

EXHIBIT A

STATEMENT OF WORK

INTELLIGENCE ANALYST SERVICES FOR JOINT REGIONAL INTELLIGENCE CENTER

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STATEMENT OF WORK (SOW)

1.0 OVERVIEW

This Statement of Work (SOW) defines the specific tasks and responsibilities of Contractor in providing highly trained Intelligence Analysts to the Joint Regional Intelligence Center (JRIC) in Los Angeles.

JRIC is the Department of Homeland Security - designated Fusion Center for the Central District of California, which is a collaboration effort between federal, state, local law enforcement and public safety agencies to integrate criminal and terrorism threat intelligence and provide intake, analysis, fusion, syntheses, and dissemination of that information. JRIC operates with the use of highly trained Intelligence Analysts who are subject matter experts in counter-terrorism including domestic terrorism, international terrorism, and critical infrastructure. These Intelligence Analysts are the backbone of every Fusion Center, as they analyze the patterns, trends, and evidence of organized criminal activity for use by the first responders and public safety executives.

Capitalized terms used in this SOW without the definition herein will have meanings given to such terms in Paragraph 2.0 (Definitions) of the Contract.

2.0 SCOPE OF WORK

- 2.1 Contractor must initially provide 21 Intelligence Analysts in accordance with Exhibit B (Price Sheet) of the Contract. During the term of the Contract, Contractor may be required to provide up to 28 Intelligence Analysts in accordance with the SOW and Exhibit B (Price Sheet) of the Contract as may be mutually agreed to by County and Contractor.
 - 2.1.1 One of the Intelligence Analysts must serve as a Senior Intelligence Analyst Manager, who will be the senior administrator for JRIC.
 - 2.1.2 One of the Intelligence Analysts must serve as an Intelligence Analyst Manager, who will be the Analysis Section manager for JRIC.
 - 2.1.3 One of the Intelligence Analysts must serve as an Operations Intelligence Analyst Manager, who will be the privacy policy officer for JRIC.
 - 2.1.4 One of the Intelligence Analysts must serve as a Systems Intelligence Analyst, who will be the senior computer network systems administrator for JRIC.
 - 2.1.5 All Intelligence Analysts, including the Senior Intelligence Analyst Manager, Intelligence Analyst Manager, Operations Intelligence Analyst Manager and Systems Intelligence Analyst will be collectively referred to herein as "Intelligence Analysts," unless otherwise apparent from the context in which the term is used.

- 2.1.6 It is anticipated that the Services required under the Contract will be fully funded by (1) the United States Department of Homeland Security (DHS), XXXX Urban Areas Security Initiative (UASI) Grant Program distributed through the California Governor's Office of Emergency Services (Cal OES), Cal OES ID Number XXX-XXXXX, through City of Los Angeles Sub-recipient Agreement Number X-XXXXXX, and/or (2) the XXXX Homeland Security Grant Program (HSGP) Grant Award Number XXXX-XXXX, Cal OES ID Number XXX-XXXXX, which funds the Regional Threat Assessment Center (RTAC), and subsequent grant years and numbers, and is subject to all policies, provisions and requirements of the grants, which are incorporated herein by this reference, including the contract provisions found in the Code of Federal Regulations 200.327, Appendix II, as applicable, which may be found using the following electronic link: [eCFR :: 2 CFR Part 200 -- Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](#).
- 2.1.7 The Department reserves the right to add or delete the number of Intelligence Analysts required throughout the term of the Contract in accordance with subparagraph 8.1 (Change Orders and Amendments) of the Contract.

3.0 CONTRACTOR HIRING REQUIREMENTS, GENERAL

- 3.1 Contractor must recruit and hire Intelligence Analysts who have developed statewide and national relationships across multiple domain topics from public agencies and the private sector, in the areas of intelligence and counter-terrorism.
- 3.2 Contractor must screen and validate each Intelligence Analyst's experience and suitability to determine and ensure that each Intelligence Analyst meets the qualifications required by County.
- 3.3 Contractor's personnel must be required to pass the Department background check in accordance with subparagraph 7.5 (Background and Security Investigations) of the Contract.
- 3.4 Any expense associated with performing the screening and Department's background process of Intelligence Analysts must be at the expense of Contractor, regardless if Contractor's Intelligence Analysts pass or fail the screening and/or Department's background process.
- 3.5 Contractor's Intelligence Analysts must be available to attend personal interview(s) conducted by the Department or JRIC personnel designated by County Project Manager prior to final appointment, and prior to the provision of Services under the Contract.
- 3.6 It is County Project Director's sole discretion to approve the final appointment of a proposed Intelligence Analyst.

- 3.7 In the event of an Intelligence Analyst vacancy (either planned or unplanned), Contractor must provide a replacement within 30 Days, or as approved by County Project Manager.

4.0 REQUIRED SKILLS & QUALIFICATIONS

4.1 Required Skills

The Intelligence Analysts provided by Contractor are required to support JRIC in counter-terrorism and all-crimes/all-hazards efforts.

4.1.1 Intelligence Analysts must possess, including but not limited to, the following skills:

1. Conducting counter-terrorism, criminal and/or cyber intelligence investigations;
2. Protecting critical infrastructure;
3. Developing and establishing relationships with local, state, and federal agency partners;
4. Understanding of California Office of Emergency Services (CAL-OES), the California State Threat Assessment System (STAS) Fusion Center Network, law enforcement intelligence operations, and homeland security partners across the nation;
5. Developing and maintaining strategic and tactical analysis capabilities; and
6. Providing training for state and local public safety personnel.

4.1.2 Intelligence Analysts must be subject-matter experts in intelligence analysis and critical infrastructure protection.

4.1.3 Intelligence Analysts must have work experience in state and local Fusion Centers or intelligence units which provide tactical and strategic intelligence products to state and local public safety executives, local agency response personnel, and federal agencies.

4.1.4 Intelligence Analysts must be subject-matter experts in various areas of counter-terrorism and intelligence, including but not limited to the following:

1. International Terrorism
2. Domestic Terrorism
3. Transportation Security
4. Weapons of Mass Destruction
5. Cyber Terrorism
6. Agro-terrorism
7. Public Health
8. Anti-terrorism/Force Protection
9. Critical Infrastructure/Key Resources (CIKR) protection
10. Policy Development

11. Acting as a Public Safety Liaison

4.1.5 Intelligence Analysts must possess a wide range of experience stemming from careers at federal, state, and local agencies, among which may include:

1. Central Intelligence Agency (CIA);
2. Federal Bureau of Investigation (FBI);
3. Department of Homeland Security (DHS) including:
 - a. National Operations Center (NOC)
 - b. Department of Defense (DOD)
 - c. California Department of Justice (DOJ); and
4. Local law enforcement agencies

4.2 Qualifications

4.2.1 Contractor's Intelligence Analysts must have:

1. a minimum of two years of experience conducting intelligence analysis in a federal intelligence agency, the military, or state and/or local law enforcement intelligence unit.

-AND-

2. a Federal Emergency Management Agency (FEMA) approved Intelligence Analyst training course certificate of completion within the first six months of employment under the Contract.

A bachelor's degree or an associate's degree from an accredited institution is desirable.

4.2.2 Additionally, all Intelligence Analysts must possess and demonstrate the following qualifications and experience:

1. Professional experience and formal training in analytical methodologies and tradecraft experience working in state and local Fusion Centers or intelligence units within federal, state, or local law enforcement agencies.
2. Experience conducting all-source intelligence analysis, trend analysis and formal briefs.
3. Monitoring situational awareness (indications & warnings).
4. Producing strategic assessments, distributing and responding to requests for information, producing threat assessments.
5. Initiating topic-specific working groups, and providing local relevance to terrorist events occurring nationally or intentionally.

6. Thorough understanding of the Fusion Center concept, as well as day-to-day operations, challenges, and relationships of all types of Fusion Centers.
7. Comprehensive understanding of critical infrastructure sites, and their interactions. Contractor Intelligence Analysts will be integrated into JRIC and must be fully aware of the needs of Fusion Centers and their constituents.
8. Established relationships with constituents throughout the JRIC area of responsibility to gain an understanding of their needs and concerns, facilitate information sharing, and to cement cooperative working relationships.
9. Previous leadership and participation in local working groups, to forge relationships between JRIC and its constituents, host meetings/training sessions focused on topics of utmost importance to constituent agencies and provide training on critical subjects within JRIC area of responsibility.
10. Prior experience synthesizing local, national, and international intelligence information with local situational awareness resulting in customized products for federal, state, and local partners.
11. Competency in developing and implementing strategic, mission-support initiatives. These activities concentrate on improving core Fusion Center competencies to maintain and enhance strategic operations.
12. Certification in a FEMA-approved Intelligence Analyst training course that meets analytical training requirements for Fusion Center analysts set forth in the DHS grant programs.
13. All Intelligence Analysts must possess, at a minimum, Interim Secret Security Clearance. However, most Intelligence Analysts should possess a Top Secret Security Clearance.

4.2.3 In addition to the qualifications and experience requirements set forth in subparagraphs 4.2.1 and 4.2.2 above, the Senior Intelligence Analyst Manager must possess the following:

1. A bachelor's degree in a relevant field to include Criminal Justice Management. A master's degree in a directly relevant field is desirable.
2. A minimum of 15 years of experience in law enforcement/intelligence community, including ten years of supervisory and/or management experience must be at the level of a senior executive (i.e., equivalent to a Lieutenant/GS-14 or above) in a large law enforcement/intelligence organization.

3. Experience managing multi-agency operations, such as a task force or Fusion Center environment.
4. Top Secret Security Clearance

4.2.4 In addition to the qualifications and experience requirements set forth in subparagraphs 4.2.1 and 4.2.2 above, the Intelligence Analyst Manager must possess the following:

1. A bachelor's degree in a relevant field to include Criminal Justice Management.
2. A minimum of ten years of experience in law enforcement/intelligence community, including five years of supervisory and/or management experience which must be at the level of a senior executive (i.e., equivalent to Lieutenant/GS-14 or above) in a large law enforcement/intelligence organization.
3. Experience working in or managing multi-agency operations, such as a task force or fusion center environment.
4. Top Secret Security Clearance.

4.2.5 In addition to the qualifications and experience requirements set forth in subparagraphs 4.2.1 and 4.2.2 above, the Operations Intelligence Analyst Manager must possess the following:

1. A bachelor's degree in a relevant field to include Criminal Justice Management.
2. A minimum of ten years of experience in law enforcement/intelligence community, including five years of business operations management experience. Project Management Professional (PMP) certification desired.
3. Experience working in process improvement, gap analysis, and strategic operations.
4. Top Secret Security Clearance

4.2.6 In addition to the qualifications and experience requirements set forth in subparagraphs 4.2.1 and 4.2.2 above, the Systems Intelligence Analyst must possess the following:

1. A bachelor's degree in a relevant field to include Criminal Justice Management.
2. A minimum of three years of experience working with the U.S. Government and/or state, and local enforcement agencies.
3. Successfully completed training that provided knowledge and tools for network defense.

4. Top Secret Security Clearance

5.0 SPECIFIC WORK REQUIREMENTS

5.1 Intelligence Analysts

5.1.1 The Intelligence Analysts must develop and produce:

1. Analyses of integrated intelligence;
2. Analytical products to include assessments and notifications;
3. Tactical products to include intelligence bulletins, subject and/or organizational profiles, target packages, etc.; through evaluation of research from various resources;
4. Concepts of operations and procedures related to intelligence operations;
5. Continuity of operations plans;
6. Inter- and intra-agency communications plans;
7. Revisions to State Homeland Security Strategy;
8. Revisions to California's Critical Infrastructure Protections Program;
9. Annual reports; and
10. Various other reports in support of organizational initiatives.

5.1.2 The Intelligence Analysts must, with little or no direction, identify gaps or shortfalls within programs, policies, and/or procedures to correct the deficiencies, and develop and implement new programs as required.

5.1.3 The Intelligence Analysts will assist, as requested by County Project Manager, with the development and implementation of training for state and local public safety personnel. The training may include California POST-Certified (Peace Officer Standard and Training) courses. The frequency of these training events will be determined by JRIC's training unit and is subject to allocated grant funding and regional scheduling availability.

5.2 Senior Intelligence Analyst Manager

5.2.1 The Senior Intelligence Analyst Manager must also possess the same skills to perform the specific Work requirements listed for the Intelligence Analysts in subparagraph 5.1 (Intelligence Analysts) above.

5.2.2 The Senior Intelligence Analyst Manager will serve as the senior administrator for JRIC and will represent the highest authority on the implementation of JRIC policies. All JRIC personnel are accountable to the Senior Intelligence Analyst Manager. The Senior Intelligence Analyst Manager will be accountable to the JRIC Governance Board.

5.2.3 General duties of the Senior Intelligence Manager include, but are not limited to:

1. Overseeing and evaluating all aspects of JRIC operations, including resource allocation, organizational structure, product quality, and the collection of all threat information; based on said review and evaluation, making appropriate notifications and suggestions by partner agencies;
2. Working under the general administrative direction of the JRIC Governance Board and ensuring that the intent of the JRIC Governance Board is enacted;
3. Maintaining clear and consistent communication with the JRIC Governance Board regarding execution of programs and policies to achieve JRIC mission and goals;
4. Implementing the Baseline Capabilities for State and Major Urban Area Fusion Centers, including the Suspicious Activity Reporting (SAR) Fundamentals and Processes and National SAR Initiative (NSI);
5. Coordinating and executing the overall intelligence and information-sharing program for JRIC;
6. Developing, implementing, and periodically re-evaluating performance metrics to ensure JRIC effectively achieves its mission goals;
7. Providing strategic direction to analytic efforts to ensure intelligence priority needs are met;
8. Directing long-term planning for the center, including strategic planning for resources and staffing;
9. Establishing guidelines and priorities for day-to-day JRIC operations;
10. Developing and reviewing intelligence-sharing and privacy protection policies and procedures;
11. Negotiating memoranda of understanding when necessary with partner intelligence, law enforcement, and public safety agencies;
12. Acting as liaison between the Regional Information Sharing System's (RISS), Western States Information Network (WSIN), the State Threat Assessment System (STAS), Urban Area Security Initiative (UASI), Major County Sheriff's Association Intel Commanders Group (ICG), and public and private sector partner organizations;
13. Representing JRIC in meetings with personnel from the public safety community, the US Intelligence Community, as well as other federal, tribal, state, local, and private sector entities;
14. Maintaining regular liaison with senior official counterparts from federal, tribal, state, and local agencies to exchange information and collect data applicable to projects and intelligence reporting of possible terrorism-related activity to also include all crimes and all hazard events;

15. Working closely with management at the other California Fusion Centers and the State Threat Assessment Center (STAC) to ensure that homeland security (to include national security, criminal and all hazard) intelligence gathering, analysis, and dissemination is effectively coordinated across the state;
16. Maintaining effective working relationships with intelligence agencies, law enforcement organizations, and regional public and private partners to ensure that JRIC intelligence assessments and requirements are coordinated;
17. Working with section managers to ensure personnel are appropriately supervised;
18. Reviewing personnel training needs and determining training progress in conjunction with section managers; and
19. Leading the evolution of JRIC's capabilities to coincide with the mission statement.

5.3 Intelligence Analyst Manager

- 5.3.1 The Intelligence Analyst Manager must also possess the same skills to perform the specific Work requirements, listed for the Intelligence Analysts in subparagraph 5.1 (Intelligence Analysts) above.
- 5.3.2 The Intelligence Analyst Manager will serve as the Analysis Section manager for the JRIC and will be accountable to the Senior Intelligence Analyst Manager.
- 5.3.3 General duties of the Intelligence Analyst Manager include, but are not limited to:
 1. Working directly under the administrative direction of the JRIC Senior Intelligence Analyst Manager and ensuring that the duties and responsibilities as requested from the Senior Intelligence Analyst Manager are completed or carried out;
 2. Maintaining clear and consistent communication with Senior Intelligence Analyst Manager regarding execution of programs and policies to achieve the JRIC mission and goals for the Analysis Section;
 3. Establishing guidelines, priorities, and management systems for the daily operation of the Analysis Section;
 4. Leveraging expertise to guide and mentor personnel, serving as a resource with advanced knowledge, skills, and abilities within subject matter expertise;
 5. Assigning tasks, as needed, to Analysis Section personnel;
 6. Functioning as the primary managerial point of contact for the Analysis Section;

7. Managing the operation of the Analysis Section including supervising personnel, developing policies and procedures, directing the product line, and prioritizing production efforts;
8. Providing regular performance feedback to Analysis Section personnel;
9. Maintaining clear and consistent communication with JRIC Deputy Directors, supervisors, and senior personnel to ensure smooth, consistent, and coordinated JRIC operations;
10. Providing oversight and coordination of key intelligence issues relevant to the JRIC area of responsibility (AOR);
11. Reviewing the training needs of Analysis Section personnel and determining training process;
12. Providing documented quantitative and qualitative performance measures to the Senior Intelligence Analyst Manager to validate Analysis Section activities;
13. Approving, as needed, the publication and dissemination of JRIC products and briefings per JRIC release guidelines;
14. Overseeing, as needed, requests for products and requests for information (RFIs) from JRIC customers;
15. Representing JRIC in meetings with personnel from the public safety community, the US Intelligence Community, and other federal, tribal, state, local, and private sector entities; and
16. Maintaining regular communication with official counterparts from federal, tribal, state, and local agencies to exchange information and collect data applicable to projects and intelligence reporting of possible terrorism-related activity.

5.4 Operations Intelligence Analyst Manager

- 5.4.1 The Operations Intelligence Analyst Manager must also possess the same skills to perform the specific Work requirements, listed for the Intelligence Analysts in subparagraph 5.1 (Intelligence Analysts) above.
- 5.4.2 The Operations Intelligence Analyst Manager will be responsible for:
 1. The effective and successful management of business projects, efficiency of work productivity, and quality control measures set by the JRIC Senior Intelligence Analyst Manager and the management team;
 2. Coordinating a structured method of business operations across the organization; and
 3. Enhancing operational procedures and principles in the areas of information flow, processes, and management reporting.
- 5.4.3 General duties of the Operations Intelligence Analyst Manager include, but are not limited to:

1. Serving as the Privacy Policy Officer for JRIC that includes, reviewing operations and documentation for privacy compliance, and managing reports of errors and violations of the privacy policy;
2. Working directly with the JRIC Senior Intelligence Analyst Manager to oversee innovative policy, establishing quality standards and resources;
3. Planning, monitoring, and analyzing key metrics for project performance to ensure efficiency and timely completion of tasks;
4. Working closely with the Senior Intelligence Analyst Manager to implement policies and procedures, and ensure continued compliance;
5. Providing direct support to the JRIC Executive Governance Board, coordinating project requests, providing counsel and organizational guidance as needed;
6. Contributing operations information and recommendations to strategic plans and reviews;
7. Collaborating with unit supervisors to make decisions regarding operational activity and strategic goals;
8. Managing the creation and implementation of policies and procedures, to include accountability;
9. Conceptualizing, drafting and updating quality assurance procedures;
10. Overseeing the collection, preparation, and execution of operating reports and/or statistical records of data;
11. Managing project progress and adapting work as required to ensure deadlines are met;
12. Conducting in-house audits of documentation, assessing operational data, and identifying quality concerns; and
13. Providing operational consultation to the JRIC Senior Intelligence Analyst Manager and his/her management team.

5.5 Systems Intelligence Analyst

- 5.5.1 The Systems Intelligence Analyst must also possess the same skills to perform the specific Work requirements, listed for the Intelligence Analysts in subparagraph 5.1 (Intelligence Analysts) above.
- 5.5.2 The Systems Intelligence Analyst will serve as the senior network systems administrator, or IT administrator, assigned to JRIC.
- 5.5.3 The Systems Intelligence Analyst must provide user account management and domain administrator support, and audio/visual support (i.e. display surface operations support, Video Tele-Conferencing (VTC) support, and Geo Spatial or Geographic support).
- 5.5.4 The Systems Intelligence Analyst must have knowledge of Virtual Private Network (VPN) Secure Remote Access operations and be able

to collaborate with the Department's Data Systems Bureau (DSB). In addition, the Systems Intelligence Analyst must have the ability to implement IT updates, upgrades, and demonstrate expertise in website administration. Contractor must ensure the Systems Intelligence Analyst maintains current knowledge of these systems and other technologies that will benefit JRIC, through a comprehensive annual training plan.

The Systems Intelligence Analyst's knowledge and demonstrated expertise must include, but are not be limited to:

1. Demonstratable experience in the deployment, utilization, and maintenance of VPN systems;
2. Three years' experience working with the U.S. Government and/or state, and local law enforcement agencies;
3. Successfully completed training that provided knowledge and tools for network defense (i.e. SANS boot camp);
4. Familiarity with various VPN service providers and ability to articulate their capabilities, strengths, and weaknesses; and
5. Ability to formulate strategic plans for the development and replacement of JRIC IT systems.

5.5.5 General Duties of the Systems Intelligence Analyst include, but are not limited to:

1. Performing complex network and server administration functions;
2. Maintaining hardware and operating systems, to include system configuration, updates, and upgrades;
3. Installing, customizing, configuring, and troubleshooting;
4. Testing and optimizing moderate to complex physical infrastructure designs;
5. Designing and implementing network security solutions, including elements such as end use trust relationships, access rights, and directories;
6. Performing Virtual Local Area Networks (VLAN) configuration to support the installation and maintenance of Services over Internet Protocol (IP) address, such as audio, video, and data;
7. Analyzing network resource utilization;
8. Implementing solutions to correct problems to ensure applications are accessible and functioning properly;
9. Developing and recommending procedures for network management, including resourcing all decentralized and remote network Services;
10. Planning and installing hardware upgrades for network servers, gateways, and associated telephone devices;
11. Ensuring network security according to policies and procedures, and documenting information processes;
12. Tracking JRIC IT assets;

13. Designing and maintaining more complex network architecture, including hubs, routers, and associated hardware; and
14. Providing in-depth support for information security incidents including internal violations, viruses, and system access.

6.0 OTHER WORK REQUIREMENTS

6.1 Work Location

6.1.1 The Work location for the Intelligence Analysts will be:

Joint Regional Intelligence Center
Los Angeles County Sheriff's Department
12440 Imperial Highway, Suite 700E
Norwalk, California 90650

6.1.2 County reserves the right to change Work location during the term of the Contract, at the sole discretion of the County Project Director.

6.1.3 At the request of the County Project Manager, Contractor and Intelligence Analysts will be required to attend various meetings and threat briefings throughout the state of California at a local, state, or federal facility approved for SECRET level material.

6.2 Days and Hours of Operation, Schedule, Holidays and Overtime

6.2.1 Work for full-time Intelligence Analysts will generally be conducted Monday through Friday, with an option at the discretion of the County Project Manager, of flexible work hours, for a total of 80 regular hours within a two-week period.

1. Work for part-time Intelligence Analysts will generally be conducted Monday through Friday, with an option at the discretion of the County Project Manager, of flexible work hours, up to 40 regular hours within a two-week period, not to exceed 24 regular hours per week.

6.2.2 Contractor's Intelligence Analysts will be permitted time off at the Contractor's sole expense under this Contract for ten holidays. At the beginning of each calendar year, Contractor will provide a list of recognized holidays for County approval. The holidays schedule may vary from year to year.

6.2.3 Contractor's Intelligence Analysts may be required to provide Services on holidays set forth in subparagraph 6.2.2 above, or on an emergency basis outside of the established work schedule hours, based on the needs of the County. Contractor's Intelligence Analysts established work scheduled hours will be adjusted accordingly for that work week.

6.2.4 In addition to the ten holidays, Contractor's Intelligence Analysts will be allotted two weeks (80 hours) of vacation time annually at Contractor's

expense. All requests for vacation time must be approved in advance by the County Project Manager.

6.2.5 At County discretion, Overtime funds will be allotted annually as listed on Exhibit B (Price Sheet) of the Contract and as approved by CAL OES. County Project Manager or designee will ensure the overtime funds are approved by Cal OES, for each contract year, prior to the Intelligence Analysts expending the funds.

1. Operational Overtime cost is allowable for Intelligence Analysts for the following reasons:
 - a. Personnel assigned to directly support any of the following security activities: National Terrorism Advisory System (NTAS), National Security Special Event (NSSE), Special Event Assessment Rating (SEAR) Level 1 through 4 Events, State of Emergency, National Critical Infrastructure Prioritization Program (NCIPP), and Directed Transit Patrols.
 - b. Personnel to participate in information, investigative, and intelligence sharing activities related to homeland security/terrorism preparedness and specifically requested by a federal agency.
2. Overtime and backfill for emergency preparedness and response personnel attending DHS/FEMA-sponsored and approved training classes. Overtime and backfill for part-time and volunteer emergency response personnel participating in DHS/FEMA training.
3. Intelligence Analyst will be paid straight time rates for any overtime worked.

7.0 CONTRACTOR'S RESPONSIBILITIES

- 7.1 Contractor must maintain one or more telephone line(s) which are available 24 hours per day, seven days per week. In cases of emergency, the Contractor Project Manager must be accessible by conventional and/or cellular telephone. The access numbers must be provided to the County Project Manager during the term of the Contract.
- 7.2 Contractor must be able to effectively communicate in English, both orally and in writing.
- 7.3 Contractor must, at Contractor's expense, provide training for Intelligence Analysts, for up to 24 hours per calendar year, as specified and approved by the County Project Manager, throughout the term of the Contract.
- 7.4 Contractor must report all Work provided by submitting a monthly written report, a Deliverable Report by Contractor, containing a summary report of the Intelligence

Analysts Work related activities and any such information as County Project Director or County Project Manager may reasonably request from time to time.

- 7.5 Contractor will be solely liable and responsible for providing all compensation and benefits to all persons performing Work for Contractor pursuant to this Contract. County will not be liable or responsible for the payment of any salaries, wages, unemployment benefits, disability benefits, federal, state, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.
- 7.6 Contractor understands and agrees that all persons performing Work under this Contract are, for purposes of workers' compensation liability, the sole employees of the Contractor and not employees of County. County will have no obligation to furnish, or liability for, workers compensation benefits to any person as a result of any injuries arising from or connected with any Work performed by or on behalf of Contractor pursuant to the Contract.
- 7.7 Contractor and its employees and agents performing Work under this Contract must maintain the confidentiality of all records and information, events, or circumstances which occur during the course of Contractor's performance under this Contract, in accordance with all applicable federal, state, and local laws, rules, regulations, ordinances, guidelines, policies and procedures, and directives relating to confidentiality, including without limitation, County policies concerning information technology security and the protection of confidential records and information.

8.0 QUALITY CONTROL

Contractor must establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of Service throughout the term of the Contract. The plan must be submitted to the County Project Manager for review. The plan must include, but may not be limited to the following:

- 8.1 Method of monitoring to ensure that Contract requirements are being met;
- 8.2 Monitoring methods to be used;
- 8.3 Frequency of monitoring;
- 8.4 Samples of forms to be used in monitoring;
- 8.5 Title/level and qualifications of personnel performing monitoring functions;
- 8.6 Documentation methods of all monitoring results, including any corrective action taken
- 8.7 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, must be provided to the County upon request.

9.0 COUNTY'S QUALITY ASSURANCE PLAN

County will evaluate the Contractor's performance under the Contract using the quality assurance procedures as defined in subparagraph 8.15 (County's Quality Assurance Plan) of the Contract.

9.1 Monthly Meetings

Contractor is required to attend a scheduled monthly meeting.

9.2 Contract Discrepancy Report (Exhibit G)

9.2.1 Verbal notification of a Contract discrepancy will be made to the Contractor's Project Manager as soon as possible whenever a Contract discrepancy is identified. The problem must be resolved within a time period mutually agreed upon by County and Contractor.

9.2.2 The County Project Manager will determine whether a formal Contract Discrepancy Report (CDR) must be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Project Manager within five Business Days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR must be submitted to the County Project Manager within ten Business Days.

9.3 County Observations

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

10.0 GREEN INITIATIVES

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

10.2 Contractor must notify County Project Manager of Contractor's new green initiatives prior to the Contract commencement.