

**AMENDMENT No. 1
TO AGREEMENT BY AND BETWEEN
COUNTY OF MONTEREY & DAVID LLOYD DBA JANE'S ANSWERING SERVICE**

THIS AMENDMENT No. 1 is made to the STANDARD AGREEMENT for provision of after-hours telephone answering services for the County Information Technology Department, hereinafter "CONTRACTOR", and the County of Monterey, a political subdivision of the State of California, hereinafter referred to as "COUNTY".

WHEREAS, the COUNTY and CONTRACTOR entered into this AGREEMENT originally for a term of July 1, 2019, through June 30, 2022, with a "not to exceed" total compensation of \$60,000; and

WHEREAS, the COUNTY and CONTRACTOR wish to amend the AGREEMENT to extend the term of the agreement and increase the total amount of the AGREEMENT by \$75,000, in order to provide for continuity of services; and

NOW THEREFORE, the COUNTY and CONTRACTOR hereby agree to amend the AGREEMENT in the following manner:

1. **Section 2.0 PAYMENT PROVISIONS**, shall be amended to the following: "is not to exceed the sum of \$135,000."
2. **Section 3.0, TERM OF AGREEMENT**, shall be amended by removing, "*The term of this Agreement is from July 1, 2019, to June 30, 2022, unless sooner terminated pursuant to the terms of this Agreement*" and replacing it with "*The term of this Agreement is from July 1, 2019, to June 30, 2025, unless sooner terminated pursuant to the terms of this Agreement.*"
3. **Section 4.0, SCOPE OF SERVICES AND ADDITIONAL PROVISIONS**, shall be amended by removing "Exhibit A" and "Exhibit B" and replacing them with "Exhibit A-1" and "Exhibit B-1", attached to this Amendment No. 1.

Except as provided herein all remaining terms, conditions and provisions of the AGREEMENT are unchanged and unaffected by this AMENDMENT No. 1 and shall continue in full force and effect as set forth in the AGREEMENT.

A copy of this AMENDMENT No. 1 shall be attached to the original AGREEMENT dated July 1, 2019.

IN WITNESS WHEREOF, the parties have executed this AMENDMENT No. 1 on the day and year written below.

MONTEREY COUNTY

CONTRACTOR

Eric Chatham, Chief Information Officer

By: *David Lloyd*
Signature of Owner

Dated:

David Lloyd
Printed Name

Approved as to Fiscal Provisions:

Burcu Mousa

Dated: *3/30/2022*

Deputy Auditor/Controller

By: *Dona Lloyd*
Signature of Owner

4/11/2022 | 8:17 AM PDT
Dated:

Dona Lloyd
Printed Name

Approved as to Liability Provisions:

Risk Management

Dated: *3/31/22*

Dated:

Approved as to Form:

Katherine A. Hansen

Katherine A. Hansen, Deputy County Counsel

4/6/2022 | 10:32 PM PDT
Dated:

*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the Agreement.

EXHIBIT – A-1
To Agreement by and between
County of Monterey, on behalf of its Information Technology Department, hereinafter referred
to as “COUNTY”
AND
David Lloyd dba Jane’s Answering Service hereinafter referred to as “CONTRACTOR”

Scope of Services / Payment Provisions

A. SCOPE OF SERVICES

A.1 CONTRACTOR shall provide services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

CONTRACTOR shall provide telephone Operator services for the COUNTY in 3 capacities:

- Answer incoming Public Calls to the main line of 831-755-5000.
- Answer incoming calls for After-hour IT Support and contact ITD on-call support staff.
- Make calls to ITD on-call support staff based on incoming Network Monitoring email alerts.

1. Answer incoming Public calls to the main line 831-755-5000 for the County of Monterey.

CONTRACTOR agrees to:

- a. Provide 24/7/365 answering service for calls coming into the 831-755-5000 phone number.
- b. Answer incoming calls by the fifth ring with the greeting “*Monterey County Department Directory Line.*”
- c. Refer callers to the appropriate Monterey County Department as requested, providing the departmental phone number information.
- d. Refer callers to Departments only; individual county employee phone numbers or extensions are not to be given to callers.
- e. Transfer calls to appropriate phone numbers, limited to emergency situations (9-1-1, crisis lines, etc.)
- f. Maintain phone call transaction database and digital recordings of all calls.
- g. Provide monthly reports showing call volume and call handling statistics.
- h. Provide answering service in both English and Spanish as necessary.
- i. Handle all calls in a professional and courteous manner.

COUNTY Responsibility:

- a. Provide detailed departmental phone list and reference list for Contractor’s use in handling incoming calls.

- b. Provide a contact phone number for the ITD Service Desk if Contractor has questions on how to handle specific calls.
 - c. Provide the technical service in redirecting calls made to the 831-755-5000 phone number to Contractor.
 - d. Provide troubleshooting support as needed for problems involving the redirection of calls made to the 831-755-5000 phone number to Contractor.
- 2. Answer incoming calls for After-hour IT Support and contact ITD on-call support staff.**

CONTRACTOR agrees to:

- a. Answer IT Support calls forwarded from Monterey County ITD phone system with the greeting, "*Monterey County ITD After Hours Support.*"
- b. Use the Call Handling Table for County of Monterey ITD to contact the primary on-call ITD support person.
- c. Escalate calls to the ITD Escalation Contacts if they are not able to contact the primary on-call ITD support person within 30 minutes from the initial attempt.
- d. Send email each morning summarizing all call activity to 193JTAS@co.monterey.ca.us.
- e. Ask callers the following questions, document answers, and relay the information gathered to County ITD support:
 - Caller's First & Last Name
 - Caller's Agency/Department
 - Caller's call-back phone number
 - Which system or service is affected
 - Describe the problem being reported

COUNTY Responsibility:

- a. Answer IT Support calls that come into the Service Desk 831-796-1400, M-F, 8:00 AM to 5:00 PM, excluding holidays.
 - b. Answer after-hour IT Support calls when ITD is staffed by the ITD Operations Department.
 - c. Forward the phones to Contractor for after-hours IT Support calls when ITD is not staffed by the ITD Operations Department.
 - d. Provide Contractor with a "Call Handling Reference Guide" that provides key words and who to contact.
 - e. Provide Contractor with a list of "ITD Escalation Contacts" that provides the names and phone numbers of ITD escalation contacts.
- 3. Make calls to ITD on-call support staff based on incoming Network Monitoring email alerts.**

CONTRACTOR agrees to:

- a. Monitor an internal County mailbox on a 24/7/365 basis for any network monitoring notification emails.

- b. Notify the ITD Network on-call support person when any network monitoring notification emails arrive.

COUNTY Responsibility:

- a. Provide a weekly On-Call schedule to Contractor and notify Contractor of any changes.
- b. Configure the network monitoring equipment to send email alerts to a JTAS email address.

B. PAYMENT PROVISIONS

B.1 COMPENSATION/ PAYMENT

CONTRACTOR'S compensation for services rendered shall be based on the following rates or in accordance with the following terms:

- a) For Public and After-Hour IT Support Operator services (items #1 and #2 above), the COUNTY shall pay CONTRACTOR according to the terms set forth in Section 6 (Payment Conditions) of this Amendment No. 1 to the original Agreement.

From July 1, 2022, through June 30, 2023, CONTRACTOR shall charge COUNTY at the base rate of \$99.00 for the first fifty (50) incoming calls answered per month. Each incoming call starting at number 51 and above will be charged at the rate of eighty-five cents (\$0.85) per call through the last day of the month.

Effective July 1, 2023, through June 30, 2025, CONTRACTOR shall charge COUNTY at the base rate of \$109 for the first fifty (50) incoming calls answered per month. Each incoming call starting at number 51 and above will be charged at the rate of ninety cents (\$0.90) per call through the last day of the month.

For Network Monitoring: From July 1, 2022, through June 30, 2023, CONTRACTOR shall charge COUNTY at the base rate of \$54.00 for the first fifty (50) incoming calls answered each month. Each incoming call starting at number 51 and above will be charged at the rate of eighty-five cents (\$0.85) per call through the last day of the month.

Effective July 1, 2023, through June 30, 2025, CONTRACTOR shall charge COUNTY at the base rate of \$62.00 for the first fifty (50) incoming calls answered per month. Each incoming call starting at number 51 and above will be charged at the rate of ninety cents (\$0.90) per call through the last day of the month.

Term of services will be July 1, 2022, through June 30, 2025, not to exceed \$75,000.

Invoices shall be mailed to:

County of Monterey Information Technology
1590 Moffett Street

David Lloyd, dba Jane's Answering Service
Amendment #1 to Agreement
Page 5 of 7

Salinas, CA 93905
Attn: Accounts Payable

If for any reason this Amendment No. 1 to the original agreement is cancelled, County's maximum liability shall be the total utilization to the date of cancellation not to exceed the maximum amount listed above.

NOTE: All fees and costs stated herein shall include all applicable tax.

Exhibit B-1

**To Amendment No. 1 by and between
the County of Monterey (COUNTY)**

AND

**David Lloyd, doing business as Jane's Answering Service (CONTRACTOR)
Automobile Insurance**

Contractor's automobile insurance carrier is Farmers Insurance Exchange, which will not provide an endorsement to his automobile insurance policy, naming the COUNTY as an additional insured. The parties agree that CONTRACTOR will not be required to provide COUNTY with an endorsement to his automobile insurance, naming it as an additional insured, notwithstanding Paragraph 9.04 of Amendment No. 1. CONTRACTOR agrees to provide COUNTY with evidence of personal automobile coverage in the required amounts as specified in Paragraph 9.03 of Amendment No. 1, and to maintain such coverage continuously throughout the term of Amendment No. 1, as specified in Paragraph 9.03.



Monterey County Board of Supervisors

168 West Alisal Street,
1st Floor
Salinas, CA 93901
831.755.5066

Board Order

Agreement No.: A-14446

A motion was made by Supervisor Chris Lopez, seconded by Supervisor Luis A. Alejo to::

Approve and authorize the Director of the Information Technology Department to sign a non-standard Professional Services Agreement with David Lloyd, doing business as Jane's Answering Service, for after-hours telephone answering services for the County Information Technology Department, in the maximum amount of sixty-thousand dollars (\$60,000) for a term retroactive to July 1, 2019 through June 30, 2022.

PASSED AND ADOPTED on this 16th day of July 2019, by the following vote, to wit:

AYES: Supervisors Alejo, Phillips, Lopez, Parker and Adams

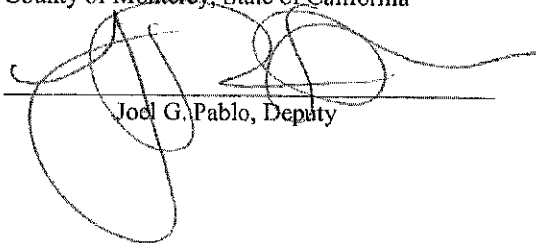
NOES: None

ABSENT: None

I, Valerie Ralph, Clerk of the Board of Supervisors of the County of Monterey, State of California, hereby certify that the foregoing is a true copy of an original order of said Board of Supervisors duly made and entered in the minutes thereof of Minute Book 82 for the meeting July 16, 2019.

Dated: July 18, 2019
File ID: A 19-282

Valerie Ralph, Clerk of the Board of Supervisors
County of Monterey, State of California



Jodi G. Pablo, Deputy

**COUNTY OF MONTEREY STANDARD AGREEMENT
(NOT TO EXCEED \$100,000)**

This **Agreement** is made by and between the County of Monterey, a political subdivision of the State of California (hereinafter "County") and:

Jane's Answering Service

(hereinafter "CONTRACTOR").

In consideration of the mutual covenants and conditions set forth in this Agreement, the parties agree as follows:

1.0 GENERAL DESCRIPTION.

1.01 The County hereby engages CONTRACTOR to perform, and CONTRACTOR hereby agrees to perform, the services described in **Exhibit A** in conformity with the terms of this Agreement. The goods and/or services are generally described as follows:

Provide telephone answering services for the Information Technology Department.

2.0 PAYMENT PROVISIONS.

2.01 County shall pay the CONTRACTOR in accordance with the payment provisions set forth in **Exhibit A**, subject to the limitations set forth in this Agreement. The total amount payable by County to CONTRACTOR under this Agreement is not to exceed the sum of \$ 60,000.

3.0 TERM OF AGREEMENT.

3.01 The term of this Agreement is from July 1, 2019 to June 30, 2022, unless sooner terminated pursuant to the terms of this Agreement. This Agreement is of no force or effect until signed by both CONTRACTOR and County and with County signing last, and **CONTRACTOR may not commence work before County signs this Agreement.**

3.02 The County reserves the right to cancel this Agreement, or any extension of this Agreement, without cause, with a thirty day (30) written notice, or with cause immediately.

4.0 SCOPE OF SERVICES AND ADDITIONAL PROVISIONS.

4.01 The following attached exhibits are incorporated herein by reference and constitute a part of this Agreement:

Exhibit A Scope of Services/Payment Provisions

Exhibit B Automobile Insurance exception

5.0 PERFORMANCE STANDARDS.

- 5.01 CONTRACTOR warrants that CONTRACTOR and CONTRACTOR's agents, employees, and subcontractors performing services under this Agreement are specially trained, experienced, competent, and appropriately licensed to perform the work and deliver the services required under this Agreement and are not employees of the County, or immediate family of an employee of the County.
- 5.02 CONTRACTOR, its agents, employees, and subcontractors shall perform all work in a safe and skillful manner and in compliance with all applicable laws and regulations. All work performed under this Agreement that is required by law to be performed or supervised by licensed personnel shall be performed in accordance with such licensing requirements.
- 5.03 CONTRACTOR shall furnish, at its own expense, all materials, equipment, and personnel necessary to carry out the terms of this Agreement, except as otherwise specified in this Agreement. CONTRACTOR shall not use County premises, property (including equipment, instruments, or supplies) or personnel for any purpose other than in the performance of its obligations under this Agreement.

6.0 PAYMENT CONDITIONS.

- 6.01 Prices shall remain firm for the initial term of the Agreement and, thereafter, may be adjusted annually as provided herein. The County does not guarantee any minimum or maximum amount of dollars to be spent under this Agreement.
- 6.02 Negotiations for rate changes shall be commenced, by CONTRACTOR, a minimum of ninety days (90) prior to the expiration of the Agreement. Rate changes are not binding unless mutually agreed upon in writing by the County and the CONTRACTOR.
- 6.03 Invoice amounts shall be billed directly to the ordering department.
- 6.04 CONTRACTOR shall submit such invoice periodically or at the completion of services, but in any event, not later than 30 days after completion of services. The invoice shall set forth the amounts claimed by CONTRACTOR for the previous period, together with an itemized basis for the amounts claimed, and such other information pertinent to the invoice. The County shall certify the invoice, either in the requested amount or in such other amount as the County approves in conformity with this Agreement, and shall promptly submit such invoice to the County Auditor-Controller for payment. The County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.

7.0 TERMINATION.

- 7.01 During the term of this Agreement, the County may terminate the Agreement for any reason by giving written notice of termination to the CONTRACTOR at least thirty (30) days prior to the effective date of termination. Such notice shall set forth the effective date of termination. In the event of such termination, the amount payable under this Agreement shall be reduced in proportion to the services provided prior to the date of termination.
- 7.02 The County may cancel and terminate this Agreement for good cause effective immediately upon written notice to CONTRACTOR. "Good cause" includes the failure of

CONTRACTOR to perform the required services at the time and in the manner provided under this Agreement. If County terminates this Agreement for good cause, the County may be relieved of the payment of any consideration to CONTRACTOR, and the County may proceed with the work in any manner, which County deems proper. The cost to the County shall be deducted from any sum due the CONTRACTOR under this Agreement.

- 7.03 The County's payments to CONTRACTOR under this Agreement are funded by local, state and federal governments. If funds from local, state and federal sources are not obtained and continued at a level sufficient to allow for the County's purchase of the indicated quantity of services, then the County may give written notice of this fact to CONTRACTOR, and the obligations of the parties under this Agreement shall terminate immediately, or on such date thereafter, as the County may specify in its notice, unless in the meanwhile the parties enter into a written amendment modifying this Agreement.

8.0 INDEMNIFICATION.

- 8.01 Contractor shall indemnify, defend, and hold harmless the County of Monterey (hereinafter "County"), its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the negligence or willful misconduct of personnel employed by the County. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the County. The Contractor shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which the Contractor is obligated to indemnify, defend and hold harmless the County under this Agreement.

9.0 INSURANCE REQUIREMENTS.

9.01 Evidence of Coverage:

Prior to commencement of this Agreement, the Contractor shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, the Contractor upon request shall provide a certified copy of the policy or policies.

This verification of coverage shall be sent to the County's Contracts/Purchasing Department, unless otherwise directed. The Contractor shall not receive a "Notice to Proceed" with the work under this Agreement until it has obtained all insurance required and the County has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

9.02 Qualifying Insurers:

All coverage's, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- VII, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by the County's Purchasing Manager.

- 9.03 Insurance Coverage Requirements: Without limiting CONTRACTOR's duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of this Agreement a policy or policies of insurance with the following minimum limits of liability:

Commercial General Liability Insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

Business Automobile Liability Insurance, covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$500,000 per occurrence.

(Note: any proposed modifications to these auto insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

Workers' Compensation Insurance, if CONTRACTOR employs others in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

(Note: any proposed modifications to these workers' compensation insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

Professional Liability Insurance, if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made in the course of rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, the CONTRACTOR shall, upon the expiration or earlier termination of this Agreement, obtain extended reporting coverage ("tail coverage") with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this Agreement.

(Note: any proposed modifications to these insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

9.04 Other Requirements:

All insurance required by this Agreement shall be with a company acceptable to the County and issued and executed by an admitted insurer authorized to transact Insurance business in the State of California. Unless otherwise specified by this Agreement, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of

three years following the date CONTRACTOR completes its performance of services under this Agreement.

Each liability policy shall provide that the County shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for Contractor and additional insureds with respect to claims arising from each subcontractor, if any, performing work under this Agreement, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.

Commercial general liability and automobile liability policies shall **provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insureds** with respect to liability arising out of the CONTRACTOR'S work, including ongoing and completed operations, and shall further provide that **such insurance is primary** insurance to any insurance or self-insurance maintained by the County and that the insurance of **the Additional Insureds shall not be called upon to contribute** to a loss covered by the CONTRACTOR'S insurance. The required endorsement form for Commercial General Liability Additional Insured is ISO Form CG 20 10 11-85 or CG 20 10 10 01 in tandem with CG 20 37 10 01 (2000). The required endorsement form for Automobile Additional Insured endorsement is ISO Form CA 20 48 02 99.

Prior to the execution of this Agreement by the County, CONTRACTOR shall file certificates of insurance with the County's contract administrator and County's Contracts/Purchasing Division, showing that the CONTRACTOR has in effect the insurance required by this Agreement. The CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in this Agreement, which shall continue in full force and effect.

CONTRACTOR shall at all times during the term of this Agreement maintain in force the insurance coverage required under this Agreement and shall send, without demand by County, annual certificates to County's Contract Administrator and County's Contracts/Purchasing Division. If the certificate is not received by the expiration date, County shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of this Agreement, which entitles County, at its sole discretion, to terminate this Agreement immediately.

10.0 RECORDS AND CONFIDENTIALITY.

- 10.01 Confidentiality. CONTRACTOR and its officers, employees, agents, and subcontractors shall comply with any and all federal, state, and local laws, which provide for the confidentiality of records and other information. CONTRACTOR shall not disclose any confidential records or other confidential information received from the County or prepared in connection with the performance of this Agreement, unless County specifically permits CONTRACTOR to disclose such records or information. CONTRACTOR shall promptly transmit to County any and all requests for disclosure of any such confidential records or information. CONTRACTOR shall not use any confidential information gained by

CONTRACTOR in the performance of this Agreement except for the sole purpose of carrying out CONTRACTOR's obligations under this Agreement.

- 10.02 County Records. When this Agreement expires or terminates, CONTRACTOR shall return to County any County records which CONTRACTOR used or received from County to perform services under this Agreement.
- 10.03 Maintenance of Records. CONTRACTOR shall prepare, maintain, and preserve all reports and records that may be required by federal, state, and County rules and regulations related to services performed under this Agreement. CONTRACTOR shall maintain such records for a period of at least three years after receipt of final payment under this Agreement. If any litigation, claim, negotiation, audit exception, or other action relating to this Agreement is pending at the end of the three year period, then CONTRACTOR shall retain said records until such action is resolved.
- 10.04 Access to and Audit of Records. The County shall have the right to examine, monitor and audit all records, documents, conditions, and activities of the CONTRACTOR and its subcontractors related to services provided under this Agreement. Pursuant to Government Code section 8546.7, if this Agreement involves the expenditure of public funds in excess of \$10,000, the parties to this Agreement may be subject, at the request of the County or as part of any audit of the County, to the examination and audit of the State Auditor pertaining to matters connected with the performance of this Agreement for a period of three years after final payment under the Agreement.
- 10.05 Royalties and Inventions. County shall have a royalty-free, exclusive and irrevocable license to reproduce, publish, and use, and authorize others to do so, all original computer programs, writings, sound recordings, pictorial reproductions, drawings, and other works of similar nature produced in the course of or under this Agreement. CONTRACTOR shall not publish any such material without the prior written approval of County.

11.0 NON-DISCRIMINATION.

- 11.01 During the performance of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate against any person because of race, religious creed, color, sex, national origin, ancestry, physical disability, mental disability, medical condition, marital status, age (over 40), or sexual orientation, either in CONTRACTOR's employment practices or in the furnishing of services to recipients. CONTRACTOR shall ensure that the evaluation and treatment of its employees and applicants for employment and all persons receiving and requesting services are free of such discrimination. CONTRACTOR and any subcontractor shall, in the performance of this Agreement, fully comply with all federal, state, and local laws and regulations which prohibit discrimination. The provision of services primarily or exclusively to such target population as may be designated in this Agreement shall not be deemed to be prohibited discrimination.

12.0 COMPLIANCE WITH TERMS OF STATE OR FEDERAL GRANTS.

- 12.01 If this Agreement has been or will be funded with monies received by the County pursuant to a contract with the state or federal government in which the County is the grantee, CONTRACTOR will comply with all the provisions of said contract, to the extent applicable to CONTRACTOR as a subgrantee under said contract, and said provisions shall

be deemed a part of this Agreement, as though fully set forth herein. Upon request, County will deliver a copy of said contract to CONTRACTOR, at no cost to CONTRACTOR.

13.0 INDEPENDENT CONTRACTOR.

- 13.01 In the performance of work, duties, and obligations under this Agreement, CONTRACTOR is at all times acting and performing as an independent contractor and not as an employee of the County. No offer or obligation of permanent employment with the County or particular County department or agency is intended in any manner, and CONTRACTOR shall not become entitled by virtue of this Agreement to receive from County any form of employee benefits including but not limited to sick leave, vacation, retirement benefits, workers' compensation coverage, insurance or disability benefits. CONTRACTOR shall be solely liable for and obligated to pay directly all applicable taxes, including federal and state income taxes and social security, arising out of CONTRACTOR's performance of this Agreement. In connection therewith, CONTRACTOR shall defend, indemnify, and hold County harmless from any and all liability which County may incur because of CONTRACTOR's failure to pay such taxes.

14.0 NOTICES.

- 14.01 Notices required under this Agreement shall be delivered personally or by first-class, postage pre-paid mail to the County and CONTRACTOR'S contract administrators at the addresses listed below:

FOR COUNTY:	FOR CONTRACTOR:
Robert McGuire - IT Business Manager	David Lloyd - Owner
Name and Title 1590 Moffett Street Salinas, Ca. 93905	Name and Title 201 John Street, Suite M Salinas, Ca. 93901
Address	Address
831-759-6956	831-758-3351
Phone	Phone

15.0 MISCELLANEOUS PROVISIONS.

- 15.01 Conflict of Interest. CONTRACTOR represents that it presently has no interest and agrees not to acquire any interest during the term of this Agreement, which would directly, or indirectly conflict in any manner or to any degree with the full and complete performance of the services required to be rendered under this Agreement.
- 15.02 Amendment. This Agreement may be amended or modified only by an instrument in writing signed by the County and the CONTRACTOR.

- 15.03 Waiver. Any waiver of any terms and conditions of this Agreement must be in writing and signed by the County and the CONTRACTOR. A waiver of any of the terms and conditions of this Agreement shall not be construed as a waiver of any other terms or conditions in this Agreement.
- 15.04 Contractor. The term "CONTRACTOR" as used in this Agreement includes CONTRACTOR's officers, agents, and employees acting on CONTRACTOR's behalf in the performance of this Agreement.
- 15.05 Disputes. CONTRACTOR shall continue to perform under this Agreement during any dispute.
- 15.06 Assignment and Subcontracting. The CONTRACTOR shall not assign, sell, or otherwise transfer its interest or obligations in this Agreement without the prior written consent of the County. None of the services covered by this Agreement shall be subcontracted without the prior written approval of the County. Notwithstanding any such subcontract, CONTRACTOR shall continue to be liable for the performance of all requirements of this Agreement.
- 15.07 Successors and Assigns. This Agreement and the rights, privileges, duties, and obligations of the County and CONTRACTOR under this Agreement, to the extent assignable or delegable, shall be binding upon and inure to the benefit of the parties and their respective successors, permitted assigns, and heirs.
- 15.08 Compliance with Applicable Law. The parties shall comply with all applicable federal, state, and local laws and regulations in performing this Agreement.
- 15.09 Headings. The headings are for convenience only and shall not be used to interpret the terms of this Agreement.
- 15.10 Time is of the Essence. Time is of the essence in each and all of the provisions of this Agreement.
- 15.11 Governing Law. This Agreement shall be governed by and interpreted under the laws of the State of California.
- 15.12 Non-exclusive Agreement. This Agreement is non-exclusive and both County and CONTRACTOR expressly reserve the right to contract with other entities for the same or similar services.
- 15.13 Construction of Agreement. The County and CONTRACTOR agree that each party has fully participated in the review and revision of this Agreement and that any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in the interpretation of this Agreement or any amendment to this Agreement.
- 15.14 Counterparts. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same Agreement.

- 15.15 Authority. Any individual executing this Agreement on behalf of the County or the CONTRACTOR represents and warrants hereby that he or she has the requisite authority to enter into this Agreement on behalf of such party and bind the party to the terms and conditions of this Agreement.
- 15.16 Integration. This Agreement, including the exhibits, represent the entire Agreement between the County and the CONTRACTOR with respect to the subject matter of this Agreement and shall supersede all prior negotiations, representations, or agreements, either written or oral, between the County and the CONTRACTOR as of the effective date of this Agreement, which is the date that the County signs the Agreement.
- 15.17 Interpretation of Conflicting Provisions. In the event of any conflict or inconsistency between the provisions of this Agreement and the Provisions of any exhibit or other attachment to this Agreement, the provisions of this Agreement shall prevail and control.

-----*This section left blank intentionally*-----

16.0 SIGNATURE PAGE.

IN WITNESS WHEREOF, County and CONTRACTOR have executed this Agreement as of the day and year written below.

COUNTY OF MONTEREY

CONTRACTOR

By: [Signature]
Contracts/Purchasing Officer

Jane's Answering Service
Contractor's Business Name*

Date: 7-9-19

By: [Signature: Eric A. Chatham]
Department Head (if applicable)

By: [Signature: Dona Lloyd]
(Signature of Chair, President, or Vice-President)*

Date: 7/10/19

DONA LLOYD owner
Name and Title

Approved as to Form¹
By: [Signature: Rebecca M. Duciver]
County Counsel

Date: 4/17/19

Date: July 2, 2019

By: [Signature: David Lloyd]
(Signature of Secretary, Asst. Secretary, CFO, Treasurer or Asst. Treasurer)*

Approved as to Fiscal Provisions²
By: [Signature]
Auditor/Controller

DAVID LLOYD, OWNER
Name and Title

Date: 7-10-19

Date: 4/17/2019

Approved as to Liability Provisions³
By: _____
Risk Management
Date: _____

*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the Agreement.

¹Approval by County Counsel is required

²Approval by Auditor/Controller is required

³Approval by Risk Management is required only if changes are made in sections 7 or 8

EXHIBIT A

SCOPE OF WORK/PAYMENT PROVISIONS

I. Scope of Services

CONTRACTOR shall provide telephone Operator services for the County in 3 capacities:

1. Answer incoming **Public** calls to the main line of 831-755-5000 for the County of Monterey.
2. Answer incoming calls for **After-hour IT Support** and contact ITD on-call support staff.
3. Make calls to ITD on-call support staff based on incoming **Network Monitoring** email alerts.

1. Answer incoming **Public** calls to the main line of 831-755-5000 for the County of Monterey.

CONTRACTOR agrees to:

- a. Provide 24/7/365 answering service for calls coming into the (831) 755-5000 phone number.
- b. Answer incoming calls by the fifth ring with the greeting "*Monterey County department directory line.*"
- c. Refer callers to the appropriate Monterey County Department as requested, providing the Departmental phone number information.
- d. Refer callers to Departments only; individual county employee phone numbers or extensions are not to be given to callers.
- e. Transfer calls to appropriate phone numbers, limited to emergency situations (9-1-1, crisis lines, etc.)
- f. Maintain phone call transaction database and digital recordings of all calls.
- g. Provide monthly reports showing call volume and call handling statistics.
- h. Provide answering service in both English and Spanish as necessary.
- i. Handle all calls in a professional and courteous manner.

COUNTY Responsibility:

- a. Provide detailed Departmental phone list and reference list for CONTRACTOR's use in handling incoming calls.
- b. Provide a contact phone number for the ITD Service Desk if CONTRACTOR has questions on how to handle specific calls.
- c. Provide the technical service in redirecting calls made to the (831) 755-5000 phone number to CONTRACTOR.
- d. Provide troubleshooting support as needed for problems involving the redirection of calls made to the (831) 755-5000 phone number to CONTRACTOR.

2. Answer incoming calls for **After-hour IT Support** and contact ITD on-call support staff.

CONTRACTOR agrees to:

- a. Answer IT Support calls forwarded from Monterey County ITD phone system with the greeting "*Monterey County ITD After Hours Support*".

- b. Use the **Call Handling Table for County of Monterey ITD** to contact the primary on-call ITD support person.
- c. Escalate calls to the ITD Escalation Contacts if they are not able to contact the primary on-call ITD support person within 30 minutes from the initial attempt).
- d. Send an email each morning summarizing all call activity to 193JTAS@co.monterey.ca.us.
- e. Ask callers the following questions, document answers, and relay the information gathered to County ITD support:
 - Caller's First & Last Name
 - Caller's Agency/Department
 - Caller's call-back phone number
 - Which system or service is affected?
 - Describe the problem being reported

COUNTY Responsibility:

- a. Answer IT Support calls that come into the Service Desk (831-796-1400) M-F, 8:00 AM to 5:00 PM, excluding Holidays.
 - b. Answer after-hour IT Support calls when ITD is staffed by the ITD Operations Department.
 - c. Forward the phones to CONTRACTOR for after-hours IT Support calls when ITD is not staffed by the ITD Operations Department.
 - d. Provide CONTRACTOR with a "Call Handling Reference Guide" that provides key words and who to contact.
 - e. Provide CONTRACTOR with a list of "ITD Escalation Contacts" that provides the names and phone numbers of ITD escalation contacts.
3. **Make calls to ITD on-call support staff based on incoming Network Monitoring email alerts.**

CONTRACTOR agrees to:

- a. Monitor an internal County mailbox on a 24/7/365 basis for any network monitoring notification emails.
- b. Notify the ITD Network on-call support person when any network monitoring notification emails arrive.

COUNTY Responsibility:

- a. Provide a weekly On-Call schedule to CONTRACTOR and notify CONTRACTOR of any changes.
- b. Configure the network monitoring equipment to send email alerts to a JTAS email address.

III. Schedule of Rates

- a) For **Public** and **After-Hour IT Support** Operator services (items # 1 and # 2 above), the County shall pay CONTRACTOR according to the terms set forth in Section 6 (Payment Conditions) of this Agreement.

From July 1, 2019 through August 31, 2019, CONTRACTOR shall charge COUNTY at the base rate of **\$89.00** for the first fifty (50) incoming calls answered per month. Each incoming call starting at number 51 and above will be charged at the rate of seventy-five cents (**\$ 0.75**) per call through

the last day of the month.

Effective September 1, 2019 through June 30, 2022, CONTRACTOR shall charge COUNTY at the base rate of **\$95.00** for the first fifty (50) incoming calls answered per month. Each incoming call starting at number 51 and above will be charged at the rate of eighty cents (**\$ 0.80**) per call through the last day of the month.

- b) For **Network Monitoring** Operator services (item # 3 above), the County shall pay CONTRACTOR according to the terms set forth in Section 6 (Payment Conditions) of this Agreement.

From July 1, 2019 through August 31, 2019, CONTRACTOR shall charge COUNTY at the base rate of **\$45.00** for the first fifty (50) incoming calls answered per month. Each incoming call starting at number 51 and above will be charged at the rate of seventy-five cents (**\$ 0.75**) per call through the last day of the month.

Effective September 1, 2019, CONTRACTOR shall charge COUNTY at the base rate of **\$ 48.00** for the first fifty (50) incoming calls answered per month. Each incoming call starting at number 51 and above will be charged at the rate of eighty cents (**\$ 0.80**) per call through the last day of the month.

Term of Services	Not to exceed Amount
July 1, 2019 – June 30, 2020	\$20,000
July 1, 2020 – June 30, 2021	\$20,000
July 1, 2021 – June 30, 2022	\$20,000
TOTAL	\$60,000

- c) CONTRACTOR shall invoice County on the tenth (10th) of the month for services rendered in the previous month.

V. Payment Provisions

Invoices shall be mailed to:

County of Monterey Information Technology
 1590 Moffett Street
 Salinas, CA 93905
 Attn: Accounts Payable

If for any reason this Agreement is cancelled, County’s maximum liability shall be the total utilization to the date of cancellation not to exceed the maximum amount listed above.

EXHIBIT B

**To Agreement by and between
the County of Monterey (County)**

AND

David Lloyd, doing business as Jane's Automobile Insurance

Contractor's automobile insurance carrier is Farmers Insurance Exchange, which will not provide an endorsement to his automobile insurance policy, naming the County as an additional insured. The parties agree that Contractor will not be required to provide County with an endorsement to his automobile insurance, naming it as an additional insured, notwithstanding Paragraph 9.04 of the Agreement. Contractor agrees to provide County with evidence of personal automobile coverage in the required amounts as specified in Paragraph 9.03 of the Agreement, and to maintain such coverage continuously throughout the term of the Agreement, as specified in Paragraph 9.03.