

APPENDIX A

Statement of Work

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Attachments

- A Performance Requirements Summary (PRS)
- B Contract Discrepancy Report (CDR)
- C Subordinate Agreement (Sample)

1.0 SCOPE OF WORK

Contractor shall provide document storage services for the County Departments located throughout the County of Los Angeles (County) on an as-needed basis.

Contractor shall provide all the labor, storage facility(ies), utilities, equipment, vehicles, supplies and forms necessary to transport and maintain confidential storage, control, accurate accountability of Documents, as further described in this Statement of Work (SOW). Contractor shall maintain an accurate chain of custody and track movement and current location for all Documents at all times. Contractor shall update Inventory Control System to show the status of Documents.

2.0 SUBORDINATE AGREEMENT PROCESS

ISD will release Subordinate Agreement (SA) solicitations as needs arise. Specific tasks, deliverables, etc. will be determined at the time County requests for services. SA solicitations will describe in detail the particular project and the work required for the performance thereof. A sample SA solicitation is in Attachment C. All SAs under this Master Agreement (MA) will expire as set forth in Appendix B, Sample Master Agreement, Paragraph 4.0 – Term of MA. Each SA will have its own account identification, and sub-account identification per request.

3.0 ADMINISTRATION

3.1 Personnel

Contractor shall provide all necessary personnel as appropriate to perform work set forth in this MA. Contractor shall be responsible for providing competent support personnel as required to perform all work under this MA.

- 3.1.1** Contractor personnel must have a neat appearance and professional demeanor and shall wear appropriate Contractor uniforms with company name and/or logo. All uniforms will be provided by and at the Contractor's expense.
- 3.1.2** Contractor shall ensure their employees are appropriately identified as set forth in MA, subparagraph 7.4 – Contractor's Staff Identification.
- 3.1.3** Contractor shall background check their employees as set forth in MA, subparagraph 7.5 – Background and Security Investigations.
- 3.1.4** Contractor's couriers must have a current and valid California driver's license applicable to the vehicle class they are operating and be fully-insured.
- 3.1.5** Contractor personnel shall not be under the influence of any alcoholic beverage, medication, narcotic, or other substances that might impair the employee's physical or mental performance while performing work under this MA.

3.2 Personnel Training

- 3.2.1** Contractor shall provide training programs for all new employees and continuing in-service training for all employees.
- 3.2.2** All employees shall be trained in their assigned tasks and in the safe handling of equipment. All equipment shall be checked daily for safety. All employees must wear safety and protective gear according to OSHA standards.

3.3 Office

Contractor shall maintain an office with a telephone 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, Monday through Friday, by at least one employee who must communicate clearly in English to respond to inquiries and complaints which may be received about the Contractor's performance of the MA. When the office is closed, an answering service shall be provided to receive calls. **Contractor shall answer calls received by the answering service within two (2) hours of receipt of the call.**

3.4 Staffing

- 3.4.1** Contractor shall be able to respond to requests 24/7.
- 3.4.2** Contractor must respond to e-mails/phone calls within two (2) hours.

3.5 Deliverables

Contractor shall provide the following within ten (10) business days after MA effective date for review and approval:

3.5.1 Disaster Recovery Plan

In the event of an internal or external threat or event, the County will request Contractor to deliver documents to the applicable County facility within two (2) hours.

- 3.5.2** Contractor's policy for receiving, investigating and responding to user complaints in accordance with MA, subparagraph 8.4 – Complaints.

4.0 FACILITY REQUIREMENTS

4.1 Location

- 4.1.1** Contractor shall provide County with a list of its facility(ies) at which Documents will be stored for each SA Solicitation response. County reserves the right to approve, deny, change, or remove the locations.
- 4.1.2** In the event that Contractor must relocate any Documents from Contractor's facility(ies), Contractor must notify County in writing at least sixty (60) days prior to relocation. Contractor's new location shall be subject to County's approval.

4.2 Security

Contractors shall ensure the safety and confidential storage of Documents from theft, unauthorized access, alteration, inadvertent destruction, unauthorized disclosure, and other threats. Contractor shall include a security system which provides the following:

4.2.1 Physical Access Controls

1. Facility(ies) must have restricted access such as a security guard or automated access control system.
2. Must have a locked door with adequate security to prevent unauthorized access.
3. Unauthorized and unsupervised access to the Contractor's facilities are prohibited.

4.2.2 Intrusion Detection and Alarm Systems

1. Alarm system(s) shall be monitored at Contractor's facilities for immediate response and remedy by alerting Contractor's staff of any unauthorized intrusion into Contractor's facilities, 24/7.
2. In the event of a security breach, the County's Project Manager must be notified within one hour after detection of the incident.
3. The County's Project Manager must be provided a written report detailing the security breach and affected Documents and corrective action within 24 hours of reporting the incident.
4. Facility must have remote-controlled closed circuit TV for intrusion detection or other electronic surveillance system to prevent unauthorized access;

4.3 Building

Contractor's facilities shall comply with local building codes and standards to protect Documents against cross contamination, fire damage, water damage, and natural disasters, including, but not limited to, earthquakes, floods and windstorms.

4.3.1 Contractor shall maintain temperature and humidity appropriate for Documents stored.

4.3.2 Facilities shall have automated environmental mechanical systems (Heating, Ventilating, and Air Conditioning/HVACs) to ensure that Documents are protected at all times from harmful temperatures, humidity fluctuations, mold and mildew. HVAC should filtrate air to remove dust, smoke, ash, and caustic agents and other airborne contaminants.

4.3.3 Contractor shall operate temperature and humidity data recording devices to ensure compliance with the required temperature and

humidity ranges. The recordings shall be maintained by Contractor and made available for inspection at County's request.

- 4.3.4** Contractor's facilities must be Class A fire rated.
- 4.3.5** Contractor's facilities shall be equipped with high level of fire safety including smoke and heat detection systems, alarms, fire extinguishers and automated firefighting systems such as sprinklers or low oxygen fire suppression systems.
- 4.3.6** Smoke and heat detection System shall alert Contractor's staff to the presence of smoke, excessive heat, or combustible gasses and shall automatically trigger dry fire suppression system(s).
- 4.3.7** Smoke and heat detection systems must be monitored by Contractor's staff 24/7 for immediate response and remedy by Contractor.
- 4.3.8** Water sprinkler systems, if required by local fire code, must be "dry stand" that are charged and activated only upon failure of the primary fire suppression system.
- 4.3.9** Contractor shall ensure that the facility is graded for groundwater runoff and flood control such that no groundwater or flood water reaches inside the facility.
- 4.3.10** Documents shall be stored no closer than 2 feet from ground and ceiling levels.
- 4.3.11** Contractor shall implement measures to prevent rodent, insect, and other infestations from infiltrating facility(ies).

4.4 Storage Areas

Storage areas must have secure storage racks capable of storing various sized containers and Documents.

4.4.1 Regular Storage

Regular storage area shall be used primarily for paper Documents.

4.4.2 Data Storage

Data storage area shall be used for Documents requiring additional climate control, including but not limited to, data tapes (e.g. DLT or LTO), blueprints, film-based documents, and archival/historic documents.

5.0 STORAGE SERVICES

5.1 Document Management

- 5.1.1** Files must be refiled into the original Carton, unless otherwise specified by County. If Cartons are not full, Files must be consolidated upon County approval.
- 5.1.2** Contractor must notify County if Documents have not been returned to storage after thirty (30) days.

5.2 Permanent Removal and Outgoing Transition

- 5.2.1** County may request to permanently remove Documents from storage at any time throughout the MA term.
- 5.2.2** Prior to expiration or termination of the MA, Contractor shall provide outgoing transition services for all Documents.
- 5.2.3** Contractor may be required to either return all Documents to the County or a successor contractor.
- 5.2.4** Contractor shall schedule and coordinate the transfer of all Documents to a successor contractor or County facility(ies), as directed by County.
- 5.2.5** Contractor shall prepare for the transfer of all Documents by pulling Documents from storage units, palletizing boxes, shrink-wrapping pallets, and providing access to these prepared pallets.
- 5.2.6** Contractor shall create and provide an inventory report detailing the contents of the pallets to both County and the successor contractor.
- 5.2.7** The transfer of all Documents shall be completed prior to the expiration or termination of the MA.
- 5.2.8** Contractor shall submit an electronic copy of all electronic data maintained pertaining to the work performed under this MA to the County's Project Manager.
- 5.2.9** Contractor shall ensure that no data is deleted from Contractor's system prior to the receiving a written acceptance notice from the County's Project Manager of data proposed to be deleted.

6.0 COURIER SERVICES

6.1 Transportation Requirements

- 6.1.1** Contractor shall provide all vehicles, equipment, and labor necessary to transfer records to and from County and Contractor's facilities.
- 6.1.2** Contractor shall transport Documents in an efficient manner to prevent exposing Documents to extreme temperatures, airborne contaminants, such as dust, smoke, ash, caustic agents or magnetic fields.
- 6.1.3** Contractor's transport vehicle cargo area shall be air conditioned in to maintain the appropriate temperature required for the Documents being transported.
- 6.1.4** Contractor shall ensure that the transport vehicle cargo area is locked and secure at all times, and equipped with a functioning security system to immediately alert Contractor personnel of any intrusion attempt during transport of Documents.
- 6.1.5** Contractor shall train couriers to ensure safety and security of the transport vehicle and contents.

- 6.1.6** Contractor shall have methods to maintain contact with couriers to obtain real-time updates in pick-up and delivery status.

6.2 Initial Transfer

Upon award of a SA, Contractor and County shall develop and implement a transfer schedule for the initial transfer, handling, and data processing of all Documents from County specified facilities, including other vendor facilities providing similar services, to Contractor's facilities within time frame specified.

6.3 Pick-up/Delivery

- 6.3.1** Requests for pick-up/delivery of Documents shall be made through Contractor's Inventory Control System. County should also have the option of making requests by phone, fax, or e-mail.

- 6.3.2** Contractor shall pick-up/deliver within the time frames specified by County.

Time Frame	Description	Requested by
Regular/Next Day	By next business day	5:00 PM
Same Day	By same business day	Noon
Rush	Within 2 hours of request	3:00 PM
Holiday/After Hours	By next business day	N/A
Case Rotation	Scheduled	N/A

- 6.3.3** Contractor shall not pick-up/deliver Documents except in the presence of County's authorized personnel. County's authorized personnel must accept and sign for the pick-up/delivery.

- 6.3.4** Contractor shall not pick-up/deliver only a portion of the contents of a Carton/Case unless specifically requested by County to do so.

- 6.3.5** Contractor shall not open any sealed Cartons/Cases unless specifically instructed to do so by County.

- 6.3.6** Contractor's staff shall verify the Documents to be picked-up/delivered against the Transmittal Form. Once the Documents have been verified, the Transmittal Form shall be signed by the Contractor's staff and a copy of the receipt will be retained by the County.

- 6.3.7** Any Documents that are not accurately described on the Transmittal Form shall be returned to the County location with the appropriate notation and without charge to County. Contractor shall record Document identification, date, time, place, name of County's authorized personnel person surrendering Document, and the name of Contractor's person accepting the Document.

6.4 Order Error

- 6.4.1** Order errors occurs when any or all Documents are not picked-up/delivered in accordance with the time frames specified in the request.
- 6.4.2** Payment for the services will not be made until all order errors are corrected and deemed acceptable by County.
- 6.4.3** County shall be entitled to a credit in the amount specified in Attachment A, Performance Requirements Summary (PRS).
- 6.4.4** Credits may be applied against any amounts otherwise owed by County to Contractor.

7.0 DOCUMENT SERVICES

7.1 Receiving, Handling, and Data Processing

- 7.1.1** Upon arrival to Contractor's storage facility(ies), Contractor shall inventory, barcode, and enter Document information, as identified in the Transmittal Forms, into Contractor's Inventory Control System. Data shall be entered no later than 24 hours after receipt of Documents.
- 7.1.2** Contractor shall update inventory to show the status of Documents, the County location(s) which made the request, the date of request, the type of request, and the date the Documents were delivered to the specified location.

7.2 Retrieval

Contractor shall retrieve requested Documents according to the schedule specified in subparagraph 6.3.2.

7.3 Refile

Contractor shall return previously retrieved Documents to storage. Files shall be refiled in the original Case/Carton unless otherwise requested, as specified in subparagraph 5.1.

7.4 Interfile

Contractor shall insert Documents into existing Carton/Case.

8.0 ADDITIONAL SERVICES

8.1 Destruction

- 8.1.1** Contractor shall destroy Documents upon County's written approval.
- 8.1.2** County shall specify the method of destruction.
- 8.1.3** Documents, including but not limited to, paper, film, photo, and x-ray backup tapes, hard drives, disks, and CDs, shall be shredded to a non-recoverable form to eliminate the possibility of any data retrieval. The shredding materials will render the records totally unreadable or non-reconstructable.

- 8.1.4 Contractor shall recycle remains after Documents are securely destroyed.
- 8.1.5 County must have the option to witness destruction at a mutually agreeable time.
- 8.1.6 Subsequent to destruction of requested Documents, Contractor shall provide a Certificate of Destruction detailing description of Documents destroyed and method used.
- 8.1.7 Destruction must be completed within thirty (30) days of County's written request.

8.2 Other Services

Contractor may be required to provide the following services upon request:

8.2.1 Intentionally Omitted

8.2.2 Recovery Services

1. In the event of water damage, Contractor shall provide drying services, including but not limited to utilizing special instrumentation to determine the extent of the water damage and the moisture content of affected objects.
2. Contractor shall provide moisture control services, including but not limited to, utilizing dehumidification and drying techniques to remove moisture, thereby prohibiting mold growth.
3. In the event of fire damage, Contractor shall provide restoration services and recovery project management, including but not limited to water extraction services, smoke and soot (carbon) removal, controlled demolition, cleaning and debris removal, deodorization, contents management, HVAC, and mechanical system reclamation, electronic restoration, corrosion control and ambient air treatment.
4. Contractor shall provide recovery services for electronic Documents, including but not limited to, media that has deteriorated or been damaged.

8.2.3 Hourly Services

Contractor may be requested to provide document services on an hourly basis.

9.0 INVENTORY CONTROL SYSTEM

9.1 Functions and Capabilities

Contractor shall provide and maintain an Inventory Control System with the following functions and capabilities:

- 9.1.1** Real-time access via secure internet connection 24/7 with logout functionality to end a user's session.
- 9.1.2** Role-based access control.
- 9.1.3** Maintain complete and accurate account of all Documents and all matters regarding the services provided.
- 9.1.4** Track activity and status of all Documents.
- 9.1.5** Capability to search based on any Document information field.
- 9.1.6** Request capabilities to pick-up, retrieve, and deliver Documents.
- 9.1.7** Input and edit data for new and existing Documents.
- 9.1.8** Customize fields for Document information.
- 9.1.9** Access standard and custom reports, or download reports in editable format.

9.2 Access and Functions

Contractor's Inventory Control System shall allow different access levels to designated County's authorized personnel.

- 9.2.1** Place requests for retrieval, delivery, or pick up for existing Documents.
- 9.2.2** Edit data for existing Documents.
- 9.2.3** Input data and request pick up, retrieval, and delivery services for new and existing Documents.
- 9.2.4** Download reports.
- 9.2.5** Create additional or customize fields for database.
- 9.2.6** Approve requests submitted by County's authorized personnel prior to obtaining services from Contractor.
- 9.2.7** Add/remove County's authorized personnel from the Inventory Control System.

9.3 Training

Contractor shall provide initial training for County's authorized personnel on the Inventory Control System within five (5) business days from award of each SA, and on an as-needed basis thereafter.

10.0 TRACKING AND REPORTING

10.1 Data Entry

In order to maintain complete and accurate account of all Documents and all matters regarding the services provided, Contractor shall, at a minimum, track, input data in the Inventory Control System, and be able to report the following:

10.1.1 Account Information

- Account identification.
- MA number.
- SA number.

10.1.2 Invoicing/Billing

- Invoices.
- Fiscal year-to-date total invoice amount.
- Sum of the actual fiscal year-to-date invoice total and the estimated fiscal year balance (using the fiscal year-to-date invoice average monthly amount).

10.1.3 Document Information and Activity

- Contractor Document identification (barcode).
- Services provided.
- Storage type/category (regular/paper, vault).
- Container type/dimension/volume.
- Description of contents.
- Document status (in/out/destroyed/permanently removed).
- Retention date.
- Date of receipt.
- Request/order number.
- Request date.
- Requestor and contact information.

10.1.4 Operations

- Description of any difficulties encountered in providing the required services and resolution.
- All Contractor staff that have or have had access to County Documents and employee driver's licenses.
- Transport vehicle inspections and maintenance logs.

10.2 Reports

10.2.1 Standard reports shall be available 24/7 through the Inventory Control System.

10.2.2 Custom Reports shall be provided within five (5) business days from request unless otherwise stated.

10.2.3 County shall also have the option of obtaining standard or custom reports through phone or e-mail requests, at no additional cost.

- 10.2.4** Contractor shall provide reports including, at a minimum, the types of data specified in subparagraph 10.1 – Data Entry.
- 10.2.5** Report formats and time frames will be identified in SA solicitations. Reports shall, at a minimum, be available in pdf or an editable format such as Microsoft Excel. Contractor's report formats shall be acceptable by County's Project Manager.
- 10.2.6** Examples of reports include, but are not limited to the following:

Report	Description
Inventory	List of inventory with all related descriptors
Activity	List of Document activity (initial transfer, pick-up, retrieval, delivery, return, and destruction)
Access and Security	List of Contractor's personnel with access to County Documents

10.3 Recordkeeping

Contractor shall maintain complete and accurate records, at all times, pertaining to the services performed under this MA. Contractor shall provide requested records within five (5) business days of County request.

Data to be maintained must include, but may not be limited to:

- 10.3.1** All Transmittal Forms
- 10.3.2** Records of all Contractor personnel who have or had access to any County data.
- 10.3.3** All documentation used for determining monthly invoices.
- 10.3.4** Logs of all scheduled and unscheduled pickups and deliveries between County and Contractor facilities.
- 10.3.5** Drivers' licenses and expiration dates.
- 10.3.6** Transport vehicle inspections and maintenance logs.

11.0 PRICING

11.1 Pricing

- 11.1.1** Storage pricing shall include initial transfer, storage, permanent removal, and transition services prior to expiration or termination of the SA.
- 11.1.2** Contractor shall perform all work required under this SOW for the base monthly rate and applicable as-needed charges stated in each SA.
- 11.1.3** Contractor's pricing shall include all costs associated with Contractor's provision of the work under this SOW, including but not limited to administrative costs, labor, supervision, and materials of the SA as identified in the MA, subparagraph 5.4.

- 11.1.4** Contractor's pricing will be fixed throughout the entire term of the SA, including any option periods.
- 11.1.5** County reserves the right to add and/or delete products and services as necessary throughout the term of the contract.
- 11.1.6** Contractor shall not charge additional fees, including without limitation, maintenance fees, minimum storage level fees, fuel surcharges, permanent removal fees, new Documents, inventory system access fees, and computer charges.

11.2 Invoicing

- 11.2.1** Contractor's monthly invoice shall be detailed to include the applicable services and materials per account code for which payment is claimed, itemized by applicable base monthly rate, and as-needed charges (if any) as set forth in the SA.
- 11.2.2** Contractor shall prepare and submit monthly invoice in arrears to each account.
- 11.2.3** Payment for services shall be made monthly upon approval of invoices submitted to each account, subject to auditing requirements of the County Auditor-Controller and provided that the Contractor is not in default under any provision of the MA.

12.0 QUALITY ASSURANCE/QUALITY CONTROL (QA/QC)

County will evaluate the Contractor's performance under this MA using the quality assurance procedures as defined in this MA, subparagraph 8.14 - County's Quality Assurance Plan.

12.1 Scheduled Meetings

Contractor is required to attend a scheduled meeting periodically, as scheduled. Failure to attend will cause an assessment of one hundred dollars (\$100).

12.2 County Observations

In addition to County's contracting staff, other County personnel may observe performance, activities, and review documents relevant to this MA at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

12.3 Quality Control

Contractor shall establish and utilize a comprehensive Quality Control plan to assure the County a consistently high level of service throughout the term of the MA. The plan shall be submitted to the County's MA Director for review. The plan shall include, but may not be limited to the following:

- 12.3.1** Method of monitoring to ensure that MA requirements are being met.

- 12.3.2** A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

12.4 Performance Requirements

County will monitor required services as set forth in Attachment A – Performance Requirements Summary (PRS) or as specified in any PRS Charts in future SAs. The services set forth in the PRS are intended to be completely consistent with the MA and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in MA and the SOW. In any case of apparent inconsistency between services as stated in MA and the SOW and this PRS, the meaning apparent in MA and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in MA and the SOW, that apparent service will be null and void and place no requirement on Contractor.

When Contractor's performance does not conform to the requirements of this MA, County will have the option to apply the following non-performance remedies:

- 12.4.1** Verbal notification of a MA discrepancy will be made to County's MA Director as soon as possible whenever a MA discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the MA and the Contractor. County's MA Director will determine whether a formal MA Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County's MA Director within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the MA Discrepancy Report shall be submitted to County's MA Director within ten (10) workdays.
- 12.4.2** Require Contractor to implement a formal corrective action plan, subject to approval by County. In the plan, Contractor must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.
- 12.4.3** Deduct payment or assess fees from Contractor by a computed amount based on the deductions/assessment fee(s) in the PRS. Should fees be assessed, Contractor shall issue a check pursuant to MA paragraph 5.4.7 - Refunds and Other Payments.
- 12.4.4** Reduce, suspend or cancel this MA for systematic problems, deliberate misrepresentations or unacceptable levels of performance.
- 12.4.5** Failure of Contractor to comply with, or satisfy the request(s) for improvement of performance, or to perform the neglected work specified within ten (10) business days, shall constitute authorization for County to have the service(s) performed by others. The entire cost of such work

performed by others as a consequence of Contractor's failure to perform said service(s), as determined by County, shall be credited to County on Contractor's future invoice(s).

This section does not preclude County's right to terminate the MA, in accordance with MA, paragraph 8.41 - Termination for Convenience and paragraph 8.42 - Termination for Default.

13.0 GREEN INITIATIVES

13.1 Contractor shall use reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.

13.2 Contractor shall notify County's MA Director of Contractor's new green initiatives prior to the MA commencement.

14.0 SPECIFIC CATEGORIES AND ADDITIONAL REQUIREMENTS

14.1 Category I: Paper Records

No additional requirements.

14.2 Category II: Vault Storage - Special

14.2.1 Transportation

Contractor shall provide vehicles that are air conditioned in the cargo compartment to maintain a temperature between 65° F (18° C) and 75° F (24° C).

14.2.2 Storage Methods & Temperature Requirements

Documents shall be stored on shelves, racks or in storage cabinets made of non-corrosive materials. Storage temperature should be less than 70° F, ideally at about 65° F. Relative humidity should not exceed 40%, ideally, should be kept within a range of 20% to 30%. Fluctuations in temperature and humidity ideally should not exceed 5% in a 24-hour period.

14.3 Category III: Document Scanning

14.3.1 Scanning

- Each document and/or image must be scanned and saved as a searchable pdf file in bi-tonal black and white or color (when applicable) with a minimum resolution of 300 dpi.
- Each binder, manila folder, document set bound by a binder, clip, or rubber band, must be scanned into a single searchable pdf file or multiple pdf files and indexed as per the County customer's request in writing.
- All documents must be reviewed for:
 - Image quality and document breaks
 - Images with folded documents

- De-speckling and de-skewing of images
- All rejected images must be re-scanned to material compliance.

14.3.2 Reassembly and Disposition

- Contractor must reassemble all documents into the binders or file folders in the original order and in the the same condition as received, pending customer review and approval of the pdf files. This is to ensure that documents are still available if it needs to be rescanned. (Note: Documents do not need to be re-clipped, reassembled with rubber band, or re-stapled, unless customer indicates otherwise.)
- Contractor will hold the inventory, up to 90 days or as long as requested by customer, until the images are confirmed acceptable by customer.
- Once the customer has confirmed that the images are acceptable, then the contractor will shred the inventory related to the image(s) that are confirmed acceptable and submit a certification of document destruction. Documents that are requested to be returned to the customer will be shipped back to the customer specified address at an additional fee, approved by the customer.
- The process of scanning, review, confirmation of acceptance of scanned images by customer, and shredding may be done on a flow basis for a reasonable period of time until the customer's entire inventory has gone through the process but shall meet the customer's completion date from each inventory pick-up date.

14.3.3 Deliverable

- Contractor shall deliver documents/images on an encrypted external Hard Drive or Universal Serial Bus (USB), as requested in writing by customer.

14.3.4 Services Coordination

- County will designate an authorized representative to serve as the primary point of contact for communication, issue escalation, contract administration, and project scope and change administration.
- Contractor will designate a representative to serve as the primary point of contact for customer communication, issue escalation, contract administration, and project scope and change administration.
- Contractor shall provide advance notice and schedule an appointment whenever a site visit is necessary.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Master Agreement				
REQUIRED SERVICE		STANDARD OF PERFORMANCE	MONITORING METHOD	DEDUCTION/FEE PER VIOLATION
7.1 & 7.2	Administration of MA – Contractor	Contractor shall notify the County in writing of any change in name or address	Inspection & Observation	\$50 per occurrence
7.3	Approval of Contractor's Staff	County's approval of staff	Inspection & Observation	\$50 per occurrence
7.4	Contractor's Staff Identification	All employees must wear photo identification badges at all times	Inspection & Observation	\$50 per occurrence
7.5.1	Background and Security Investigations	Each of Contractor's staff performing services under this MA must undergo and pass a background investigation	Inspection & Observation and Review of Records	\$100 per employee
7.5.2	Background and Security Investigations	Contractor's staff not passing background checks are not to work at County facilities and shall be removed from County facilities	Inspection & Observation	\$100 per employee
7.6	Confidentiality	Contractor shall complete the Confidentiality Agreement Form	Audit/Form on File	\$100 per occurrence
8.23 & 8.24	General Provisions of All Insurance Coverage	Compliance with Contract Insurance Requirements	Receipt of Document	\$100 per occurrence
8.25	Liquidated Damages	Non-compliant with the terms and obligations; Failure to correct the deficiencies	Inspection & Observation	\$100 per occurrence
8.37	Record Retention and Inspection/Audit Settlement	Contractor to maintain all required documents as specified in Sub-paragraph 8.37	Inspection of Files	\$100 per occurrence
8.39	Subcontracting	Contractor shall obtain County's written approval prior to subcontracting any work	Inspection & Observation	\$100 per occurrence; possible termination for default of Contract

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Statement of Work				
REFERENCE		STANDARD OF PERFORMANCE	MONITORING METHOD	DEDUCTION/FEE PER VIOLATION
3.4.1 & 3.4.2	Staffing	Contractor's facility(ies) shall be staffed 24/7 to respond to County requests; Contractor must respond to e-mails/phone calls within two (2) hours	Observation of Attendance	\$100 per occurrence
4.1.2	Location	Contractor shall notify the County in writing at least sixty (60) days prior to relocation; Contractor's new location shall be subject to County's approval	Inspection & Observation and Review of Records	\$100 per occurrence
4.2	Security	Contractor shall ensure the safety and confidential storage of Documents	Inspection & Observation	\$100 per occurrence
4.3	Building	Contractor shall comply with local building codes and standards to protect Documents	Inspection & Observation	\$100 per occurrence
4.4	Storage Areas	Storage areas must have secure storage racks capable of storing various sized containers and Documents	Inspection & Observation	\$100 per occurrence
5.0	Storage Services	Contractor shall ensure the management of Documents being removed and outgoing transition	Inspection & Observation	\$100 per occurrence
6.0	Courier Services	Contractor shall provide supplies & transport Documents in an efficient manner and comply with safety and security of the transport vehicle and contents	Inspection & Observation	\$100 per occurrence
10.0	Tracking and Reporting	Contractor shall maintain, track inventory, and provide reports as required by the County	Review of Records	\$100 per occurrence
12.1	Scheduled Meetings	Contractor attendance at all meetings as required by the County	Observation of Attendance	\$100 per occurrence

Attachment B**CONTRACT DISCREPANCY REPORT (CDR)**

1 OF 1

TO:	
FROM:	
DATES:	Prepared:
	Returned by Contractor:
	Action Completed:

Discrepancy Problems:	
COUNTY REPRESENTATIVE SIGNATURE	DATE

Contractor Response (Cause and Corrective Action):	
CONTRACTOR REPRESENTATIVE SIGNATURE	DATE

County Evaluation of Contractor Response:	
CONTRACTOR REPRESENTATIVE SIGNATURE	DATE

County Actions:

Contractor Notified of Action:	
COUNTY REPRESENTATIVE SIGNATURE	DATE
CONTRACTOR REPRESENTATIVE SIGNATURE	DATE

SUBORDINATE AGREEMENT (SAMPLE)

1 OF 3

1. ADDITIONAL REQUIREMENTS*[Additional Requirements that deviate from the Master Agreement Statement of Work]***2. INVOICING**

Contractor shall prepare and submit monthly invoice in arrears to:

Department
Division/Section
Address

3. COUNTY'S PROJECT MANAGER

CONTACT NAME	PHONE	E-MAIL
ADDRESS		

4. COUNTY'S LOCATIONS

1	LOCATION NAME		
	ADDRESS		
	CONTACT NAME	PHONE	E-MAIL

5. REQUEST ACTIVITY

Monthly Average Activity:

In	Out

SUBORDINATE AGREEMENT (SAMPLE)

6. PRICING SCHEDULE

Type	Description	Unit	Price	Current Quantity
Standard Storage	Carton - 10" x 12" x 15"	Carton	\$	
	Carton - Various Sizes	CF	\$	
	File	File	\$	
Data Storage	Case - 5 Capacity	Case	\$	
	Case - 10 Capacity	Case	\$	
	Case - 20 Capacity	Case	\$	
	Case - Various Sizes	CF	\$	
	Tape - Open Shelf	Tape	\$	
	Data Recovery	Tape	\$	
Pick-up/Delivery	Regular/Next Day - First Carton	Trip	\$	
	Regular/Next Day - Additional Carton	Carton	\$	
	Regular/Next Day - Additional File	File	\$	
	Same Day - First Carton	Trip	\$	
	Same Day - Additional Carton	Carton	\$	
	Same Day - Additional File	File	\$	
	Rush - Carton	Carton	\$	
	Rush - File	File	\$	
	Holiday/After Hours - Carton	Carton	\$	
	Holiday/After Hours - File	File	\$	
	Case Rotation - First Case	Case	\$	
	Case Rotation - Additional Case	Case	\$	
Document Services	Receiving, Handling, Data Processing with Barcode	Document	\$	
	Receiving, Handling, Data Processing no Barcode	Document	\$	

Attachment C

SUBORDINATE AGREEMENT (SAMPLE)

3 OF 3

Type	Description	Unit	Price	Current Quantity
	Retrieval - Regular/Next Day - Carton	Carton	\$	
	Retrieval - Regular/Next Day - File	File	\$	
	Retrieval - Same Day - Carton	Carton	\$	
	Retrieval - Same Day - File	File	\$	
	Retrieval - Rush - Carton	Carton	\$	
	Retrieval - Rush - File	File	\$	
	Retrieval - Holiday/After Hours - Carton	Carton	\$	
	Retrieval - Holiday/After Hours - File	File	\$	
	Refile - Carton	Carton	\$	
	Refile - File	File	\$	
	Interfile - File into Carton/Case	File	\$	
	Interfile - Document into File	File	\$	
Additional Services	Destruction - Shredding	Carton	\$	
	Destruction - Data	CF	\$	
	Scanning	Page	\$	
	Copy and Fax	Page	\$	
	Restoration	Page	\$	
	Hourly Services	Hour	\$	
Materials	Carton - 10" x 12" x 15"	Carton	\$	
	Case - 5 Capacity	Case	\$	
	Case - 10 Capacity	Case	\$	
	Case - 20 Capacity	Case	\$	
	Barcode Labels	Sheet	\$	