreter is qualified to interpret;
 - d) Identification of the level of competency verified/tested;
 - e) Documentation demonstrating that the interpreter has professional interpreter experience in the certified language; and
 - f) Dates and types of all training provided by Contractor to meet confidentiality and non-disclosure requirements.

5.10 Contractor's Office

Contractor shall maintain an administrative office location in Los Angeles County with a telephone number and an electronic mail (e-mail) address in the company's name where Contractor conducts business. The administrative office shall be staffed during the hours of 8:00 am to 5:00 pm, Pacific Time, Monday through Friday, by at least one employee who can respond to inquires and complaints which may be received about the Contractor's performance under this Statement of Work, or other issues or concerns.

Responses to Service Requests shall be provided on a 24 hours per day, seven (7) days per week, and 365 days per year basis, as described in

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

Sections 7.0 Hours/Days of Work for Services and 8.0 Service Requests and Specific Work Requirements.

6.0 MATERIALS AND EQUIPMENT

- 6.1 Contractor shall provide all materials, supplies, equipment and/or audio technician needed for the provision of services under this Statement of Work.
- 6.2 Contractor shall purchase and/or maintain all materials, supplies and/or equipment needed to provide interpretation services under this Master Agreement. Contractor shall use materials, supplies and/or equipment that are safe for the environment and safe for use by staff.
- 6.3 Contractor shall utilize state-of-the-art portable wireless simultaneous interpretation equipment (e.g. booth, receivers, transmitters, and console) and systems, to provide the interpretation services, as outlined in Section 8.0, Service Request and Specific Work Requirements.
- 6.4 Contractor shall provide backup options in the event of equipment failure to ensure that no degradation or interruption of required interpretation services occurs.
- 6.5 In no event shall County be liable or responsible for payment for any materials, supplies, and/or equipment obtained and/or maintained by Contractor to provide services under this Master Agreement.

7.0 HOURS/DAYS OF WORK FOR SERVICES

Contractor shall provide a telephone number and an e-mail address where the Department can request interpretation services, as further described in Section 8.0, Service Request and Specific Work Requirements, and to respond to questions and/or concerns from the Department regarding the service request on a 24 hours per day, seven (7) days per week, and 365 days per year basis.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

8.0 SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS

- 8.1 On an as-needed basis, the Department will contact Contractor via telephone or e-mail, with a Service Request Form, Appendix K-4 – Attachment A, that will identify the type of interpretation services request, describe the services needed, and provide any additional information needed.
- 8.2 Department shall have the right to cancel a Request without incurring any financial liability, if cancellation is made within 48 hours of appointment. If cancellation of a Request is made within 24 hours of appointment, Department will incur a penalty fee equivalent to two (2) hours of interpretation services.
- 8.3 Contractor shall provide interpretation services as follows:
- 8.3.1 In locations and in settings (including clinics, conference centers, community-based agencies, public health facilities, substance use disorder treatment facilities, etc.) throughout Los Angeles County.
- 8.3.2 Services may be requested for large-scale events or for group counseling sessions (more than two individuals with typically only one needing interpretation services). Services may include but are not limited to the following: clinical services including diagnostic (assessment, intake, screening, etc.), therapeutic (group counseling, individual counseling, etc.), rehabilitative (case management, discharge services, patient education, etc.), or preventive services.
- 8.3.3 Minimum of two (2) hours to a maximum of six (6) hours per day.
- 8.3.4 Minimum of one (1) to seven (7) days per week, for several weeks, or more. Appointments that have a duration of several weeks, or more, will be requested at a maximum of two (2) weeks at a time via the Service Request Form.
- 8.4 Upon receipt of a Request for interpretation services made within one (1) to four (4) business days prior to appointment, Contractor shall:
- 8.4.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

- 8.4.2 provide confirmation of ability to provide interpretation services within one (1) business day prior to appointment and provide interpreter name and contact information for addressing issues with the Request.
- 8.5 Upon receipt of a Request for interpretation services made within five (5) to ten (10) business days prior to appointment, Contractor shall:
- 8.5.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
- 8.5.2 provide confirmation of ability to provide interpretation services within two (2) business days prior to appointment and provide interpreter name and contact information for addressing issues with the Request.
- 8.6 Upon receipt of a Request for interpretation services made more than ten (10) business days in advance of appointment, Contractor shall:
- 8.6.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
- 8.6.2 provide confirmation of ability to provide interpretation services within five (5) business days prior to appointment and provide interpreter name and contact information for addressing issues with the Request.
- If Department does not receive a response within the deadlines as described in 8.4, 8.5, and 8.6 above, the Department will select another Contractor.**
- 8.7 Contractor shall immediately notify the Department of any cancellation and provide an explanation. Contractor shall make arrangements to provide Department with the necessary replacement interpreter.
- 8.8 Contractor shall ensure the required number of interpreters for the requested service. This may require booking a back-up interpreter in case of illness or other emergency situations that prevent an interpreter from fulfilling the Request.
- 8.9 Contractor shall ensure that interpreters arrive to assignments at scheduled appointment time.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

- 8.10 Contractor shall maintain adequate records for each Request detailing the services that are provided, including but not limited to:
- a) Name, address and contact person from the Department;
 - b) Type of interpretation service;
 - c) Language;
 - d) Name of Individual (if applicable);
 - e) Type of setting (individual, group, or event)
 - f) Number of hours of interpreting services provided;
 - g) Date and location;
 - h) Name of interpreter(s) who provided services.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	SCOPE OF WORK	1
1.1	Overview of Sign Language Interpretation Services.....	1
1.2	Sign Language Interpretation Services Required	1
2.0	QUALITY CONTROL	2
3.0	QUALITY ASSURANCE PLAN	2
4.0	DEFINITIONS	2
5.0	RESPONSIBILITIES	3
	<u>COUNTY’S RESPONSIBILITIES</u>	
5.1	Personnel	4
5.2	Furnished Items.....	4
	<u>CONTRACTOR’S RESPONSIBILITIES</u>	
5.3	Personnel	4
5.9	Training Requirements	7
5.10	Contractor’s Office.....	8
6.0	MATERIALS AND EQUIPMENT	8
7.0	HOURS/DAYS OF WORK	9
8.0	SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS.....	9

Attachment:

Attachment A – Sample Service Request Form

STATEMENT OF WORK FOR AS-NEEDED LANGUAGE ASSISTANCE SERVICES SIGN LANGUAGE INTERPRETATION SERVICES

1.0 SCOPE OF WORK

1.1 Overview of Sign Language Interpretation Services

For the purpose of this Statement of Work, Sign Language Interpretation Services (hereafter referred to as “sign language services”) are services provided by professional qualified human interpreters to translate spoken English to American Sign Language (ASL), Spanish Speaking Sign Language and/or English Sign Language. Sign language services consist of the shape, placement, and movement of the hands, as well as facial expressions and body movements in order for an individual with a hearing impairment to understand what is being communicated. The objective of interpretation services is to communicate with an individual at levels that ensure understanding.

1.2 Sign Language Services Required

Contractor shall provide sign language services to hearing impaired individuals seeking service or information regarding medical, health, public health, and other social services, as needed. Contractor shall interpret from spoken English to ASL, Spanish Speaking Sign Language, or English Sign Language, as may be required by the Department. Additionally, Contractor shall interpret ASL, Spanish Sign Language, or English Sign Language to spoken English, as needed. Sign language services may be conducted on-site, at a Department of Public Health facility, or offsite at other County or non-County facilities and provided to one or more individuals, in an individual setting (one-on-one) or group setting (meeting/training where there are more than two individuals participating and where at least one of the individuals requires interpretation services).

Contractor shall provide sign language services, on an as-needed basis, as required by the Department, as further described in Section 8.0, Service Requests and Specific Work Requirements.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

2.0 QUALITY CONTROL

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure quality and consistency of service to the County throughout the term of this Master Agreement. The plan shall be submitted to the Department Master Agreement Project Monitor for review. The plan shall include, but may not be limited to the following:

- 2.1 Method of monitoring to ensure and demonstrate that the services fulfill the Master Agreement requirements.

3.0 QUALITY ASSURANCE PLAN

Department will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in this Master Agreement, Paragraph 8, Standard Terms and Conditions, Sub-paragraph 8.15, County's Quality Assurance Plan.

3.1 Meetings

Contractor shall meet with the County as requested.

3.2 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Master Agreement at any time during normal business hours but as needed, may be conducted outside of these hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

4.0 DEFINITIONS

- 4.1 Appointment:** Date and time identified in Service Request Form.

- 4.2 Contractor's Project Manager:** Contractor's designee responsible for managing the Master Agreement operations and to liaise with Department during the term of the Master Agreement.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

- 4.2 Department's Master Agreement Project Monitor(s):** A specific County employee designated by each Department requesting services under this Master to monitor the daily operations under this Master Agreement and responsible for inspecting any and all tasks, deliverables, goods, services, and other work provided by Contractor.
- 4.3 County's Master Agreement Program Director:** Person designated by the Department of Public Health with authority on contractual or administrative matters relating to this Master Agreement that cannot be resolved by the Department's Project Manager.
- 4.4 Department's Project Manager(s):** A specific County employee designated by each Department requesting services to manage the day-to-day administration under this Master Agreement.
- 4.5 Day(s):** Calendar day(s) unless otherwise specified.
- 4.6 Department:** Any of the three County department under the Health Agency, consisting of Departments of Public Health, Health Services, and Mental Health, which may obtain sign language services under this Master Agreement.
- 4.7 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 4.8 Individual:** Any person conducting business or requesting information or services from a department within the Health Agency.
- 4.9 Service Request:** A request for sign language interpretation services.
- 4.10 Service Request Form:** Form used to submit a Service Request.
- 4.11 Trilingual Interpretation Services:** American Sign Language, Spanish Speaking Sign Language, and English-Speaking Sign Language.

5.0 RESPONSIBILITIES

County's and Contractor's responsibilities are as follows:

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

COUNTY'S RESPONSIBILITIES

5.1 Personnel

DPH will administer the Master Agreement according to the Master Agreement, Paragraph 6.0 Administration of Master Agreement - County. Specific duties will include:

5.1.1 Monitoring Contractor's performance in the daily operation of this Master Agreement.

5.1.2 Providing direction to Contractor in areas relating to policy, information and procedural requirements.

5.1.3 Preparing Amendments in accordance with the Master Agreement, Paragraph 8.0, Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.

5.2 Furnished Items

County will not provide items under this agreement.

CONTRACTOR'S RESPONSIBILITIES

5.3 Contractor shall have a minimum of three (3) years' experience within the last five (5) years' providing sign language interpretation services as described in Section 1.0, Scope of Work, of this Statement of Work.

5.4 Contractor shall ensure that all staff providing services under this Master Agreement are qualified to perform the functions and duties under this Master Agreement.

5.5 Contractor shall assign sufficient staff to perform the provided services under this Master Agreement.

5.6 Contractor shall ensure that all staff providing services under this Master Agreement:

5.6.1 Undergo background checks as set forth in sub-paragraph 7.4 – Background and Security Investigations, of the Master Agreement.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

- 5.6.2 Comply with sub-paragraph 7.6 – Confidentiality, of the Master Agreement.
- 5.6.3 Comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA), Code of Federal Regulations (CFR) 42, Part 2, confidentiality and nondisclosure agreements that address privacy of communications, confidentiality, personal responsibility, and protection of information belonging to Individuals and the Department. Signed acknowledgments and evidence of trainings to meet this requirement shall be in the personnel's file at Contractor's Los Angeles County office.
- 5.6.4 Comply with the applicable Office of Civil Rights' requirements, including Code of Federal Regulations, Title 45, Part 92, non-discrimination requirements of Section 1557 of the Affordable Care Act .
- 5.7 Contractor shall staff a full-time Project Manager, and a designated alternate, (all hereafter "Project Manager") to act as a central point of contact with the County under this Master Agreement as follows:
- 5.7.1 Project Manager shall have two (2) years of experience in project management within the last five (5) years.
- 5.7.2 Project Manager must be physically located at the Contractor's office location within Los Angeles County.
- 5.7.3 Project Manager shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager shall be able to effectively communicate, in English, both orally and in writing.
- 5.7.4 Project Manager must be available to the County as further described in Section 5.10, Contractor's Office, of this Statement of Work
- 5.8 Contractor shall assign professional human interpreters that are available to provide sign language services as described in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work, and meet all the following requirements:

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

- 5.8.1 Have at least one (1) year of experience performing sign language services.
- 5.8.2 Be at least 18 years of age.
- 5.8.3 Have at a minimum a high school diploma or General Educational Development (GED) or its equivalent from another country.
- 5.8.4 Be proficient in English and have a mastery in fluency of the target language that is equivalent to that of an educated native speaker and cultural awareness of the language being requested for interpretation.
- 5.8.5 Have been certified by the National Association of the Deaf (NAD) and Registry of Interpreters for the Deaf (RID).
- 5.8.6 Adhere to the highest ethical standards, act professionally and maintain the confidentiality of the clients' records, and all information interpreted.
- 5.8.7 Maintain a proficiency level that is equivalent to the standards set forth by the National Council on Interpreting in Health Care, including the following components to maintain excellence:
 - a) Mastery of the target language equivalent to that of an educated native Individual, including regional idioms and colloquialisms;
 - b) Follow a code of ethics and ethical standards as prescribed by the professional interpreters' organization;
 - c) Recognize and address common misunderstandings that may arise due to differing cultural expectation and assumptions;
 - d) Maintain current knowledge of the subject material and its terminology in both languages;
 - e) Maintain appropriate professional boundaries avoiding any conflict of interests;
 - f) Continue efforts to improve, broaden, and deepen skills and knowledge;
 - g) Render communication accurately and transparently, including brief written translations (i.e. signs, instructions, etc.); and
 - h) Maintain impartiality when conveying information.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

- 5.8.8 Contractor's staff providing sign language services shall display non-judgmental, culture-affirming attitudes and provide services in a professional and courteous manner.
- 5.8.9 Contractor's staff shall provide sign language services in a manner without interjecting personal opinions and without personal commentary.
- 5.8.10 Contractor shall ensure that all of its staff providing services hereunder, have undergone and successfully passed a current physical health examination and are free from infectious diseases. In no event shall County be liable or responsible for any cost incurred by Contractor to meet this requirement.
- 5.8.11 Contractor's staff assigned to provide sign language services must be able to present valid State identification upon arrival to Request location.

5.9 Training Requirements

- 5.9.1 Contractor shall provide training programs and continuing in-service training for all staff providing services under this Master Agreement.
- 5.9.2 Contractor shall train, test, and qualify interpreters to ensure they provide sign language services in accordance with the confidentiality and non-disclosure requirements included in the Master Agreement, HIPAA and 42 CFR Part 2 Confidentiality.

In addition to HIPAA and Confidentiality requirements, Contractor shall train, test and qualify interpreters to ensure that they provide all Services in accordance with Health Care Information Technology for Economic and Clinical Health Act (HITECH).

- 5.9.3 Contractor shall maintain complete training and certification records for all interpreters and make records available to County for review within five (5) days of County's Request. Training and certification records must contain, at a minimum, the following:
- a) Information that specifies how the interpreter's language fluency was verified/tested;
 - b) Date that interpreter's fluency was verified/tested;

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

- c) Identification of the language(s) which the interpreter is qualified to interpret;
- d) Identification of the level of competency verified/tested;
- e) Documentation demonstrating that the interpreter has professional interpreter experience in the certified language; and
- f) Dates and types of all training provided by Contractor to meet confidentiality and non-disclosure requirements.

5.10 Contractor's Office

Contractor shall maintain an administrative office location in Los Angeles County with a telephone number and an electronic mail (e-mail) address in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8:00 am to 5:00 pm, Pacific Time, Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance under this Statement of Work, or other issues or concerns.

Responses to Service Requests shall be provided on a 24 hours per day, seven (7) days per week, and 365 days per year basis, as described in Sections 7.0 Hours/Days of Work for Services and 8.0 Service Requests and Specific Work Requirements.

6.0 MATERIALS AND EQUIPMENT

- 6.1 Contractor shall provide all materials, supplies, and/or equipment needed for the provision of services under this Statement of Work.
- 6.2 Contractor shall purchase and/or maintain all materials, supplies, and/or equipment needed to provide interpretation services under this Master Agreement. Contractor shall use materials, supplies and/or equipment that are safe for the environment and safe for use by staff.
- 6.3 In no event shall County be liable or responsible for payment for any materials, supplies, and/or equipment obtained and/or maintained by Contractor to provide services under this Master Agreement.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

7.0 HOURS/DAYS OF WORK FOR SERVICES

Contractor shall provide a telephone number and an e-mail address where the sign language services can be requested, as further described in Section 8.0, Service Requests and Specific Work Requirements, and to respond to questions and/or concerns from the Department regarding the service Request on a 24 hours per day, seven (7) days per week, and 365 days per year basis.

8.0 SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS

8.1 On an as-needed basis, the Department will contact Contractor via telephone or e-mail, with a Service Request Form, Appendix K-5 – Attachment A, that will identify the type of sign language, describe the sign language services needed, and provide any additional information needed.

8.2 Department shall have the right to cancel a Request without incurring any financial liability, if cancellation is made within 48 hours of appointment. If cancellation of a Request is made within 24 hours of appointment, Department will incur a penalty fee equivalent to two (2) hours of sign language services.

8.3 Contractor shall provide sign language services that include, but are not limited, to the following:

8.3.1 Sign language Interpreter Referral-24 hours a day, 7 days a week to include tactile, trilingual, and certified deaf interpretation.

8.3.2 Communication Aids – Note takers, computer aided transcription, written materials, open and closed captioning, videotext displays, cued speech transliterators, telecommunication devices for the deaf and exchange of written notes available upon request.

8.4 Contractor shall provide sign language services as follows:

8.4.1 In locations (including clinics, community-based organization facilities, public health facilities, substance use disorder treatment facilities, etc.) throughout Los Angeles County.

8.4.2 In either individual setting (one-on-one) or group setting (meetings/trainings where there are more than two individuals

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

participating and where at least one of the individuals requires interpretation services).

- 8.4.3 Minimum of two (2) hours to a maximum of eight (8) hours per day.
- 8.4.4 Minimum of one (1) to seven (7) days per week, for several weeks, or more. Appointments that have a duration of several weeks, or more, will be requested at a maximum of two (2) weeks at a time via the Service Request Form.
- 8.5 Upon receipt of a Request for sign language services made within one (1) to four (4) business days prior to appointment, Contractor shall:
 - 8.5.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
 - 8.5.2 provide the Department confirmation of ability to provide sign language services within one (1) business day prior to appointment and provide interpreter name and contact information to address issues with the Request.
- 8.6 Upon receipt of a Request for sign language services made within five (5) to ten (10) days prior to appointment, Contractor shall:
 - 8.6.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
 - 8.6.2 provide the Department confirmation of ability to provide sign language services at least two (2) business days prior to appointment and provide interpreter name and contact information to address issues with Request.
- 8.7 Upon receipt of a Request made for sign language services more than ten (10) business days in advance of appointment, Contractor shall:
 - 8.7.1 acknowledge receipt of Request received via email by responding to the Department's e-mail within three (3) hours; and
 - 8.7.2 provide the Department with confirmation of ability to provide within five (5) business days prior to appointment and provide interpreter name and contact information to address issues with Request.

**STATEMENT OF WORK
FOR
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

If Department does not receive a response within the deadlines as described in 8.5, 8.6, and 8.7 above, the Department will select another Contractor.

- 8.8 Contractor shall immediately notify the Department of any cancellation and provide an explanation. Contractor shall make arrangements to provide Department with the necessary replacement interpreter.
- 8.9 Contractor shall ensure the required number of interpreters for the requested service. This may require booking a back-up interpreter in case of illness or other emergency situations that prevent an interpreter from fulfilling the Request.
- 8.10 Contractor shall ensure that interpreters arrive to assignments at scheduled appointment time.
- 8.11 Contractor shall maintain adequate records for each Request detailing the services that are provided, including but not limited to:
- a) Name, address and contact person from the Department;
 - b) Type of interpretation service;
 - c) Language;
 - d) Name of Individual (if applicable);
 - e) Type of setting (individual, group, or event)
 - f) Number of hours of interpreting services provided;
 - g) Date and location;
 - h) Name of interpreter(s) who provided services.

**COUNTY OF LOS ANGELES
SERVICE REQUEST FORM
FOR
AS-NEEDED LANGUAGE ASSISTANCE
INTERPRETATION SERVICES**

Requesting Department: _____

TYPE OF INTERPRETATION SERVICE:

- In Person Oral Interpretation
- Simultaneous Oral Interpretation
- Sign Language Interpretation

As-Needed Language Assistance Master Agreement Number: _____

As-Needed Language Assistance Master Agreement Contractor: _____

Section 1: General Information	
Today's Date:	Time:
Section 2: Requesting Department Information	
Bureau:	
Division/Program:	
Contact Person:	
Telephone Number:	
E-mail:	
Address:	
Section 3: Appointment Information	
<i>Appointments that have a duration of several weeks, or more, to be requested at a maximum of two (2) weeks at a time.</i>	
NOTICE: All County data or information obtained while performing interpretation services shall be considered <u>CONFIDENTIAL</u> and shall not be divulged to any unauthorized person.	
Confirmation of Ability to Provide Services Due Date:	

COUNTY OF LOS ANGELES SERVICE REQUEST FORM FOR AS-NEEDED LANGUAGE ASSISTANCE INTERPRETATION SERVICES

Date(s), Time(s) of Service Requested, Type of Service and Subtype (if applicable). Insert additional lines as needed. (In Person Interpretation and Simultaneous Interpretation: two (2) hour minimum to six (6) hour maximum per day; Sign Language Interpretation: two (2) hour minimum to eight (8) hour maximum per day)

Day	Date(s)	Start Time	End Time	Type of Service			Subtype of Service** (if applicable)
Monday				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input checked="" type="checkbox"/> Group	
				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	
Tuesday				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	
				<input type="checkbox"/> Event	<input checked="" type="checkbox"/> Individual	<input type="checkbox"/> Group	
Wednesday				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	
				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	
Thursday				<input type="checkbox"/> Event	<input checked="" type="checkbox"/> Individual	<input type="checkbox"/> Group	
				<input checked="" type="checkbox"/> Event	<input type="checkbox"/> Individual	<input checked="" type="checkbox"/> Group	
Friday				<input type="checkbox"/> Event	<input checked="" type="checkbox"/> Individual	<input type="checkbox"/> Group	
				<input type="checkbox"/> Event	<input checked="" type="checkbox"/> Individual	<input type="checkbox"/> Group	
Saturday				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	
				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	
Sunday				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	
				<input type="checkbox"/> Event	<input type="checkbox"/> Individual	<input type="checkbox"/> Group	

NOTE: If a break occurs between sessions, list the duration (e.g. 15 min): _____

**** Subtype of Service:** Group Counseling, Patient Education, Individual Counseling, Assessment, Case Management, Family Therapy, Collateral Services, Crisis Intervention, Treatment Plan, and Discharge Services.

Other: _____

Section 4: Information about the Individual

Name of Individual: _____

Language Needed: _____

Location (Address where interpreter is needed, include room, floor, suite, etc.): _____

**COUNTY OF LOS ANGELES
SERVICE REQUEST FORM
FOR
AS-NEEDED LANGUAGE ASSISTANCE
INTERPRETATION SERVICES**

Parking (Cross street, special instructions, lot or street):
Onsite Contact (If different from Individual):
Telephone of Onsite Contact:

Special Instructions (if applicable describe): _____

THIS SECTION TO BE COMPLETED BY CONTRACTOR

Section 4: Information about the Request
Interpreter Name:
Telephone Number (to Contact Regarding Request):
Additional Interpreters (if applicable):

FOR COUNTY USE ONLY

DEPARTMENT'S PROGRAM APPROVAL
Program Budget Code:
Program Approver (print name):
Program Approver Signature:

**PRICE SHEET
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
DOCUMENT TRANSLATION SERVICES**

VENDOR NAME:	
---------------------	--

<p style="text-align: center;"><u>Standard Requests:</u> Completed within 10 business days of request.</p>	Fixed Rate Per Word	\$ _____
---	---------------------	----------

<p style="text-align: center;"><u>Expedited Requests:</u> Completed within 3 business days of request.</p>	Fixed Rate Per Word	\$ _____
---	---------------------	----------

<p style="text-align: center;"><u>Emergency Requests:</u> Completed within 24-hours of request, which includes weekends, evenings, and County observed holidays.</p>	Fixed Rate Per Word	\$ _____
---	---------------------	----------

As-Needed Language Assistance Services - Document Translation Services will be provided at the fixed rate(s) referenced above.

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-1, Statement of Work for Document Translation Services.

**PRICE SHEET
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
IN-PERSON ORAL INTERPRETATION SERVICES**

VENDOR NAME:	
---------------------	--

The Contractor shall be paid for As-Needed Language Assistance Services - In Person Oral Interpretation Services rendered at hourly rate/fee listed below. Payment shall be made in accordance with the hours of service rendered, exclusive of travel to destination where service is to be performed. Increments of less than one full hour shall be compensated in 15 minute increments.

Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
----------------	---------------------------------------

Fixed Rate/Fee	\$ _____ Per 15 minutes
----------------	-------------------------

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-2, Statement of Work for In Person Oral Interpretation Services.

**PRICE SHEET
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
TELEPHONIC AND VIDEO REMOTE INTERPRETATION
SERVICES**

VENDOR NAME:	
---------------------	--

Telephonic Interpretation Fixed Rate	\$ _____ Per Minute
Video Remote Interpretation Fixed Rate	\$ _____ Per Minute

As-Needed Language Assistance Services - Telephonic and Video Remote Interpretation Services will be provided at the fixed rate referenced above.

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-3, Statement of Work for Telephonic and Video Remote Interpretation Services.

**PRICE SHEET
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

VENDOR NAME:	
---------------------	--

The Contractor shall be paid for As-Needed Language Assistance Services - Simultaneous Oral Interpretation Services rendered at hourly rate/fee listed below. Payment shall be made in accordance with the hours of service rendered, exclusive of travel to destination where service is to be performed. Increments of less than one full hour shall be compensated in 15 minute increments.

Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
----------------	---------------------------------------

Fixed Rate/Fee	\$ _____ Per 15 minutes
----------------	-------------------------

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-4, Statement of Work for Simultaneous Oral Interpretation Services.

**PRICE SHEET
AS-NEEDED LANGUAGE ASSISTANCE SERVICES
SIGN LANGUAGE INTERPRETATION SERVICES**

VENDOR NAME:	
---------------------	--

The Contractor shall be paid for As-Needed Language Assistance Services - Sign Language Interpretation Services rendered at hourly rate/fee listed below. Payment shall be made in accordance with the hours of service rendered, exclusive of travel to destination where service is to be performed. Increments of less than one full hour shall be compensated in 15 minute increments.

SIGN LANGUAGE INTERPRETATION SERVICE	
Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
Fixed Rate/Fee	\$ _____ Per 15 minutes

TACTILE AND TRILINGUAL SIGN LANGUAGE INTERPRETATION SERVICE	
Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
Fixed Rate/Fee	\$ _____ Per 15 minutes

As-Needed Language Assistance Services - Sign Language Interpretation Services will be provided at the fixed rate(s)/fee(s) referenced above.