

 Natividad MEDICAL CENTER
County of Monterey Agreement for Services
(Not to Exceed \$200,000)

This Agreement (hereinafter "Agreement") is made by and between the County of Monterey, a political subdivision of the State of California, for the provision of services for Natividad Medical Center, an acute care hospital ("COUNTY"), and SAYAS Alliance Inc, dba Courtemanche & Associates hereinafter "CONTRACTOR (collectively, COUNTY and CONTRACTOR are referred to as the "Parties.").

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

GENERAL DESCRIPTION OF SERVICES TO BE PROVIDED; COUNTY hereby engages CONTRACTOR to perform, and CONTRACTOR hereby agrees to perform, the services described in conformity with the terms of the Agreement. The services are generally described as follows: Mock Survey for compliance with The Joint Commission (TJC) Hospital accreditation standards

PAYMENTS BY COUNTY; 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 shall not exceed the sum of \$ 35,000.

TERM OF AGREEMENT; the term of this Agreement is from May 1, 2025 through April 30, 2027 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.

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.

SCOPE OF SERVICES AND ADDITIONAL PROVISIONS/EXHIBITS; the following attached exhibits are incorporated herein by reference and constitute a part of this Agreement:

- Addendum No. 1 to Agreement
- Exhibit A: Scope of Services/ Payment Provisions

1. PERFORMANCE STANDARDS:

- 1.1. 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 COUNTY, or immediate family of an employee of COUNTY.
- 1.2. 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.
- 1.3. 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.

2. PAYMENT CONDITIONS:

- 2.1. Prices shall remain firm for the initial term of the Agreement and, thereafter, may be adjusted annually as provided herein. COUNTY (Monterey County) does not guarantee any minimum or maximum amount of dollars to be spent under this Agreement.
- 2.2. 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 (COUNTY) and the CONTRACTOR.
- 2.3. CONTRACTOR shall submit to the Contract Administrator an invoice on a form acceptable to COUNTY. If not otherwise specified, the CONTRACTOR may 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 Administrator or his or her designee shall certify the invoice, either in the requested amount or in such other amount as 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.

2.4. ~~CONTRACTOR shall not receive reimbursement for travel expenses unless set forth in this Agreement.~~
See Addendum No. 1 to Agreement



 CONTRACTOR

 COUNTY

3. TERMINATION:

- 3.1. During the term of this Agreement, 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.
- 3.2. 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, COUNTY may be relieved of the payment of any consideration to Contractor, and COUNTY may proceed with the work in any manner, which COUNTY deems proper. The cost to COUNTY shall be deducted from any sum due the CONTRACTOR under this Agreement.

4. INDEMNIFICATION:

- 4.1. CONTRACTOR shall indemnify, defend, and hold harmless COUNTY (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.

5. INSURANCE:

- 5.1. 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 Natividad’s Contracts 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 COUNTY has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of the CONTRACTOR.

- 5.2. 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 Natividad’s Contracts Department Manager.
- 5.3. 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:
- 5.4. 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.)

Exemption/Modification (Justification attached; subject to approval)

- 5.5. 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.

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(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.)

Exemption/Modification (Justification attached; subject to approval)

- 5.6. Workers’ Compensation Insurance, If CONTRACTOR employs other 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 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.)

Exemption/Modification (Justification attached; subject to approval)

- 5.7. 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.

6. Other Insurance Requirements:

- 6.1. All insurance required by this Agreement shall be with a company acceptable to 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.
- 6.2. Each liability policy shall provide that 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 insured 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.
- 6.3. **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 COUNTY and that the insurance of the Additional Insureds shall not be called upon to contribute to a loss covered by CONTRACTOR’s insurance.**
- 6.4. Prior to the execution of this Agreement by COUNTY, CONTRACTOR shall file certificates of insurance with Natividad’s Contracts Department, showing that CONTRACTOR has in effect the insurance required by this Agreement. 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.
- 6.5. 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 Natividad’s Contracts Department. 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 the Agreement immediately.

7. RECORDS AND CONFIDENTIALITY:

- 7.1. **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 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.

7.2. 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.

7.3. 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.

7.4. Access to and Audit of Records: 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 or \$10,000, the parties to this Agreement may be subject, at the request of COUNTY or as part of any audit of 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.

~~8. Royalties and Inventions: COUNTY shall have a royalty-free, exclusive and irrevocable license to reproduce, publish, and use, and authorize other to do so, 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.~~

See Addendum No. 1 to Agreement

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CONTRACTOR

COUNTY

9. Non-Discrimination: 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, full 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.

10. Compliance with Terms of State or Federal Grant: If this Agreement has been or will be funded with monies received by COUNTY pursuant to a contract with the state or federal government in which COUNTY is the grantee, CONTRACTOR will comply with all the provisions of 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.

11. Independent Contractor: 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 COUNTY. No offer or obligation of permanent employment with 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 and the County of

Monterey harmless from any and all liability, which COUNTY may incur because of CONTRACTOR’s failure to pay such taxes.

12. Notices: Notices required under this Agreement shall be delivered personally or by first-class, postage per-paid mail to COUNTY and CONTRACTOR’s contract administrators at the addresses listed below.

NATIVIDAD MEDICAL CENTER:

Natividad Medical Center
Attn: Contracts Division
Natividad Medical Center
1441 Constitution Blvd
Salinas, CA. 93906
FAX: 831-757-2592

CONTRACTOR:

Name: SAYAS ALLIANCE INC
Attn: SANDEEP GOEL
Address: 14090 FM 2920 ROAD, STE G554
City, State, Zip: TOMBALL, TX 77377
FAX: N/A
Email: RONDA@COURTEMANCHE-ASSOCS.COM

MISCELLANEOUS PROVISIONS:

- 13.1 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 professional services required to be rendered under this Agreement.
- 13.2 Amendment. This Agreement may be amended or modified only by an instrument in writing signed by COUNTY and the Contractor.
- 13.3 Waiver. Any waiver of any terms and conditions of this Agreement must be in writing and signed by 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.
- 13.4 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.
- 13.5 Disputes. CONTRACTOR shall continue to perform under this Agreement during any dispute.
- 13.6 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 COUNTY. None of the services covered by this Agreement shall be subcontracted without the prior written approval of COUNTY. Notwithstanding any such subcontract, CONTRACTOR shall continue to be liable for the performance of all requirements of this Agreement.
- 13.7 Successors and Assigns. This Agreement and the rights, privileges, duties, and obligations of 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.

- 13.8 Compliance with Applicable Law. The parties shall comply with all applicable federal, state, and local laws and regulations in performing this Agreement.
- 13.9 Headings. The headings are for convenience only and shall not be used to interpret the terms of this Agreement.
- 13.10 Time is of the Essence. Time is of the essence in each and all of the provisions of this Agreement.
- 13.11 Governing Law. This Agreement shall be governed by and interpreted under the laws of the State of California.
- 13.12 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.
- 13.13 Construction of Agreement. 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.
- 13.14 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.
- 13.15 Integration. This Agreement, including the exhibits, represents the entire Agreement between 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 COUNTY and CONTRACTOR as of the effective date of this Agreement, which is the date that COUNTY signs the Agreement.
- 13.16 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.

Signature Page to follow

**COUNTY OF MONTEREY, on behalf of
NATIVIDAD MEDICAL CENTER**

By: _____
Charles R. Harris, CEO Natividad

Date: _____

APPROVED AS TO LEGAL PROVISIONS

Signed by:
By: Stacy Saetta
Monterey County Deputy County Counsel

Date: 4/11/2025 | 9:55 AM PDT

APPROVED AS TO FISCAL PROVISIONS

DocuSigned by:
By: Jennifer Forsyth
Monterey County Deputy Auditor/Controller

Date: 4/11/2025 | 11:33 AM PDT

CONTRACTOR

SAYAS Alliance Inc, dba Courtemanche & A
Contractor's Business Name*** (see instructions)

Signed by:
Sandeep Goel
Signature of Chair, President, or Vice-President

Sandeep Goel, President, CEO
Name and Title

Date: 3/6/2025 | 12:31 PM PST

DocuSigned by:
By: Ronda Katzman
(Signature of Secretary, Asst. Secretary, CFO, Treasurer or Asst. Treasurer)

Ronda Katzman, Head of Operations
Name and Title

Date: 3/6/2025 | 1:54 PM EST

*****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 (two signatures required). 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 (two signatures required). If CONTRACTOR is contracting in and individual capacity, the individual shall set forth the name of the business, if any and shall personally sign the Agreement (one signature required).

ADDENDUM NO. 1

TO AGREEMENT BY AND BETWEEN

**SAYAS ALLIANCE INC., DBA COURTEMANCHE & ASSOCIATES, AND
THE COUNTY OF MONTEREY ON BEHALF OF NATIVIDAD MEDICAL CENTER
FOR MOCK SURVEY FOR COMPLIANCE WITH THE JOINT COMMISSION (TJC)
HOSPITAL ACCREDITATION STANDARDS SERVICES**

This Addendum No. 1 amends, modifies, and supplements the County of Monterey Agreement for Services (hereinafter "Agreement") by and between **SAYAS Alliance Inc, dba Courtemanche & Associates**, (hereinafter "CONTRACTOR") and the County of Monterey, on behalf of Natividad Medical Center (hereinafter "COUNTY"). This Addendum #1 has the full force and effect as if set forth within the Terms. To the extent that any of the terms or conditions contained in this Addendum #1 may contradict or conflict with any of the terms and conditions of the Agreement, it is expressly understood and agreed that the terms and conditions of this Addendum #1 shall take precedence and supersede the attached Agreement.

NOW, THEREFORE, COUNTY and CONTRACTOR agree that the Agreement terms and conditions shall be amended, modified, and supplemented as follows:

- I. Section 2.4, "PAYMENT CONDITIONS," shall be amended to the following:
"2.4 CONTRACTOR shall receive reimbursement for travel expenses pursuant to the Monterey County Travel and Business Expense Reimbursement Policy."**
- II. Paragraph 8, "Royalties and Inventions," shall be removed in its entirety.**
- III. Section 13.17, shall be added to Section 13, "MISCELLANEOUS PROVISIONS," and shall include the following:**

"13.17 Force Majeure. Neither Party shall be liable for nonperformance or defective or late performance of any of its obligations under this Agreement to the extent and for such periods of time as such nonperformance, defective performance or late performance is due to reasons outside such Party's reasonable control (a "Force Majeure Event"), including, without limitation, acts of God, war (declared or undeclared), terrorism, action of any governmental authority, civil disturbances, riots, revolutions, vandalism, accidents, fire, floods, explosions, sabotage, nuclear incidents, lightning, weather, earthquakes, storms, sinkholes, epidemics, failure of transportation infrastructure, disruption of public utilities, supply chain interruptions,

information systems interruptions or failures, breakdown of machinery or strikes (or similar nonperformance, defective performance or late performance of employees, suppliers or subcontractors); provided, however, that in any such event, each Party shall in good faith use its best efforts to perform its duties and obligations under this Agreement. If a Party wishes to claim protection with respect to a Force Majeure Event, it shall as soon as possible following the occurrence or date of such Force Majeure Event, notify the other Party of the nature and expected duration of the force majeure event and shall thereafter keep the other Party informed until such time as it is able to perform its obligations.”

The remainder of this page has been left blank intentionally.

Signature page to follow.

IN WITNESS WHEREOF, the Parties hereto are in agreement with this Addendum No.1 on the basis set forth in this document and have executed this Addendum No. 1 the day and year set forth herein.

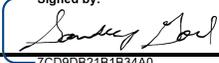
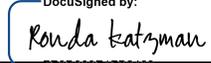
<p align="center"><u>County of Monterey, on behalf of</u> <u>Natividad Medical Center</u></p>	<p align="center"><u>SAYAS Alliance Inc, dba Courtemanche &</u> <u>Associates</u></p>
<p>Charles R. Harris, CEO</p>	<p>Signed by:  7CD9DB21B1B34A0 Signature of Chair, President or Vice-President</p> <p>Sandeep Goel, President, CEO</p> <p>Printed Name and Title</p>
<p>Date</p>	<p>3/6/2025 12:31 PM PST</p> <p>Date</p>
<p><u>Approved as to Legal Provisions:</u></p> <p>Signed by:  898D21D44C2341D Monterey County Deputy County Counsel</p> <p>4/11/2025 9:55 AM PDT</p>	<p>DocuSigned by:  F2B333E1F02403... Signature of Secretary, Asst. Secretary, CFO, Treasurer or Asst. Treasurer</p> <p>Ronda Katzman, Head of Operations</p> <p>Printed Name and Title</p>
<p>Date</p>	<p>3/6/2025 1:54 PM EST</p> <p>Date</p>
<p><u>Approved as to Fiscal provisions:</u></p> <p>DocuSigned by:  4E7E657875454AE... Monterey County Deputy Auditor/Controller</p> <p>4/11/2025 11:33 AM PDT</p>	<p><u>Signature Instructions</u></p> <p>For 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 (two signatures required).</p>
<p>Date</p>	<p></p>

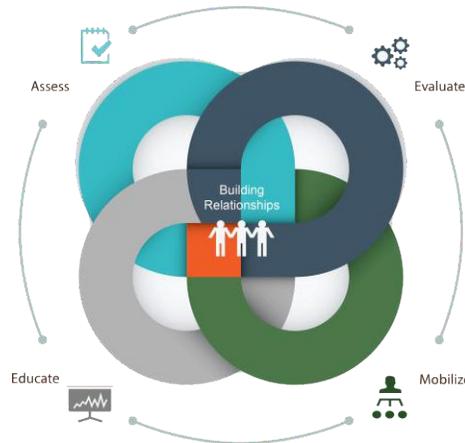
Exhibit A: Scope of Services/ Payment Provisions

I. Description of All Services to be Rendered by CONTRACTOR:

CONTRACTOR shall provide on-site mock survey for compliance with The Joint Commission (TJC) Hospital Accreditation Standards.

II. CONTRACTOR Obligations:

A. CONTRACTOR's **Results-Driven Approach:**



1. CONTRACTOR's Consultants utilize a **four-part approach** to drive regulatory and accreditation readiness.
 - a. CONTRACTOR **assess** COUNTY's specific needs and provide a customized agenda.
 - b. CONTRACTOR **evaluate** regulatory readiness by providing thorough, candid, and meaningful feedback.
 - c. CONTRACTOR not only identify opportunities for improvements, but also **educate** leaders and staff on solutions.
 - d. Through detailed findings and innovative technology, CONTRACTOR help **mobilize** the COUNTY to improve performance and patient safety.

B. **Soar2Success - Information and Tools at Your Fingertips**

1. Through the confidential secure client portal, COUNTY will be able to:
 - a. View your Executive Summary that details the key risk areas and priorities for improvement.
 - b. View your detailed findings for all areas scored. Details include the location(s) of findings which helps organizations ensure their corrective action planning addresses all areas within the organization where deficient practices were found.
 - c. Sort findings by chapter so you can easily distribute select findings to the staff who are responsible for those areas.

- d. Download the action planning tool – an Excel spreadsheet format that allows you to chart actions, assign responsibility for actions, and set deadlines to achieve actions and create custom data fields.
- e. Download and Print reports in easy-to-use and manipulate formats.
- f. The Soar2Success+ software system maintains the highest level of data security and privacy for its users through rigorous code auditing, strong encryption, and strict access controls. Data transmitted is encrypted using Transport Layer Security (TLS), all utilized server and storage facilities are US based, multiple data back-ups are stored in separate US locations, and access is restricted through IP-based rules.

C. The Value Add of Services:

1. Deliverables

a. **Pre and Post Consultation Support:**

1. Development of the agenda for delivery of services in collaboration with the client and its stakeholders.
2. Assignment of a Team Leader that will support the organization through the agenda planning process, facilitate communications with the consulting team, coordinate any delivery modifications needed once the consulting team is on-site.
3. Team Leader remains a point of contact to ensure a clear understanding by the organization of the content of the mock survey report, prioritization matrix and continue to serve as a liaison to the organization for 15 days post engagement.
4. Mock Survey report that shares recommended strategies/suggestions for establishing compliance.
5. Provision of the Mock Survey report in two formats:
6. The C&A Action Planning Tool- designed as an Excel Worksheet, this tool allows the organization to track its improvement efforts, assigned responsibilities and due dates.
7. A simple pdf Word document of our report.
8. Provision of our Prioritization Matrix. Based upon the principles of the SAFER Matrix, we additionally factor in the anticipated difficulty in the organization achieving compliance as a factor. This helps organizations consider the time invested needed to establish compliance.

b. **Intra-Mock Survey Support**

1. Application of the Tracer Methodology based upon the client directed agenda.
2. Ability of the team to pivot in response to organizational changes.
3. Just-in-Time education throughout the entire engagement.
4. Daily Debriefing with organization to ensure timely understanding of the findings of the previous day.

c. **Post Mock Survey Support**

1. Our consulting team remains ready to assist your organization by answering basic questions, directing you to sources of information through our monthly newsletters and keeping you aware of the changes happening within the Accreditation and Regulatory world through our On The Radar Alerts and serving as guest speakers at various State Hospital Association educational offerings.

2. Service approach:

Service	Approach	Deliverables
<p>Mock survey to determine compliance with The Joint Commission Hospital Accreditation Standards</p>	<p>Provide 2 clinical consultants for 3 days and 1 Environment of Care/Life Safety Consultant for 1 day to conduct a TJC based mock survey.</p>	<p>Include:</p> <ul style="list-style-type: none"> • Application of Tracer Methodology based upon client-directed agenda. • Physical environment assessment • Assessment determination through observations, sampling of documents, and interviews with staff present during the consultation visit. • Just in time education throughout the consultation • Leadership, Medical Staff, Competency Assessment Sessions at organization request • Customized client-directed agenda planning assistance. • Client research as needed. • Report of Projected Findings based upon observations, sampled documents, and staff interviews.

III. Pricing/ Fees:
a. Billing Rates:

Description	Fees:
Professional Services Fee	\$21,000
Estimated Travel Expenses	\$8,000
Change Fees (<i>within 72 hours of scheduled delivery days or changes to the planned delivery mode</i>)	\$2,000 (potential non-refundable travel expense)
Cancellation Fees	<p>Cancellation fees: If COUNTY cancels or postpones (indefinitely) a scheduled onsite consultation, professional fees, in accordance with the scale below, will be the responsibility of the COUNTY. In addition, the COUNTY will be responsible for any incurred, non-refundable travel expenses.</p> <ul style="list-style-type: none"> a. Cancellation or postponement within 60-30 days of scheduled visit: 25% of professional fees. b. Cancellation or postponement within 29-15 days of scheduled visit: 50% of professional fees. c. Cancellation or postponement less than 15 days of scheduled visit: 100% of professional fees.
Rescheduling Fees	A ten percent (10%) rescheduling fee will be assessed on the total of professional fees for any consultations rescheduled with less than 60 days' notice.

COUNTY shall pay CONTRACTOR in accordance with the payment provisions set forth herein this Agreement, Paragraph 2. "PAYMENT CONDITIONS".

- b. Virtual Hours are valid for the term of this contract at no additional costs and may not be extended beyond this term.
- c. Any included free services, such as educational offerings, publications, etc. must be used within the term of the contract and cannot be carried over.
- d. Additional consulting days or virtual consulting hours can be purchased at the contract negotiated rate for the term of the contract.
- e. COUNTY and CONTRACTOR agree that CONTRACTOR shall be reimbursed for travel expenses during this Agreement. CONTRACTOR shall receive compensation for travel expenses as per the *Monterey County Travel and Business Expense Reimbursement Policy*. A copy of the policy is available online at <https://www.co.monterey.ca.us/government/departments-a-h/auditor-controller/policies-and-procedures>. To receive reimbursement, CONTRACTOR must provide a detailed breakdown of authorized expenses, identifying what was expended and when.

- f. CONTRACTOR warrants that the cost charged for services under the terms of this contract are not in excess of those charged any other client for the same services performed by the same individuals.
- g. COUNTY may, in its sole discretion, terminate the contract or withhold payments claimed by CONTRACTOR for services rendered if CONTRACTOR fails to satisfactorily comply with any term or condition of this Agreement.
- h. No payments in advance or in anticipation of services or supplies to be provided under this Agreement shall be made by COUNTY.