

STATEMENT OF WORK

FIRE ALARM, DETECTION AND SECURITY SYSTEM MAINTENANCE AND REPAIR SERVICES

This Appendix A ("SOW" or "Statement of Work") to the Request for Rates for Fire Alarm, Detection and Security System Equipment Maintenance and Repair Services ("RFR") sets forth the scope and requirements for provision by Contractor of maintenance, support and repair services ("Maintenance and Repair Services" or "Services") for the System (as defined below), including Access Control and Security Cameras ("CCTV"), to be provided by selected Contractor(s) pursuant to the Master Agreement(s) awarded as a result of the RFR.

1.0 OVERVIEW

Contractor shall provide Maintenance and Repair Services as described in this Statement of Work for County Facilities identified in Attachment A.1 – County Facilities hereto, in exchange for payment of applicable rates and fees set forth in the Rate Schedule. The scope of Services shall include, but is not limited to, the following:

- A. Routine Maintenance and Repair Services;
- B. As-needed equipment support and repair;
- C. Software maintenance and support, including for Software House C Cure, CCTV and GuardRFID;
- D. Development and ongoing maintenance of a comprehensive equipment inventory and scheduled maintenance;
- E. Additional Services, if authorized by the County and pursuant to the requirements set forth in Section 7.0 – Additional Services below;
- F. Development and maintenance of equipment risk management program.

2.0 DEFINITIONS

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

- 2.1 "Additional Services" – shall have the meaning specified in Section 7.0 – Additional Services of this SOW.
- 2.2 "After Hours" – shall mean hours other than Regular Business Hours.
- 2.3 "Equipment or System" – shall mean any instrument, apparatus, machine or other similar or related article, including all software and hardware,

components, parts, accessories, replacements and upgrades, that is part of the Fire Alarm, Detection and Security System.

- 2.4 "Hard Down" – occurs when the Facility reasonably determines a System is down or has failed and cannot be used.
- 2.5 "Maintenance Services" – shall have the meaning specified in Section 3.1 – Maintenance Services of this SOW.
- 2.6 "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.
- 2.7 "Regular Business Hours" – shall mean Monday through Friday, between 7:00 a.m. and 3:30 p.m. Pacific Time (PT), excluding County holidays.
- 2.8 "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.
- 2.9 "Services" – shall mean and refer to Maintenance Services, Repair Services and other tasks and responsibilities of Contractor set forth in this SOW and elsewhere in the Master Agreement.

3.0 SCOPE OF 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. Contractor shall ensure that Equipment complies with all applicable current and future local, State and Federal requirements.

3.1 Maintenance Services

- 3.1.1 Contractor shall provide routine and preventive maintenance services as required by the applicable 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 applicable manufacturer's maintenance instructions. All Maintenance Services shall be provided by staff trained/certified by the applicable 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, accrediting and regulatory agencies' standards, requirements, mandates and guidelines, including but not limited to The Joint Commission and California Code of Regulation (CCR) Title 22, as applicable. In any event, Contractor shall ensure that the Equipment is maintained in accordance with all minimum regulatory compliance standards.

As part of Maintenance Services, Contractor shall, at a minimum:

- A. Inspect and determine if the fire alarm and detection system is in service and in satisfactory condition.
- B. Inspect for any changes or modifications to fire alarm system and detection system.
- C. Inspect general storage and stock arrangements in relation to fire alarm and suppression detection system.
- D. Check the general condition of the fire alarm panel and related equipment.
- E. Test all smoke and heat detectors as per applicable manufacturers' specifications.
- F. Inspect all fire alarm control panels and remote fire alarm panels.
- G. Inspect and test all annunciators and zones.
- H. Inspect all batteries.
- I. Inspect and perform tests on all output relay activations.
- J. Inspect and exercise all flow switches and tamper switches and low-pressure alarms.
- K. Inspect and verify all signals are received by Central Station Monitoring.
- L. Visually inspect smoke detectors in accordance with applicable manufacturers' recommendations.
- M. Test non-restorable heat detector circuits by simulating their electrical operation at the wiring connection.

- N. Perform function tests on all accessible heat-actuating devices, both electrically and pneumatically, as per applicable manufacturers' specifications. When explosive conditions are present, hot water will be used to test all accessible heat actuating devices.
- O. Inquire as to changes in general occupancy environment, operations and conditions related to the fire alarm and detection system in accordance with NFPA standards.
- P. Inspect and exercise all supervised control valve and switches.
- Q. During testing of the fire detection system, operate the outputs for the purpose of equipment shutdown, start-up and HVAC/smoke control.
- R. Inspect and perform tests on all Stand/pipe for the sprinkler system.

3.1.2 Contractor shall perform regularly scheduled Maintenance Services to meet the requirements set by applicable manufacturers' specifications and all appropriate licensing and accrediting agencies and standards (e.g. The Joint Commission, OSHA and CCR Title 22), as applicable. In any event, Contractor shall ensure that the Equipment is maintained to all minimum regulatory compliance standards.

3.1.3 Contractor shall provide any and all bug fixes, patches, minor enhancements, updates and modifications to the hardware and software as soon as available, all at no additional cost to the County, unless otherwise specified in the Rate Schedule.

3.2 As Needed Repair Services

3.2.1 In response to a request from a Facility, Contractor shall provide as needed repair services ("Repair Services") to repair Equipment, including minor and major repairs (overhaul, modification, refurbishing, etc.), based on the Rate Schedule. Contractor shall respond to a Service call within 30 minutes over the phone and within four (4) hours by an on-site visit, unless otherwise specified in the Rate Schedule.

3.2.2 Contractor shall provide support and Repair Services twenty-four (24) hours per day, seven (7) days per week, 365/66 days per year.

3.2.3 Contractor shall provide technical support with respect to the Equipment and any software by telephone and/or by remote access.

3.2.4 If the support call is determined to be emergency Repair Service by County, Contractor shall provide on-site support within twenty-four (24) hours. If the Contractor determines that the Equipment cannot be immediately repaired, Contractor shall promptly indicate in writing an estimated time frame for repair. If available, Contractor shall provide County with temporary replacement of Equipment as a workaround until the Equipment is repaired, if Equipment repairs exceed twenty-four (24) hours.

3.3 Emergency Service Call and Repair

Contractor shall provide Services twenty-four (24) hours a day, seven (7) days a week, 365/66 day per year, including all Contractor and County observed holidays, for all Fire Alarm Control Panels, Fire Alarm Annunciator Panels, Smoke Detectors, Duct-Type Smoke Detectors, Heat Actuated Detectors, Manual Pull Stations, Water Flow Switches and Control Valve Tamper Switches. Services shall include any and all labor needed to troubleshoot and diagnose system problems and to replace failed devices. Contractor shall meet a four (4) hour response time for Facility's emergency service calls.

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 or 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 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.

3.6 Service Reports

Contractor shall develop written Service Reports and maintain electronic records relating to all Services provided for each item of Equipment at a Facility. Such Service Report(s) shall:

- Meet all applicable licensing, accrediting and regulatory agencies' mandates and requirements.
- Clearly identify the Equipment item(s) serviced by model number, serial number, Los Angeles County Capital Asset Leasing or Los Angeles County number (if available).
- Include an itemization and description of the Services performed, including electrical check and calibration reading.
- List any parts installed.
- Include the Service date(s).
- Identify by name the technician(s) who performed the Services.

A copy of each such Service Report shall be provided to the Facility at the time the Services are performed. Any Service Reports developed and/or provided by Contractor to County are deemed the property of County and each Facility.

3.7 Educational Training

Contractor shall provide on-site in-service education and training session(s) on the correct usage and troubleshooting of the entire Fire Alarm, Detection and Security System, including but not limited to access control system and CCTV.

3.8 Comprehensive Equipment Inventory and Maintenance Schedule

3.8.1. Each year, Contractor shall, in collaboration with appropriate Facility staff, develop and maintain a comprehensive Equipment inventory listing all Equipment covered under the Master Agreement. Such list shall include model number, serial number and specific location (e.g. room number) for each piece of Equipment. Such listing shall also include the Los Angeles County Capital Asset Leasing or Los Angeles County number, as applicable.

3.8.2 Contractor shall provide each Facility with a maintenance service schedule for all Equipment covered under the Master Agreement. Contractor shall include the maintenance service requirements established by the Facility for each piece of Equipment. In any event, Contractor shall ensure that all Equipment is maintained to minimum regulatory compliance standards and in accordance with the current industry practices.

3.9 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, including any routine and preventive maintenance. Facility's 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's Project Manager for review and approval at least within five (5) working days prior to scheduled work time.

3.10 Exclusions

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

3.10.1 Defects or damage to Equipment resulting from gross misuse, abuse or gross negligence by County, acts of God or other disasters.

3.10.2 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.

Contractor shall provide a written notification to Facility's 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.

3.11 Compliance with Regulatory Requirements

Contractor shall ensure that all Services provided by Contractor under the Master Agreement comply with all applicable current and future local, State and Federal requirements, mandates and regulations.

4.0 **RIGHTS AND RESPONSIBILITIES**

4.1 County Personnel

The County will administer the Master Agreement in accordance with the provisions of Paragraph 6.0 – County Administration of the Master Agreement. Specific responsibilities of such County personnel may include, among others:

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

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

4.2 Contractor Personnel

- 4.2.1 Contractor shall designate 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 to County and the Facilities at all times during Regular Business Hours.
- 4.2.2 Contractor's Project Manager shall be responsible for determining daily work duties, staffing levels, scheduling and staffing hours needed to properly provide Services under the Master Agreement.
- 4.2.3 Contractor's Project Manager shall institute and maintain appropriate supervision of all personnel, including employees and subcontractors ("Personnel"), providing Services on behalf of Contractor pursuant to the Master Agreement.
- 4.2.4 All of Contractor's Personnel shall be appropriately licensed, certified, credentialed and trained in accordance with Contractor's requirements and regulatory standards, as well as for proper performance of the Services hereunder and shall have, at a minimum, appropriate necessary knowledge and expertise in the following areas:
 - 4.2.4.1 Diagnosis and inspection of Equipment to determine Maintenance Services and Repair Services needed;
 - 4.2.4.2 Routine cleaning and lubrication of Equipment as necessary; and
 - 4.2.4.3 Electrical and safety inspection of Equipment as necessary.
- 4.2.5 Contractor shall assume the sole responsibility for the timely completion of all activities scheduled, assigned or to be performed hereunder.

4.3 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's Project Manager or authorized designee.

4.4 Infection Control

Contractor shall ensure that all Contractor Personnel (as defined above) entering any of the County Facilities shall comply with and strictly adhere to the Infection Control and Employee Health Guidelines to prevent the transmission of infections and to ensure prompt and appropriate treatment for Personnel 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.

4.5.1 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.

4.5.2 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).

5.0 **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 any of the County Facilities or Equipment to the scope of the Master Agreement as necessary or appropriate. All such changes shall be made by a modification to the Master Agreement as authorized under Subparagraph 8.1 – Amendments of the Master Agreement.

6.0 **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's 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) business days 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, at any time during normal business hours, without unreasonably interfering with the Contractor's performance, observe Contractor's performance and activities, as well as review documents relevant to the Master Agreement.

7.0 **ADDITIONAL SERVICES**

Services, other than the Services described in Section 3.0 – Scope of 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 or other applicable modification to the Master Agreement for performance of Additional Services prior to beginning of any work.

ATTACHMENT A.1

COUNTY FACILITIES

FACILITY	
HARBOR-UCLA MEDICAL CENTER (H-UCLA MC)	1000 W. Carson St. Torrance, CA 90502
LAC+USC MEDICAL CENTER (LAC+USC MC)	1200 N. State St. Los Angeles, CA 90033
Olive View-UCLA Medical Center (OV-UCLA MC)	14445 Olive View Dr. Sylmar, CA 91342
Rancho Los Amigos National Rehabilitation Center (RLANRC)	7601 E. Imperial Hwy. Downey, CA 90242
AMBULATORY CARE NETWORK (ACN)	
El Monte Comprehensive Health Center (El Monte CHC)	10953 Ramona Bl. El Monte, CA 91731
Edward R. Roybal Comprehensive Health Center (Roybal CHC)	245 S. Fetterly Ave. Los Angeles, CA 90022
H. Claude Hudson Comprehensive Health Center (Hudson CHC)	2829 S. Grand Ave Los Angeles, CA 90007
Martin Luther King, Jr. Outpatient Center (MLK OC)	1670 E. 120 th St. Los Angeles, CA 90059
Hubert H. Humphrey Comprehensive Health Center (Humphrey CHC)	5850 S. Main St. Los Angeles, CA 90003
Mid Valley Comprehensive Health Center (Mid Valley CHC)	7555 Van Nuys Blvd. Van Nuys, CA 91405