

**ATTACHMENT 1**

**STATEMENT OF WORK**

**TEMPORARY PERSONNEL SERVICES**

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## **1.0 SCOPE OF WORK**

- 1.1 The County of Los Angeles (County) Sheriff's Department (Department) is seeking qualified Contractors that can provide Temporary Personnel Services (Services), on an as-needed basis. Contractor must provide an array of specialized personnel job classifications in accordance with Exhibit F (Personnel Job Classifications) to the Master Agreement.
- 1.2 Contractor Staff will be assigned to fill vacancies at various Department facilities located throughout the County for a period not to exceed 90 working days or 720 working hours.

## **2.0 HOURS/DAYS OF WORK**

Working days/hours are generally Monday through Friday, 6:00 a.m. until 5:00 p.m., excluding County-recognized holidays. Working hours may vary, depending on the assigned Work and Work location. Notwithstanding, Contractor Staff may be required to Work holidays and weekends, based on the needs of the Department.

## **3.0 WORK**

- 3.1 The County will issue Work Orders on a rotational basis to all Contractors qualified to provide the requested job classification(s), in accordance with Exhibit I (Job Classification Checklist) to the Master Agreement. County Project Manager may select a Contractor out of rotation for the requested job classification when: a) the next Contractor in rotation is unable to provide the required Contractor Staff, or b) there is only one Contractor in rotation that can provide the required Contractor Staff. Notwithstanding, the Department has the sole discretion to issue a Work Order to any Contractor, based on the immediate needs of the County.

### **3.2 Work Order Process**

- 3.2.1 Upon the Department's determination to issue a Work Order, the Department will contact Contractor to request the name(s) of Contractor Staff available to potentially fill an open temporary position. Contractor is encouraged to provide the Department with the names of alternate Contractor Staff to be considered in the event proposed Contractor Staff fails to pass the Department's background investigation.
- 3.2.2 All Contractor Staff must be pre-screened by Contractor in accordance with Paragraph 5.5 (Contractor Staff Qualifications) of this SOW.

#### **3.2.2.1 Approval of Contractor Staff**

All proposed Contractor Staff must undergo a Department selection process, as follows:

- a. The Department will interview all proposed Contractor Staff to find the best fit for each vacancy.

- b. The Department will coordinate with Contractor to schedule an interview date/time for each proposed Contractor Staff.
- c. Upon completion of interview(s), the Department will notify Contractor of the name(s) of Contractor Staff selected to begin the background process.
- d. If proposed Contractor Staff does not pass the Department's background investigation, the Department will notify Contractor of its intent to begin the background process on alternate proposed Contractor Staff, if applicable.  
  
If no alternate Contractor Staff is proposed, the Department may, in its sole discretion, proceed to the next qualified Contractor.
- e. If proposed Contractor Staff successfully passes the Department's background investigation, the Department will contact Contractor to establish a Work start date.

- 3.2.2 Upon determination of a Work start date, the Department will issue a Work Order (refer to Exhibit G of the Master Agreement) to Contractor for review and signature. Contractor must respond to the Work Order within the timeframe defined therein.
- 3.2.3 Contractor's failure to provide acceptance of Work or failure to provide any required documentation in response to a Work Order, within its specified timeframe , may result in the Department proceeding to the next available Contractor.
- 3.2.4 The Department will coordinate with Contractor to ensure that approved Contractor Staff listed on the Work Order reports to the job assignment.
- 3.2.5 If at any time Contractor cannot fulfill a fully executed Work Order, the Department will proceed to the next qualified Contractor in rotation for the specified job classification.

**4.0 SPECIFIC WORK REQUIREMENTS**

- 4.1 Contractor must provide the most qualified Contractor Staff for each job classification based on education, work experience, certification/license, background, interpersonal skills, and aptitude.
- 4.2 Contractor Staff must be able and willing to Work in a complex, fast paced, confidential, and demanding Work environment, including working around County inmates.

- 4.3 Contractor Staff must be eighteen years of age or older, who are eligible to work under the laws of the United States of America and the State of California.
- 4.4 Contractor Staff must have the ability to fluently read, write, speak, and understand English.
- 4.5 Contractor Staff must present a neat, businesslike appearance, and behave in a professional manner.
- 4.6 Contractor Project Manager must monitor and supervise assigned Contractor Staff performance and delivery of the required Services.
- 4.7 Contractor Project Manager must follow-up with County Project Manager to ensure the delivery of Services is satisfying the Work requirements.
- 4.8 Contractor must provide written notification to County Project Manager prior to any change of Contractor Project Manager.

## **5.0 CONTRACTOR'S RESPONSIBILITY**

- 5.1 Contractor must ensure Contractor Staff assigned to a Work Order can perform the duties and meet the minimum requirements listed for each job classification specified in Exhibit F (Personnel Job Classifications) to the Master Agreement.
- 5.2 Contractor must maintain copies of all qualifying information, including education credentials (e.g., diplomas, transcripts, certifications, etc.) and other applicable supporting documents for all Contractor Staff performing Services under the Master Agreement.
- 5.3 Contractor will be responsible, at Contractor's sole expense, for providing training to all Contractor's Staff assigned to perform Services under a fully executed Work Order.
- 5.4 Contractor will be solely responsible for providing to its employees all legally required employee benefits. The County will not be liable for direct payment of any salaries, wages, or other compensation to any Contractor Staff.

### **5.5 Contractor Staff Qualifications**

- 5.5.1 Prior to recommending Contractor Staff to perform Services, Contractor must pre-screen and qualify all Contractor Staff. Contractor must ensure that all proposed Contractor Staff meet the following requirements:
  - a. At least 18 years or older,
  - b. No history of excessive alcohol consumption or abuse,
  - c. No history of illegal controlled substance abuse,
  - d. No history of past or present criminal activity,
  - e. No history of felony or misdemeanor convictions,

- f. Have successfully passed a reference check verifying previous employment history, and
- g. Have provided all applicable supporting documents demonstrating ability to perform the duties and meet the minimum requirements of the job classification as specified in Exhibit F (Personnel Job Classification) to the Master Agreement.

5.5.2 Any costs associated with performing the pre-screening of Contractor Staff will be at the Contractor's sole expense, regardless of whether Contractor Staff is accepted or not by the Department.

## **5.6 Contractor's Office**

Contractor must, at its sole expense, have and maintain an office with a telephone in the company's name where Contractor conducts business. The office must be staffed during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, by at least one employee who can respond to inquiries and observations which may be received about Contractor's performance of the Master Agreement. When the office is closed, an answering service must be provided to receive calls. Contractor must return calls received by the answering service no later than noon the following Business Day.

## **5.7 Timecards**

- 5.7.1 Contractor Staff must sign-in/sign-out daily on the weekly timecard (Timecard) provided by the Department's unit of assignment. Each week the Department's unit supervisor (Supervisor) will verify the accuracy of hours worked and sign the Timecard. The Supervisor will forward the unit's Timecard to County Project Manager weekly.
- 5.7.2 Contractor must ensure that all Timecards are complete and approved (signed by Supervisor) prior to submitting for payment.
- 5.7.3 Contractor must maintain a weekly time log for all Contractor Staff assigned to provide Services in accordance with Paragraph 8.37 (Record Retention and Inspection-Audit Settlement) of the Master Agreement.
- 5.7.4 County Project Manager will compare the Timecard and Contractor's weekly time log for any discrepancies.

## **6.0 QUALITY ASSURANCE PLAN**

The Department will evaluate Contractor's performance under the Master Agreement using the quality assurance procedures as defined in Paragraph 8.14 (County's Quality Assurance Plan) of the Master Agreement.

## **6.1 As-Needed Meetings**

During the Term of the Master Agreement, Contractor Project Manager must be available to meet and confer with County Project Director, as necessary, in person or by phone. Contractor will be notified by County Project Director, three Days prior to the meeting, as to the date, time, and location (if applicable), of the meeting.

## **7.0 CONTRACT DISCREPANCY REPORT (CDR)**

- 7.1 The County will notify Contractor in writing of any contract discrepancy as soon as possible whenever a contract discrepancy is identified. The problem must be resolved within a time mutually agreed upon by the County and Contractor.
- 7.2 County Project Manager will determine whether a Contract Discrepancy Report (CDR) (refer to Exhibit D to the Master Agreement), will be issued. Upon receipt of the CDR, Contractor is required to respond in writing to 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 County Project Manager within ten Business Days of receipt of the CDR.