

STATEMENT OF WORK

LABORATORY EQUIPMENT MAINTENANCE AND REPAIR SERVICES

This Appendix A ("SOW" or "Statement of Work") sets forth the scope and requirements for provision by Contractor of Laboratory Equipment Maintenance and Repair Services ("Maintenance and Repair Services" or "Services") pursuant to the Master Agreement resulting from the Request for Rates ("RFR").

1.0 SCOPE OF WORK

Contractor shall provide Maintenance and Repair Services as described in this Statement of Work for County facilities ("Facilities") identified in Attachment A.1 – County Facilities hereto, in exchange for payment of applicable rates and fees set forth in the Rate Schedule.

2.0 DEFINITIONS

Unless otherwise expressly provided or otherwise dictated by the context, the terms and phrases identified in this Section 2.0 shall have the particular meanings specified below, when used in this Statement of Work and elsewhere in the Master Agreement.

- 2.1 "Additional Services" – shall have the meaning specified in Section 4.0 – Additional Services of this SOW.
- 2.2 "Equipment" – shall mean an instrument, apparatus, machine or other similar or related article, including all hardware, components, parts, accessories, replacements and upgrades, which is intended for the diagnosis, care, treatment or monitoring of a Facility patient.
- 2.3 "Maintenance Services" – shall have the meaning specified in Section 3.1 – Maintenance Services of this SOW.
- 2.4 "Medical Incident" – shall mean the involvement of any Equipment covered under this Master Agreement that has or may have caused or contributed to a patient's injury, serious illness or death.
- 2.5 "Rate Schedule" – shall mean a schedule of rates and/or fees for provision of Services under the Master Agreement, as proposed by Contractor in Appendix C – Rate Schedule to the RFR which shall become Exhibit B – Rate Schedule to the resultant Master Agreement.
- 2.6 "Regular Business Hours" – shall mean Monday through Friday, between 8:00 a.m. and 5:00 p.m. Pacific Time (PT), excluding County holidays.

- 2.7 “Repair Services” – shall mean the restoration of each piece of Equipment to its original function, on an as-needed basis, as may be required by the Facility in response to the failure or malfunctioning of such Equipment.

3.0 REQUIRED SERVICES

Contractor shall provide all Services described under this Section 3.0 during Regular Business Hours, at the rates and fees set forth in the Rate Schedule, which shall be inclusive of any and all travel expenses, labor and parts. All Services described in this Section 3.0 shall be provided at no additional cost to the County beyond the rates and fees specified in such Rate Schedule.

3.1 Maintenance Services

- 3.1.1 Contractor shall provide routine maintenance services as required by the manufacturer’s maintenance instructions ("Maintenance Services") for all Equipment covered under the Master Agreement at the rates and fees set forth in the Rate Schedule. Maintenance Services shall be provided at a minimum annually, as required by the manufacturer’s maintenance instructions. All Maintenance Services shall be provided by staff trained/certified by the manufacturer as applicable. Maintenance Services shall be performed at a time mutually agreed upon by authorized personnel of the serviced Facility and Contractor. The number of scheduled Maintenance Service visits shall meet the reasonable needs of each Facility, shall be performed at regularly scheduled intervals, and shall comply with Occupational Safety and Health Administration (OSHA) and all appropriate licensing and accrediting agencies and standards, including but not limited to The Joint Commission, California Code of Regulation (CCR) Title 22, and College of American Pathologist (CAP) standards, as applicable. In any event, Contractor shall ensure that all Equipment is maintained in accordance with all minimum regulatory compliance standards.
- 3.1.2 Maintenance Services shall include, but are not limited to, 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. Maintenance Services shall also include (i) replacement of worn, defective or broken parts with new and/or Contractor-certified parts, specifically designed for the Equipment, and (ii) replacement of unserviceable parts with original equipment manufacturer (OEM) parts or new parts equivalent to the OEM parts in performance.

- 3.1.3 Contractor shall perform regularly scheduled Maintenance Services, as described above, to meet the requirements set by manufacturer specifications and all appropriate licensing and accrediting agencies and standards (e.g. The Joint Commission, OSHA, CCR Title 22, and CAP standards), as applicable. In any event, Contractor shall ensure that all Equipment is maintained to all minimum regulatory compliance standards.
- 3.1.4 Contractor shall provide Maintenance Services for any and all Equipment that is added or replaced by County during the Term of the Master Agreement. In the event of such addition or replacement of Equipment on Appendix C – Rate Schedule shall be updated accordingly, as applicable.
- 3.1.5 Compliance with Regulatory Agencies – Contractor shall ensure that Equipment complies with all applicable current and future local, State and Federal requirements.

3.2 As Needed Repair Services

- 3.2.1 In response to a Facility request, Contractor shall provide as needed repair services ("Repair Services") to repair Equipment, including minor and major repairs (e.g. overhaul, modification, or refurbishing), based on the Rate Schedule. Contractor shall be responsible for all cost associated with Repair Services, except as provided in Sub-paragraph 3.9 – Exclusions of this Appendix.
- 3.2.2 Contractor shall provide non-emergency Repair Services, as determined by the County, during Regular Business Hours. Contractor shall respond telephonically to County Project Manager or designee within four (4) hours of a request for non-emergency repair services from Facility's Project Manager and shall have a technician onsite where the Equipment is located to perform the non-emergency repair services no later than 5:00 p.m. on the next business day. If the non-emergency repair services commence prior to 5:00 p.m. (Monday through Friday), but extend beyond 5:00 p.m., no additional service charges shall be incurred by County over and above the hourly Labor Rates set forth on Appendix C – Rate Schedule if applicable.
- 3.2.3 Contractor shall provide emergency Repair Services, as determined by County, twenty-four (24) hours per day, seven (7) days a week, and 365 days a year, including all County holidays. Contractor shall respond telephonically to Facility's Project Manager or designee within one (1) hour of a request for emergency Repair Services from Facility's Project Manager or designee and shall have a technician onsite where the Equipment

is located to perform the emergency Repair Services within four (4) hours of receiving the request for emergency repair.

- 3.2.4 Contractor shall provide all parts required for emergency and non-emergency Repair Services at Contractor's expense, except as provided in Sub-paragraph 3.9 – Exclusions of this Appendix.
- 3.2.5 If, upon arrival at the County Facility, Contractor's technician determines that the Equipment cannot be immediately repaired, then Contractor's technician shall notify Facility's Project Manager within four (4) hours in writing (email acceptable). Written notification shall include an estimated timeframe for repair and cost. If the Contractor's technician takes the equipment offsite to be repaired or assessed, the Contractor's technician shall immediately provide written documentation to the Facility's Project Manager of that contains the Contractor's technician's name, the serial number and a description of the equipment removed, and date and time the equipment was removed. A written assessment and estimated time of repair shall be provided to the Facility's within twenty-four (24) hours of removal from the facility.
- 3.2.6 Emergency and non-emergency Repair Services shall include, but shall not be limited to, the diagnosis and correction of malfunctions and/or failures occurring to said medical equipment.
- 3.2.7 Contractor shall notify Facility's Project Manager and provide recommendations for the replacement of Equipment for which parts are no longer available.

3.3 Comprehensive Equipment Inventory and Maintenance Schedule

- 3.3.1 In accordance with Sub-paragraph 3.4 – Service-Tracking and Inventory Database, Contractor shall utilize and maintain a comprehensive Maintenance Service tracking and inventory database which is web-accessible by the County for the purpose of querying Maintenance Service status, Maintenance Service schedules, and inventory lists and generating reports. The database shall be capable of generating an inventory list of Equipment covered under the Master Agreement and set forth on Appendix C – Rate Schedule. In accordance with Sub-paragraph 3.4.3 below, Contractor's Equipment inventory list shall include the Equipment's description, manufacturer's name, model number, serial number, and specific location (e.g. address, room number). Upon commencement of the Master Agreement, Contractor shall input and populate into Contractor's comprehensive Equipment service-tracking and inventory database all Equipment described in Appendix C – Rate.

3.3.2 Within thirty (30) calendar days of commencement of the Master Agreement, Contractor shall provide Facility's Project Manager with a Maintenance Service schedule for all Equipment covered under the Master Agreement and set forth on Appendix C – Rate Schedule. The Maintenance Service schedule shall be updated quarterly and provided to Facility's Project Manager. Contractor shall include, as part of such Maintenance Service schedule, the Maintenance Service requirements established by the OEM standards for all Equipment.

3.4 Service-Tracking and Inventory Database

Contractor's comprehensive Equipment service-tracking and inventory database shall electronically manage all Repair Services (emergency and non-emergency), Maintenance Services, and County's Equipment inventory. Contractor shall make its comprehensive Equipment service-tracking and inventory database available and accessible to the County online via the internet, and read-only access to such database must be password protected. The Contractor will provide access for an unlimited number of County users, as determined by County, during the Term of the Master Agreement, with at least five (5) users being able to simultaneously access the database at any time. Contractor will utilize and update the database from the start of this Master Agreement throughout the Term of the Master Agreement. Users should also be able to access this database twenty-four (24) hours a day, seven (7) days a week, 365 days a year, with the exception of maintenance downtime by Contractor that has been pre-approved by the County. Contractor shall provide the County with online query and report generating functionality in accordance with Sub-paragraphs 3.4.1 through 3.4.3 below and elsewhere herein.

Upon completion of Maintenance Services and/or exclusionary Repair Service, Contractor shall update and enter status by the end of the next Business Day, with database being automatically updated within four (4) hours of each entry. Contractor's comprehensive Equipment service-tracking and inventory database shall track and document the following information:

3.4.1 Repair Services shall include, but shall not be limited to the following:

- Date and time of repair service calls are placed by the County;
- Dates and times repair service calls are dispatched and completed by Contractor;
- Facility from which repair service call was placed by the County;

- Name of the County personnel who placed the request for service call;
- Serial number and description of Equipment serviced;
- Location of Equipment serviced;
- Description of problem and estimated time and date of completion of repair;
- Description of work completed or disposition of work in progress, including a listing of parts replaced or placed on order;
- Complete, documented service history of each piece of Equipment; and
- Service technician's full name;

3.4.2 Maintenance Services shall include, but shall not be limited to the following:

- Date and time of Maintenance Services completed for each Equipment;
- Facility from which Maintenance Services are completed for each Equipment;
- Serial number and description of Equipment serviced;
- Description of work completed or disposition of work in progress, including a listing of parts replaced or placed on order due to Maintenance Services;
- Complete, documented service history of each piece of Equipment in regards to Maintenance Services; and
- Service technician's full name;

3.4.3 Comprehensive Equipment inventory list shall include, but shall not be limited to the following:

- Equipment description (manufacturer's name, model number, and serial number);
- Equipment location (e.g. address, room number);
- Equipment Maintenance Services schedule; and
- Equipment replacement information (if applicable).

In addition to Contractor's electronic maintenance of service tracking and inventory information, Contractor shall maintain paper (hard-copy) files of service-tracking and inventory information that is generated by Contractor's service-tracking and inventory database. Copies of paper (hard-copy) files shall be made available to Facility's Project Manager upon request.

3.5 Breakage and/or Loss

Contractor shall, at no cost to the County, replace and/or repair (at time of servicing) any and all Equipment and/or parts thereof which suffer breakage, damage or loss at the time of providing Repair Services or caused by or otherwise contributed by the Contractor.

3.6 Rework

Contractor shall rework any improperly repaired Equipment, as determined by County, correct any damage resulting therefrom, and supply all necessary parts and materials, all at no cost to County. Contractor's service personnel shall also repair any defective parts 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 Master Agreement or industry standards, all at no cost to County.

3.7 Annual Report

3.7.1 Contractor shall prepare and maintain a written report, annually, of all services, parts, and repairs provided for all Equipment covered under the Master Agreement and set forth on Appendix C – Rate Schedule. Annual reports shall be based on information generated from Contractor's service-tracking and inventory database in accordance with Subparagraph 3.4, Service-tracking and Inventory Database, and shall include, but shall not be limited to: calibration of Equipment used to service the Equipment, Maintenance Services performed including parts provided, and emergency and nonemergency repairs completed, including parts provided.

3.7.2 Format, content, and due date for the annual reports are to be arranged with and approved by the Facility's Project Manager. Annual reports shall be submitted to Facility's Project Manager on the due date agreed upon by Facility's Project Manager and Contractor.

3.8 Contractor's Work Schedule

Contractor shall submit a work schedule for each Facility's Project Manager for review and approval, within ten (10) days prior to starting any pre-scheduled work. Facility Project Manager's review and approval must be obtained prior to Contractor may commence work. Work schedules shall be set on an annual calendar identifying all the required ongoing maintenance tasks and task frequencies. The schedules shall list the time frames (day of the week, morning, and afternoon) as to when the tasks will be performed. Any changes to pre-approved scheduled work shall be submitted to the Facility Project Manager for review and approval at least within five (5) working days prior to scheduled work time.

3.9 Exclusions

Contractor is not financially responsible to provide Repair Services described above if any one of the following circumstances exist:

- 3.9.1 Defects or damage to Equipment resulting from gross misuse, abuse or gross negligence by County, acts of God and other disasters.
- 3.9.2 Repair, maintenance, modification, relocation or reinstallation by any personnel other than that authorized, recommended or approved by Contractor or with the written consent of Contractor.
- 3.9.3 Contractor shall provide a written notification to Facility Project Manager if Equipment is deemed defective, caused by exclusions, and will not proceed with repair until a mutually agreeable course of action is determined.

4.0 **ADDITIONAL SERVICES**

- 4.1 Services, other than the Services described in Section 3.0 – Required Services above or elsewhere in the Master Agreement, are considered Additional Services and may include professional services. Upon request and authorization by County for Additional Services, Contractor shall prepare and submit a written description of the work to be performed, together with a cost estimate for all labor and materials based on the Rate Schedule. The parties shall properly execute an amendment to the Master Agreement for performance of Additional Services prior to beginning of any work.
- 4.2 Medical Equipment Upgrades and Improvements
 - 4.2.1 Contractor shall provide all OEM recommended and/or the County required Equipment upgrades and improvements to all Equipment

set forth in Appendix C – Rate Schedule, following the written approval of the Facility's Project Manager.

- 4.2.2 All OEM recommended and/or the County required equipment upgrades and improvements to all medical equipment set forth in Appendix C – Rate Schedule, which are provided by the OEM at no cost and have been approved in writing by the Facility's Project Manager, shall be made available and installed by Contractor on the Equipment at each facility at no cost to County. Contractor shall not charge the County for any labor provided by Contractor at the hourly rate or otherwise bill the County for any parts or services provided under this Sub-paragraph.
- 4.2.3 All OEM recommended and/or County required Equipment upgrades or improvements provided by OEM at a cost shall be made available and installed on Equipment set forth on Appendix B – Rate Schedule only upon the written approval of Facility's Project Manager. The cost of the Equipment upgrades or improvements, and the cost of any parts required for the Equipment upgrades or improvements to be provided by Contractor at then-current list or exchange price for such parts, must be approved by Facility's Project Manager in writing (email acceptable) prior to purchase and commencement of such Equipment upgrades and improvements. Contractor shall submit an invoice to County for the Equipment upgrades or improvements in accordance with Sub-paragraph 5.4 of the Master Agreement. Contractor shall not charge the County for any labor provided by Contractor at the hourly rate for services provided under this Sub-paragraph.
 - 4.2.3.1 Contractor shall make OEM's current year price book(s) available to the Facility's Project Manager so as to validate such costs prior to Facility's Project Manager approval.
 - 4.2.3.2 Contractor shall install such Equipment upgrades and improvements at no additional charge to County over and above the cost charged to Contractor by the OEM.

5.0 RESPONSIBILITIES

5.1 County Personnel

The County will administer the Master Agreement according to the Master Agreement, Paragraph 6.0 – County Administration. Specific duties will include, among others:

- 5.1.1 Monitoring the Contractor's performance in the daily operation of the Master Agreement.

- 5.1.2 Providing direction to the Contractor in areas relating to policy, information and procedural requirements.
- 5.1.3 Preparing amendments to the Master Agreements in accordance with the Master Agreement, Paragraph 8.0 – Standard Terms and Conditions, Sub-paragraph 8.1 – Amendments.

5.2 Contractor Personnel

- 5.2.1 Contractor shall designate a Contractor's Project Manager to lead and coordinate Contractor's provision of Services described hereunder and act as a central point of contact with County personnel. Contractor's Project Manager shall be available during Regular Business Hours.
- 5.2.2 Contractor's Project Manager shall be responsible for determining daily work duties, staffing levels, scheduling and staffing hours needed to properly provide Services herein.
- 5.2.3 Contractor's Project Manager shall institute and maintain appropriate supervision of all persons providing Services pursuant to the Master Agreement.
- 5.2.4 Contractor shall ensure that Contractor's Project Manager or designee is available to receive telephonic communication regarding the Master Agreement during Regular Business Hour. Exceptions apply to emergency telephonic communications as stated in Sub-paragraph 3.2.3.
- 5.2.5 Contractor's personnel providing Services under the Master Agreement shall be appropriately licensed, certified, credentialed and trained in accordance with Contractor's requirement's and for performance of the Services hereunder and shall have, at a minimum, knowledge and expertise in the following areas:
 - 5.2.5.1 Diagnosis and inspection of Equipment to determine Maintenance Services and Repair Services needed;
 - 5.2.5.2 Routine cleaning and lubrication of Equipment as necessary; and
 - 5.2.5.3 Electrical and safety inspection of Equipment as necessary.
- 5.2.6 Contractor shall assume the sole responsibility for the timely completion of all activities scheduled, assigned or to be performed hereunder.

5.2.7 Contractor's personnel shall prominently display Contractor-provided identification badges, as well as a County-issued custody facility pass (hereafter "Custody Pass") in accordance with Subparagraph 5.6.2 of this Statement of Work.

5.3 Risk Management Program

5.3.1 Contractor shall assist with the Facilities' Equipment Risk Management Program ("Program"). Such Program shall require the Facilities' written documentation of all medical incidents that involve Equipment covered under the Master Agreement, whereby such Equipment has or may have caused or contributed to a patient's injury, serious illness or death. Such documentation shall also, at a minimum, describe the incident, the Equipment involved in the medical incident, and any subsequent examination or inspection of such Equipment.

5.3.2 The Facility Project Director or Facility Project Manager, in consultation with Contractor and Facility'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 said Equipment's examination or inspection.

5.3.3 Any Equipment, Equipment component(s) or Equipment part(s) involved in a medical incident shall be stored by Facility and retained onsite until the Equipment has been released to Contractor for repairs in accordance with the Master Agreement.

5.4 Reporting Responsibility

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 Facility Project Manager or authorized designee.

5.5 Infection Control

In the event Contractor has employees/personnel on premises ("Personnel"), the following shall apply and be adhered to by Contractor and its Personnel:

5.5.1 Personnel shall strictly adhere to Infection Control and Employee Health Guidelines to prevent the transmission of infections and to assure prompt and appropriate treatment for employee exposure. If any Personnel is diagnosed with having an infectious disease, of which the Contractor is made aware, and such person has had

contact with a County patient during the usual incubation period for such infectious disease, then Contractor shall report such an occurrence to Facility's Employee Health and Infection Control Department within twenty-four (24) hours of becoming aware of the diagnosis.

5.5.2 If a County patient is diagnosed with having an infectious disease, and such County patient has had contact with Personnel without the benefit of Personal Protective Equipment (PPE) during the usual incubation period for such infectious disease, the Facility will report such occurrences to Contractor. Confirmation that an exposure occurred is made by Employee Health and Infection Control.

5.5.3 For purposes of the Master Agreement, the infectious diseases reportable hereunder are those listed in the Public Health List of Reportable Diseases (California Code of Regulations, Title 17).

5.6 Facility Access

5.6.1 The County shall maintain final authority on all Facility security issues involving the Contractor.

5.6.2 Additional Requirements for Correctional Facilities

Upon execution of the Master Agreement, and prior to commencing Work, all Contractor staff requiring access to County Correctional facilities must be approved for entry into the County Correctional facilities.

- a. The Contractor shall submit an Entry Application for Custody Facilities to the Facility's Project Manager for all Contractor staff requiring access to the County Correctional Facilities to perform services under the Master Agreement.
- b. All Contractor employees shall attend a mandatory (4) four-hour jail orientation prior to performing Work in any County Correctional facility. This orientation will be provided by the County at no direct cost to the Contractor and their employees.
- c. The Contractor's staff shall comply with current County Correctional facility entry requirements, which includes the exchange of a government-issued identification card for a Custody Pass. Custody Passes shall be displayed at all times.
 - i. Any lost or stolen Custody Passes must be immediately reported by the Contractor's staff to the Contractor's Project Manager and the concerned on-duty Watch

Commander of the correctional facility. The Contractor's Project Manager shall provide telephonic or in-person notification to the Facility's Project Manager of any lost or stolen Custody Pass, as soon as feasible. Telephone notification shall be followed within twenty-four (24) hours via confirming email to the Facility's Project Manager and Facility's Project Director specifying the Contractor's staff involved, and articulating the factual circumstances associated with the loss or theft.

- ii. The Contractor's staff shall be responsible for returning any Custody Pass to appropriate County Correctional facility personnel, prior to leaving the County Correctional facility.
- d. The Contractor's staff, vehicles, workplace, materials, tools and equipment shall be subject to search and inspection by County personnel without notice, and at any time, while on County property.

6.0 ADDITION/DELETION OF FACILITIES AND EQUIPMENT

The Director of the County's Department of Health Services ("DHS"), or authorized designee, may add and/or delete County Facility(s) and related Equipment as necessary to provide Services or to assure that Facility(s) operations are maintained. All changes shall be made in accordance with the Master Agreement, Sub-paragraph 8.1 – Amendments.

7.0 QUALITY CONTROL

The Contractor shall establish and utilize a comprehensive Quality Control Plan to ensure provision by Contractor of consistently high level of Services throughout the term of the Master Agreement.

7.1 Contractor Discrepancy Report

- 7.1.1 Verbal notification of a Master Agreement discrepancy will be made to the Contractor's Project Manager as soon as possible whenever a discrepancy is identified. The problem shall be resolved within a reasonable time period mutually agreed upon by the County and the Contractor.
- 7.1.2 The Facility Project Manager will determine whether a formal Contractor Discrepancy Report shall be issued. Upon receipt of this document, the Contractor shall respond in writing to the Facility Project Manager within five (5) workdays with a plan for correction of all deficiencies identified in the Contractor Discrepancy Report.

7.2 County Observations

In addition to departmental contracting staff, other County personnel may observe Contractor's performance and activities, as well as review documents relevant to the Master Agreement at any time during normal business hours.

8.0 MATERIALS AND EQUIPMENT

8.1 Contractor's Material and Equipment

8.1.1 The cost and purchase of all tools and diagnostic equipment ("Tools") needed to provide the Equipment repair and preventative maintenance services under the Master Agreement shall be the sole responsibility of Contractor.

8.1.2 Contractor shall maintain all of its Tools in accordance with OSHA, or other regulatory standards as they may apply, and shall check tools before use for safety and functionality. Contractor shall ensure that all Contractor staff wear safety and protective gear in accordance with OSHA and/or other regulatory employee safety standards.

8.2 Material Standards – Equipment Parts, Upgrades and Improvements

8.2.1 Contractor shall use either OEM parts or alternate part that meet or exceed OEM standards.

8.2.2 When an Equipment part or component is mentioned by trade name or a manufacturer's name, it is intended to establish a standard of merit. Equipment part or component of other manufacturers may be used, provided they are of the same type and of equal quality. DHS shall be the sole judge as to "equal". All materials and Equipment shall be new, or an approved type, or certified overhauled, and installed as recommended by the manufacturer. All materials and Equipment shall be properly tested, regulated, calibrated, adjusted and placed in proper operating condition before the work can be accepted.

8.2.3 Contractor shall not charge the County freight charges unless specified otherwise in Appendix C – Rate Schedule.

9.0 CONTRACTOR'S WARRANTY

9.1 Contractor warrants that all work performed under the Master Agreement will be performed in a timely and workmanlike manner using only qualified,

skilled, or OEM-trained technicians specifically qualified to maintain and repair the medical equipment listed in Appendix C – Rate Schedule

- 9.2 Upon completion of work, Contractor shall remove remaining excess materials from the Equipment. Any dirt, stains, or residues on the Equipment or surrounding areas resulting from the work performed under the Mater Agreement shall be cleaned off and removed.
- 9.3 Contractor warrants that all tasks, deliverables, services, and other work provided shall conform to the specifications and the standards established by each respective OEM for the Equipment listed in Appendix C – Rate Schedule.

10.0 PERFORMANCE REQUIREMENTS SUMMARY

All listings of services used are intended to be completely consistent with the Master Agreement which includes this Appendix A – Statement of Work and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Master Agreement. In any case of apparent inconsistency between services as stated in the Master Agreement and Performance Requirements Summary (PRS) Chart below, the meaning apparent in the Master Agreement will prevail. If any service seems to be created PRS Chart which is not clearly and forthrightly set forth in the Master Agreement, that apparent service will be null and void and place no requirement on Contractor.

PERFORMANCE REQUIREMENT SUMMARY CHART

SPECIFIC PERFORMANCE REFERENCE	SERVICE SUMMARIZATION (See Paragraph Referenced for Complete Content)	MONITORING METHOD	DEDUCTIONS/ FEES TO BE ASSESSED
Specific Work Requirement Repair Services (Emergency) SOW, Sub-paragraph 3.2.3	Contractor shall provide emergency Repair Services, as determined by County, twenty-four (24) hours per day, seven (7) days a week, 365 days a year, including all County holidays. Contractor shall respond telephonically to Facility's Project Manager or designee within one (1) hour of a request for emergency Repair Services from Facility's Project Manager or designee and shall have a technician onsite where the Equipment is located to perform the emergency Repair Services within four (4) hours of receiving the request for	Inspection and Observation	\$50 per occurrence

	emergency repair.		
Comprehensive Equipment Inventory and Maintenance Schedule SOW, Subparagraph 3.3.1	In accordance with Sub-paragraph 3.4 Service-Tracking and Inventory Database, Contractor shall utilize and maintain a comprehensive Equipment service-tracking and inventory database which is web-accessible by the County for the purpose of querying Maintenance Service status, service schedules, and inventory lists and generating reports. The database shall be capable of generating an inventory list of all Equipment covered under the Master Agreement and set forth on Appendix C – Rate Schedule. In accordance with Sub-paragraph 3.4.3, Contractor's Equipment inventory list shall include the Equipment's description, manufacturer's name, model number, serial number, and specific location (e.g. address, room number). Upon commencement of the Agreement, Contractor shall input and populate into Contractor's comprehensive Equipment service-tracking and inventory database all Equipment described in Appendix C – Rate Schedule	Inspection and Observation	\$100 per day beyond the specified by County of failure to provide the required service-tracking and inventory database as outlined in Appendix A – Statement of Work of the Master Agreement.
Comprehensive Medical Equipment Inventory and Preventative Maintenance Schedule SOW, Subparagraph 3.3.2	Within thirty (30) calendar days of commencement of the Master Agreement, Contractor shall provide Facility's Project Manager with a Maintenance Service schedule for all Equipment covered under the Agreement and set forth on Appendix C – Rate Schedule. The Maintenance Service schedule shall be updated quarterly and provided to Facility's Project Manager. Contractor shall include, as part of such Maintenance Service schedule, the Maintenance Service requirements established by the OEM standards for all Equipment.	Written Documentation	\$100 per day beyond the 30-day due date of failure to provide a Maintenance Service schedule for all Equipment covered under the Master Agreement.
Contractor's Responsibilities	Contractor shall ensure that Contractor's Project Manager or	Inspection and Observation	\$50 per

SOW, Subparagraph 5.2.4	designee is available to receive telephonic communication regarding the Master Agreement during Regular Business Hour, Exceptions apply to emergency telephonic communications as stated in Sub-paragraph 3.2.3.		occurrence
-------------------------	--	--	------------

ATTACHMENT A.1

COUNTY FACILITIES

FACILITY	FACILITY BILLING ADDRESS
Harbor-UCLA Medical Center (H-UCLA MC)	Harbor-UCLA Medical Center Attn: General Accounting Box 479, 1000 West Carson St., Building 3.5 Torrance, CA 90509
LAC+USC Medical Center (LAC+USC MC)	LAC+USC Medical Center – DHS General Accounting/Invoice Processing 1000 S. Fremont Avenue, Unit 8, Building A11, 2nd Floor, Suite 1200 Alhambra, California 91803
Olive View-UCLA Medical Center (OV-UCLA MC)	Olive View-UCLA Medical Center Attn: Expenditure Management 14445 Olive View Drive Sylmar, CA 91342
Rancho Los Amigos National Rehabilitation Center (RLANRC)	Rancho Los Amigos National Rehabilitation Center Attn: CFO, Finance Department SSA Building – Room 2208 7601 East Imperial Highway Downey, CA 90242
Ambulatory Care Network (ACN)	
LAC+USC Healthcare Network	
El Monte Comprehensive Health Center (El Monte CHC)	LAC+USC Medical Center – DHS General Accounting/Invoice Processing 1000 S. Fremont Avenue, Unit 8, Building A11, 2nd Floor, Suite 1200 Alhambra, California 91803
Edward R. Roybal Comprehensive Health Center (Roybal CHC)	
H. Claude Hudson Comprehensive Health Center (Hudson CHC)	
Metrocare Network	
Martin Luther King, Jr. Outpatient Center (MLK OC)	Harbor-UCLA Medical Center Attn: General Accounting Box 479, 1000 West Carson St., Building 3.5 Torrance, CA 90509
Long Beach Comprehensive Health Center (Long Beach CHC)	
Hubert H. Humphrey Comprehensive Health Center (Humphrey CHC)	
Bellflower Health Center (Bellflower HC)	
Torrance Health Center (Torrance HC)	
Wilmington HC (Wilmington HC)	
Valleycare Network	
High Desert Regional Health Center (HD RHC)	High Desert Regional Health Center Attn: Expenditure Management 335 East Avenue I Lancaster, CA 93535
Integrated Correctional Health Services	Department of Health Services

(ICHS)	Fiscal Services Division – ICHS General Accounting 313 N. Figueroa St., Suite 505 Los Angeles, CA 90012
Century Regional Detention Facility(CRDF)	
Men's Central Jail (MCJ)	
North County Correctional Facility (NCCF)	
Twin Towers Correctional Facility (TTCF)	