

## Contract Summary Form

OC Expediter Requisition #: 1642379

22<sup>nd</sup> Century Technologies Inc.

### SUMMARY OF SIGNIFICANT CHANGES

1. Payment Terms: Added Payment in Advance provision. Page. 3

### SUBCONTRACTORS

This contract does not currently include subcontractors or pass through to other providers.

### CONTRACT OPERATING EXPENSES

**I. COMPENSATION:** This is an all-inclusive Contract at fixed hourly rates between the County and Contractor for Temporary Help Services as provided in Attachment A, Scope of Work. The Contractor agrees to accept the specified compensation as set forth in this Contract as full remuneration for performing all services and furnishing all **staffing, labor, insurance, bonds, testing, background checks, vehicles & travel, equipment, tools, materials, overhead, etc.** as required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein below for work performed in accordance with the Scope of Services.

**II. PAYMENT TERMS:** Invoice(s) are to be submitted in arrears to the user agency/department, to the bill-to address indicated in the subordinate contract. Contractor shall reference Contract number on invoice. Payment will be net 30 days after receipt of the invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

Billing shall cover services not previously invoiced. The Contractor shall reimburse the County for any monies paid to the Contractor for services not provided or when services do not meet the Contract requirements.

Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services. Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services.

**III. INVOICING INSTRUCTIONS:** The Contractor will provide an invoice on the Contractor's letterhead for services rendered. Each invoice must have a unique number and must include the following information:

- a. Contractor's name and address
- b. Contractor's remittance address
- c. Contractor's Federal Tax I.D. number
- d. Name of County Agency/Department

- e. Service address
- f. Subordinate agreement: Master Agreement (MA) number
- g. Service description, including numbers of hours, approved OT hours
- h. EMPLOYEE PAY RATE plus administrative percentage when applicable
- i. Total Amount Due

**I. CATEGORY A - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru and including Sunday Holiday / Overtime Rate:  
(See definition below)

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION – CATEGORY A	REGULAR HOURLY BILLING RATE
Customer Service Representative	Customer Service Representatives provide customer service in a call center setting. This includes greeting customers, establishing a rapport, projecting a professional tone, answering questions, and addressing complaints, recording notes on the computer system for each call, and completing other work as assigned. The Customer Service Representative (CSR) is the first line of contact with customers. Skills and behaviors possessed by successful CSRs include professionalism, punctuality, competent listening skills, and caller needs assessment. In addition, a CSR must possess the ability to clearly communicate complex issues, understand what issues have a sense of urgency to them, and must be capable of kindness, patience, and empathy.	\$19.40
Data Entry Specialist	Positions in this class are characterized by primary responsibility for production keyboard entry of data from a wide variety of source documents. Incumbents are expected to apply considerable knowledge of complex coding systems to independently extract and code data for entry. This class is distinguished from the Data Entry Technician class by the greater complexity of data extraction and coding and a greater emphasis on high speed data entry.	\$19.40
Information Processing Specialist	To perform information processing duties which combine text editing, advanced entry and file maintenance functions; to use a keyboard to create or format a variety of documents, reports and files; to understand and use a variety of automated equipment and software programs for complex information entry, inquiry, manipulation and generation; and to do other work as required.	\$20.06
Information Processing Technician	Under general supervision, to produce a variety of difficult and complex materials requiring the application of advanced keyboarding and correction skills; and to do other work as required. Positions in this class are characterized by primary responsibility for typing or word processing a variety of important and complex documents by applying advanced keyboarding skill and subject matter knowledge in the production of finished products.	\$19.40
Information Technology Systems Technician II	Performs a variety of technical duties emphasizing customer support for desktop computer systems and related equipment; serves as a first-level responder for computer hardware/software issues; troubleshoots and repairs system problems and provides technical assistance to customers; monitors, installs, configures and upgrades hardware, software and peripherals; and performs other related duties as assigned.	\$21.70
Office Assistant	Under supervision, to perform a variety of moderately difficult office tasks; and to do other work as required. This is the journey level office services class. Positions are characterized by office duties which require proficiency in a variety of general office skills and in the simple operation of standard and automated office equipment. Assignments may be composed of tasks concentrating in a particular skill area or may include a full range of duties associated with this class. Incumbents in this class work without close supervision within a framework of established procedures and are expected to perform duties with only occasional instruction or assistance.	\$19.78

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION - CATEGORY A</b>	<b>REGULAR HOURLY BILLING RATE</b>
Office Specialist	Under general supervision, to perform difficult and responsible office work in a specialized assignment; and to do other work as required. Positions in this class are characterized by the performance of specialized and responsible office duties requiring extensive related experience, thorough knowledge of the methods and procedures applicable to the assignment, and the exercise of considerable discretion and responsible decision-making in performing work. Incumbents in this class perform tasks which include the application and explanation of complex policies, regulations and guidelines where interpretation and independent judgment are required. Some assignments may also require the integration of technical knowledge with advance interpersonal and communication skills.	\$20.27
Secretary I	Under general supervision provide secretarial and office services for one or more officials; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from classes in the office services series by its direct support of and confidential role to one or more individuals serving in an administrative, professional, or technical capacity. This frequently includes learning of specialized subject matter, delegation of specific responsibilities and a confidential working relationship with the individual(s) supported.	\$21.28
Secretary II	Under direction provide secretarial and office services to one or more members of top management; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from the Secretary I class by direct support of and a confidential role to one or more top level managers. Because of the level of the manager, work performed, and contracts are likely to be more difficult and sensitive than secretaries to lower level managers. This class is appropriate only where substantial delegation of authority has been made to the Secretary.	\$22.26
Secretary III	Under general direction, to serve as secretary to members of Executive Management, relieving them of administrative and office services details; to perform complex and highly responsible clerical work; to interpret policy and administrative regulations; and to do other work as required. The Secretary III class is distinguished from other clerical and secretarial classes by being restricted to positions that are assigned full secretarial duties for Agency/Department heads or other members of management with the widest latitude for independent action.	\$26.72

**CATEGORY B - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru Sunday Holiday / Overtime Rate:  
(See definition below)

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION – CATEGORY B</b>	<b>REGULAR HOURLY BILL RATE</b>
Accounting Assistant II	Under supervision, to perform a variety of accounting duties related to the maintenance and review of fiscal, financial, and statistical records. Accounting Assistants are assigned a variety of duties and responsibilities in the receipt and processing of accounting data including recording, classifying, reviewing, and summarizing data for use at a higher level. Assignments may include responsibility for some general office support duties, but the primary focus of the position must be on the financial/accounting duties.	\$30.27
Custodian	Under supervision, to clean assigned areas in and around buildings. Sweeps, scrubs and mops floors; strips, waxes and buffs floors, using heavy floor care machines; washes windows, walls and lavatories; collects and empties trash receptacles including many large, heavy cans; dusts furniture, woodwork, fixtures and equipment and replenishes sanitary supplies; and may keep simple records relating to areas cleaned and custodial supplies.	\$21.07
Laboratory Aid	Under supervision, to perform routine, less technical work involving the cleaning and sterilizing of laboratory glassware and equipment; and to do other work as required. Incumbents in this class may work under unpleasant conditions subject to noise, heat, noxious odors and moisture.	\$19.69
Laboratory Assistant	Under supervision, to perform a variety of paraprofessional laboratory work related to the performance of standardized bacteriological, physical and chemical tests; to maintain and monitor the performance of laboratory equipment; to assist in the preparation of specimens for examination; and to do related work as required. Laboratory Assistants are generally assigned to the various sections of the Public Health laboratory on a rotational basis. Depending on the area of assignment, Laboratory Assistants may assist licensed laboratory personnel in testing, or may independently conduct tests not requiring a license.	\$30.37
Landfill Laborer	Under general supervision, performs unskilled and manual labor tasks, using common tools and operating light equipment, to maintain and safely operate a County landfill. Landfill Laborer performs site maintenance tasks such as using hand tools and operating small engine-powered equipment to perform routine manual laboring tasks, landfill maintenance activities, site custodial projects, composting and other duties as assigned.	\$21.06
Park Maintenance Worker I	Under supervision, performs routine unskilled and semiskilled carpentry, masonry, plumbing, irrigation, and grounds maintenance activities. Park Maintenance Worker I is responsible for area inspections, infrastructure repairs, equipment inspections, and maintenance within an assigned public facility. Positions in this class are distinguished from Park Maintenance Worker II by the performance of unskilled and semiskilled maintenance and repair of park/zoo facilities, grounds, and equipment for an operations group. Cleans, stocks, and maintains restrooms. Cleans and maintains park amenities and shelter areas including debris removal, pressure washing, raking, concrete patching, and touch-up painting.	\$22.95
Public Works Maintenance Worker I	Under general supervision, performs unskilled and manual labor tasks in the repair, construction and maintenance of road, flood control and other public works facilities. Performs routine unskilled heavy manual labor work as a member of a public works maintenance, construction, or cleanup crew; uses hand tools for grading; hoes and cuts/trims vegetation and weeds; installs signs; removes trash and debris from ditches, culverts, drains, firebreaks, road rights-of-way and flood control channels.	\$22.95

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION – CATEGORY B	REGULAR HOURLY BILL RATE
Staff Assistant	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Assistant requires between 40%-60% problem solving/analysis work.	\$19.78
Staff Specialist	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Specialist requires 60% or more problem solving/analysis work.	\$30.99
Stock Clerk	Under general supervision, to receive, store and issue a variety of office supplies, forms and equipment; to maintain records of items received and issued; and to do other work as required. Positions in this class are typically in charge of a small storeroom stocking a variety of supplies and independently perform a combination of manual and office services work in receiving, storing and issuing supplies. Some of the work performed by positions in this class may require substantial physical effort.	\$19.30
Utility Worker – Driver	Under general supervision, to perform a combination of manual and clerical duties; to drive a light automotive vehicle to transport passengers and to pick up and deliver office supplies and other materials; to load and unload items from trucks; and to move furniture and equipment. Perform a combination of clerical and manual work, including lifting and carrying; positions assigned primarily as drivers operate a light vehicle and may do considerable lifting in loading and unloading it.	\$21.42
Warehouse Worker I	Under supervision perform heavy labor in loading and unloading trucks; drive a truck to pick up and deliver supplies and other items for County agencies/departments; to learn to apply standardized supply practices and procedures, to fill orders from standard stock items and to enter stock into inventory records; and to do other work as required. Positions are primarily assigned driving responsibilities in the delivery of supplies to various agencies/departments. In addition, positions perform the more routine supply activities associated with warehouse work and have an opportunity to learn the County supply system.	\$21.26

## II. CATEGORY C – OTHER CLASSIFICATIONS & STATE MINIMUM WAGE INCREASE(S)

- a. For classifications not mentioned in **Categories A or B** and which **DO NOT** require a professional license.

Pricing = **EMPLOYEE ACTUAL HOURLY PAY RATE** plus **30%** Administrative Fee.

- b. **STATE MINIMUM WAGE INCREASE(S)**

Should during the term of this contract the State of California implement a minimum wage increase, Contractor may request the State mandated increase plus **5%** Administrative Fee of the total hourly rate.

It is incumbent upon the Contractor to notify the County at least 30 days prior to the increase.

**NOTE: NO INCREASES WILL BE ALLOWED DURING THE FIRST YEAR OF THE CONTRACT.**

### DEFINITIONS

- A. Overtime: Overtime is defined as the hourly rate paid to Contractor personnel performing services over 40 hours per workweek or eight hours per workday. Overtime rates will only be paid with prior written approval by the County.
- B. Overtime shall be reimbursed in accordance with the State of California at the rate of:
- One and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and
  - Double the employee's regular rate of pay for all hours in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek.

C. Pre-arranged Alternative Workweek Schedule:

Hours of service will vary with each agency/department. Some work under an alternative work week schedule which in any case also would be computed on the basis of a 40-hour workweek.

Ten (10) hours per day, four (4) days per week will be normal time if the Contractor is notified at time of placement that 4/10s are the normal hours.

Overtime rates will only be paid with prior written approval by the County.

D. Holidays Observed by County:

Major Holidays: **Major Holidays shall be reimbursed at time and a half.**

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day

and Christmas Day. Minor Holidays: **Minor Holidays will be**

**reimbursed at regular contracted rates.**

Martin Luther King Day, Lincoln's Birthday, Presidents' Day, Columbus Day, Veterans Day and

the day after Thanksgiving.



## Contract Summary Form

OC Expediter Requisition #: 1642379

Tryfacta Inc.

### SUMMARY OF SIGNIFICANT CHANGES

1. Payment Terms: Added Payment in Advance provision. Page. 3

### SUBCONTRACTORS

This contract does not currently include subcontractors or pass through to other providers.

### CONTRACT OPERATING EXPENSES

**I. COMPENSATION:** This is an all-inclusive Contract at fixed hourly rates between the County and Contractor for Temporary Help Services as provided in Attachment A, Scope of Work. The Contractor agrees to accept the specified compensation as set forth in this Contract as full remuneration for performing all services and furnishing all **staffing, labor, insurance, bonds, testing, background checks, vehicles & travel, equipment, tools, materials, overhead, etc.** as required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein below for work performed in accordance with the Scope of Services.

**II. PAYMENT TERMS:** Invoice(s) are to be submitted in arrears to the user agency/department, to the bill-to address indicated in the subordinate contract. Contractor shall reference Contract number on invoice. Payment will be net 30 days after receipt of the invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

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**III. INVOICING INSTRUCTIONS:** The Contractor will provide an invoice on the Contractor's letterhead for services rendered. Each invoice must have a unique number and must include the following information:

- a. Contractor's name and address
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- c. Contractor's Federal Tax I.D. number
- d. Name of County Agency/Department

- e. Service address
- f. Subordinate agreement: Master Agreement (MA) number
- g. Service description, including numbers of hours, approved OT hours
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**I. CATEGORY A - REGULAR HOURLY BILL RATES**

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Data Entry Specialist	Positions in this class are characterized by primary responsibility for production keyboard entry of data from a wide variety of source documents. Incumbents are expected to apply considerable knowledge of complex coding systems to independently extract and code data for entry. This class is distinguished from the Data Entry Technician class by the greater complexity of data extraction and coding and a greater emphasis on high speed data entry.	\$19.40
Information Processing Specialist	To perform information processing duties which combine text editing, advanced entry and file maintenance functions; to use a keyboard to create or format a variety of documents, reports and files; to understand and use a variety of automated equipment and software programs for complex information entry, inquiry, manipulation and generation; and to do other work as required.	\$20.06
Information Processing Technician	Under general supervision, to produce a variety of difficult and complex materials requiring the application of advanced keyboarding and correction skills; and to do other work as required. Positions in this class are characterized by primary responsibility for typing or word processing a variety of important and complex documents by applying advanced keyboarding skill and subject matter knowledge in the production of finished products.	\$19.40
Information Technology Systems Technician II	Performs a variety of technical duties emphasizing customer support for desktop computer systems and related equipment; serves as a first-level responder for computer hardware/software issues; troubleshoots and repairs system problems and provides technical assistance to customers; monitors, installs, configures and upgrades hardware, software and peripherals; and performs other related duties as assigned.	\$21.70
Office Assistant	Under supervision, to perform a variety of moderately difficult office tasks; and to do other work as required. This is the journey level office services class. Positions are characterized by office duties which require proficiency in a variety of general office skills and in the simple operation of standard and automated office equipment. Assignments may be composed of tasks concentrating in a particular skill area or may include a full range of duties associated with this class. Incumbents in this class work without close supervision within a framework of established procedures and are expected to perform duties with only occasional instruction or assistance.	\$19.78

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION - CATEGORY A	REGULAR HOURLY BILLING RATE
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Secretary I	Under general supervision provide secretarial and office services for one or more officials; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from classes in the office services series by its direct support of and confidential role to one or more individuals serving in an administrative, professional, or technical capacity. This frequently includes learning of specialized subject matter, delegation of specific responsibilities and a confidential working relationship with the individual(s) supported.	\$21.28
Secretary II	Under direction provide secretarial and office services to one or more members of top management; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from the Secretary I class by direct support of and a confidential role to one or more top level managers. Because of the level of the manager, work performed, and contracts are likely to be more difficult and sensitive than secretaries to lower level managers. This class is appropriate only where substantial delegation of authority has been made to the Secretary.	\$22.26
Secretary III	Under general direction, to serve as secretary to members of Executive Management, relieving them of administrative and office services details; to perform complex and highly responsible clerical work; to interpret policy and administrative regulations; and to do other work as required. The Secretary III class is distinguished from other clerical and secretarial classes by being restricted to positions that are assigned full secretarial duties for Agency/Department heads or other members of management with the widest latitude for independent action.	\$26.72

**CATEGORY B - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru Sunday Holiday / Overtime Rate:  
(See definition below)

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION – CATEGORY B</b>	<b>REGULAR HOURLY BILL RATE</b>
Accounting Assistant II	Under supervision, to perform a variety of accounting duties related to the maintenance and review of fiscal, financial, and statistical records. Accounting Assistants are assigned a variety of duties and responsibilities in the receipt and processing of accounting data including recording, classifying, reviewing, and summarizing data for use at a higher level. Assignments may include responsibility for some general office support duties, but the primary focus of the position must be on the financial/accounting duties.	\$30.27
Custodian	Under supervision, to clean assigned areas in and around buildings. Sweeps, scrubs and mops floors; strips, waxes and buffs floors, using heavy floor care machines; washes windows, walls and lavatories; collects and empties trash receptacles including many large, heavy cans; dusts furniture, woodwork, fixtures and equipment and replenishes sanitary supplies; and may keep simple records relating to areas cleaned and custodial supplies.	\$21.07
Laboratory Aid	Under supervision, to perform routine, less technical work involving the cleaning and sterilizing of laboratory glassware and equipment; and to do other work as required. Incumbents in this class may work under unpleasant conditions subject to noise, heat, noxious odors and moisture.	\$19.69
Laboratory Assistant	Under supervision, to perform a variety of paraprofessional laboratory work related to the performance of standardized bacteriological, physical and chemical tests; to maintain and monitor the performance of laboratory equipment; to assist in the preparation of specimens for examination; and to do related work as required. Laboratory Assistants are generally assigned to the various sections of the Public Health laboratory on a rotational basis. Depending on the area of assignment, Laboratory Assistants may assist licensed laboratory personnel in testing, or may independently conduct tests not requiring a license.	\$30.37
Landfill Laborer	Under general supervision, performs unskilled and manual labor tasks, using common tools and operating light equipment, to maintain and safely operate a County landfill. Landfill Laborer performs site maintenance tasks such as using hand tools and operating small engine-powered equipment to perform routine manual laboring tasks, landfill maintenance activities, site custodial projects, composting and other duties as assigned.	\$21.06
Park Maintenance Worker I	Under supervision, performs routine unskilled and semiskilled carpentry, masonry, plumbing, irrigation, and grounds maintenance activities. Park Maintenance Worker I is responsible for area inspections, infrastructure repairs, equipment inspections, and maintenance within an assigned public facility. Positions in this class are distinguished from Park Maintenance Worker II by the performance of unskilled and semiskilled maintenance and repair of park/zoo facilities, grounds, and equipment for an operations group. Cleans, stocks, and maintains restrooms. Cleans and maintains park amenities and shelter areas including debris removal, pressure washing, raking, concrete patching, and touch-up painting.	\$22.95
Public Works Maintenance Worker I	Under general supervision, performs unskilled and manual labor tasks in the repair, construction and maintenance of road, flood control and other public works facilities. Performs routine unskilled heavy manual labor work as a member of a public works maintenance, construction, or cleanup crew; uses hand tools for grading; hoes and cuts/trims vegetation and weeds; installs signs; removes trash and debris from ditches, culverts, drains, firebreaks, road rights-of-way and flood control channels.	\$22.95

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Stock Clerk	Under general supervision, to receive, store and issue a variety of office supplies, forms and equipment; to maintain records of items received and issued; and to do other work as required. Positions in this class are typically in charge of a small storeroom stocking a variety of supplies and independently perform a combination of manual and office services work in receiving, storing and issuing supplies. Some of the work performed by positions in this class may require substantial physical effort.	\$19.30
Utility Worker – Driver	Under general supervision, to perform a combination of manual and clerical duties; to drive a light automotive vehicle to transport passengers and to pick up and deliver office supplies and other materials; to load and unload items from trucks; and to move furniture and equipment. Perform a combination of clerical and manual work, including lifting and carrying; positions assigned primarily as drivers operate a light vehicle and may do considerable lifting in loading and unloading it.	\$21.42
Warehouse Worker I	Under supervision perform heavy labor in loading and unloading trucks; drive a truck to pick up and deliver supplies and other items for County agencies/departments; to learn to apply standardized supply practices and procedures, to fill orders from standard stock items and to enter stock into inventory records; and to do other work as required. Positions are primarily assigned driving responsibilities in the delivery of supplies to various agencies/departments. In addition, positions perform the more routine supply activities associated with warehouse work and have an opportunity to learn the County supply system.	\$21.26

## II. CATEGORY C – OTHER CLASSIFICATIONS & STATE MINIMUM WAGE INCREASE(S)

- a. For classifications not mentioned in **Categories A or B** and which **DO NOT** require a professional license.

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**NOTE: NO INCREASES WILL BE ALLOWED DURING THE FIRST YEAR OF THE CONTRACT.**

### DEFINITIONS

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- B. Overtime shall be reimbursed in accordance with the State of California at the rate of:
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  - Double the employee's regular rate of pay for all hours in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek.

C. Pre-arranged Alternative Workweek Schedule:

Hours of service will vary with each agency/department. Some work under an alternative work week schedule which in any case also would be computed on the basis of a 40-hour workweek.

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Overtime rates will only be paid with prior written approval by the County.

D. Holidays Observed by County:

Major Holidays: **Major Holidays shall be reimbursed at time and a half.**

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day

and Christmas Day. Minor Holidays: **Minor Holidays will be**

**reimbursed at regular contracted rates.**

Martin Luther King Day, Lincoln's Birthday, Presidents' Day, Columbus Day, Veterans Day and

the day after Thanksgiving.



## Contract Summary Form

OC Expediter Requisition #: 1642379

Lloyd Staffing Inc.

### SUMMARY OF SIGNIFICANT CHANGES

1. Payment Terms: Added Payment in Advance provision. Page. 3

### SUBCONTRACTORS

This contract does not currently include subcontractors or pass through to other providers.

### CONTRACT OPERATING EXPENSES

**I. COMPENSATION:** This is an all-inclusive Contract at fixed hourly rates between the County and Contractor for Temporary Help Services as provided in Attachment A, Scope of Work. The Contractor agrees to accept the specified compensation as set forth in this Contract as full remuneration for performing all services and furnishing all **staffing, labor, insurance, bonds, testing, background checks, vehicles & travel, equipment, tools, materials, overhead, etc.** as required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein below for work performed in accordance with the Scope of Services.

**II. PAYMENT TERMS:** Invoice(s) are to be submitted in arrears to the user agency/department, to the bill-to address indicated in the subordinate contract. Contractor shall reference Contract number on invoice. Payment will be net 30 days after receipt of the invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

Billing shall cover services not previously invoiced. The Contractor shall reimburse the County for any monies paid to the Contractor for services not provided or when services do not meet the Contract requirements.

Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services. Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services.

**III. INVOICING INSTRUCTIONS:** The Contractor will provide an invoice on the Contractor's letterhead for services rendered. Each invoice must have a unique number and must include the following information:

- a. Contractor's name and address
- b. Contractor's remittance address
- c. Contractor's Federal Tax I.D. number
- d. Name of County Agency/Department

- e. Service address
- f. Subordinate agreement: Master Agreement (MA) number
- g. Service description, including numbers of hours, approved OT hours
- h. EMPLOYEE PAY RATE plus administrative percentage when applicable
- i. Total Amount Due

**I. CATEGORY A - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru and including Sunday Holiday / Overtime Rate:  
(See definition below)

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION – CATEGORY A</b>	<b>REGULAR HOURLY BILLING RATE</b>
Customer Service Representative	Customer Service Representatives provide customer service in a call center setting. This includes greeting customers, establishing a rapport, projecting a professional tone, answering questions, and addressing complaints, recording notes on the computer system for each call, and completing other work as assigned. The Customer Service Representative (CSR) is the first line of contact with customers. Skills and behaviors possessed by successful CSRs include professionalism, punctuality, competent listening skills, and caller needs assessment. In addition, a CSR must possess the ability to clearly communicate complex issues, understand what issues have a sense of urgency to them, and must be capable of kindness, patience, and empathy.	\$19.40
Data Entry Specialist	Positions in this class are characterized by primary responsibility for production keyboard entry of data from a wide variety of source documents. Incumbents are expected to apply considerable knowledge of complex coding systems to independently extract and code data for entry. This class is distinguished from the Data Entry Technician class by the greater complexity of data extraction and coding and a greater emphasis on high speed data entry.	\$19.40
Information Processing Specialist	To perform information processing duties which combine text editing, advanced entry and file maintenance functions; to use a keyboard to create or format a variety of documents, reports and files; to understand and use a variety of automated equipment and software programs for complex information entry, inquiry, manipulation and generation; and to do other work as required.	\$20.06
Information Processing Technician	Under general supervision, to produce a variety of difficult and complex materials requiring the application of advanced keyboarding and correction skills; and to do other work as required. Positions in this class are characterized by primary responsibility for typing or word processing a variety of important and complex documents by applying advanced keyboarding skill and subject matter knowledge in the production of finished products.	\$19.40
Information Technology Systems Technician II	Performs a variety of technical duties emphasizing customer support for desktop computer systems and related equipment; serves as a first-level responder for computer hardware/software issues; troubleshoots and repairs system problems and provides technical assistance to customers; monitors, installs, configures and upgrades hardware, software and peripherals; and performs other related duties as assigned.	\$21.70
Office Assistant	Under supervision, to perform a variety of moderately difficult office tasks; and to do other work as required. This is the journey level office services class. Positions are characterized by office duties which require proficiency in a variety of general office skills and in the simple operation of standard and automated office equipment. Assignments may be composed of tasks concentrating in a particular skill area or may include a full range of duties associated with this class. Incumbents in this class work without close supervision within a framework of established procedures and are expected to perform duties with only occasional instruction or assistance.	\$19.78

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION - CATEGORY A</b>	<b>REGULAR HOURLY BILLING RATE</b>
Office Specialist	Under general supervision, to perform difficult and responsible office work in a specialized assignment; and to do other work as required. Positions in this class are characterized by the performance of specialized and responsible office duties requiring extensive related experience, thorough knowledge of the methods and procedures applicable to the assignment, and the exercise of considerable discretion and responsible decision-making in performing work. Incumbents in this class perform tasks which include the application and explanation of complex policies, regulations and guidelines where interpretation and independent judgment are required. Some assignments may also require the integration of technical knowledge with advance interpersonal and communication skills.	\$20.27
Secretary I	Under general supervision provide secretarial and office services for one or more officials; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from classes in the office services series by its direct support of and confidential role to one or more individuals serving in an administrative, professional, or technical capacity. This frequently includes learning of specialized subject matter, delegation of specific responsibilities and a confidential working relationship with the individual(s) supported.	\$21.28
Secretary II	Under direction provide secretarial and office services to one or more members of top management; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from the Secretary I class by direct support of and a confidential role to one or more top level managers. Because of the level of the manager, work performed, and contracts are likely to be more difficult and sensitive than secretaries to lower level managers. This class is appropriate only where substantial delegation of authority has been made to the Secretary.	\$22.26
Secretary III	Under general direction, to serve as secretary to members of Executive Management, relieving them of administrative and office services details; to perform complex and highly responsible clerical work; to interpret policy and administrative regulations; and to do other work as required. The Secretary III class is distinguished from other clerical and secretarial classes by being restricted to positions that are assigned full secretarial duties for Agency/Department heads or other members of management with the widest latitude for independent action.	\$26.72

**CATEGORY B - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru Sunday Holiday / Overtime Rate:  
(See definition below)

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION – CATEGORY B</b>	<b>REGULAR HOURLY BILL RATE</b>
Accounting Assistant II	Under supervision, to perform a variety of accounting duties related to the maintenance and review of fiscal, financial, and statistical records. Accounting Assistants are assigned a variety of duties and responsibilities in the receipt and processing of accounting data including recording, classifying, reviewing, and summarizing data for use at a higher level. Assignments may include responsibility for some general office support duties, but the primary focus of the position must be on the financial/accounting duties.	\$30.27
Custodian	Under supervision, to clean assigned areas in and around buildings. Sweeps, scrubs and mops floors; strips, waxes and buffs floors, using heavy floor care machines; washes windows, walls and lavatories; collects and empties trash receptacles including many large, heavy cans; dusts furniture, woodwork, fixtures and equipment and replenishes sanitary supplies; and may keep simple records relating to areas cleaned and custodial supplies.	\$21.07
Laboratory Aid	Under supervision, to perform routine, less technical work involving the cleaning and sterilizing of laboratory glassware and equipment; and to do other work as required. Incumbents in this class may work under unpleasant conditions subject to noise, heat, noxious odors and moisture.	\$19.69
Laboratory Assistant	Under supervision, to perform a variety of paraprofessional laboratory work related to the performance of standardized bacteriological, physical and chemical tests; to maintain and monitor the performance of laboratory equipment; to assist in the preparation of specimens for examination; and to do related work as required. Laboratory Assistants are generally assigned to the various sections of the Public Health laboratory on a rotational basis. Depending on the area of assignment, Laboratory Assistants may assist licensed laboratory personnel in testing, or may independently conduct tests not requiring a license.	\$30.37
Landfill Laborer	Under general supervision, performs unskilled and manual labor tasks, using common tools and operating light equipment, to maintain and safely operate a County landfill. Landfill Laborer performs site maintenance tasks such as using hand tools and operating small engine-powered equipment to perform routine manual laboring tasks, landfill maintenance activities, site custodial projects, composting and other duties as assigned.	\$21.06
Park Maintenance Worker I	Under supervision, performs routine unskilled and semiskilled carpentry, masonry, plumbing, irrigation, and grounds maintenance activities. Park Maintenance Worker I is responsible for area inspections, infrastructure repairs, equipment inspections, and maintenance within an assigned public facility. Positions in this class are distinguished from Park Maintenance Worker II by the performance of unskilled and semiskilled maintenance and repair of park/zoo facilities, grounds, and equipment for an operations group. Cleans, stocks, and maintains restrooms. Cleans and maintains park amenities and shelter areas including debris removal, pressure washing, raking, concrete patching, and touch-up painting.	\$22.95
Public Works Maintenance Worker I	Under general supervision, performs unskilled and manual labor tasks in the repair, construction and maintenance of road, flood control and other public works facilities. Performs routine unskilled heavy manual labor work as a member of a public works maintenance, construction, or cleanup crew; uses hand tools for grading; hoes and cuts/trims vegetation and weeds; installs signs; removes trash and debris from ditches, culverts, drains, firebreaks, road rights-of-way and flood control channels.	\$22.95

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION – CATEGORY B	REGULAR HOURLY BILL RATE
Staff Assistant	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Assistant requires between 40%-60% problem solving/analysis work.	\$19.78
Staff Specialist	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Specialist requires 60% or more problem solving/analysis work.	\$30.99
Stock Clerk	Under general supervision, to receive, store and issue a variety of office supplies, forms and equipment; to maintain records of items received and issued; and to do other work as required. Positions in this class are typically in charge of a small storeroom stocking a variety of supplies and independently perform a combination of manual and office services work in receiving, storing and issuing supplies. Some of the work performed by positions in this class may require substantial physical effort.	\$19.30
Utility Worker – Driver	Under general supervision, to perform a combination of manual and clerical duties; to drive a light automotive vehicle to transport passengers and to pick up and deliver office supplies and other materials; to load and unload items from trucks; and to move furniture and equipment. Perform a combination of clerical and manual work, including lifting and carrying; positions assigned primarily as drivers operate a light vehicle and may do considerable lifting in loading and unloading it.	\$21.42
Warehouse Worker I	Under supervision perform heavy labor in loading and unloading trucks; drive a truck to pick up and deliver supplies and other items for County agencies/departments; to learn to apply standardized supply practices and procedures, to fill orders from standard stock items and to enter stock into inventory records; and to do other work as required. Positions are primarily assigned driving responsibilities in the delivery of supplies to various agencies/departments. In addition, positions perform the more routine supply activities associated with warehouse work and have an opportunity to learn the County supply system.	\$21.26

## II. CATEGORY C – OTHER CLASSIFICATIONS & STATE MINIMUM WAGE INCREASE(S)

- a. For classifications not mentioned in **Categories A or B** and which **DO NOT** require a professional license.

Pricing = **EMPLOYEE ACTUAL HOURLY PAY RATE** plus **30%** Administrative Fee.

- b. **STATE MINIMUM WAGE INCREASE(S)**

Should during the term of this contract the State of California implement a minimum wage increase, Contractor may request the State mandated increase plus **5%** Administrative Fee of the total hourly rate.

It is incumbent upon the Contractor to notify the County at least 30 days prior to the increase.

**NOTE: NO INCREASES WILL BE ALLOWED DURING THE FIRST YEAR OF THE CONTRACT.**

### DEFINITIONS

- A. Overtime: Overtime is defined as the hourly rate paid to Contractor personnel performing services over 40 hours per workweek or eight hours per workday. Overtime rates will only be paid with prior written approval by the County.
- B. Overtime shall be reimbursed in accordance with the State of California at the rate of:
- One and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and
  - Double the employee's regular rate of pay for all hours in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek.

C. Pre-arranged Alternative Workweek Schedule:

Hours of service will vary with each agency/department. Some work under an alternative work week schedule which in any case also would be computed on the basis of a 40-hour workweek.

Ten (10) hours per day, four (4) days per week will be normal time if the Contractor is notified at time of placement that 4/10s are the normal hours.

Overtime rates will only be paid with prior written approval by the County.

D. Holidays Observed by County:

Major Holidays: **Major Holidays shall be reimbursed at time and a half.**

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day

and Christmas Day. Minor Holidays: **Minor Holidays will be**

**reimbursed at regular contracted rates.**

Martin Luther King Day, Lincoln's Birthday, Presidents' Day, Columbus Day, Veterans Day and

the day after Thanksgiving.



## Contract Summary Form

OC Expediter Requisition #: 1642379

Amtec Human Capital Inc.

### SUMMARY OF SIGNIFICANT CHANGES

N/A

### SUBCONTRACTORS

N/A

### CONTRACT OPERATING EXPENSES

**I. COMPENSATION:** This is an all-inclusive Contract at fixed hourly rates between the County and Contractor for Temporary Help Services as provided in Attachment A, Scope of Work. The Contractor agrees to accept the specified compensation as set forth in this Contract as full remuneration for performing all services and furnishing all **staffing, labor, insurance, bonds, testing, background checks, vehicles & travel, equipment, tools, materials, overhead, etc.** as required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein below for work performed in accordance with the Scope of Services.

**II. PAYMENT TERMS:** Invoice(s) are to be submitted in arrears to the user agency/department, to the bill-to address indicated in the subordinate contract. Contractor shall reference Contract number on invoice. Payment will be net 30 days after receipt of the invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

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Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services. Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services.

**III. INVOICING INSTRUCTIONS:** The Contractor will provide an invoice on the Contractor's letterhead for services rendered. Each invoice must have a unique number and must include the following information:

- a. Contractor's name and address
- b. Contractor's remittance address
- c. Contractor's Federal Tax I.D. number
- d. Name of County Agency/Department

- e. Service address
- f. Subordinate agreement: Master Agreement (MA) number
- g. Service description, including numbers of hours, approved OT hours
- h. EMPLOYEE PAY RATE plus administrative percentage when applicable
- i. Total Amount Due

**I. CATEGORY A - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru and including Sunday Holiday / Overtime Rate:  
(See definition below)

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION – CATEGORY A	REGULAR HOURLY BILLING RATE
Customer Service Representative	Customer Service Representatives provide customer service in a call center setting. This includes greeting customers, establishing a rapport, projecting a professional tone, answering questions, and addressing complaints, recording notes on the computer system for each call, and completing other work as assigned. The Customer Service Representative (CSR) is the first line of contact with customers. Skills and behaviors possessed by successful CSRs include professionalism, punctuality, competent listening skills, and caller needs assessment. In addition, a CSR must possess the ability to clearly communicate complex issues, understand what issues have a sense of urgency to them, and must be capable of kindness, patience, and empathy.	\$19.40
Data Entry Specialist	Positions in this class are characterized by primary responsibility for production keyboard entry of data from a wide variety of source documents. Incumbents are expected to apply considerable knowledge of complex coding systems to independently extract and code data for entry. This class is distinguished from the Data Entry Technician class by the greater complexity of data extraction and coding and a greater emphasis on high speed data entry.	\$19.40
Information Processing Specialist	To perform information processing duties which combine text editing, advanced entry and file maintenance functions; to use a keyboard to create or format a variety of documents, reports and files; to understand and use a variety of automated equipment and software programs for complex information entry, inquiry, manipulation and generation; and to do other work as required.	\$20.06
Information Processing Technician	Under general supervision, to produce a variety of difficult and complex materials requiring the application of advanced keyboarding and correction skills; and to do other work as required. Positions in this class are characterized by primary responsibility for typing or word processing a variety of important and complex documents by applying advanced keyboarding skill and subject matter knowledge in the production of finished products.	\$19.40
Information Technology Systems Technician II	Performs a variety of technical duties emphasizing customer support for desktop computer systems and related equipment; serves as a first-level responder for computer hardware/software issues; troubleshoots and repairs system problems and provides technical assistance to customers; monitors, installs, configures and upgrades hardware, software and peripherals; and performs other related duties as assigned.	\$21.70
Office Assistant	Under supervision, to perform a variety of moderately difficult office tasks; and to do other work as required. This is the journey level office services class. Positions are characterized by office duties which require proficiency in a variety of general office skills and in the simple operation of standard and automated office equipment. Assignments may be composed of tasks concentrating in a particular skill area or may include a full range of duties associated with this class. Incumbents in this class work without close supervision within a framework of established procedures and are expected to perform duties with only occasional instruction or assistance.	\$19.78

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION - CATEGORY A	REGULAR HOURLY BILLING RATE
Office Specialist	Under general supervision, to perform difficult and responsible office work in a specialized assignment; and to do other work as required. Positions in this class are characterized by the performance of specialized and responsible office duties requiring extensive related experience, thorough knowledge of the methods and procedures applicable to the assignment, and the exercise of considerable discretion and responsible decision-making in performing work. Incumbents in this class perform tasks which include the application and explanation of complex policies, regulations and guidelines where interpretation and independent judgment are required. Some assignments may also require the integration of technical knowledge with advance interpersonal and communication skills.	\$20.27
Secretary I	Under general supervision provide secretarial and office services for one or more officials; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from classes in the office services series by its direct support of and confidential role to one or more individuals serving in an administrative, professional, or technical capacity. This frequently includes learning of specialized subject matter, delegation of specific responsibilities and a confidential working relationship with the individual(s) supported.	\$21.28
Secretary II	Under direction provide secretarial and office services to one or more members of top management; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from the Secretary I class by direct support of and a confidential role to one or more top level managers. Because of the level of the manager, work performed, and contracts are likely to be more difficult and sensitive than secretaries to lower level managers. This class is appropriate only where substantial delegation of authority has been made to the Secretary.	\$22.26
Secretary III	Under general direction, to serve as secretary to members of Executive Management, relieving them of administrative and office services details; to perform complex and highly responsible clerical work; to interpret policy and administrative regulations; and to do other work as required. The Secretary III class is distinguished from other clerical and secretarial classes by being restricted to positions that are assigned full secretarial duties for Agency/Department heads or other members of management with the widest latitude for independent action.	\$26.72

**CATEGORY B - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru Sunday Holiday / Overtime Rate:  
(See definition below)

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION – CATEGORY B</b>	<b>REGULAR HOURLY BILL RATE</b>
Accounting Assistant II	Under supervision, to perform a variety of accounting duties related to the maintenance and review of fiscal, financial, and statistical records. Accounting Assistants are assigned a variety of duties and responsibilities in the receipt and processing of accounting data including recording, classifying, reviewing, and summarizing data for use at a higher level. Assignments may include responsibility for some general office support duties, but the primary focus of the position must be on the financial/accounting duties.	\$30.27
Custodian	Under supervision, to clean assigned areas in and around buildings. Sweeps, scrubs and mops floors; strips, waxes and buffs floors, using heavy floor care machines; washes windows, walls and lavatories; collects and empties trash receptacles including many large, heavy cans; dusts furniture, woodwork, fixtures and equipment and replenishes sanitary supplies; and may keep simple records relating to areas cleaned and custodial supplies.	\$21.07
Laboratory Aid	Under supervision, to perform routine, less technical work involving the cleaning and sterilizing of laboratory glassware and equipment; and to do other work as required. Incumbents in this class may work under unpleasant conditions subject to noise, heat, noxious odors and moisture.	\$19.69
Laboratory Assistant	Under supervision, to perform a variety of paraprofessional laboratory work related to the performance of standardized bacteriological, physical and chemical tests; to maintain and monitor the performance of laboratory equipment; to assist in the preparation of specimens for examination; and to do related work as required. Laboratory Assistants are generally assigned to the various sections of the Public Health laboratory on a rotational basis. Depending on the area of assignment, Laboratory Assistants may assist licensed laboratory personnel in testing, or may independently conduct tests not requiring a license.	\$30.37
Landfill Laborer	Under general supervision, performs unskilled and manual labor tasks, using common tools and operating light equipment, to maintain and safely operate a County landfill. Landfill Laborer performs site maintenance tasks such as using hand tools and operating small engine-powered equipment to perform routine manual laboring tasks, landfill maintenance activities, site custodial projects, composting and other duties as assigned.	\$21.06
Park Maintenance Worker I	Under supervision, performs routine unskilled and semiskilled carpentry, masonry, plumbing, irrigation, and grounds maintenance activities. Park Maintenance Worker I is responsible for area inspections, infrastructure repairs, equipment inspections, and maintenance within an assigned public facility. Positions in this class are distinguished from Park Maintenance Worker II by the performance of unskilled and semiskilled maintenance and repair of park/zoo facilities, grounds, and equipment for an operations group. Cleans, stocks, and maintains restrooms. Cleans and maintains park amenities and shelter areas including debris removal, pressure washing, raking, concrete patching, and touch-up painting.	\$22.95
Public Works Maintenance Worker I	Under general supervision, performs unskilled and manual labor tasks in the repair, construction and maintenance of road, flood control and other public works facilities. Performs routine unskilled heavy manual labor work as a member of a public works maintenance, construction, or cleanup crew; uses hand tools for grading; hoes and cuts/trims vegetation and weeds; installs signs; removes trash and debris from ditches, culverts, drains, firebreaks, road rights-of-way and flood control channels.	\$22.95

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION – CATEGORY B	REGULAR HOURLY BILL RATE
Staff Assistant	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Assistant requires between 40%-60% problem solving/analysis work.	\$19.78
Staff Specialist	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Specialist requires 60% or more problem solving/analysis work.	\$30.99
Stock Clerk	Under general supervision, to receive, store and issue a variety of office supplies, forms and equipment; to maintain records of items received and issued; and to do other work as required. Positions in this class are typically in charge of a small storeroom stocking a variety of supplies and independently perform a combination of manual and office services work in receiving, storing and issuing supplies. Some of the work performed by positions in this class may require substantial physical effort.	\$19.30
Utility Worker – Driver	Under general supervision, to perform a combination of manual and clerical duties; to drive a light automotive vehicle to transport passengers and to pick up and deliver office supplies and other materials; to load and unload items from trucks; and to move furniture and equipment. Perform a combination of clerical and manual work, including lifting and carrying; positions assigned primarily as drivers operate a light vehicle and may do considerable lifting in loading and unloading it.	\$21.42
Warehouse Worker I	Under supervision perform heavy labor in loading and unloading trucks; drive a truck to pick up and deliver supplies and other items for County agencies/departments; to learn to apply standardized supply practices and procedures, to fill orders from standard stock items and to enter stock into inventory records; and to do other work as required. Positions are primarily assigned driving responsibilities in the delivery of supplies to various agencies/departments. In addition, positions perform the more routine supply activities associated with warehouse work and have an opportunity to learn the County supply system.	\$21.26

## II. CATEGORY C – OTHER CLASSIFICATIONS & STATE MINIMUM WAGE INCREASE(S)

- a. For classifications not mentioned in **Categories A or B** and which **DO NOT** require a professional license.

Pricing = **EMPLOYEE ACTUAL HOURLY PAY RATE** plus **30%** Administrative Fee.

- b. **STATE MINIMUM WAGE INCREASE(S)**

Should during the term of this contract the State of California implement a minimum wage increase, Contractor may request the State mandated increase plus **5%** Administrative Fee of the total hourly rate.

It is incumbent upon the Contractor to notify the County at least 30 days prior to the increase.

**NOTE: NO INCREASES WILL BE ALLOWED DURING THE FIRST YEAR OF THE CONTRACT.**

### DEFINITIONS

- A. Overtime: Overtime is defined as the hourly rate paid to Contractor personnel performing services over 40 hours per workweek or eight hours per workday. Overtime rates will only be paid with prior written approval by the County.
- B. Overtime shall be reimbursed in accordance with the State of California at the rate of:
- One and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and
  - Double the employee's regular rate of pay for all hours in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek.

C. Pre-arranged Alternative Workweek Schedule:

Hours of service will vary with each agency/department. Some work under an alternative work week schedule which in any case also would be computed on the basis of a 40-hour workweek.

Ten (10) hours per day, four (4) days per week will be normal time if the Contractor is notified at time of placement that 4/10s are the normal hours.

Overtime rates will only be paid with prior written approval by the County.

D. Holidays Observed by County:

Major Holidays: **Major Holidays shall be reimbursed at time and a half.**

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day

and Christmas Day. Minor Holidays: **Minor Holidays will be**

**reimbursed at regular contracted rates.**

Martin Luther King Day, Lincoln's Birthday, Presidents' Day, Columbus Day, Veterans Day and

the day after Thanksgiving.



## Contract Summary Form

OC Expediter Requisition #: 1642379

Athena Consulting LLC.

### SUMMARY OF SIGNIFICANT CHANGES

N/A

### SUBCONTRACTORS

N/A

### CONTRACT OPERATING EXPENSES

**I. COMPENSATION:** This is an all-inclusive Contract at fixed hourly rates between the County and Contractor for Temporary Help Services as provided in Attachment A, Scope of Work. The Contractor agrees to accept the specified compensation as set forth in this Contract as full remuneration for performing all services and furnishing all **staffing, labor, insurance, bonds, testing, background checks, vehicles & travel, equipment, tools, materials, overhead, etc.** as required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein below for work performed in accordance with the Scope of Services.

**II. PAYMENT TERMS:** Invoice(s) are to be submitted in arrears to the user agency/department, to the bill-to address indicated in the subordinate contract. Contractor shall reference Contract number on invoice. Payment will be net 30 days after receipt of the invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

Billing shall cover services not previously invoiced. The Contractor shall reimburse the County for any monies paid to the Contractor for services not provided or when services do not meet the Contract requirements.

Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services. Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services.

**III. INVOICING INSTRUCTIONS:** The Contractor will provide an invoice on the Contractor's letterhead for services rendered. Each invoice must have a unique number and must include the following information:

- a. Contractor's name and address
- b. Contractor's remittance address
- c. Contractor's Federal Tax I.D. number
- d. Name of County Agency/Department

- e. Service address
- f. Subordinate agreement: Master Agreement (MA) number
- g. Service description, including numbers of hours, approved OT hours
- h. EMPLOYEE PAY RATE plus administrative percentage when applicable
- i. Total Amount Due

**I. CATEGORY A - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru and including Sunday Holiday / Overtime Rate:  
(See definition below)

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION – CATEGORY A</b>	<b>REGULAR HOURLY BILLING RATE</b>
Customer Service Representative	Customer Service Representatives provide customer service in a call center setting. This includes greeting customers, establishing a rapport, projecting a professional tone, answering questions, and addressing complaints, recording notes on the computer system for each call, and completing other work as assigned. The Customer Service Representative (CSR) is the first line of contact with customers. Skills and behaviors possessed by successful CSRs include professionalism, punctuality, competent listening skills, and caller needs assessment. In addition, a CSR must possess the ability to clearly communicate complex issues, understand what issues have a sense of urgency to them, and must be capable of kindness, patience, and empathy.	\$19.40
Data Entry Specialist	Positions in this class are characterized by primary responsibility for production keyboard entry of data from a wide variety of source documents. Incumbents are expected to apply considerable knowledge of complex coding systems to independently extract and code data for entry. This class is distinguished from the Data Entry Technician class by the greater complexity of data extraction and coding and a greater emphasis on high speed data entry.	\$19.40
Information Processing Specialist	To perform information processing duties which combine text editing, advanced entry and file maintenance functions; to use a keyboard to create or format a variety of documents, reports and files; to understand and use a variety of automated equipment and software programs for complex information entry, inquiry, manipulation and generation; and to do other work as required.	\$20.06
Information Processing Technician	Under general supervision, to produce a variety of difficult and complex materials requiring the application of advanced keyboarding and correction skills; and to do other work as required. Positions in this class are characterized by primary responsibility for typing or word processing a variety of important and complex documents by applying advanced keyboarding skill and subject matter knowledge in the production of finished products.	\$19.40
Information Technology Systems Technician II	Performs a variety of technical duties emphasizing customer support for desktop computer systems and related equipment; serves as a first-level responder for computer hardware/software issues; troubleshoots and repairs system problems and provides technical assistance to customers; monitors, installs, configures and upgrades hardware, software and peripherals; and performs other related duties as assigned.	\$21.70
Office Assistant	Under supervision, to perform a variety of moderately difficult office tasks; and to do other work as required. This is the journey level office services class. Positions are characterized by office duties which require proficiency in a variety of general office skills and in the simple operation of standard and automated office equipment. Assignments may be composed of tasks concentrating in a particular skill area or may include a full range of duties associated with this class. Incumbents in this class work without close supervision within a framework of established procedures and are expected to perform duties with only occasional instruction or assistance.	\$19.78

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION - CATEGORY A	REGULAR HOURLY BILLING RATE
Office Specialist	Under general supervision, to perform difficult and responsible office work in a specialized assignment; and to do other work as required. Positions in this class are characterized by the performance of specialized and responsible office duties requiring extensive related experience, thorough knowledge of the methods and procedures applicable to the assignment, and the exercise of considerable discretion and responsible decision-making in performing work. Incumbents in this class perform tasks which include the application and explanation of complex policies, regulations and guidelines where interpretation and independent judgment are required. Some assignments may also require the integration of technical knowledge with advance interpersonal and communication skills.	\$20.27
Secretary I	Under general supervision provide secretarial and office services for one or more officials; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from classes in the office services series by its direct support of and confidential role to one or more individuals serving in an administrative, professional, or technical capacity. This frequently includes learning of specialized subject matter, delegation of specific responsibilities and a confidential working relationship with the individual(s) supported.	\$21.28
Secretary II	Under direction provide secretarial and office services to one or more members of top management; to assist superiors by assuming a variety of administrative detail and non-routine work; to screen and answer telephone calls and correspondence; and to do other work as required. This class differs from the Secretary I class by direct support of and a confidential role to one or more top level managers. Because of the level of the manager, work performed, and contracts are likely to be more difficult and sensitive than secretaries to lower level managers. This class is appropriate only where substantial delegation of authority has been made to the Secretary.	\$22.26
Secretary III	Under general direction, to serve as secretary to members of Executive Management, relieving them of administrative and office services details; to perform complex and highly responsible clerical work; to interpret policy and administrative regulations; and to do other work as required. The Secretary III class is distinguished from other clerical and secretarial classes by being restricted to positions that are assigned full secretarial duties for Agency/Department heads or other members of management with the widest latitude for independent action.	\$26.72

**CATEGORY B - REGULAR HOURLY BILL RATES**

Regular Hourly Rate: Monday thru Sunday Holiday / Overtime Rate:  
(See definition below)

<b>COUNTY OF ORANGE CLASSIFICATION</b>	<b>JOB DESCRIPTION – CATEGORY B</b>	<b>REGULAR HOURLY BILL RATE</b>
Accounting Assistant II	Under supervision, to perform a variety of accounting duties related to the maintenance and review of fiscal, financial, and statistical records. Accounting Assistants are assigned a variety of duties and responsibilities in the receipt and processing of accounting data including recording, classifying, reviewing, and summarizing data for use at a higher level. Assignments may include responsibility for some general office support duties, but the primary focus of the position must be on the financial/accounting duties.	\$30.27
Custodian	Under supervision, to clean assigned areas in and around buildings. Sweeps, scrubs and mops floors; strips, waxes and buffs floors, using heavy floor care machines; washes windows, walls and lavatories; collects and empties trash receptacles including many large, heavy cans; dusts furniture, woodwork, fixtures and equipment and replenishes sanitary supplies; and may keep simple records relating to areas cleaned and custodial supplies.	\$21.07
Laboratory Aid	Under supervision, to perform routine, less technical work involving the cleaning and sterilizing of laboratory glassware and equipment; and to do other work as required. Incumbents in this class may work under unpleasant conditions subject to noise, heat, noxious odors and moisture.	\$19.69
Laboratory Assistant	Under supervision, to perform a variety of paraprofessional laboratory work related to the performance of standardized bacteriological, physical and chemical tests; to maintain and monitor the performance of laboratory equipment; to assist in the preparation of specimens for examination; and to do related work as required. Laboratory Assistants are generally assigned to the various sections of the Public Health laboratory on a rotational basis. Depending on the area of assignment, Laboratory Assistants may assist licensed laboratory personnel in testing, or may independently conduct tests not requiring a license.	\$30.37
Landfill Laborer	Under general supervision, performs unskilled and manual labor tasks, using common tools and operating light equipment, to maintain and safely operate a County landfill. Landfill Laborer performs site maintenance tasks such as using hand tools and operating small engine-powered equipment to perform routine manual laboring tasks, landfill maintenance activities, site custodial projects, composting and other duties as assigned.	\$21.06
Park Maintenance Worker I	Under supervision, performs routine unskilled and semiskilled carpentry, masonry, plumbing, irrigation, and grounds maintenance activities. Park Maintenance Worker I is responsible for area inspections, infrastructure repairs, equipment inspections, and maintenance within an assigned public facility. Positions in this class are distinguished from Park Maintenance Worker II by the performance of unskilled and semiskilled maintenance and repair of park/zoo facilities, grounds, and equipment for an operations group. Cleans, stocks, and maintains restrooms. Cleans and maintains park amenities and shelter areas including debris removal, pressure washing, raking, concrete patching, and touch-up painting.	\$22.95
Public Works Maintenance Worker I	Under general supervision, performs unskilled and manual labor tasks in the repair, construction and maintenance of road, flood control and other public works facilities. Performs routine unskilled heavy manual labor work as a member of a public works maintenance, construction, or cleanup crew; uses hand tools for grading; hoes and cuts/trims vegetation and weeds; installs signs; removes trash and debris from ditches, culverts, drains, firebreaks, road rights-of-way and flood control channels.	\$22.95

COUNTY OF ORANGE CLASSIFICATION	JOB DESCRIPTION – CATEGORY B	REGULAR HOURLY BILL RATE
Staff Assistant	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Assistant requires between 40%-60% problem solving/analysis work.	\$19.78
Staff Specialist	Performs a variety of analytically related duties in support of one or more agency/department programs. positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both. There are two levels in this series, Staff Assistant and Staff Specialist, which are differentiated by the percentage of analytical activities, complexity of analysis, nature of contacts required, independence in which these factors are exercised and the verbal and written communication skills required. Staff Specialist requires 60% or more problem solving/analysis work.	\$30.99
Stock Clerk	Under general supervision, to receive, store and issue a variety of office supplies, forms and equipment; to maintain records of items received and issued; and to do other work as required. Positions in this class are typically in charge of a small storeroom stocking a variety of supplies and independently perform a combination of manual and office services work in receiving, storing and issuing supplies. Some of the work performed by positions in this class may require substantial physical effort.	\$19.30
Utility Worker – Driver	Under general supervision, to perform a combination of manual and clerical duties; to drive a light automotive vehicle to transport passengers and to pick up and deliver office supplies and other materials; to load and unload items from trucks; and to move furniture and equipment. Perform a combination of clerical and manual work, including lifting and carrying; positions assigned primarily as drivers operate a light vehicle and may do considerable lifting in loading and unloading it.	\$21.42
Warehouse Worker I	Under supervision perform heavy labor in loading and unloading trucks; drive a truck to pick up and deliver supplies and other items for County agencies/departments; to learn to apply standardized supply practices and procedures, to fill orders from standard stock items and to enter stock into inventory records; and to do other work as required. Positions are primarily assigned driving responsibilities in the delivery of supplies to various agencies/departments. In addition, positions perform the more routine supply activities associated with warehouse work and have an opportunity to learn the County supply system.	\$21.26

## II. CATEGORY C – OTHER CLASSIFICATIONS & STATE MINIMUM WAGE INCREASE(S)

- a. For classifications not mentioned in **Categories A or B** and which **DO NOT** require a professional license.

Pricing = **EMPLOYEE ACTUAL HOURLY PAY RATE** plus **30%** Administrative Fee.

- b. **STATE MINIMUM WAGE INCREASE(S)**

Should during the term of this contract the State of California implement a minimum wage increase, Contractor may request the State mandated increase plus **5%** Administrative Fee of the total hourly rate.

It is incumbent upon the Contractor to notify the County at least 30 days prior to the increase.

**NOTE: NO INCREASES WILL BE ALLOWED DURING THE FIRST YEAR OF THE CONTRACT.**

### DEFINITIONS

- A. Overtime: Overtime is defined as the hourly rate paid to Contractor personnel performing services over 40 hours per workweek or eight hours per workday. Overtime rates will only be paid with prior written approval by the County.
- B. Overtime shall be reimbursed in accordance with the State of California at the rate of:
- One and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and
  - Double the employee's regular rate of pay for all hours in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek.

C. Pre-arranged Alternative Workweek Schedule:

Hours of service will vary with each agency/department. Some work under an alternative work week schedule which in any case also would be computed on the basis of a 40-hour workweek.

Ten (10) hours per day, four (4) days per week will be normal time if the Contractor is notified at time of placement that 4/10s are the normal hours.

Overtime rates will only be paid with prior written approval by the County.

D. Holidays Observed by County:

Major Holidays: **Major Holidays shall be reimbursed at time and a half.**

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day

and Christmas Day. Minor Holidays: **Minor Holidays will be**

**reimbursed at regular contracted rates.**

Martin Luther King Day, Lincoln's Birthday, Presidents' Day, Columbus Day, Veterans Day and

the day after Thanksgiving.