

APPENDIX B

**STATEMENT OF WORK
FOR
EQUIPMENT MAINTENANCE AND REPAIR
SERVICES**

TABLE OF CONTENTS

SECTION	TITLE	PAGE
1.0	BACKGROUND AND OVERVIEW	1
2.0	DEFINITIONS.....	1
3.0	REQUIRED SERVICES	2
4.0	PERSONNEL	5
5.0	SERVICES MANAGEMENT AND RESPONSIBILITIES	6
6.0	ADDITIONAL SERVICES AND CHANGES TO SCOPE	8
7.0	CONTRACTOR'S QUALITY CONTROL	9
8.0	COUNTY'S QUALITY ASSURANCE.....	10

SCHEDULES

Attachment 1	Equipment Categories
Attachment 2	Contractor Discrepancy Report
Attachment 3	Performance Requirements Summary

SUB-EXHIBITS

Exhibit B.1	Category Specific SOW – Category 1
Exhibit B.2	Category Specific SOW – Category 2
...	

**STATEMENT OF WORK
FOR
EQUIPMENT MAINTENANCE AND REPAIR SERVICES**

The provisions specified below set forth the scope of and requirements for Equipment Maintenance and Repair Services (also "Services") to be provided by Contractor pursuant to the Agreement with the County of Los Angeles ("County") that may be awarded as a result of Request for Qualifications No. HS-1155 ("RFQ") issued by County's Department of Health Services ("DHS" or "Department"). This base document ("General SOW"), included in Appendix B (Statement of Work) to the RFQ or Exhibit B (Statement of Work) to the Agreement, as applicable, may have attached sub-Exhibit(s) (Exhibit B.1, B.2, etc.) identifying specific requirements applicable to the contracted Categories of Equipment (each such sub-Exhibit "Category Specific SOW"). The General SOW including any Attachments thereto, together with any individual Category Specific SOW or all Category Specific SOWs, shall be referred to as a "Statement of Work" or "SOW".

1.0 BACKGROUND AND OVERVIEW

Contractor shall be required to provide Maintenance and Repair Services for any of the Service Sites identified herein and Categories of Equipment specified in Attachment 1 (Equipment Categories) to this General SOW in accordance with the requirements of the Agreement, including the Statement of Work, in exchange for payment of the applicable rates and fees set forth in the Pricing Schedule.

2.0 DEFINITIONS

Unless defined herein, the terms and phrases used throughout the Statement of Work shall have the particular meanings given to such in the Base Agreement under the Agreement. The terms and phrases used throughout the Statement of Work, with the initial letter capitalized where applicable, shall have the particular meanings specified below in this Paragraph 2.0.

- 2.1 "Additional Services"** – shall have meanings specified in Paragraph 6.1 (Additional Services) of this General SOW.
- 2.2 "After Hours"** – shall mean hours other than Business Hours.
- 2.3 "Business Hours"** – shall mean Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Time ("PT"), excluding Contractor-observed holidays that are also observed by County.
- 2.4 "Category"** – shall mean and refer to any one category of Equipment for which Services will be provided under the Agreement, including those specified in Attachment 1 (Equipment Categories) to this General SOW.
- 2.5 "Contract Discrepancy Report"; "CDR"** – shall mean a County issued report based on the form set forth in Attachment 2 (Contractor Discrepancy Report) to this General SOW that will be used by County's Project Manager to record discrepancies or problems with Contractor's compliance with the provisions of the Agreement, including the Statement of Work. A copy of the CDR will be provided to Contractor for response and corrective action as necessary.

- 2.6 **“Medical Incident”** – shall mean the involvement of any Equipment covered under this Agreement that has or may have caused or contributed to a patient’s injury, serious illness or death.
- 2.7 **“Performance Requirements Summary”; “PRS”**: A document that may be used by County for identifying critical performance indicators related to the Agreement, including the Statement of Work, which will be evaluated by County to determine whether Contractor meets the applicable performance standards.
- 2.8 **“OEM”** – shall mean and refer to the original equipment manufacturer of any Equipment serviced hereunder.
- 2.9 **“Preventive Maintenance”** – shall have the meaning specified in Paragraph 3.1 (Preventive Maintenance) of this General SOW.
- 2.10 **“Repair and Support”** – shall have the meaning specified in Paragraph 3.2 (Repair and Support) of this General SOW.
- 2.11 **“Required Services”** – shall mean and refer to Preventive Maintenance, Repair and Support and any other Services that are required to be provided under the Statement of Work.
- 2.12 **“Service(s)”** – shall mean and refer to maintenance, repair and support services, together with any Equipment or components thereof, provided by Contractor for the Categories of Equipment specified in Attachment 1 (Equipment Categories) to this General SOW in accordance with the Agreement, including the Statement of Work.

3.0 REQUIRED SERVICES

Contractor shall commence provision of Services under the Agreement upon written notice to proceed from the applicable Service Site PM or other authorized Service Site personnel specifying the start date. Unless otherwise specified herein (e.g., for as-needed Repair and Support Services to be provided pursuant to Paragraph 3.2 (Repair and Support Services) or agreed to by the parties, Contractor shall provide all Required Services described under this Section 3.0 at the applicable rates and fees set forth in the Pricing Schedule at no additional cost to County.

3.1 PREVENTIVE MAINTENANCE SERVICES

Contractor shall provide preventive maintenance for the Equipment (“Preventive Maintenance”) in accordance with the requirements and specifications at the applicable Service Fees specified in the Pricing Schedule for Required Services.

- 3.1.1 Contractor shall provide Preventive Maintenance Services for Equipment, including routine preventive and regularly scheduled maintenance, as required by each applicable manufacturer’s maintenance recommendations for all Equipment covered under the Agreement and in accordance with the requirements of the Statement of Work, all at the applicable Service Fees set forth in the Pricing Schedule. Preventive Maintenance Services shall be provided no less frequently than annually and in accordance with the applicable manufacturer’s recommendations for maintenance. All Preventive Maintenance Services shall be provided by staff trained and/or certified by the manufacturer, as applicable. Preventive Maintenance Services shall be performed at a time mutually agreed upon by authorized

personnel of the serviced Service Site and Contractor. Preventive Maintenance Services shall meet the needs of each Service Site (including frequency and scope) and shall be performed at regularly scheduled intervals as required or recommended by the applicable OEM.

- 3.1.2 Preventive Maintenance Services shall include at a minimum, as applicable: Equipment diagnosis; inspection; cleaning; lubrication; safety inspection; functional tests; adjustments or calibrations necessary to facilitate proper functioning of the Equipment; and, as applicable, any other Services to ensure compliance with the regulatory agencies' requirements and guidelines. Preventive Maintenance Services shall also include (i) replacement of any worn, defective or broken Equipment parts or components with new and/or OEM-certified parts or components specifically designed for the Equipment, and (ii) replacement of any unserviceable Equipment parts or components with original OEM parts or components or new parts or components at least equivalent in performance to the OEM parts or components being replaced and 100% compatible with the rest of the Equipment.
- 3.1.3 Contractor shall also provide Preventive Maintenance Services for any and all Equipment that is added or replaced by County during the term of the Agreement. In the event of such addition or replacement of Equipment, the Pricing Schedule may be updated accordingly, as applicable. Contractor shall also provide any bug fixes, patches, minor enhancements, updates and modifications to the hardware and software as soon as they become available, all at no additional charge to County beyond the applicable Service Fees set forth in the Pricing Schedule.
- 3.1.4 Compliance with Regulatory Agencies: Contractor shall ensure that Preventive Maintenance Services comply with all applicable current and future standards and requirements of licensing and accrediting agencies (e.g. The Joint Commission and California Code of Regulation ("CCR") Title 22, etc.) as applicable. In any event, Contractor shall ensure that all Equipment is maintained in accordance with all minimum regulatory compliance standards.

3.2 REPAIR AND SUPPORT SERVICES

In response to a request from a Service Site, Contractor shall provide, on an as-needed basis, repair and/or support needed for restoration of each piece of Equipment to its performance with the applicable OEM specifications, including minor and major repairs to hardware (replacement, modification, refurbishing, etc.) and/or software updates (updates, upgrades, enhancements, configurations, patches, bug fixes, etc.) ("Repair and Support") at no additional cost to County beyond the applicable Service Fees set forth in the Pricing Schedule, except as may be provided in Paragraph 3.6 (Exclusions) of this General SOW below. Contractor shall provide Repair and Support Services during Business Hours, unless specified otherwise elsewhere in the Agreement, including the applicable Category Specific SOW, if any, and the Pricing Schedule.

Contractor's provision of Repair and Support Services shall be subject to the terms and conditions specified below.

- 3.2.1 Upon receipt of a request for Repair and Support Services from County, Contractor shall respond to the applicable Service Site PM, or authorized designee, unless specified otherwise in the applicable Category Specific SOW, if any, or the Pricing Schedule.
- 3.2.2 Contractor shall provide Repair and Support Services by telephone, remotely and/or in-person onsite as necessary for prompt resolution of the problem and to meet the requirements of the Agreement and the Statement of Work.
- 3.2.3 If resolution of Equipment software problem requires configuration or other customization of the software, such may be provided by Contractor remotely or as otherwise necessary for prompt resolution of the problem.
- 3.2.4 All replacement parts shall be new or equivalent to new parts.
- 3.2.5 Contractor shall notify the applicable Service Site PM and provide recommendations for the replacement of Equipment for which parts or other components are no longer available.

3.3 EQUIPMENT UPGRADES AND IMPROVEMENTS

Contractor shall provide and install all OEM or Contractor recommended or required Equipment upgrades and improvements to the Equipment at no additional cost beyond the applicable Service Fees set forth in the Pricing Schedule, unless specified otherwise in the Category Specific SOW, if any, or the Pricing Schedule.

3.4 DAMAGE AND/OR LOSS

Contractor shall, at no cost to the County, replace and/or repair, to the extent repairable (at time of servicing), any and all Equipment and/or parts thereof which suffer breakage, damage or loss as a result of or in the process of provision of Services or otherwise caused by the Contractor. Any replaced or repaired Equipment shall be of the same or better quality than the Equipment damaged or lost, as determined by County. To the extent Contractor is unable to repair or replace the damaged or lost Equipment to County's satisfaction, Contractor shall reimburse the County for the fair market value of such damaged or lost Equipment, as determined by County.

3.5 REWORK

Contractor shall promptly rework any improperly repaired Equipment, as determined by County, correct any damage resulting therefrom, and supply all necessary parts, components and materials, all at no cost to County. Contractor's service personnel shall also repair any defective parts or components purchased and installed by such personnel and shall repair any damage to the Equipment resulting from, and to the extent of, Contractor's negligence, willful misconduct or conduct inconsistent with the requirements of the Agreement or industry standards, all at no cost to County. Any rework of the improperly repaired Equipment shall be subject to the provisions of Paragraph 3.2 (Repair and Support Services) of this General SOW.

3.6 EXCLUSIONS

Contractor may not be financially responsible for provision of Repair and Support Services described above if any one of the following circumstances exist (each an "Exclusion"):

- Defects or damage to Equipment resulting from gross misuse, abuse or gross negligence by County, with no fault or negligence of Contractor.
- Acts of God, fires, floods, war, riots or other disasters.
- Repair, maintenance, modification or reinstallation of Equipment by any personnel other than that authorized, recommended or approved by Contractor or with the written consent of Contractor.
- Other unforeseen major events as determined by County.

Contractor shall provide a written notification to the applicable Service Site PM if Equipment is defective or is caused by any of the Exclusions described herein, together with an explanation as to why, and an estimated cost for bringing the Equipment to a properly functional state. Any services or other work (including repair or replacement) to bring the Equipment to a properly functional state shall be provided in the form of Additional Services in accordance with Paragraph 7.1 (Additional Services) of this General SOW below and shall not be provided until a mutually agreeable amendment or other appropriate modification to the Agreement is executed by the parties.

4.0 PERSONNEL

4.1 COUNTY PERSONNEL

County will designate personnel for administering Contractor's performance under the Agreement, including the Statement of Work, as specified in Paragraph 6.0 (Administration of Agreement – County) of the Base Agreement under the Agreement.

4.2 CONTRACTOR PERSONNEL

As specified in Paragraph 7.0 (Administration of Agreement – Contractor) of the Base Agreement under the Agreement, Contractor shall designate Contractor's Project Director to lead and coordinate Contractor's provision of Services described hereunder and act as a central point of contact with County personnel.

4.2.1 CONTRACTOR'S PROJECT DIRECTOR

- A. Contractor's Project Director shall be responsible for determining daily work duties, staffing levels, scheduling and staffing hours needed to properly provide Services under the Agreement.
- B. Contractor's Project Director shall have full authority to act on behalf of Contractor regarding all matters relating to the daily operations of the Agreement.
- C. Contractor's Project Director shall institute and maintain appropriate supervision of all personnel providing services on behalf of Contractor pursuant to the Agreement, including employees and subcontractors.
- D. Contractor shall ensure that Contractor's Project Director, or qualified designee, is available and reachable by County regarding this Agreement, at a minimum via telephone, at all times during Business Hours.

4.2.2 PERSONNEL REQUIREMENTS

Contractor shall ensure that personnel providing Services pursuant to the Agreement meet, at a minimum, the requirements as specified below:

- A. Contractor shall provide sufficient personnel to fulfill the requirements of the Agreement and the Statement of Work.
- B. Contractor personnel must effectively communicate in English, both orally and in writing.
- C. Contractor shall notify County in writing of any change to Contractor personnel and, if feasible, seek County's approval prior to the change in accordance with the provisions of the Agreement regarding County's right to approve or disapprove Contractor's personnel.
- D. Contractor personnel shall be required to attend any scheduled meetings with County staff, as requested or required by County.

4.3 LICENSING, CERTIFICATIONS AND QUALIFICATIONS

All of Contractor's personnel providing Services under the Agreement shall have the requisite experience and qualifications as well as the necessary licensing, certifications, credentialing and training for proper performance of Services hereunder in accordance with Contractor's own requirements and the applicable industry standards and regulations. Also, all of Contractor's personnel providing Services hereunder shall have, at a minimum, the appropriate necessary knowledge and expertise in the following areas:

- Diagnosis and inspection of Equipment to determine what and to what extent Preventive Maintenance and Repair and Support Services are needed;
- Routine cleaning and lubrication of Equipment as necessary; and
- Electrical and safety inspection of Equipment as necessary.

5.0 SERVICES MANAGEMENT AND RESPONSIBILITIES

5.1 PREVENTIVE MAINTENANCE SCHEDULE

Contractor shall provide to each Service Site PM for review and approval a schedule for Preventive Maintenance ("PM Schedule") for all Equipment for which Services are provided at the Service Site, at least ten (10) business days prior to commencement of any pre-scheduled work at that Service Site, including any Preventive Maintenance Services. Contractor must obtain each Service Site PM's approval of a PM Schedule for the Service Site before Contractor may commence any pre-scheduled work. PM Schedules shall be set on an annual calendar identifying all required ongoing maintenance tasks and task frequencies and list the time frames (day of the week, morning and afternoon) during which the tasks will be performed.

Contractor shall submit changes to pre-approved PM Schedule to the Service Site PM for review and approval at least five (5) business days prior to start of the next scheduled work. Contractor shall not start pre-scheduled work at a Service Site until changes to the PM Schedule are approved by the applicable Service Site PM.

PM Schedules shall adhere to the applicable OEM standards and recommendations and be consistent with the terms of the Agreement, including the applicable Category Specific SOW, if any, and the Pricing Schedule. PM Schedules shall be updated and provided to the Service Site on a quarterly basis.

5.2 MAINTENANCE DATABASE

Contractor shall utilize and maintain a comprehensive electronic tracking and inventory database for Services provided under the Agreement ("Maintenance Database"). The Maintenance Database shall be capable of generating a report of all Equipment serviced, which shall include at a minimum, to the extent applicable, the following:

- Equipment description (manufacturer's name, model number and serial number);
- Equipment location (e.g. address, room number);
- Equipment PM Services schedule;
- Equipment Service history;
- Equipment replacement information;
- Date and time of Service calls, dispatch, arrival at the Equipment location and completion of task;
- Description of work completed or disposition of work in progress, including a listing of parts or components replaced or placed on order;
- Service technician's full name;
- Name of County personnel and Service Site that requested the Service call.

5.3 RISK MANAGEMENT PROGRAM

- 5.3.1 Contractor shall assist with the Service Sites' Equipment Risk Management Program ("Program"). Such Program compiles and maintains the written documentation of all Medical Incidents at the Service Sites that involve Equipment serviced pursuant to the Agreement. Such documentation shall, at a minimum, describe the Medical Incident, the Equipment involved in the Medical Incident and any subsequent examination or inspection of such Equipment.
- 5.3.2 The Service Site Project Manager, in consultation with Contractor and the applicable Service Site's risk manager, shall provide direct oversight for all activities to decommission, sequester and examine any Equipment which has been involved in a Medical Incident. Neither party shall use, clean, discard, alter or repair any Equipment involved in such incident prior to the examination or inspection of such Equipment by the Service Site PM.
- 5.3.3 Any Equipment, Equipment component(s) or Equipment part(s) involved in a Medical Incident shall be stored by a Service Site and retained onsite until the Equipment has been released to Contractor for repairs in accordance with the Agreement.

5.4 REPORTING

Contractor shall provide to County, on an annual basis and as requested by County, a report of Services performed for each Service Site. Format, content and due date for the annual reports must be arranged with and approved by each Service Site Project Manager. Annual reports shall be submitted to the Service Site Project Manager on the due date agreed upon by the Service Site Project Manager and Contractor.

5.5 DANGEROUS CONDITIONS

When a condition exists related to Contractor's Services wherein there is imminent danger of injury to the public or damage to property, Contractor shall immediately contact the applicable Service Site Project Manager or authorized designee.

5.6 ACCESS TO CHS FACILITIES [if applicable]

5.6.1 Contractor must follow the security protocols of each Service Site, including County's Correctional Health Services ("CHS") facilities, as provided below. Upon execution of the Agreement and prior to commencing any Services under the Agreement at any of the CHS facilities, all Contractor personnel requiring access to the CHS facilities must obtain approval from the County for entry into the CHS facilities as provided below.

- Contractor shall submit to the Service Site PM of the CHS facilities an Entry Application for Custody Facilities for each of Contractor personnel requiring access to the CHS facilities for provision of Services under the Agreement.
- All Contractor personnel shall attend a mandatory security clearance class prior to performing Services hereunder at any CHS facility. This class will be provided by the County at no cost to the Contractor or its personnel.

5.6.2 Contractor personnel shall comply with the current CHS facility entry requirements, which include the exchange of a government-issued identification card for a Custody Pass. Custody Passes shall be displayed at all times.

- Any lost or stolen Custody Passes must be immediately reported by Contractor personnel to Contractor's Project Director and the concerned on-duty Watch Commander of the CHS facility. Contractor's Project Director shall provide telephonic or in-person notification to the Service Site Project Manager regarding any lost or stolen Custody Pass, immediately upon learning. Telephone notification shall be followed within twenty-four (24) hours by a confirming email to the Service Site PM identifying the Contractor personnel involved and articulating the factual circumstances associated with the loss or theft.
- Contractor personnel shall be responsible for returning any Custody Pass to the appropriate CHS facility personnel prior to leaving the CHS facility.
- Contractor personnel, vehicles, workplace, materials, tools and equipment shall be subject to search and inspection by County personnel without notice and at any time while on the County property.

6.0 ADDITIONAL SERVICES AND CHANGES TO SCOPE**6.1 ADDITIONAL SERVICES**

County may request provision of Services other than those described or specified in Section 3.0 (Required Services) above or elsewhere in the Agreement, including

professional services ("Additional Services"). Additional Services may be provided on a time and materials basis or fixed price basis, as authorized by County. Additional Services shall require approval from the Service Site PM of the requesting Service Site prior to commencement.

Upon County's request for provision of Additional Services on a fixed price basis, Contractor shall prepare and submit a written description of the work to be performed, together with a cost estimate for completion of the requested Additional Services, inclusive of all labor, materials, travel and any other per diem costs at the applicable rates that may be set forth in the Pricing Schedule. Upon County's request for provision of Additional Services on a time and materials basis, Contractor shall provide a best estimate of the number of hours needed to complete the requested Additional Services. In any case, any acquisition of Additional Services shall be memorialized by an appropriate modification to the Agreement.

6.2 CHANGES TO SCOPE

The Director of DHS, or authorized designee, may add and/or delete Service Sites or Equipment or otherwise require changes to the scope of the Agreement. Any such changes shall be made by a modification to the Agreement as authorized by Paragraph 8.1 (Amendments and Modifications) of the Base Agreement.

6.3 END-OF-LIFE SUPPORT

If Contractor announces to its customers that it will no longer offer support for any Equipment or component thereof ("End-of-Life"), then upon a minimum of a 12-months' prior written notice to County, Contractor may remove any such item from the Agreement, with an appropriate decrease in County fees under the Agreement and without impacting any other terms of the Agreement. Contractor shall continue its support obligations under the Agreement for any Equipment or component that is approaching its End-of-Life for as long as it is covered by the Agreement. Alternatively, the parties may agree to move the End-of-Life Equipment to Contractor's offering for such End-of-Life Equipment or for this Equipment to be maintained on a fee per service basis if such offering is available for the specific Equipment.

7.0 CONTRACTOR'S QUALITY CONTROL

Contractor shall establish and maintain the plans and procedures described below, including a comprehensive Quality Control Plan ("QCP"), to ensure provision by Contractor of consistently high level of Services throughout the term of the Agreement. Contractor shall submit for review and approval to County's Project Manager its QCP within 30 days of the Effective Date of the Agreement. Contractor will have 10 business days to resolve any concerns raised by County regarding the QCP, make any required adjustments and resubmit a revised QCP to County.

7.1 QUALITY CONTROL PLAN

The Quality Control Plan ("QCP") shall include, at a minimum, the following:

- 7.1.1 Description of Contractor's standards to improve quality, efficiency and effectiveness of Services provided hereunder, including:
 - Identification of opportunities for improvement;

- Clear expectations and metrics about the action required to improve performance;
- Contractor's support and resources available to make the improvements;
- Follow-up plans to measure Contractor's progress with improving and sustaining performance; and
- Description of possible consequences if performance improvement standards are not met.

7.1.2 Description of Contractor's plan to maintain compliance with all applicable laws, standards and regulations, including County policies, procedures and/or departmental bulletins approved by the Director of DHS, or designee, relating to the performance standards and outcome measures.

7.1.3 Description of Contractor's methods of monitoring to ensure:

- All Agreement requirements are being met; and
- All of Contractor personnel who provide Services hereunder maintain current immunizations and licenses and meet the training and other requirements under the Agreement.

7.2 QUALITY RECORDS

Contractor shall perform periodic quality audits to ensure Services, including equipment used for provision of Services, adhere to all applicable regulatory and other performance requirements specified herein. Contractor shall maintain records of all such audits and make them available to County for inspection.

8.0 COUNTY'S QUALITY ASSURANCE

8.1 QUALITY ASSURANCE PLAN

County may evaluate Contractor's performance under the Agreement on an annual basis or more frequently, as determined by County. Evaluation of Contractor's performance may include, among others, County's assessment of Contractor's compliance with the requirements of the Statement of Work and invoicing.

8.2 CONTRACTOR DISCREPANCY REPORT

8.2.1 Verbal or written notification of any Agreement discrepancy will be made to Contractor's Project Director as soon as possible whenever a discrepancy is identified. Contractor shall, without unreasonable delay, resolve the problem within a period of time mutually agreed to by County and Contractor.

8.2.2 County's Project Manager will determine whether a formal CDR shall be issued. Upon receipt of a CDR, Contractor shall, within five (5) business days of receipt of the CDR, provide to County's Program Manager a written response, which shall include a corrective action plan and proposed timeframe(s) for improving performance to an acceptable level and preventing re-occurrence of the deficiencies identified in the Contractor Discrepancy Report.

8.3 PERFORMANCE REQUIREMENTS SUMMARY

- 8.3.1 County may identify certain critical and minimum acceptable requirements of Contractor's performance of the Agreement in a Performance Requirements Summary, as set forth in Attachment 3 (Performance Requirements Summary) to this General SOW ("PRS Chart").
- 8.3.2 The provisions listed in the PRS Chart are intended to be consistent with the requirements of the Agreement, including the Statement of Work, and not to create, extend, revise or expand any obligations of Contractor beyond such requirements. In the event of apparent inconsistency between the requirements of the Agreement and the PRS Chart, the meaning apparent in the Agreement shall prevail.
- 8.3.3 Failure by Contractor to comply with the requirements set forth in the PRS Chart at any time during the term of the Agreement shall entitle County, at its sole discretion, in addition to any other remedies available to County under the Agreement, to assess credits, fees or other financial deductions against Contractor as specified in the PRS Chart.

8.4 COUNTY OBSERVATIONS

In addition to departmental contracting staff, other County personnel may, at any time during normal Business Hours, without unreasonably interfering with Contractor's performance, observe Contractor's performance and activities, as well as review documents relevant to the Agreement.

ATTACHMENT 1
EQUIPMENT CATEGORIES

[TBD BASED ON SELECTED AND QUALIFIED EQUIPMENT CATEGORIES]

ATTACHMENT 2
CONTRACTOR DISCREPANCY REPORT

CDR NUMBER	DATE CDR PREPARED
SERVICE SITE / FACILITY	
CONTRACTOR	AGREEMENT / CONTRACTOR NUMBER
TO CONTRACTOR'S STAFF (NAME AND TITLE)	FROM (COUNTY'S STAFF NAME AND TITLE)

INCIDENT DETAILS

DATE(S) OF INCIDENT	TIME(S) OF INCIDENT	LOCATION(S) OF INCIDENT
DESCRIPTION OF INCIDENT		
CONTRACTUAL REQUIREMENT(S) – INCLUDE AGREEMENT REFERENCES		

CONTRACTOR DUE DATES

1) Contractor's Written Acknowledgement of discrepancy response due within 5 business days from the date of this CDR: _____	
2) Contractor's Correction Plan of all deficiencies identified in this CDR due within 10 business days from the date of this CDR: _____	
SIGNATURE OF COUNTY'S REPRESENTATIVE	DATE

CONTRACTOR CORRECTIVE ACTION PLAN

IDENTIFY THE ROOT CAUSE OF INCIDENT AND CORRECTIVE ACTION TAKEN		
PLAN FOR PREVENTION OF FUTURE INCIDENTS		
WRITTEN NAME & TITLE OF CONTRACTOR'S REPRESENTATIVE	SIGNATURE OF CONTRACTOR'S REPRESENTATIVE	DATE

ATTACHMENT 3
PERFORMANCE REQUIREMENTS SUMMARY

SPECIFIC PERFORMANCE REFERENCE	REQUIREMENTS	MONITORING METHOD	DEDUCTIONS/ ASSESSED FEES
<i>BASE AGREEMENT</i>			
Base Agreement: Paragraph 8.42 (Record Retention and Inspection/Audit Settlement)	Contractor shall maintain all required documents as specified in Paragraph 8.42	Inspection of Files	\$50 per incidence of non-compliance
Base Agreement: Paragraph 8.45 (Subcontracting)	Contractor shall obtain County's written approval prior to subcontracting any work.	Inspection and Observation	\$100 per incidence of non-compliance; possible termination for default of contract
<i>STATEMENT OF WORK</i>			
General SOW: Paragraph 4.3 (Licensing, Certifications and Qualifications)	Contractor personnel shall meet the licensing, certification and qualification requirements as specified in Paragraph 4.3.	Inspection and Observation	\$500 per incidence of non-compliance
General SOW: Paragraph 5.1 (Preventive Maintenance Schedule)	Contractor shall maintain PM Schedule for scheduled work at each Service Site as specified in Paragraph 5.1.	Inspection and Observation	\$100 per incidence of non-compliance
General SOW: Paragraph 7.0 (Contractor's Quality Control)	Contractor shall establish and maintain a QCP as required in Paragraph 7.0.	Inspection and Observation	\$250 and revisited if not provided within 10 business days

EXHIBIT B.X

CATEGORY SPECIFIC SOW – CATEGORY X

**[TBD FOR EACH SELECTED AND QUALIFIED EQUIPMENT CATEGORY
BASED ON EXHIBITS UNDER APPENDIX C TO RFQ]**