

**SECOND AMENDMENT TO AGREEMENT FOR SERVICES OF INDEPENDENT CONTRACTOR
FOR 211 HELPLINE SERVICES**

**Santa Barbara County
Department of Social Services**

Second Amendment

This is a *Second Amendment* (*Second Amendment to the Agreement*) to the Agreement for Services of Independent Contractor, number *BC#23-095* by and between the **County of Santa Barbara (COUNTY)** and **Community Action Commission of Santa Barbara County dba CommUnify (CONTRACTOR)**.

WHEREAS, on June 28, 2022, COUNTY approved the Agreement for Services of Independent Contractor, number BC#22-062, (Agreement) with CONTRACTOR for the provision of 211 Helpline Services;

WHEREAS, the initial term of the Agreement commenced on July 1, 2022, and is set to expire on June 30, 2023; and

WHEREAS, on June 16, 2023, the COUNTY approved the First Amendment to the Agreement with CONTRACTOR to extend the initial term of the Agreement for one additional year from July 1, 2023 through June 30, 2024 (First Extension Period); and

WHEREAS, the parties now desire to amend the Agreement to amend the Statement of Work, Payment Arrangements, Disaster Activation Services and Terms, and incorporate the 211 Helpline Communication and Disaster Activation Process flowchart,

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, COUNTY and CONTRACTOR agree as follows.

The Agreement is amended as follows:

1. Section 5, **COMPENSATION OF CONTRACTOR**, of the Agreement is amended to state in its entirety:

In full consideration for CONTRACTOR's services, CONTRACTOR shall be paid for performance under this Agreement in accordance with the terms of **EXHIBIT B**, including **EXHIBIT B-1**, for the period of July 1, 2022 through June 30, 2023, and **EXHIBIT B-2, Revised January 2024, and REVISED EXHIBIT D** for the period of July 1, 2023 through June 30, 2024, attached hereto and incorporated herein by reference. Billing shall be made by invoice, which shall include the contract number assigned by COUNTY and which is delivered to the address given in Section 2, **NOTICES**, above following completion of the increments identified on **EXHIBIT B**, or as specified in **REVISED EXHIBIT D**. Unless otherwise specified on **EXHIBIT B** or **REVISED EXHIBIT D**, payment shall be net thirty (30) days from presentation of invoice.

2. SECTION 41, **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT**, is added to the agreement:

CONTRACTOR shall comply with Section 2 CFR Part 200.216. CONTRACTOR shall be prohibited from obligating or expending loan or grant funds to: procure or obtain; extend or renew a contract to procure or obtain; or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered

telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

3. Section A of EXHIBIT B, Payment Arrangements, is amended to state in its entirety:

- A. For CONTRACTOR services to be rendered under this Agreement, CONTRACTOR shall be paid a total contract amount, including cost reimbursements, not to exceed **\$200,933** for the period of July 1, 2022 through June 30, 2023, and not-to-exceed **\$236,333** for the period of July 1, 2023 through June 30, 2024, as applicable.

The not-to-exceed contract amount of \$236,333 is a combined total cost of \$211,333 total County cost and \$25,000 Disaster Activation Contingency Fund. Disaster Activation Services will only be expended per terms of Revised EXHIBIT D, and not considered billable under annual contract terms.

This contract amount is for revenue sources flowing through the County of Santa Barbara in support of the 211 Helpline Service non-COVID related calls which is based on an estimate of 10,000 presented calls and 2-way-texts expected by the 211 Helpline Service Program in Santa Barbara County during the term of this Agreement. Significant changes in call volume might lead to a review of this Agreement. COUNTY shall conduct quarterly reviews of presented calls. The results of this review might be used as the basis for any amendments to the Agreement, including, but not limited to, the Scope of Services, staffing levels and budget.

4. Section B of EXHIBIT B, Payment Arrangements, is amended to state in its entirety:

Payment for services and /or reimbursement of costs shall be made upon CONTRACTOR's satisfactory performance, based upon the scope and methodology contained in **EXHIBIT A - REVISED STATEMENT OF WORK** and **REVISED EXHIBIT D - DISASTER ACTIVATION SERVICES & TERMS** as determined by COUNTY. Payment for services and/or reimbursement of costs shall be based upon the costs, expenses, overhead charges and hourly rates for personnel, as defined in **EXHIBIT B-1** (Line Item Budget) for the period of July 1, 2022 through June 30, 2023 and **EXHIBIT B-2, Revised January 2024** (Line Item Budget) for the period of July 1, 2023 through June 30, 2024, as applicable and in compliance with Sections 5 and 14 of this Agreement. Invoices must be submitted in COUNTY required format and contain sufficient detail to enable an audit of the charges along with adequate documentation. Each claiming period shall consist of one calendar month. CONTRACTOR invoice estimates for June Fiscal Year (FY) end are due no later than June 12th. Actual final CONTRACTOR invoices for the month of June are due on or before July 31st.

CONTRACTOR shall submit invoices with sufficient documentation to demonstrate direct labor and non-labor costs CONTRACTOR is requesting reimbursement for and those costs are compliant with the federal and state regulations applicable to the entity who incurred the costs.

5. Section H of EXHIBIT B, Payment Arrangements, is added to the Agreement:

CONTRACTOR shall invoice the COUNTY for Disaster Activation costs as soon as possible but no later than thirty (30) days following the effective deactivation date, or on a monthly basis for longer-term activations. Invoices are to be submitted to OEM via email at oem@sbcoem.org with the COUNTY Representative copied. All invoicing must reference the Agreement number, incident name, and a general description of the types of information and resources residents were linked to. Invoicing must also be accompanied by supporting documentation noted in REVISED EXHIBIT D of this Agreement.

6. Replace Exhibit A **STATEMENT OF WORK** with Exhibit A **REVISED STATEMENT OF WORK** as attached.

7. Replace **EXHIBIT B-2, Line Item Budget**, with **EXHIBIT B-2 Revised January 2024, Line Item Budget for FY 2023-2024**.
8. Replace **EXHIBIT D, 211 Helpline Services: Declared Emergencies And Disasters In The County Of Santa Barbara**, with **REVISED EXHIBIT D, 211 Helpline Services: Disaster Activation Services & Terms** as attached.
9. Add **Attachment 3, 211 Helpline Communication and Disaster Activation Process** flowchart as attached.

In all other respects, the Agreement remains unchanged and shall remain in full effect.

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Second Amendment to the Agreement for Services of Independent Contractor between the County of Santa Barbara and Community Action Commission of Santa Barbara County dba CommUnify.

IN WITNESS WHEREOF, the parties have executed this Second Amendment to the Agreement to be effective on the date executed by COUNTY.

ATTEST:

Mona Miyasato
County Executive Officer
Clerk of the Board

By: *Shirley de la Guerra*
Deputy Clerk

COUNTY OF SANTA BARBARA:

By: *Steve Lavagnino*
Steve Lavagnino, Chair
Board of Supervisors

Date: 1-23-24

RECOMMENDED FOR APPROVAL:

Social Services

By: *Daniel Nielson*
Department Head
Daniel Nielson

CONTRACTOR:

Community Action Commission of Santa Barbara County dba CommUnify

By: *Patricia Keelean*
Authorized Representative

Name: Pat Keelean

Title: CEO

APPROVED AS TO FORM:

Rachel Van Mullem
County Counsel

By: *Paul Lee*
Deputy County Counsel

APPROVED AS TO ACCOUNTING FORM:

Betsy M. Schaffer, CPA
Auditor-Controller

By: *Betsy M. Schaffer*
Deputy

APPROVED AS TO FORM:

Greg Milligan, ARM
Risk Management

By: *Gregory Milligan*
Risk Management

EXHIBIT A

REVISED STATEMENT OF WORK

I. BACKGROUND

Authority for the operation of 211 information and referral services using the three-digit dialing code was first enacted by the Federal Communication Commission (FCC) in 2000. The FCC found that there was a demonstration of sufficient public benefit to justify the use of scarce resources and assigned 211 to be used for access to community information and referral services. The FCC charged each state with the task of implementing the 211 program. The FCC's regulatory framework was based upon the set of national program and operational standards put forward by the United Way of America and Inform USA, formerly the Alliance of Information and Referral Services (AIRS), the two major national leaders in the 211 movement. After 50 years of serving the sector as AIRS, the organization has rebranded as of July 2023 to better reflect its commitment to its mission. The name Inform USA also aligns with their Canadian counterpart InformCanada.

In California, the California Public Utilities Commission (CPUC) is responsible for the operation, oversight, regulation and authority for 211. The services are typically carried out by local organizations approved by the CPUC to use the 211 dialing code to serve specific counties. Information and referral centers seeking to utilize the 211 dialing code apply to the CPUC for rights to use the service. A CPUC ruling states, "The use of the 211 dialing code has the potential to provide California with easy access to information concerning child care services, housing assistance, physical and mental health resources, aging and hospice services, educational and other programs. Such information is not currently available through the 911 emergency code or the 311 non-emergency code." Currently, 96 percent of the state's population has access to 211. Nationally, 211 covers 95 percent of the US population.

211 was implemented in Santa Barbara County in 2005. Until June of 2013, the Family Services Agency served as the local host organization for 211 Helpline services to the community. The service provides multilingual (150 languages) access to health and human services 24 hours a day, seven days a week, at no cost to the caller. The 211 Helpline is available to every resident of Santa Barbara County allowing access to over 2,000 health and human services and disaster relief and public information countywide.

Great support was expressed for the need for and the continuation of the 211 Helpline call center service. Given the support expressed by the community, the County Executive Office continued to work with multiple stakeholders to sustain 211 services.

On April 1, 2014, the Board of Supervisors directed staff to work with CommUnify who has continued to have an ongoing role as the 211 local community host and helpline service.

As the County continues to respond to COVID-19, there has been an increased need for ongoing support from 211 Helpline Service. On September 22, 2020, the Board of Supervisors approved an agreement between CommUnify and the County Executive Office for the 211 Helpline Service for COVID-19 information and referrals that ended on December 31, 2021. On March 1, 2022, the Board of Supervisors approved an agreement that was transitioned to the Public Health Department for the COVID-19 related information and referral calls for the January 1, 2022 through June 30, 2022 time period.

II. Scope of Services

CONTRACTOR shall administer the 211 program by subcontracting with Interface Children and Family Services (Interface) for call center services to provide a 24/7 Helpline for the residents of Santa Barbara County.

III. Duties and Responsibilities

A. CONTRACTOR agrees to the following services, standards, and conditions:

1. Subcontract with Interface for the following service level commitment:
 - a. Provide 211 callers within the County of Santa Barbara, reliable access to 211 Call Specialists, on a twenty-four hour a day basis, 7 days a week, 365 days per year, at no cost to the calling party.
 - b. All information provided to 211 users or clients within the County of Santa Barbara shall be based upon information drawn from the 211 referral database, also known as iCarol.
 - c. Maintain the 211 referral database. This includes the annual update process and updating on an ongoing basis in a timely manner in response to notification (from callers, the public, community partners, etc.) that existing information is incorrect.
 - d. Provide 211 callers with culturally competent trained staff who assess needs, de-escalate challenging situations and provide information and referrals to health and human services based on the needs of the caller.
 - e. Provide high quality information and referral services to 211 callers and those using 2-way text messaging within the County of Santa Barbara.
 - f. Provide services that are consistent with all applicable professional standards, including the Inform USA standards, as indicated in Inform USA Standards. Standards are available at: <https://www.informusa.org/standards>
2. Provide a contact, designated by the CONTRACTOR, to participate in meetings, and in emergency and disaster response events, should the COUNTY determine the need. Meetings will provide a forum wherein CONTRACTOR and COUNTY can discuss any concerns related to service outcomes or this Agreement as well as any procedural, logistical, or systematic changes affecting the CONTRACTOR or Sub-contractor, which will result in a service level impact to the County.
3. CONTRACTOR shall raise the profile of 211 Helpline by leading community engagement and outreach efforts, including, but not limited to:
 - a. Developing and distributing outreach materials to local organizations, and direct outreach to the public. Conduct ten annual events (two in Lompoc, four in Santa Maria, and four in Santa Barbara).
 - b. Conduct an effective advertising and marketing campaign to create awareness of 211.
4. CONTRACTOR shall host and manage a 211 Website that allows the public to search the 211 database. Ensure that the 211 website is accessible 24 hours a day, seven days a week, 365 days a year.
 - a. CONTRACTOR shall ensure information in the 211 referral database is accurate to ensure that outdated information is not provided to the public.
 - b. CONTRACTOR will gather information from providers to enter into the iCarol software system database in a concise, heavily edited format to fit the requirements of 211 standards.

5. 211 Reporting – Provide reporting necessary to stakeholders, funders, and the statewide 211-membership organization.
6. CONTRACTOR agrees to the 211 Helpline Services: Disaster Activation Services as set forth in REVISED EXHIBIT D and the Federal provisions as set forth in EXHIBIT E, both attached hereto and incorporated herein by reference.
7. Work collaboratively with the COUNTY to pursue future funding to sustain the 211 program. This includes taking the lead in the annual application to the City of Santa Barbara for Human Services funding.

B. COUNTY agrees to:

1. Provide CONTRACTOR with updated information in a timely manner related to community changes that will impact the demand, call volume, or types of calls or two-way text messages being received by the CONTRACTOR. This includes, but is not limited to:
 - a. 211 Helpline Disaster Activation Services as contained in REVISED EXHIBIT D of this Agreement.
 - i. Any incidents, emergencies and disasters being monitored by and within the jurisdiction of the COUNTY where a reasonable expectation of call volume increases can be assumed.
 - ii. If known, the COUNTY may provide the CONTRACTOR situational awareness of emergencies and disasters with the potential to impact call volume but fall outside of COUNTY’s purview and are not covered by REVISED EXHIBIT D of this Agreement, such as emergencies within a city’s jurisdiction.
2. Participate in meetings with the CONTRACTOR as needed should the COUNTY or CONTRACTOR determine the need for a meeting to exist, to discuss any concerns related to service outcomes or this Agreement, as well as any procedural, logistical, or systematic changes impacting the CONTRACTOR which will result in a service level impact to the COUNTY.
3. Grant CONTRACTOR discretion over the iCarol update and database process. This discretion shall include the determination of how to organize and edit information in the 211 database according to the standards set by the AIRS, the 211 California iCarol Style Guide, and additional best practices.

IV. Reporting Requirements

- A. CONTRACTOR agrees to provide COUNTY with reports that are required by County, State or Federal agencies for compliance with this Agreement, prior to payment of invoices. CONTRACTOR shall submit the following to COUNTY:
 1. A comprehensive monthly staff time and program activity log with associated costs shall be maintained and submitted by the CONTRACTOR with its monthly invoices to the COUNTY. The program activity log shall document the activities conducted for this Agreement and by whom and when. It shall also document the results of the activities conducted for this Agreement.
 2. Data on call volume and trends (highest needs by category), including calls by city and Department of Social Services (DSS) program will also be submitted monthly, including number and type of referrals made to COUNTY departments that fund the 211 Helpline.
 3. For historical preservation of 211 Helpline call volume, monthly data reporting will include Information & Referral Calls funded by this Agreement, as well as, any COVID-19/Disaster calls, in the following categories:

- a. Number of calls presented (Que Offered), handled calls (Inbound Handled Calls), call abandoned (Abandons), average speed of answer (ASA), average handling time (AHT), callback requests (Callback Requests), and Non-211 calls (for non-disaster Information and Referral calls and COVID/Disaster related calls).
 - i. "Que Offered" (Calls presented or offered) is the number of calls that enter the 211 County queue, whether or not an agent picked up the call.
 - ii. "Inbound Handled Calls" (calls handled) is the number of presented calls that are connected to one of an agent.
 - iii. "Abandons" (abandoned calls) is the number of calls received but terminated by the caller before they speak to an agent.
 - iv. "Non-211 calls" are presented calls that are answered by an agent but do not result in information or referrals to health and human services resources.
 - v. "Average Speed of Answer (ASA)" is the average amount of time callers waited after choosing a queue options (i.e. English/Spanish) before being connected with an agent. Includes the time the caller was actively waiting on hold and time in the automated callback system. Does not include abandoned calls.
 - vi. "Average Handling Time (AHT)" is the amount of time an agent spent actively handling the call, including hold time.
 - vii. "Callback Requests" is the number of calls that entered the queue and requested callback instead of waiting for an agent to become available. The phone system will hold the persons place in queue and will automatically call the person back when the call is first in the queue and a call agent is available.
 - b. Monitor and track the number of 2-way-text conversations by 211 Helpline monthly.
4. Submit a copy of the subcontract and any subsequent amendments between Interface and CONTRACTOR to the COUNTY.

V. Performance Measures

- A. The CONTRACTOR will track and provide quarterly updates on the following performance measures.
 - 1. Maintain iCarol database information to be current, or less than one (1) year old.
 - 2. Maintain the Uptime of 211 website at a minimum of 90 percent to remain accessible and provide referrals.
 - 3. Information and referral text messages shall be provided to at least 10 percent of callers.
 - 4. Strive to attain the monthly service level goal of a response time of no more than 60 seconds Average Seconds to Answer (ASA), as stated in the CONTRACTOR's agreement with Interface.

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EXHIBIT B-2 Revised January 2024

LINE ITEM BUDGET

Fiscal Year 2023-2024

211 Helpline Budget (DSS I & R)	
Direct Program Costs	
Total Salaries & Benefits	\$89,612.68
Technology Expenses	
Interface call center	\$94,420.00
Icarol 211 database subscription	\$5,671.20
AIRS dues	\$180.00
211 CA dues	\$900.00
Mission web website management & updates	\$1,250.00
Total Technology Cost	\$102,421.20
Basic Overhead	
Communications	\$300.00
Mileage	\$800.00
Training and Conference	\$1,680.00
Office Supplies	\$153.89
Printing and Outreach	\$195.00
Postage/Mailing	\$70.16
Insurance	\$200.00
Equipment Lease	\$600.00
Rent & Utilities	\$3,725.00
Total Basic Overhead	\$7,724.05
Expenditures	
Subtotal Program Expenses	\$199,757.93
Indirect Costs	\$20,575.07
Total 211 Helpline Expenses:	\$220,333.00

Revenues	County	Outside Entity	Total 211 Helpline (County and Outside Entity)
County of Santa Barbara			
Housing and Community Development	\$30,000.00		
Behavioral Wellness	\$18,400.00		
First 5 Santa Barbara County	\$15,000.00		
Social Services	\$25,568.00		
Public Health	\$10,000.00		
General Fund Contribution	\$108,800.00		
City of Carpinteria	\$3,565.00		
City of Santa Barbara-Human Services Grant**		\$9,000.00	
Total Secured Contributions	\$211,333.00	\$9,000.00	\$220,333.00
Disaster Activation Contingency Fund ***	\$25,000		\$25,000
Total County Cost*	\$236,333		
Total 211 Helpline Costs			\$245,333.00
** City of Santa Barbara pays \$9,000 directly to CONTRACTOR to help fund 211.			
*** Disaster Activation Contingency Fund will be charged to EOC Activation Fund under the General Fund. Disaster Activation Services will only be expended per terms of Revised EXHIBIT D, and not considered billable under annual contract terms.			

REVISED EXHIBIT D

211 HELPLINE SERVICES: DISASTER ACTIVATION SERVICES & TERMS

The COUNTY has the duty to prepare for disasters, to obtain resources needed for the protection of life, property, or environment, and to support the community during its short- and long-term recovery. The purpose of these services is for the County to leverage 211 Helpline Services to provide public information during an emergency or disaster, including the communication of emergency protective measures necessary to save lives and maintain public health and safety, as well as community recovery services.

I. Background

The Federal Emergency Management Agency's (FEMA) Public Assistance Program and Policy Guide (FP 104-009-2, Version 4) provides that local government may enter into formal agreements with private organizations, including Private Nonprofit (PNP) organizations such as 211 Helpline agencies, for emergency response and recovery activities and services. In these cases, public assistance funding is pursued by the COUNTY which is the legally responsible government entity. The COUNTY would be required to pay the CONTRACTOR for providing those eligible services under this Agreement.

II. Terms

- (1) "Disaster Activation", as it relates to this Agreement, refers to an enhancement of 211 Helpline services by CONTRACTOR for Santa Barbara County emergencies and disasters in order to assist members of the public seeking response and recovery information and resources.
 - (a) This does not include any incidents, disasters or emergencies that the CONTRACTOR is otherwise directly contracted for, such as Public Safety Power Shutoffs.
- (2) "Enhancements" include increasing the number of available call takers to support higher call volumes, updating the 211 database with the most current incident information, and continuous communication and coordination with the County Emergency Operations Center (EOC) or Office of Emergency Management (OEM) staff.

III. Disaster Activation

- (1) The decision to request 211 Helpline Disaster Activation is at the sole discretion of the COUNTY. The OEM Director, Emergency Manager, and Duty Officer have the authority to request Disaster Activation and will do so verbally followed by a written request to the CONTRACTOR. The COUNTY DSS representative identified in this Agreement will be copied on all written disaster activation and deactivation correspondence. The procedures for the disaster activation process are set forth in the 211 Helpline Communication and Disaster Activation Process flowchart, attached hereto (Attachment 3), and incorporated herein by reference.
- (2) The COUNTY OEM written Disaster Activation request may include the anticipated activation duration (if known), basic details on the current situation, where to access information that should be shared with the public (e.g., www.ReadySBC.org website, Joint Information Center once activated), and any contingency funding considerations or limitations pursuant to Section 8 of EXHIBIT D. CONTRACTOR shall provide the COUNTY OEM and COUNTY DSS representative written confirmation to support Disaster Activation.
- (3) If CONTRACTOR becomes aware of an incident or emergency affecting county residents that may potentially or is currently increasing 211 call volume, and CONTRACTOR has not yet been contacted by COUNTY, CONTRACTOR may contact the COUNTY OEM Duty Officer to make the COUNTY aware and inquire if 211 Helpline Disaster Activation is warranted. If CONTRACTOR and COUNTY jointly agree

Disaster Activation is needed, the parties will follow the request and documentation steps indicated in sections II. Terms and III. Disaster Activation, above.

- (4) Emergency- and disaster-related calls received during a Disaster Activation will not count toward the general COUNTY 211 Helpline annual call allocation.
- (5) The COUNTY and CONTRACTOR acknowledge that not all incidents and emergencies will require Disaster Activation. Some situations may be short-lived and result in a temporary call surge that does not require enhancement of 211 Helpline capacities, as referenced in the 211 Helpline Communication and Disaster Activation Process flowchart (Attachment 3). These calls will be absorbed into the general COUNTY 211 Helpline annual call allocation. As appropriate, COUNTY OEM will provide updates on low-level, short-term incidents to impacted Operational Area partners, including CONTRACTOR, via email.
- (6) CONTRACTOR shall require its contract with subcontracting party stipulates that activation of 211 disaster response services shall only occur at the COUNTY's request, and if the subcontractor activates the 211 disaster response services without COUNTY approval in response to a call surge, it is at subcontractor's discretion and cost with no expectation of COUNTY reimbursement.

IV. Upon 211 Helpline Disaster Activation:

- (1) The COUNTY will:
 - (a) Publicize through COUNTY communication pathways (e.g., press conferences, social media, www.ReadySBC.org website) the availability of the 211 Helpline as a resource for public emergency information and resources.
 - (b) Provide CONTRACTOR with accurate and timely information as soon as possible and on a continuous basis.
 - (c) Accept that non-disaster service level expectations will be suspended during periods of unexpected call surges, regardless of whether COUNTY has requested 211 Helpline Disaster Activation.
- (2) The CONTRACTOR will:
 - (a) Provide a high level of service during emergencies and disasters and respond to public requests for information and resources, including but not limited to:
 - (i) Temporary Evacuation Points and human/animal evacuation shelters;
 - (ii) Road, public facility and school closures;
 - (iii) Areas subject to protective actions (e.g., evacuations, sheltering in place) issued by public safety agencies;
 - (iv) Coordination of Disability Access Transportation services;
 - (v) Emergency care and feeding resources;
 - (vi) Family or Local Assistance Center locations; and
 - (vii) Relevant recovery resources.
 - (b) All emergency and disaster related information and resources will be provided in accordance with Standard 17: Disaster Resources in the AIRS Standards and Qualify Indicators for Professional Information and Referral Guide, incorporated herein by reference.
 - (c) CONTRACTOR will verify outside source information with COUNTY when information is not provided through the COUNTY.
 - (d) If CONTRACTOR expects wait times to exceed industry standards, CONTRACTOR will engage with COUNTY OEM Director, Emergency Manager, or Duty Officer to recommend options to lessen wait times.

V. Deactivation

- (1) The COUNTY will notify CONTRACTOR in writing of the effective date when 211 Helpline Disaster Activation Services are no longer needed. Deactivation will occur when emergency and disaster response and recovery public information needs have ceased or decreased significantly as determined by the COUNTY. The CONTRACTOR will acknowledge their agreement with the effective deactivation date.
- (2) Following deactivation, the CONTRACTOR may continue to receive calls related to emergency and disaster recovery resources. These calls will count towards the general COUNTY 211 Helpline annual call allocation.
- (3) If the CONTRACTOR continues to experience high call volume for emergency and disaster information and resources, the CONTRACTOR may contact COUNTY OEM to request a delay of the effective deactivation date or reactivation.

VI. Disaster Activation Rates:

- (1) **REVISED EXHIBIT D - 211 HELPLINE DISASTER ACTIVATION SERVICES & TERMS** provides for a contingency provision of services not to exceed \$25,000, and the COUNTY shall only be billed in accordance with this Agreement.
- (2) The COUNTY shall reimburse CONTRACTOR directly for actual costs incurred for the provision of 211 Helpline Disaster Activation Services in accordance with this Agreement and with appropriate documentation.
- (3) The CONTRACTOR is authorized to bill the COUNTY the following rates for Disaster Activations:
 - (a) \$20.00 per handled call related to emergency and disaster response and recovery. This rate includes all CONTRACTOR and sub-contractor administrative costs, including salaries, benefits, and indirect costs.
 - (b) \$0.89-0.99 per minute for tele-interpretation services.
 - (c) The cost to have a language interpreter assist in communication between a sub-contractor specialist and Santa Barbara County caller. Tele-interpretation charges shall be billed at \$0.89 per minute when using VOIANCE and at \$0.99 per minute when using Language Line (Sub-contractor primarily uses VOIANCE interpreter services. In the instance there is no available interpreter for the language needed through VOIANCE then Language Line interpreter services will be used).
 - (d) Telephony Services and Costs: The sub-contractor shall use the inContact phone system software to provide 211 services. The inContact phone system supports telephony services such as call queueing features. Telephony services have associated per-minute and port costs:
 - (i) **\$0.01-0.22 per minute** for general telephony (variable cost). This is the cost of each minute of a call starting from the point it is in the 211 Helpline queue until it is disconnected.
 - (ii) **\$0.00-400.00 port costs per monthly billing cycle** (variable cost). This is the cost that allows for a call to be held in queue and handled. There are 2000 phone lines available in the inContact business unit. Variable determined by the number of additional phone lines used by the business unit. Port charges will not exceed \$400 per monthly billing cycle.
- (4) At 80% (\$20,000) of contracted service allocation (based on the CONTRACTOR's tracking records), the CONTRACTOR will notify the COUNTY immediately verbally and in writing.
 - (a) To meet ongoing community needs, the COUNTY may elect to expand the contingency funds and, in such case, will inform the CONTRACTOR in writing of the new threshold, or request a cost estimate from CONTRACTOR for longer-term Disaster Activation response and recovery activities.

VII. Documentation & Invoicing:

- (1) Disaster Activation Invoicing. Refer to EXHIBIT B of this Agreement for Disaster Activation Services invoicing provisions.

- (2) CONTRACTOR shall maintain, prepare and submit the proper documentation required for federal and state disaster reimbursement processes prior to Disaster Activation response payments being made by COUNTY.
- (3) Documentation will include, but is not limited to:
 - (a) Total calls answered per day;
 - (b) Call abandonment rate per day;
 - (c) Average caller hold/wait time per day;
 - (d) Number of calls answered per hour;
 - (e) Average call length;
 - (f) Demographic data, such as age, area code, and language spoken;
 - (g) General trends on the types of calls received, such as what information and resources were requested by callers; and
 - (h) Staffing, administrative, and subcontractor billing and activity reports.

VIII. Contracts with Outside Entities. CONTRACTOR shall inform the COUNTY of any emergency and disaster response contracts with other entities. CONTRACTOR will ensure the COUNTY is not billed for emergency and disaster response services that are the responsibility of and paid for by another contracting entity to avoid overlap or “double dipping”. For example, calls for information and assistance related to potential or in-progress Public Safety Power Shutoffs (PSPS) events that are part of a contract between the CONTRACTOR and power utility companies are not covered by this Agreement.

IX. State Regulations. CONTRACTOR agrees to comply with and abide by all California Governor’s Office of Emergency Services (CalOES) regulations for the PNP Organization Assistance Program (Gov. Code §8692, 19 CCR §§2991 et seq.), and any updates to these regulations during the course of the Agreement.

X. Federal Provisions. CONTRACTOR agrees to comply with and abide by all Federal Provisions attached hereto as EXHIBIT E, incorporated herein by reference, and any updates to these regulations during the course of the Agreement.

EXHIBIT E
FEDERAL PROVISIONS

I. DEFINITIONS

- A. **Contracting officer** means the County.
- B. **Contractor** means the CommUnify.
- C. **Government** means the United States of America and any executive department or agency thereof.
- D. **FEMA** means the Federal Emergency Management Agency.
- E. **Third Party Subcontract** means a subcontract at any tier entered into by Contractor or subcontractor, financed in whole or in part with Federal assistance originally derived from the Federal Emergency Management Agency.

II. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS AND ACKNOWLEDGEMENT OF FEDERAL FUNDING

This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. Contractor will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

III. ACCESS TO RECORDS

- A. Contractor agrees to provide the County, the California Governor's Office of Emergency Services, the FEMA Administrator, the Comptroller General of the United States, or any their authorized representatives access to any books, documents, papers, and records of Contractor which are directly pertinent to this Agreement for the purposes of making audits, examinations, excerpts, and transcriptions.
- B. Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
- C. Contractor agrees to provide the FEMA Administrator or his or her authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.
- D. In compliance with section 1225 of the Disaster Recovery Reform Act of 2018, the County and Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

IV. DEBARMENT AND SUSPENSION (applicable to all contracts and subcontracts for \$25,000 or more, all contracts that require the consent of a federal official, and all contracts for federally required audit services)

- A. This contract is a covered transaction for purposes of 2 C.F.R. Part 180 and 2 C.F.R. Part 3000. As such Contractor is required to verify that none of Contractor, its principals (defined at 2 C.F.R. § 180.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- B. Contractor certifies to County that it and its employees and principals are not debarred, suspended, or otherwise excluded from or ineligible for, participation in federal, state, or county government contracts. Contractor certifies that it shall not contract with a subcontractor that is so debarred or suspended.

- C. Contractor must comply with 2 C.F.R. Part 180, subpart C and 2 C.F.R. Part 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- D. This certification is a material representation of fact relied upon by County. If it is later determined that Contractor did not comply with 2 C.F.R. Part 180, subpart C and 2 C.F.R. Part 3000, subpart C, in addition to remedies available to the State of California, the County, and the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- E. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. Part 180, subpart C and 2 C.F.R. Part 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

V. NO OBLIGATION BY FEDERAL GOVERNMENT

The federal government is not a party to this contract and is not subject to any obligations or liabilities to the County, contractor, or any other party pertaining to any matter resulting from the contract.

VI. EQUAL EMPLOYMENT OPPORTUNITY COMPLIANCE (applicable to all construction contracts awarded meeting the definition of “federally assisted construction contract” under 41 C.F.R. § 60-1.3)

During the performance of this contract, Contractor agrees as follows:

- A. Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.
- B. Contractor will, in all solicitations or advertisements for employees placed by or on behalf of Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
- C. Contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee’s essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with Contractor’s legal duty to furnish information.
- D. Contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers’ representatives of Contractor’s commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

- E. Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- F. Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- G. In the event of Contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and Contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- H. Contractor will include the portion of the sentence immediately preceding paragraph (A) and the provisions of paragraphs (A) through (H) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. Contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:
Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

VII. COMPLIANCE WITH THE COPELAND ANTI-KICKBACK ACT (applicable to all contracts and subgrants for construction or repair; 44 CFR §13.36(i)(4))

- A. Contractor. Contractor shall comply with 18 U.S.C. § 874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. Part 3 as may be applicable, which are incorporated by reference into this contract.
- B. Subcontracts. Contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.
- C. Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12.

VIII. DAVIS-BACON ACT COMPLIANCE (applicable to prime construction contracts in excess of \$2,000 awarded by grantees and subgrantees when required by specific federal grant program legislation)

To the extent required by any federal grant programs applicable to expected funding or reimbursement of County's expenses incurred in connection with the services provided under this Agreement, Contractor agrees to comply with the Davis-Bacon Act (40 U.S.C. 276a to 276a-7) as supplemented by Department of Labor regulations (29 C.F.R. Part 5) as set forth below.

- A. **Minimum wages.**
 - (i) All laborers and mechanics employed or working upon the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), will be paid unconditionally and not less often than once a week,

and without subsequent deduction or rebate on any account (except such payroll deductions as are permitted by regulations issued by the Secretary of Labor under the Copeland Act (29 CFR part 3)), the full amount of wages and bona fide fringe benefits (or cash equivalents thereof) due at time of payment computed at rates not less than those contained in the wage determination of the Secretary of Labor which is attached hereto and made a part hereof, regardless of any contractual relationship which may be alleged to exist between Contractor and such laborers and mechanics. Contributions made or costs reasonably anticipated for bona fide fringe benefits under section 1(b)(2) of the Davis-Bacon Act on behalf of laborers or mechanics are considered wages paid to such laborers or mechanics, subject to the provisions of paragraph (A)(iv) of this section; also, regular contributions made or costs incurred for more than a weekly period (but not less often than quarterly) under plans, funds, or programs which cover the particular weekly period, are deemed to be constructively made or incurred during such weekly period. Such laborers and mechanics shall be paid the appropriate wage rate and fringe benefits on the wage determination for the classification of work actually performed, without regard to skill, except as provided in paragraph (A)(iv) of this section. Laborers or mechanics performing work in more than one classification may be compensated at the rate specified for each classification for the time actually worked therein: *Provided*, That the employer's payroll records accurately set forth the time spent in each classification in which work is performed. The wage determination (including any additional classification and wage rates conformed under paragraph (A)(ii) of this section) and the Davis-Bacon poster (WH-1321) shall be posted at all times by Contractor and its subcontractors at the site of the work in a prominent and accessible place where it can be easily seen by the workers.

(ii)

(a) The contracting officer shall require that any class of laborers or mechanics, including helpers, which is not listed in the wage determination and which is to be employed under the contract shall be classified in conformance with the wage determination. The contracting officer shall approve an additional classification and wage rate and fringe benefits therefore only when the following criteria have been met:

- (1) The work to be performed by the classification requested is not performed by a classification in the wage determination; and
- (2) The classification is utilized in the area by the construction industry; and
- (3) The proposed wage rate, including any bona fide fringe benefits, bears a reasonable relationship to the wage rates contained in the wage determination.

(b) If Contractor and the laborers and mechanics to be employed in the classification (if known), or their representatives, and the contracting officer agree on the classification and wage rate (including the amount designated for fringe benefits where appropriate), a report of the action taken shall be sent by the contracting officer to the Administrator of the Wage and Hour Division, U.S. Department of Labor, Washington, DC 20210. The Administrator, or an authorized representative, will approve, modify, or disapprove every additional classification action within 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(c) In the event Contractor, the laborers or mechanics to be employed in the classification or their representatives, and the contracting officer do not agree on the proposed classification and wage rate (including the amount designated for fringe benefits, where appropriate), the contracting officer shall refer the questions, including the views of all interested parties and the recommendation of the contracting officer, to the Administrator for determination. The Administrator, or an authorized representative, will issue a determination within 30 days of

receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(d) The wage rate (including fringe benefits where appropriate) determined pursuant to paragraphs (A)(ii)(b) or (c) of this section, shall be paid to all workers performing work in the classification under this contract from the first day on which work is performed in the classification.

(iii) Whenever the minimum wage rate prescribed in the contract for a class of laborers or mechanics includes a fringe benefit which is not expressed as an hourly rate, Contractor shall either pay the benefit as stated in the wage determination or shall pay another bona fide fringe benefit or an hourly cash equivalent thereof.

(iv) If Contractor does not make payments to a trustee or other third person, Contractor may consider as part of the wages of any laborer or mechanic the amount of any costs reasonably anticipated in providing bona fide fringe benefits under a plan or program, *Provided*, That the Secretary of Labor has found, upon the written request of Contractor, that the applicable standards of the Davis-Bacon Act have been met. The Secretary of Labor may require Contractor to set aside in a separate account assets for the meeting of obligations under the plan or program.

B. ***Withholding.*** The County shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld from Contractor under this contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to Davis-Bacon prevailing wage requirements, which is held by the same prime contractor, so much of the accrued payments or advances as may be considered necessary to pay laborers and mechanics, including apprentices, trainees, and helpers, employed by Contractor or any subcontractor the full amount of wages required by the contract. In the event of failure to pay any laborer or mechanic, including any apprentice, trainee, or helper, employed or working on the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), all or part of the wages required by the contract, the County may, after written notice to Contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds until such violations have ceased.

C. ***Payrolls and basic records.***

(i) Payrolls and basic records relating thereto shall be maintained by Contractor during the course of the work and preserved for a period of three years thereafter for all laborers and mechanics working at the site of the work (or under the United States Housing Act of 1937, or under the Housing Act of 1949, in the construction or development of the project). Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made and actual wages paid. Whenever the Secretary of Labor has found under 29 CFR 5.5(a)(1)(iv) that the wages of any laborer or mechanic include the amount of any costs reasonably anticipated in providing benefits under a plan or program described in section 1(b)(2)(B) of the Davis-Bacon Act, Contractor shall maintain records which show that the commitment to provide such benefits is enforceable, that the plan or program is financially responsible, and that the plan or program has been communicated in writing to the laborers or mechanics affected, and records which show the costs anticipated or the actual cost incurred in providing such benefits. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs

and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

(ii)

(a) Contractor shall submit weekly for each week in which any contract work is performed a copy of all payrolls to the (write in name of appropriate federal agency) if the agency is a party to the contract, but if the agency is not such a party, Contractor will submit the payrolls to the applicant, sponsor, or owner, as the case may be, for transmission to the (write in name of agency). The payrolls submitted shall set out accurately and completely all of the information required to be maintained under 29 CFR 5.5(a)(3)(i), except that full social security numbers and home addresses shall not be included on weekly transmittals. Instead the payrolls shall only need to include an individually identifying number for each employee (e.g., the last four digits of the employee's social security number). The required weekly payroll information may be submitted in any form desired. Optional Form WH-347 is available for this purpose from the Wage and Hour Division Web site at <http://www.dol.gov/esa/whd/forms/wh347instr.htm> or its successor site. The prime contractor is responsible for the submission of copies of payrolls by all subcontractors. Contractors and subcontractors shall maintain the full social security number and current address of each covered worker, and shall provide them upon request to the (write in name of appropriate federal agency) if the agency is a party to the contract, but if the agency is not such a party, Contractor will submit them to the applicant, sponsor, or owner, as the case may be, for transmission to the County, Contractor, or the Wage and Hour Division of the Department of Labor for purposes of an investigation or audit of compliance with prevailing wage requirements. It is not a violation of this section for a prime contractor to require a subcontractor to provide addresses and social security numbers to the prime contractor for its own records, without weekly submission to the sponsoring government agency (or the applicant, sponsor, or owner).

(b) Each payroll submitted shall be accompanied by a "Statement of Compliance," signed by Contractor or subcontractor or his or her agent who pays or supervises the payment of the persons employed under the contract and shall certify the following:

(1) That the payroll for the payroll period contains the information required to be provided under § 5.5 (a)(3)(ii) of Regulations, 29 CFR part 5, the appropriate information is being maintained under § 5.5 (a)(3)(i) of Regulations, 29 CFR part 5, and that such information is correct and complete;

(2) That each laborer or mechanic (including each helper, apprentice, and trainee) employed on the contract during the payroll period has been paid the full weekly wages earned, without rebate, either directly or indirectly, and that no deductions have been made either directly or indirectly from the full wages earned, other than permissible deductions as set forth in Regulations, 29 CFR part 3;

(3) That each laborer or mechanic has been paid not less than the applicable wage rates and fringe benefits or cash equivalents for the classification of work performed, as specified in the applicable wage determination incorporated into the contract.

(c) The weekly submission of a properly executed certification set forth on the reverse side of Optional Form WH-347 shall satisfy the requirement for submission of the "Statement of Compliance" required by paragraph (a)(3)(ii)(B) of this section.

(d) The falsification of any of the above certifications may subject Contractor or subcontractor to civil or criminal prosecution under section 1001 of title 18 and section 231 of title 31 of the United States Code.

(iii) Contractor or subcontractor shall make the records required under paragraph (a)(3)(i) of this section available for inspection, copying, or transcription by authorized representatives of

the County or the Department of Labor, and shall permit such representatives to interview employees during working hours on the job. If Contractor or subcontractor fails to submit the required records or to make them available, the Federal agency may, after written notice to Contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds. Furthermore, failure to submit the required records upon request or to make such records available may be grounds for debarment action pursuant to 29 CFR 5.12.

D. Apprentices and trainees -

(i) Apprentices. Apprentices will be permitted to work at less than the predetermined rate for the work they performed when they are employed pursuant to and individually registered in a bona fide apprenticeship program registered with the U.S. Department of Labor, Employment and Training Administration, Office of Apprenticeship Training, Employer and Labor Services, or with a State Apprenticeship Agency recognized by the Office, or if a person is employed in his or her first 90 days of probationary employment as an apprentice in such an apprenticeship program, who is not individually registered in the program, but who has been certified by the Office of Apprenticeship Training, Employer and Labor Services or a State Apprenticeship Agency (where appropriate) to be eligible for probationary employment as an apprentice. The allowable ratio of apprentices to journeymen on the job site in any craft classification shall not be greater than the ratio permitted to Contractor as to the entire work force under the registered program. Any worker listed on a payroll at an apprentice wage rate, who is not registered or otherwise employed as stated above, shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any apprentice performing work on the job site in excess of the ratio permitted under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. Where a contractor is performing construction on a project in a locality other than that in which its program is registered, the ratios and wage rates (expressed in percentages of the journeyman's hourly rate) specified in Contractor's or subcontractor's registered program shall be observed. Every apprentice must be paid at not less than the rate specified in the registered program for the apprentice's level of progress, expressed as a percentage of the journeymen hourly rate specified in the applicable wage determination. Apprentices shall be paid fringe benefits in accordance with the provisions of the apprenticeship program. If the apprenticeship program does not specify fringe benefits, apprentices must be paid the full amount of fringe benefits listed on the wage determination for the applicable classification. If the Administrator determines that a different practice prevails for the applicable apprentice classification, fringes shall be paid in accordance with that determination. In the event the Office of Apprenticeship Training, Employer and Labor Services, or a State Apprenticeship Agency recognized by the Office, withdraws approval of an apprenticeship program, Contractor will no longer be permitted to utilize apprentices at less than the applicable predetermined rate for the work performed until an acceptable program is approved.

(ii) Trainees. Except as provided in 29 CFR 5.16, trainees will not be permitted to work at less than the predetermined rate for the work performed unless they are employed pursuant to and individually registered in a program which has received prior approval, evidenced by formal certification by the U.S. Department of Labor, Employment and Training Administration. The ratio of trainees to journeymen on the job site shall not be greater than permitted under the plan approved by the Employment and Training Administration. Every trainee must be paid at not less than the rate specified in the approved program for the trainee's level of progress, expressed as a percentage of the journeyman hourly rate specified in the applicable wage determination. Trainees shall be paid fringe benefits in accordance with the provisions of the trainee program. If the trainee program does not mention fringe benefits, trainees shall be paid the full amount of fringe benefits

listed on the wage determination unless the Administrator of the Wage and Hour Division determines that there is an apprenticeship program associated with the corresponding journeyman wage rate on the wage determination which provides for less than full fringe benefits for apprentices. Any employee listed on the payroll at a trainee rate who is not registered and participating in a training plan approved by the Employment and Training Administration shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any trainee performing work on the job site in excess of the ratio permitted under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. In the event the Employment and Training Administration withdraws approval of a training program, Contractor will no longer be permitted to utilize trainees at less than the applicable predetermined rate for the work performed until an acceptable program is approved.

(iii) Equal employment opportunity. The utilization of apprentices, trainees and journeymen under this part shall be in conformity with the equal employment opportunity requirements of Executive Order 11246, as amended, and 29 CFR part 30.

- E. **Compliance with Copeland Act requirements.** Contractor shall comply with the requirements of 29 CFR part 3, which are incorporated by reference in this contract.
- F. **Subcontracts.** Contractor or subcontractor shall insert in any subcontracts the clauses contained in 29 CFR 5.5(a)(1) through (10) and such other clauses as the County may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all the contract clauses in 29 CFR 5.5.
- G. **Contract termination: debarment.** A breach of the contract clauses in 29 CFR 5.5 may be grounds for termination of the contract, and for debarment as a contractor and a subcontractor as provided in 29 CFR 5.12.
- H. **Compliance with Davis-Bacon and Related Act requirements.** All rulings and interpretations of the Davis-Bacon and Related Acts contained in 29 CFR parts 1, 3, and 5 are herein incorporated by reference in this contract.
- I. **Disputes concerning labor standards.** Disputes arising out of the labor standards provisions of this contract shall not be subject to the general disputes clause of this contract. Such disputes shall be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR parts 5, 6, and 7. Disputes within the meaning of this clause include disputes between Contractor (or any of its subcontractors) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.
- J. **Certification of eligibility.**
 - (i) By entering into this contract, Contractor certifies that neither it (nor he or she) nor any person or firm who has an interest in Contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).
 - (ii) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).
 - (iii) The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 U.S.C. 1001.

IX. CONTRACT WORK HOURS AND SAFETY STANDARDS (applicable to all contracts in excess of \$100,000 that involve the employment of mechanics or laborers, but not to purchases of supplies or materials or

articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence)

- A. **Compliance:** Contractor agrees that it shall comply with Sections 103 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327–330) as supplemented by Department of Labor regulations (29 CFR Part 5), which are incorporated herein.
- B. **Overtime:** No contractor or subcontractor contracting for any part of the work under this Agreement which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
- C. **Violation; liability for unpaid wages; liquidated damages:** In the event of any violation of the provisions of Paragraph B, Contractor and any subcontractor responsible therefore shall be liable to any affected employee for his unpaid wages. In additions, such Contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic employed in violation of the provisions of paragraph B in the sum of \$27 for each calendar day on which such employee was required or permitted to be employed on such work in excess of eight hours or in excess of his standard workweek of forty hours without payment of the overtime wages required by paragraph B.
- D. **Withholding for unpaid wages and liquidated damages:** The County shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by Contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set for in paragraph C of this section.
- E. **Subcontracts:** Contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs A through D of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs A through D of this section.
- F. **Records:** Contractor or subcontractor shall maintain payrolls and basic payroll records during the course of the work and shall preserve them for a period of three years from the completion of the contract for all laborers and mechanics, including guards and watchmen, working on the contract. Such records shall contain the name and address of each such employee, social security number, correct classifications, hourly rates of wages paid, daily and weekly number of hours worked, deductions made, and actual wages paid.
- G. **Maintenance:** Records to be maintained under this provision shall be made available by Contractor or subcontractor for inspection, copying, or transcription by authorized representatives of the Department of Homeland Security, the Federal Emergency Management Agency, and the Department of Labor, and Contractor or subcontractor will permit such representatives to interview employees during working hours on the job.

X. LICENSE AND DELIVERY OF WORKS SUBJECT TO COPYRIGHT AND DATA RIGHTS

Contractor grants to the County a paid-up, royalty-free, nonexclusive, irrevocable, worldwide license in data first produced in the performance of this contract to reproduce, publish, or otherwise use, including

prepare derivative works, distribute copies to the public, and perform publicly and display publicly such data. For data required by the contract but not first produced in the performance of this contract, Contractor will identify such data and grant to the (insert name of the non-federal entity) or acquires on its behalf a license of the same scope as for data first produced in the performance of this contract. Data, as used herein, shall include any work subject to copyright under 17 U.S.C. § 102, for example, any written reports or literary works, software and/or source code, music, choreography, pictures or images, graphics, sculptures, videos, motion pictures or other audiovisual works, sound and/or video recordings, and architectural works. Upon or before the completion of this contract, Contractor will deliver to the County data first produced in the performance of this contract and data required by the contract but not first produced in the performance of this contract in formats acceptable by the County.

XI. PATENT RIGHTS (applicable to contracts for experimental, research, or development projects financed by FEMA; 44 CFR §13.36(i)(8))

- A. General. If any invention, improvement, or discovery is conceived or first actually reduced to practice in the course of or under this Agreement, and that invention, improvement, or discovery is patentable under the laws of the United States of America or any foreign country, the County and Contractor agree to take actions necessary to provide immediate notice and a detailed report to FEMA.
- B. Unless the Government later makes a contrary determination in writing, irrespective of Contractor's status (a large business, small business, state government or state instrumentality, local government, nonprofit organization, institution of higher education, individual), the County and Contractor agree to take the necessary actions to provide, through FEMA, those rights in that invention due the Federal Government as described in U.S. Department of Commerce regulations, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," 37 CFR, Part 401.
- C. Contractor agrees to include paragraphs A and B above in each third party subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance provided by FEMA.

XII. ENERGY CONSERVATION REQUIREMENTS

- A. Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 USC 6201).
- B. Contractor agrees to include paragraph A above in each third party subcontract financed in whole or in part with Federal assistance provided by FEMA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

XIII. CLEAN AIR ACT (applicable to all contracts and subcontracts in excess \$150,000, including indefinite quantities where the amount is expected to exceed \$150,000 in any year)

- A. Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- B. Contractor agrees to report each violation to the California Environmental Protection Agency and understands and agrees that the California Environmental Protection Agency will, in turn, report each violation as required to assure notification to the County, Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- C. Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

XIV. FEDERAL WATER POLLUTION CONTROL ACT (applicable to all contracts and subcontracts in excess of \$150,000, including indefinite quantities where the amount is expected to exceed \$150,000 in any year)

- A. Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
- B. Contractor agrees to report each violation to the California State Water Resources Control Board and understands and agrees that the California State Water Resources Control Board will, in turn, report each violation as required to assure notification to the County, Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- C. Contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

XV. TERMINATION FOR CONVENIENCE OF COUNTY (applicable to all contracts in excess of \$10,000)
See Paragraphs 5 and 14 of the Agreement.

XVI. TERMINATION FOR DEFAULT; REMEDIES FOR NONCOMPLIANCE (applicable to all contracts in excess of \$10,000)

Contractor's failure to perform or observe any term, covenant or condition of this Agreement shall constitute an event of default under this Agreement. . In the event County determines, in its sole discretion, that Contractor is not in compliance with the terms and conditions set forth herein, County may:

- A. Wholly or partly suspend or terminate the Agreement.
- B. Require payments as reimbursements rather than advance payments;
- C. Withhold authority to proceed to the next phase until receipt of evidence of acceptable performance within a given period of performance;
- D. Require additional, more detailed financial reports;
- E. Require additional project monitoring;
- F. Requiring Contractor to obtain technical or management assistance; or
- G. Establish additional prior approvals.
- H. Take other remedies that may be legally available.

XVII. CHANGES.

- A. Notice. The primary purpose of this clause is to obtain prompt reporting of County conduct that Contractor considers to constitute a change to this contract. Except for changes identified as such in writing and signed by County, the Contractor shall notify the County in writing promptly, within five (5) calendar days from the date that the Contractor identifies any Government conduct (including actions, inactions, and written or oral communications) that the Contractor regards as a change to the contract terms and conditions. On the basis of the most accurate information available to the Contractor, the notice shall state:
 - i. The date, nature, and circumstances of the conduct regarded as a change;
 - ii. The name, function, and activity of each Government individual and Contractor official or employee involved in or knowledgeable about such conduct;
 - iii. The identification of any documents and the substance of any oral communication involved in such conduct;
 - iv. In the instance of alleged acceleration of scheduled performance or delivery, the basis upon which it arose;

- v. The particular elements of contract performance for which Contractor may seek an equitable adjustment under this clause, including:
 - What line items have been or may be affected by the alleged change;
 - What labor or materials or both have been or may be added, deleted, or wasted by the alleged change;
 - To the extent practicable, what delay and disruption in the manner and sequence of performance and effect on continued performance have been or may be caused by the alleged change;
 - What adjustments to contract price, delivery schedule, and other provisions affected by the alleged change are estimated; and
 - Contractor's estimate of the time by which County must respond to Contractor's notice to minimize cost, delay or disruption of performance.
- B. Continued Performance. Following submission of the required notice, Contractor shall diligently continue performance of this Agreement to the maximum extent possible in accordance with its terms and conditions as construed by the Contractor.
- C. County Response. County shall promptly, within ten (10) calendar days after receipt of notice, respond to the notice in writing. In responding, County shall either --
 - i. Confirm that the conduct of which Contractor gave notice constitutes a change and when necessary direct the mode of further performance;
 - ii. Countermand any communication regarded as a change;
 - iii. Deny that the conduct of which Contractor gave notice constitutes a change and when necessary direct the mode of further performance; or
 - iv. In the event the Contractor's notice information is inadequate to make a decision, advise Contractor what additional information is required, and establish the date by which it should be furnished and the date thereafter by which COUNTY will respond.
- D. Equitable Adjustments.
 - i. If the County confirms that County conduct effected a change as alleged by the Contractor, and the conduct causes an increase or decrease in the Contractor's cost of, or the time required for, performance of any part of the work under this Agreement, whether changed or not changed by such conduct, an equitable adjustment shall be made --
 - In the contract price or delivery schedule or both; and
 - In such other provisions of the Agreement as may be affected.
 - ii. The Agreement shall be modified in writing accordingly. The equitable adjustment shall not include increased costs or time extensions for delay resulting from Contractor's failure to provide notice or to continue performance as provided herein.

XVIII. LOBBYING (Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended).)

Contractor shall file the required certification attached as Attachment 2, *Certification for Contracts, Grants, Loans, and Cooperative Agreement* (Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (As Amended)), which is incorporated herein by this reference. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient.

XIX. MBE / WBE REQUIREMENTS

Contractor and any subcontractors shall take all necessary affirmative steps to procure Minority and Women’s Business Enterprises (“DBEs”) through the “Good Faith Effort” process as required in 2 CFR 200.321. Failure to perform the “Good Faith Effort” process and document and report their compliance shall be cause for a bid to be rejected as non-responsive and/or be considered as a material breach of the contract. Contractor and any subcontractors shall take all affirmative steps to assure that minority firms, women’s business enterprises, and labor surplus area firms are used when possible make every effort to solicit bids from eligible DBEs, including but not limited to the following:

- A. Place qualified small and minority businesses and women’s business enterprises on solicitation lists;
- B. Assure that small and minority businesses, and women’s business enterprises are solicited whenever they are potential sources;
- C. Divide total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority business, and women’s business enterprises;
- D. Establish delivery schedules, where the requirement permits, which encourage participation by small and minority business, and women’s business enterprises; and
- E. Use the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce.
- F. If subcontracts are to be let, Contractor shall take the affirmative steps listed in 2 CFR 200.321.

XX. PROCUREMENT OF RECOVERED MATERIALS (2 CFR 200.322)

- A. In the performance of this Agreement, Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
 - i. Competitively within a timeframe providing for compliance with the contract performance schedule;
 - ii. Meeting contract performance requirements; or
 - iii. At a reasonable price.
- B. Information about this requirement, along with the list of EPA-designate items, is available at EPA’s Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.
- C. Contractor shall also comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.

XXI. INCORPORATION OF UNIFORM ADMINISTRATIVE REQUIREMENTS

The provisions set forth in this exhibit include, in part, certain standard terms and conditions required by FEMA, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by FEMA are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FEMA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. Contractor shall not perform any act, fail to perform any act, or refuse to comply with any County requests that would cause County to be in violation of the FEMA terms and conditions.

XXII. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.

Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to Contractor’s actions pertaining to this contract.

XXIII. USE OF U.S. DEPARTMENT OF HOMELAND SECURITY (DHS) LOGO.

Contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre- approval.

XXIV. MANDATORY DISCLOSURE

Contractor must disclose, in a timely manner, in writing to the County all violations of Federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the award. Contractor is required to report certain civil, criminal, or administrative proceedings to the System for Award Management (SAM) located at www.sam.gov. Failure to make required disclosures can result in any of the remedies described in 2 CFR §200.338 Remedies for noncompliance, including suspension or debarment. (See also 2 CFR part 180 and 31 U.S.C. 3321.)

XXV. DOMESTIC PREFERENCES FOR PROCUREMENTS

- A. As appropriate and to the extent consistent with law, Contractor should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subcontractor agreements.
- B. For purposes of this section:
 - i. “Produced in the United States” means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
 - ii. “Manufactured products” means items and construction materials composed in whole or in part of nonferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

XXVI. Prohibition on Contracting for Covered Telecommunications Equipment or Services

- A. Definitions. As used in this clause, the terms backhaul; covered foreign country; covered telecommunications equipment or services; interconnection arrangements; roaming; substantial or essential component; and telecommunications equipment or services have the meaning as defined in FEMA Policy 405-143-1, Prohibitions on Expending FEMA Award Funds for Covered Telecommunications Equipment or Services (Interim), as used in this clause—
- B. Prohibitions.
 - i. Section 889(b) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019, Pub. L. No. 115-232, and 2 C.F.R. § 200.216 prohibit the head of an executive agency on or after Aug.13, 2020, from obligating or expending grant, cooperative agreement, loan, or loan guarantee funds on certain telecommunications products or from certain entities for national security reasons.
 - ii. Unless an exception in paragraph (c) of this clause applies, the contractor and its subcontractors may not use grant, cooperative agreement, loan, or loan guarantee funds from the Federal Emergency Management Agency to:
 - a. Procure or obtain any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology of any system;
 - b. Enter into, extend, or renew a contract to procure or obtain any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology of any system;

- c. Enter into, extend, or renew contracts with entities that use covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system; or
 - d. Provide, as part of its performance of this contract, subcontract, or other contractual instrument, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system.
- C. Exceptions.
- i. This clause does not prohibit contractors from providing—
 - a. A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or
 - b. Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.
 - ii. By necessary implication and regulation, the prohibitions also do not apply to:
 - a. Covered telecommunications equipment or services that:
 - 1. Are not used as a substantial or essential component of any system; and
 - 2. Are not used as critical technology of any system.
 - b. Other telecommunications equipment or services that are not considered covered telecommunications equipment or services.
- D. Reporting requirement.
- i. In the event the contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the contractor is notified of such by a subcontractor at any tier or by any other source, the contractor shall report the information in paragraph (d)(2) of this clause to the recipient or subrecipient, unless elsewhere in this contract are established procedures for reporting the information.
 - ii. Contractor shall report the following information pursuant to paragraph (d)(1) of this clause:
 - a. Within one business day from the date of such identification or notification: The contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.
 - b. Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: Any further available information about mitigation actions undertaken or recommended. In addition, the contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.
- E. Subcontracts. Contractor shall insert the substance of this clause, including this paragraph (e), in all subcontracts and other contractual instruments.

Attachment 1

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS

(Lower Tier refers to the agency or contractor receiving Federal funds, as well as any subcontractors that the agency or contractor enters into contract with using those funds)

As required by Executive Order 12549, Debarment and Suspension, as defined at 44 CFR Part 17, County may not enter into contract with any entity that is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by the Federal Government from participating in transactions involving Federal funds. Contractor is required to sign the certification below which specifies that neither Contractor nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by the Federal agency. It also certifies that Contractor will not use, directly or indirectly, any of these funds to employ, award contracts to, engage the services of, or fund any contractor that is debarred, suspended, or ineligible under 44 CFR Part 17.

Instruction for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definition and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this agreement that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion – Lower Tier Covered Transactions

1. The prospective lower tier participant certifies, by submission of its proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Contractor Signature

Date

Attachment 2

**CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS
(Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (As Amended))**

The undersigned Contractor certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 et seq., apply to this certification and disclosure, if any.

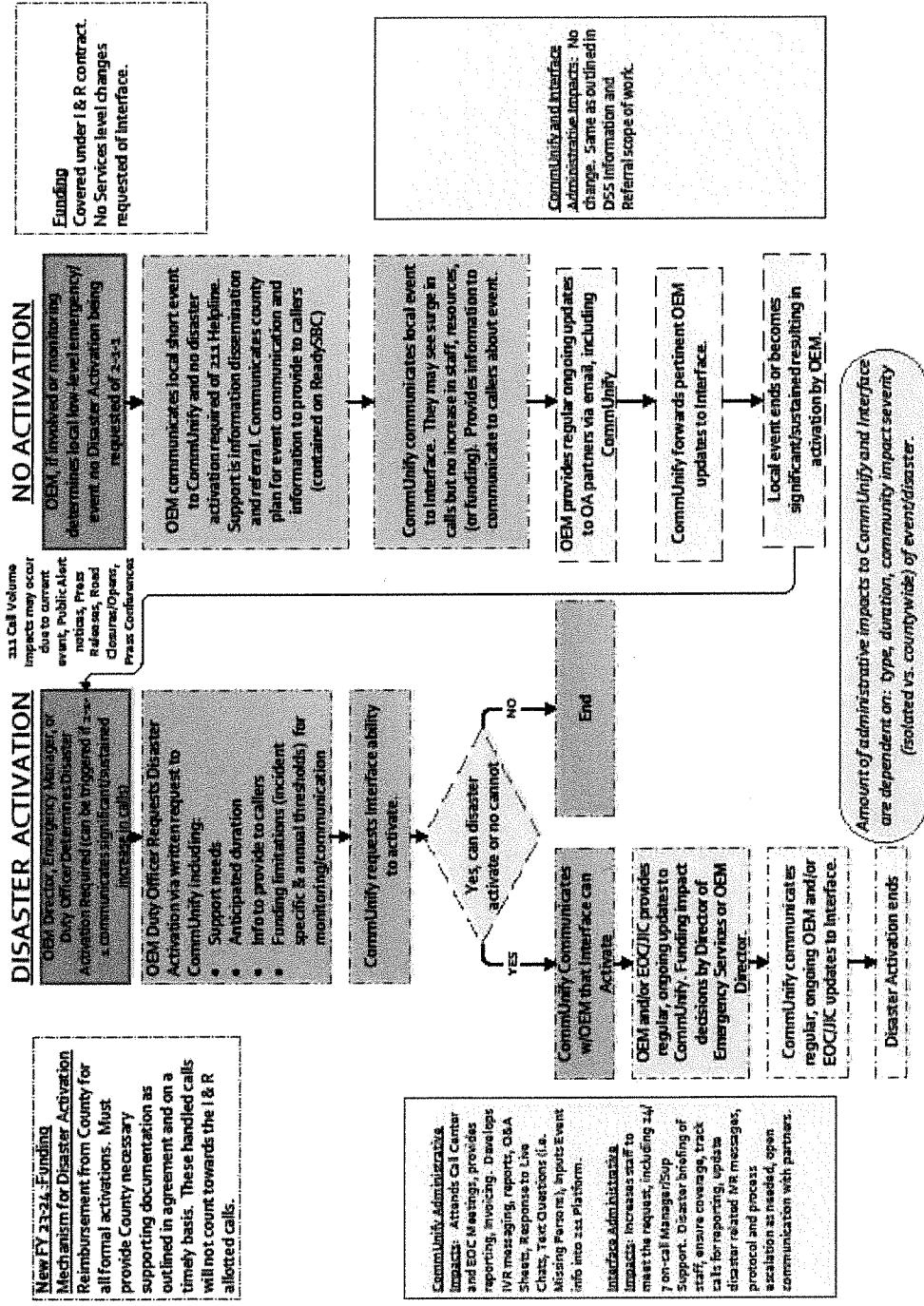
Signature of Contractor's Authorized Official

Name and Title of Contractor's Authorized Official

Date

Attachment 3

211 Helpline Communication and Disaster Activation Process



New FY 23-24 Funding Mechanism for Disaster Activation Reimbursement from County for all formal activations. Must provide County necessary supporting documentation as outlined in agreement and on a timely basis. These handled calls will not count towards the I & R allotted calls.

CommUnity Administrative Impacts: Attends Call Center and EOC Meetings, provides reporting, invoicing, Develops IVR messaging, reports, Q&A Sheets, Responses to Live Chats, Text Questions (i.e. Missing Person), inputs Event info into 211 Platform.

Interface Administrative Impacts: Increases staff to meet the request, including 24/7 on-call Management Support. Disaster briefing of staff, ensure coverage, track calls for reporting, update disaster related IVR messages, protocol and process escalation as needed, open communication with partners.