

MA-042-21011323

FOR

~~BEHAVIORAL HEALTH SYSTEM TRANSFORMATION OC NAVIGATOR~~
PUBLIC AND BEHAVIORAL HEALTH DIGITAL SOLUTIONS SERVICES

BETWEEN

HEALTHCARE AGENCY

AND

CHORUS INNOVATIONS, INC.



MA-042-21011323
WITH
CHORUS INNOVATIONS, INC.
FOR
~~**BEHAVIORAL HEALTH SYSTEM TRANSFORMATION**~~
~~**OC NAVIGATOR**~~
PUBLIC AND BEHAVIORAL HEALTH DIGITAL SOLUTIONS SERVICES

This Contract **MA-042-21011324** for ~~**Behavioral Health System Transformation OC Navigator**~~ **Public and Behavioral Health Digital Solutions Services** (hereinafter referred to as "Contract") is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the State of California; hereinafter referred to as "County and Chorus Innovations, Inc., a Delaware non-profit corporation (hereinafter referred to as "Contractor"), with a County and Contractor sometimes referred to as "Party" or collectively as "Parties".

ATTACHMENTS

This Contract is comprised of this documents and the following Attachments, which are attached hereto and incorporated by reference into this Contract:

Attachment A – Scope of Services
Attachment B – Payment/Compensation
Attachment C – Business Associate Contract
Attachment D – Personal Information Privacy and Security Contract
Attachment E - OCHCA Security Requirements and Guidelines for Application Vendors and Application Service Providers

RECITALS

WHEREAS, Contractor and County are entering into this Contract for ~~**Behavioral Health System Transformation OC Navigator**~~ **Public and Behavioral Health Digital Solutions Services** under a firm fixed fee Contract; and

WHEREAS, County solicited Contract for ~~**Behavioral Health System Transformation OC Navigator**~~ as set forth herein, and Contractor represented that it is qualified to provide ~~**Behavioral Health System Transformation OC Navigator**~~ **Public and Behavioral Health Digital Solutions Services** to the County as further set forth here; and

WHEREAS, Contractor agrees to provide ~~**Behavioral Health System Transformation OC Navigator**~~ **Public and Behavioral Health Digital Solutions Services** to the County as further set forth in the Scope of Work, attached hereto as Attachment A; and

WHEREAS, County agrees to pay Contractor based on the schedule of fees set forth in Payment/Compensation, attached hereto as Attachment B; and

WHEREAS, the County Board of Supervisors has authorized the Purchasing Agent or designee to enter into a Contract for **Behavioral Health System Transformation OC Navigator** with the Contractor;

NOW, THEREFORE, the Parties mutually agree as follows:

DEFINITIONS

DPA shall mean the Deputy Purchasing Agent assigned to this Contract.

ARTICLES

General Terms and Conditions:

- A. **Governing Law and Venue:** This Contract has been negotiated and executed in the state of California and shall be governed by and construed under the laws of the state of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another county.
- B. **Entire Contract:** This Contract contains the entire Contract between the parties with respect to the matters herein, and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Purchasing Agent or designee.
- C. **Amendments:** No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the parties; no oral understanding or agreement not incorporated herein shall be binding on either of the parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.
- D. **Taxes:** Unless otherwise provided herein or by law, price quoted does not include California state sales or use tax. Out-of-state Contractors shall indicate California Board of Equalization permit number and sales permit number on invoices, if California sales tax is added and collectable. If no permit numbers are shown, sales tax will be deducted from payment. The Auditor-Controller will then pay use tax directly to the State of California in lieu of payment of sales tax to the Contractor.
- E. **Delivery:** Time of delivery of goods or services is of the essence in this Contract. County reserves the right to refuse any goods or services and to cancel all or any part of the goods not conforming to applicable specifications, drawings, samples or descriptions or services

that do not conform to the prescribed statement of work. Acceptance of any part of the order for goods shall not bind County to accept future shipments nor deprive it of the right to return goods already accepted at Contractor's expense. Over shipments and under shipments of goods shall be only as agreed to in writing by County. Delivery shall not be deemed to be complete until all goods or services have actually been received and accepted in writing by County.

- F. **Acceptance Payment:** Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the goods/services have actually been received, inspected, and tested to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance.
- G. **Warranty:** Contractor expressly warrants that the goods and services covered by this Contract are 1) free of liens or encumbrances, 2) will be performed in a professional, competent, and timely manner by appropriately qualified Contractor personnel in accordance with the Contract, and 3) conforming to the specifications and requirements set forth in this Contract. Acceptance of this order shall constitute an agreement upon Contractor's part to indemnify, defend and hold County and its indemnitees as identified in paragraph "Z" below, and as more fully described in paragraph "Z," harmless from liability, loss, damage and expense, including reasonable counsel fees, incurred or sustained by County by reason of the failure of the goods/services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law.
- H. **Patent/Copyright Materials/Proprietary Infringement:** Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified through services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, in accordance with the more specific requirement contained in paragraph "Z" below, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, costs and expenses but not including attorney's fees.
- I. **Assignment:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned by Contractor without the express written consent of County. Any attempt by Contractor to assign the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.
- J. **Non-Discrimination:** In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to penalties pursuant to Section 1741 of the California Labor Code.

- K. **Termination:** In addition to any other remedies or rights it may have by law, County has the right to immediately terminate this Contract without penalty for cause or after sixty (60) days' written notice without cause, unless otherwise specified. Cause shall be defined as any material breach of contract, any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligation.
- L. **Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
- M. **Independent Contractor:** Contractor shall be considered an independent contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor shall qualify for workers' compensation or other fringe benefits of any kind through County.
- N. **Performance Warranty:** Contractor shall warrant all work under this Contract pursuant to the warranty given by Contractor in Section G above, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other goods/services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workmanlike manner; shall furnish all necessary labor, supervision, machinery, equipment, materials, and supplies, shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work. If permitted to subcontract, Contractor shall be fully responsible for all work performed by subcontractors.
- O. **Insurance Requirements:**
 Prior to the provision of services under this Contract, the Contractor agrees to purchase all required insurance at Contractor's expense, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this Contract have been complied with. Contractor agrees to keep such insurance coverage, Certificates of Insurance, and endorsements on deposit with the County during the entire term of this Contract. In addition, all subcontractors performing work on behalf of Contractor pursuant to this Contract shall obtain insurance subject to the same terms and conditions as set forth herein for Contractor.

Contractor shall ensure that all subcontractors performing work on behalf of Contractor pursuant to this Contract shall be covered under Contractor's insurance as an Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for Contractor. Contractor shall not allow subcontractors to work if subcontractors have less than the level of coverage required by County from Contractor under this Contract. It is the obligation of Contractor to provide notice of the insurance requirements to every subcontractor and to receive proof of insurance prior to allowing any subcontractor to begin work. Such proof of insurance must be maintained by Contractor through the entirety of this Contract for inspection by County representative(s) at any reasonable time.

All self-insured retentions (SIRs) shall be clearly stated on the Certificate of Insurance. Any self-insured retention (SIR) in an amount in excess of Fifty Thousand Dollars (\$50,000) shall specifically be approved by the County's Risk Manager, or designee, upon review of Contractor's current audited financial report. If Contractor's SIR is approved, Contractor, in addition to, and without limitation of, any other indemnity provision(s) in this Contract, agrees to all of the following:

- 1) In addition to the duty to indemnify and hold the County harmless against any and all liability, claim, demand or suit resulting from Contractor's, its agents, employee's or subcontractor's performance of this Contract, Contractor shall defend the County at its sole cost and expense with counsel approved by Board of Supervisors against same; and
- 2) Contractor's duty to defend, as stated above, shall be absolute and irrespective of any duty to indemnify or hold harmless; and
- 3) The provisions of California Civil Code Section 2860 shall apply to any and all actions to which the duty to defend stated above applies, and the Contractor's SIR provision shall be interpreted as though the Contractor was an insurer and the County was the insured.

If the Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the County may terminate this Contract.

Qualified Insurer

The policy or policies of insurance must be issued by an insurer with a minimum rating of A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current edition of the **Best's Key Rating Guide/Property-Casualty/United States or ambest.com**). It is preferred, but not mandatory, that the insurer be licensed to do business in the state of California (California Admitted Carrier).

If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company's performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers Compensation	Statutory
Employers Liability Insurance	\$1,000,000 per occurrence
Professional Liability	\$1,000,000 per claims-made \$1,000,000 aggregate

Network Security & Privacy* Liability	\$1,000,000 per claims-made
Technology Errors & Omissions*	\$1,000,000 per claims-made \$1,000,000 aggregate

Required Coverage Forms

The Commercial General Liability coverage shall be written on Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

Required Endorsements

The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of Insurance:

- 1) An Additional Insured endorsement using ISO form CG 20 26 04 13 or a form at least as broad naming the **County of Orange its elected and appointed officials, officers, agents and employees** as Additional Insureds, or provide blanket coverage, which will state **AS REQUIRED BY WRITTEN CONTRACT..**
- 2) A primary non-contributing endorsement using ISO form CG 20 01 04 13, or a form at least as broad evidencing that the Contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the **County of Orange, its elected and appointed officials, officers, agents and employees** or provide blanket coverage, which will state **AS REQUIRED BY WRITTEN CONTRACT.**

All insurance policies required by this Contract shall waive all rights of subrogation against the County of Orange, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.

Contractor shall notify County in writing within thirty (30) days of any policy cancellation and ten (10) days for non-payment of premium and provide a copy of the cancellation notice to County. Failure to provide written notice of cancellation may constitute a material breach of the Contract, upon which the County may suspend or terminate this Contract.

If Contractor's Professional Liability, Technology Errors & Omissions and/or Network Security & Privacy Liability are "Claims-Made" policy(ies), Contractor shall agree to maintain coverage for two (2) years following the completion of the Contract. (Only include this provision when Professional Liability, Technology Errors & Omissions and/or Network Security & Privacy Liability Insurance are required. Only reference the type(s) of insurance required in the contract.)

The Commercial General Liability policy shall contain a severability of interests clause also known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the Contractor fails to provide the insurance certificates and endorsements within seven (7) days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable Certificates of Insurance and endorsements with County incorporating such changes within thirty (30) days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.

- P. **Changes:** Contractor shall make no changes in the work or perform any additional work without the County's specific written approval.
- Q. **Change of Ownership:** Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, and the County agrees to an assignment of the Contract, the new owners shall be required under terms of sale or other transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of the County.

County reserves the right to immediately terminate the Contract in the event the County determines that the assignee is not qualified or is otherwise unacceptable to the County for the provision of services under the Contract.

- R. **Force Majeure:** Contractor shall not be assessed with liquidated damages or unsatisfactory performance penalties during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within 36 hours of the start of the delay and Contractor avails himself of any available remedies.
- S. **Confidentiality:** Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.

The County shall maintain the confidentiality of information disclosed under the Contract to it by the Contractor to the extent permitted under the California Public Record Act (PRA) (as codified in California Government Code sections 6250 et seq.). Such information includes, but is not limited to, a party's records, data and information, any information relating to a party's customers, users, patients, partners, or personnel, software, trade secrets, business methods and practices, pricing and any other data, records and information received, obtained and/or produced under the provisions of the Contract, regardless of whether such information was disclosed intentionally or unintentionally or marked as "confidential" or "proprietary." In the event the County receives any request for disclosure of this information under the PRA or demand for disclosure of this information by subpoena, lawful discovery, or court order, the County shall inform Contractor of the request and/or demand, as applicable. The Contractor may take any steps, including court action, to prevent the disclosure of the information pursuant to a PRA request, subpoena, lawful discovery, and/or subpoena, as applicable.

County shall indemnify, defend, and hold harmless the Contractor, its officers, employees, and agents, from and against any and all third party claims, demands, damages, liabilities, losses, costs and expenses arising from any failure by County, its officers, employees, agents to comply with this Section S (Confidentiality). Notwithstanding the preceding sentence, the Contractor shall have the right to participate in any such defense at its sole cost and expense.

- T. **Compliance with Laws:** Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "Z" below, Contractor agrees that it shall defend, indemnify and hold County and County INDEMNITEES harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.
- U. **Intentional Omitted.**
- V. **Severability:** If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.
- W. **Attorney Fees:** In any action or proceeding to enforce or interpret any provision of this Contract, each party shall bear their own attorney's fees, costs and expenses.
- X. **Interpretation:** This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party had been represented by experienced and knowledgeable independent legal counsel of their own choosing or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing them, or both. Accordingly, any rule or law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is not

applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the parties and this Contract.

- Y. Employee Eligibility Verification:** The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.
- Z. Indemnification:** Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.
- AA. Audits/Inspections:** Contractor agrees to permit the County's Auditor-Controller or the Auditor-Controller's authorized representative (including auditors from a private auditing firm hired by the County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable records, and other papers or property of Contractor for the purpose of auditing or inspecting any aspect of performance under this Contract; provided that any such audits shall be limited to two (2) in any calendar year. The inspection and/or audit will be confined to those matters connected with the performance of the Contract including, but not limited to, the costs of administering the Contract. The County will provide reasonable notice of such an audit or inspection.

The County reserves the right to audit and verify the Contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this Contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. Further, Contractor agrees to include a similar right to the County to audit records and interview staff of any subcontractor related to performance of this Contract.

Should the Contractor cease to exist as a legal entity, the Contractor's records pertaining to this Contract shall be forwarded to the County's project manager.

BB. Contingency of Funds: Contractor acknowledges that funding or portions of funding for this Contract may be contingent upon state budget approval; receipt of funds from, and/or obligation of funds by, the state of California to County; and inclusion of sufficient funding for the services hereunder in the budget approved by County's Board of Supervisors for each fiscal year covered by this Contract. If such approval, funding or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract without penalty.

CC. Expenditure Limit: The Contractor shall notify the County of Orange assigned Deputy Purchasing Agent in writing when the expenditures against the Contract reach 75 percent of the dollar limit on the Contract. The County will not be responsible for any expenditure overruns and will not pay for work exceeding the dollar limit on the Contract unless a change order to cover those costs has been issued.

Additional Terms and Conditions:

1. **Scope of Contract:** This Contract specifies the contractual terms and conditions by which the County will procure **Behavioral Health System Transformation OC Navigator** from Contractor as further detailed in the Scope of Work, identified and incorporated herein by this reference as "Attachment A".
2. **Term of Contract:** ~~This Contract shall commence June 1, 2021 through June 30, 2024, with Board approval, with a maximum allowable compensation of four million dollars (\$4,000,000). Contract shall be in effect for the time periods specified, unless this Contract is earlier terminated by the Parties~~

~~This Contract shall commence June 1, 2021 through June 30, 2024, unless earlier terminated as permitted under this Contract. The Contract may be renewed for two (2) additional one (1) year periods upon the Parties' mutual agreement. County does not have to give a reason if it elects not to renew. Renewal periods may be subject to approval by the County of Orange Board of Supervisors.~~

The Contract is extended for a period of two (2) years, effective July 1, 2024, through June 30, 2026, in an amount not to exceed \$24,030,000 for this period.

3. **Adjustments – Scope of Work:** No adjustments made to the Scope of Work will be authorized without prior written approval of the County assigned Deputy Purchasing Agent.
4. **Breach of Contract:** The failure of the Contractor to comply with any of the provisions, covenants or conditions of this Contract shall be deemed a material breach of this Contract. In such event the County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
 - a) Terminate the Contract immediately, provided the County affords Contractor an opportunity to cure the alleged breach within seven (7) calendar days, or such other time the County deems it is necessary to cure the breach. In the event the

Parties agree additional time is needed to effectuate the cure, the County may grant such additional extensions as may be necessary to allow the Contractor to cure the alleged breach. In the event the Contractor fails or is unable to cure the breach, the County may terminate the Contractor immediately for cause which shall be the Contractor failure to cure the alleged breach.;

- b) Discontinue payment to the Contractor for and during the period in which the Contractor is in breach; and
 - c) Offset against any monies billed by the Contractor but yet unpaid by the County those monies disallowed pursuant to the above.
5. **Civil Rights:** Contractor attests that services provided shall be in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable State and federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, ethnic group identification, age, religion, marital status, sex or disability.
 6. **Conflict of Interest – Contractor’s Personnel:** The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of the County. This obligation shall apply to the Contractor; the Contractor’s employees, agents, and subcontractors associated with accomplishing work and services hereunder. The Contractor’s efforts shall include, but not be limited to establishing precautions to prevent its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers from acting in the best interests of the County.
 7. **Conflict of Interest – County Personnel:** The County of Orange Board of Supervisors policy prohibits its employees from engaging in activities involving a conflict of interest. The Contractor shall not, during the period of this Contract, employ any County employee for any purpose.
 8. **Contractor’s Project Manager and Key Personnel:** Contractor shall appoint a Project Manager to direct the Contractor’s efforts in fulfilling Contractor’s obligations under this Contract. This Project Manager shall be subject to approval by the County and shall not be changed without the written consent of the County’s Project Manager, which consent shall not be unreasonably withheld.

The Contractor’s Project Manager shall be assigned to this project for the duration of the Contract and shall diligently pursue all work and services to meet the project time lines. The County’s Project Manager shall have the right to require the removal and replacement of the Contractor’s Project Manager from providing services to the County under this Contract. The County’s Project manager shall notify the Contractor in writing of such action. The Contractor shall accomplish the removal within five (5) business days after written notice by the County’s Project Manager. The County’s Project Manager shall review and approve the appointment of the replacement for the Contractor’s Project Manager. The County is not required to provide any additional information, reason or rationale in the event it requires the removal of Contractor’s Project Manager from providing further services under the Contract.

- 9. Contractor Personnel – Reference Checks:** The Contractor warrants that all persons employed to provide service under this Contract have satisfactory past work records indicating their ability to adequately perform the work under this Contract. Contractor's employees assigned to this project must meet character standards as demonstrated by background investigation and reference checks, coordinated by the agency/department issuing this Contract.
- 10. Contractor's Expense:** The Contractor will be responsible for all costs related to photo copying, telephone communications, fax communications, and parking while on County sites during the performance of work and services under this Contract. The County will not provide free parking for any service in the County Civic Center.
- 11. Contractor's Records:** The Contractor shall keep true and accurate accounts, records, books and data which shall correctly reflect the business transacted by the Contractor in accordance with generally accepted accounting principles. These records shall be stored in Orange County for a period of three (3) years after final payment is received from the County. Storage of records in another county will require written approval from the County of Orange assigned Deputy Purchasing Agent.
- 12. Conditions Affecting Work:** The Contractor shall be responsible for taking all steps reasonably necessary to ascertain the nature and location of the work to be performed under this Contract and to know the general conditions which can affect the work or the cost thereof. Any failure by the Contractor to do so will not relieve Contractor from responsibility for successfully performing the work without additional cost to the County. The County assumes no responsibility for any understanding or representations concerning the nature, location(s) or general conditions made by any of its officers or agents prior to the execution of this Contract, unless such understanding or representations by the County are expressly stated in the Contract.
- 13. Data – Title To:** All materials, documents, data or information obtained from the County data files, including user data generated from the Work Product, or any County medium furnished to the Contractor in the performance of this Contract will at all times remain the property of the County. Such data or information may not be used or copied for direct or indirect use by the Contractor after completion or termination of this Contract without the express written consent of the County. All user data generated from the Work Product must be handled in accordance with Attachments C and D. All materials, documents, data or information, including copies, must be returned to the County at the end of this Contract.
- 14. Default – Reprocurement Costs:** In case of Contract breach by Contractor, resulting in termination by the County, the County may procure the goods and/or services from other sources. If the cost for those goods and/or services is higher than under the terms of the existing Contract, Contractor will be responsible for paying the County the difference between the Contract cost and the price paid, and the County may deduct this cost from any unpaid balance due the Contractor. The price paid by the County shall be the prevailing market price at the time such purchase is made. This is in addition to any other remedies available under this Contract and under law.
- 15. Disputes – Contract:**
- A. The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor's Project Manager and the County's Project Manager, such matter shall be brought

to the attention of the County Deputy Purchasing Agent by way of the following process:

1. The Contractor shall submit to the agency/department assigned Deputy Purchasing Agent a written demand for a final decision regarding the disposition of any dispute between the parties arising under, related to, or involving this Contract, unless the County, on its own initiative, has already rendered such a final decision.
 2. The Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to the Contract, the Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the Contract adjustment for which the Contractor believes the County is liable.
- B. Pending the final resolution of any dispute arising under, related to, or involving this Contract, the Contractor agrees to diligently proceed with the performance of this Contract, including the delivery of goods and/or provision of services. The Contractor's failure to diligently proceed shall be considered a material breach of this Contract.

Any final decision of the County shall be expressly identified as such, shall be in writing, and shall be signed by the County Deputy Purchasing Agent or his designee. If the County fails to render a decision within 90 days after receipt of the Contractor's demand, it shall be deemed a final decision adverse to the Contractor's contentions. Nothing in this Section shall be construed as affecting the Parties' right to seek any remedies they might be entitled to under the law or in equity. Nothing in this Section shall be construed to affect the County's right to terminate the Contract for cause or termination for convenience as stated in section K herein.

16. Drug-Free Workplace: The Contractor hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The Contractor will:

1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a)(1).
2. Establish a drug-free awareness program as required by Government Code Section 8355(a)(2) to inform employees about all of the following:
 - a. The dangers of drug abuse in the workplace;
 - b. The organization's policy of maintaining a drug-free workplace;
 - c. Any available counseling, rehabilitation and employee assistance programs; and
 - d. Penalties that may be imposed upon employees for drug abuse

violations.

3. Provide as required by Government Code Section 8355(a)(3) that every employee who works under this Contract:
 - a. Will receive a copy of the company's drug-free policy statement; and
 - b. Will agree to abide by the terms of the company's statement as a condition of employment under this Contract.

Failure to comply with these requirements may result in suspension of payments under the Contract or termination of the Contract or both, and the Contractor may be ineligible for award of any future County contracts if the County determines that any of the following has occurred:

1. The Contractor has made false certification, or
2. The Contractor violates the certification by failing to carry out the requirements as noted above.

- 17. EDD Independent Contractor Reporting Requirements:** Effective January 1, 2001, the County of Orange is required to file in accordance with subdivision (a) of Section 6041A of the Internal Revenue Code for services received from a "service provider" to whom the County pays \$600 or more or with whom the County enters into a contract for \$600 or more within a single calendar year. The purpose of this reporting requirement is to increase child support collection by helping to locate parents who are delinquent in their child support obligations.

The term "service provider" is defined in California Unemployment Insurance Code Section 1088.8, subparagraph B.2 as "an individual who is not an employee of the service recipient for California purposes and who received compensation or executes a contract for services performed for that service recipient within or without the state." The term is further defined by the California Employment Development Department to refer specifically to independent Contractors. An independent Contractor is defined as "an individual who is not an employee of the ... government entity for California purposes and who receives compensation or executes a contract for services performed for that ... government entity either in or outside of California."

The reporting requirement does not apply to corporations, general partnerships, limited liability partnerships, and limited liability companies.

Additional information on this reporting requirement can be found at the California Employment Development Department web site located at http://www.edd.ca.gov/Employer_Services.htm

- 18. Emergency/Declared Disaster Requirements:** In the event of an emergency or if Orange County is declared a disaster area by the County, state or federal government, this Contract may be subjected to unusual usage. The Contractor shall service the County during such an emergency or declared disaster under the same terms and conditions that apply during non-emergency/disaster conditions. The pricing quoted by the Contractor shall apply to serving the County's needs regardless of the circumstances. If the

Contractor is unable to supply the goods/services under the terms of the Contract, then the Contractor shall provide proof of such disruption and a copy of the invoice for the goods/services from the Contractor's supplier(s). Additional profit margin as a result of supplying goods/services during an emergency or a declared disaster shall not be permitted. In the event of an emergency or declared disaster, emergency purchase order numbers will be assigned. All applicable invoices from the Contractor shall show both the emergency purchase order number and the Contract number.

19. **Errors and Omissions:** All reports, files and other documents prepared and submitted by Contractor shall be complete and shall be carefully checked by the professional(s) identified by Contractor as project manager and key personnel attached hereto, prior to submission to the County. Contractor agrees that County review is discretionary and Contractor shall not assume that the County will discover errors and/or omissions. If the County discovers any errors or omissions prior to approving Contractor's reports, files and other written documents, the reports, files or documents will be returned to Contractor for correction. Should the County or others discover errors or omissions in the reports, files or other written documents submitted by the Contractor after County approval thereof, County approval of Contractor's reports, files or documents shall not be used as a defense by Contractor in any action between the County and Contractor, and the reports, files or documents will be returned to Contractor for correction.
20. **Equal Employment Opportunity:** The Contractor shall comply with U.S. Executive Order 11246 entitled, "Equal Employment Opportunity" as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR, Part 60) and applicable state of California regulations as may now exist or be amended in the future. The Contractor shall not discriminate against any employee or applicant for employment on the basis of race, color, national origin, ancestry, religion, sex, marital status, political affiliation or physical or mental condition.

Regarding handicapped persons, the Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to provide equal opportunity to handicapped persons in employment or in advancement in employment or otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicaps in all employment practices such as the following: employment, upgrading, promotions, transfers, recruitments, advertising, layoffs, terminations, rate of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to comply with the provisions of Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, pertaining to prohibition of discrimination against qualified handicapped persons in all programs and/or activities as detailed in regulations signed by the Secretary of the Department of Health and Human Services effective June 3, 1977, and found in the Federal Register, Volume 42, No. 68 dated May 4, 1977, as may now exist or be amended in the future.

Regarding Americans with disabilities, Contractor agrees to comply with applicable provisions of Title 1 of the Americans with Disabilities Act enacted in 1990 as may now exist or be amended in the future.

21. **Intellectual Property Rights:** Contractor retains all right, title and interest in and to any Background Intellectual Property and System Software (including any modifications thereto made by Contractor). Background Intellectual Property shall comprise all

Contractor's platform that is developed by Contractor prior to performance or independent of this Contract and which will be used by Contractor to operationalize the Work Product. Background Intellectual Property shall include, without limitation, concepts, ideas, methods, methodologies, procedures, processes, know-how, techniques, models, templates, the generalized features of the structure, sequence and organization of software, user interfaces and screen designs, utilities, routines, and tools, which may be contained in Work Product.

Work Product means all deliverables and all concepts, inventions (whether or not protected under patent laws), works of authorship, information, new or useful art, combinations, discoveries, formulae, algorithms, specifications, manufacturing techniques, technical developments, systems, computer architecture, artwork, software, programming, applets, scripts, designs, procedures, processes, and methods of doing business, and any other media, materials, plans, reports, project plans, work plans, documentation, training materials, and other tangible objects produced by Contractor under this Contract; provided, that Work Product does not include Background Intellectual Property or System Software.

System Software means individually each, and collectively all, of the computer programs provided by Contractor under this Contract, including as to each such program, the processes and routines used in the processing of data, the object code, interfaces to be provided hereunder by Contractor and all updates thereto.

All Work Products will be deemed "work made for hire" under the U.S. Copyright Act. In the event that Work Product does not constitute "work made for hire," by operation of law or otherwise, Contractor hereby assigns, transfers and conveys to County, exclusively and perpetually, all right, title, and interest throughout the world it may have or acquire in the Work Product, including without limitation all intellectual property or other proprietary rights (including without limitation copyrights, patents rights, trade secret right, rights of reproduction, trademark rights, rights of publicity, and the right to secure registrations, renewals, reissues, and extensions thereof) (collectively "Intellectual Property Rights") therein. Except for Background Intellectual Property, no rights of any kind in and to the Work Product, including all Intellectual Property Rights, are reserved to or by Contractor or will revert to Contractor. Contractor agrees to execute such further documents and to do such further acts, at County's expense, as may be necessary to perfect, register or enforce County's ownership of such rights, in whole or in part. Contractor hereby forever waives and agrees never to assert against County, its successors or licensees any and all "Moral Rights" Contractor may have in the Work Product even after expiration or termination of this Contract.

Further, to the extent Background Intellectual Property is required to operate the Work Product or required for County to fully exploit such Work Product, Contractor hereby grants to County a perpetual, irrevocable, fully paid up, royalty free, transferable, sub-licensable, worldwide, non-exclusive right and license to use, prepare derivative works, and otherwise fully exploit in connection with County's internal business purposes, the Background Intellectual Property incorporated into the Work Product, provided that County is granted no rights to Contractor's Background Intellectual Property separate from such Work Product, and provided further that the Background Intellectual Property is not commercially exploited by Contractor or any third parties.

22. Limitation of Liability: In no event shall contractor be liable to anyone for any indirect, punitive, special, exemplary, incidental, consequential (including loss of data, revenue,

provisions set forth in the recitals and articles of this Contract, and then the exhibits and attachments.

26. **Survival:** In addition to any provisions of the Contract which specifically state that they will survive the termination or expiration of the Contract and any rights and obligations under the Contract which by their nature should survive, the following Paragraphs and Sections shall survive any termination or expiration of the Contract:

Section A	(Governing Law and Venue)
Section B	(Entire Contract)
Section O	(Insurance)
Section S	(Confidentiality)
Section Z	(Indemnification)
Section 15	(Disputes -- Contract)
Section 21	(Intellectual Property)
Section 22	(Limitation of Liability)
Section 24	(Notices)
Section 26	(Survival)
Section 28	(Third Party Beneficiaries)

27. **Termination – Orderly:** After receipt of a termination notice from the County, the Contractor may submit to the County a termination claim, if applicable. Such claim shall be submitted promptly, but in no event later than 60 days from the effective date of the termination, unless one or more extensions in writing are granted by the County upon written request of the Contractor. Upon termination County agrees to pay the Contractor for all services performed prior to termination which meet the requirements of the Contract, provided, however, that such compensation combined with previously paid compensation shall not exceed the total compensation set forth in the Contract. Upon termination or other expiration of this Contract, each party shall promptly return to the other party all papers, materials, and other properties of the other held by each for purposes of performance of the Contract.

28. **Third Party Beneficiary:** Neither party hereto intends that this Contract shall create rights hereunder in third parties including, but not limited to, any subcontractors or any Clients provided services pursuant to this Contract.

29. **Usage:** No guarantee is given by the County to the Contractor regarding usage of this Contract. Usage figures, if provided, are approximations. The Contractor agrees to supply services and/or commodities requested, as needed by the County of Orange, at rates/prices listed in the Contract, regardless of quantity requested.

30. **Usage Reports:** The Contractor shall submit usage reports on an annual basis to the assigned Deputy Purchasing Agent of the County of Orange user agency/department. The usage report shall be in a format specified by the user agency/department and shall be submitted 90 days prior to the expiration date of the contract term, or any subsequent renewal term, if applicable.

31. **Contractor Screening:** Throughout the term of this Contract, Contractor shall not be listed on any state or federal exclusionary rosters, listed below. County may screen Contractor on a monthly basis to ensure Contractor is not listed on the exclusionary rosters, listed below. If Contractor or its employee(s) are found to be included on any of the rosters indicated below, Contractor shall be deemed in default of its obligation under this Paragraph and shall constitute a cause for County to exercise its right to terminate

this Contract immediately. County, in its sole discretion, may afford Contractor an opportunity to cure said default within a reasonable time.

- a. United States Department of Health and Human Services, Office of Inspector General (OIG) List of Excluded Individuals & Entities (LEIE) (<http://exclusions.oig.hhs.gov>).
 - b. General Services Administration (GSA) System for Award Management (SAM) Excluded Parties List (<http://sam.gov>).
 - c. State of California Department of Health Care Services Medi-Cal Suspended and Ineligible Provider List (County Health Care Agency Internal Database).
32. **Debarment:** To the extent applicable, Contractor shall certify in writing that neither Contractor nor its employee(s) are presently debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in a contractual transaction by any state or federal department or agency. Where Contractor is unable to certify to any of the statements in the written certification, Contractor must include a written explanation thereon for the County to consider. County shall have the right to refuse to enter into this Contract with the Contractor, or terminate this Contract if already entered into, if Contractor either fails to certify or certifies that it is subject of any debarment, pending debarment, declared ineligibility or voluntary exclusion from participation by any state or federal department or agency.
33. **Lobbying:** On the best information and belief, Contractor certifies no federal appropriated funds have been paid or will be paid by, or on behalf of, the Contractor to any person influencing or attempting to influence an officer or employee of Congress; or an employee of a member of Congress in connection with the awarding of any federal contract, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative contract.
34. **California Public Records Act:** Contractor and County agree and acknowledge that all information and documents related to the award and performance of this Contract are subject to disclosure pursuant to the California Public Records Act, California Government Code Section 6250 et seq.
35. **Gratuities:** The Contractor warrants that no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the County with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the County shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the County in procuring on the open market any goods or services which the Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the County provided in the clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

36. Software - Acceptance

The County shall be deemed to have accepted each software product unless the County, within 30 days from the installation date, gives Contractor written notice to the effect that the software product fails to conform to the functional and performance specifications,

which, if not attached, are incorporated by reference. The Contractor will, upon receipt of such notice, investigate the reported deficiencies. The right of the parties shall be governed by the following:

1. If it is found that the software product fails to conform to the specifications and the Contractor is unable to remedy the deficiency with 60 days, the County shall return all material furnished hereunder and this Contract shall be terminated.
2. If it is found that the software product fails to conform to the specifications and the Contractor, within 60 days of receipt of the above said notice, corrects the deficiencies in the software product, the County will provide the Contractor with written acknowledgement of its acceptance of said software product.
3. If it is found that the software product does, in fact, conform to the specifications, the County shall reimburse the Contractor for the time and material cost of the investigation at the rates specified in this Contract.

The County's acceptance of the software product is contingent upon the software product conforming to function and performance specifications and the Contractor delivering adequate users manuals within 30 days from the installation date.

37. Software – Acceptance Testing

Acceptance testing may be required as specified for all Contractor-supplied software as specified and listed in the Contract or order, including all software initially installed. Included in this clause are improved versions, including new releases, of this software, any such software which has been modified by the Contractor to satisfy the County requirements, and any substitute software provided by the Contractor in lieu thereof, unless the Contract or order provides otherwise. The purpose of the acceptance test is to ensure that the software operates in substantial accord with the Contractor's technical specifications and meets the County's performance specifications.

38. Software – Documentation

The Contractor agrees to provide to the County the County-designated number of all manuals and other associated printed materials and updated versions thereof, which are necessary or useful to the County in its use of the equipment or software provided hereunder. The County will designate the number of copies for production use and the number of copies for disaster recovery purposes and will provide this information to the Contractor.

If additional copies of such documentation are required, the Contractor will provide such manuals at the request of the County. The requesting agency/department shall be billed for the manuals and any associated costs thereto by invoice. The Contractor agrees to provide such additional manuals at prices not in excess of charges made by the Contractor to its best customers for similar publications.

The Contractor further agrees that the County may reproduce such manuals for its own use in maintaining the equipment or software provided hereunder. The County agrees to include the Contractor's copyright notice on any such documentation reproduced in accordance with copyright instructions to be provided by the Contractor.

39. Software – Future Releases

If improvement, upgraded, or enhancement versions of any software product under this Contract are developed by the Contractor and are made available to other licensees, they will be made available to the County at the County's option, provided such versions are operable on the same computer hardware configuration. The charge for such upgrading to the later version of the software will be the difference between the price established by the Contractor for the later version and the price specified herein or the then prevailing prices of the currently installed version.

40. Software - Installation

The installation date for the software products shall be established in accordance with the provisions below:

1. If the County elects to install the software products, the County will have 30 days from the date of receipt of the software products to initially install and evaluate the software. The date of expiration of this period shall hereafter be known as the "installation date." The Contractor shall be responsible for providing criteria and test data necessary to check out the software products.
2. If installation by the Contractor is required by the County, the Contractor will have up to 30 days from the effective date of this Contract to provide initial installation and evaluation of the software products on the County's designated CPU. The Contractor will issue written notice of the fact that the software products are operational, and the date of said notice shall be known as the "installation date." It will be at the Contractor's discretion to determine the criteria and tests necessary to allow the Contractor to issue a notice to the effect that the system is operational.

The County agrees to provide such access to its computer system as may be required by the Contractor to properly install and test the software products. The County further agrees to provide, at no cost to the Contractor, systems and production support as may be required by the Contractor during installation.

If installation by the Contractor is required by the County, the Contractor will provide such installation on the County's equipment at the rates specified in this Contract.

41. Software – Inventions, Discoveries, Improvements

All Work Product developed pursuant to this Contract shall be the property of the County. The County agrees to grant a nonexclusive royalty-free license for any such Work Product to the Contractor or to any other such person and further agrees that the contractor or any other such person may sublicense additional persons on the same royalty-free basis.

This Contract shall not preclude the Contractor from developing materials outside this Contract which are competitive, irrespective of their similarity to materials which might be delivered to the County pursuant to this Contract.

42. Software License

The Contractor hereby grants to the County of Orange and the County accepts from the Contractor, subject to the terms and conditions of this agreement, a non-exclusive, non-

transferable license to use the Work Product. The license granted above authorizes the County to use the Work Product in machine-readable form on a single computer system, designed in writing by the County to the Contractor, provided that if the designated CPU is inoperative due to malfunction, license herein granted shall be temporarily extended to authorize the County to use the Work Product in machine-readable form on any other County CPU until the designated CPU is returned to operation. By prior written notice to the Contractor the County may redesignate the CPU in which the Work Product are to be used and must do so if the redesignation is permanent.

When encryption/CPU ID authorization codes are required to operate the Work Product, the Contractor will provide all codes to the County with shipment of the software. In the case of an inoperative CPU, as defined above, Contractor will provide a temporary encryption/CPU ID authorization code to the County for use on a temporarily authorized CPU until the designated CPU is returned to operation. When changes in designated CPUs occur, the Contractor will issue to the County within 24 hours of notification a temporary encryption/ID authorization code for use on the newly designated CPU until such time a permanent code is assigned.

43. Software License – Fees and Charges

Upon completion of installation and acceptance of software products by the County, the County will pay the license fee or recurring charge for the software products as set forth in this Contract. Charges will commence on the installation date as specified in this Contract. The Contractor shall render invoices for recurring charges or a single charge for the month for which the charges were incurred. Fees for a partial month's use will be prorated based on a thirty-day month. Invoices are to be submitted in arrears to the user agency/department to the ship-to address, unless otherwise directed in this Contract. Payment will be net 30 days after receipt of an invoice in a format acceptable to the County of Orange 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.

44. Software - Maintenance

Note: This T and C is applicable to software products with renewable or perpetual licenses where software maintenance is required by the County.

The correction of any residual errors in any software products which may be discovered by the Contractor or by the County will be considered maintenance. Such maintenance will be performed by the Contractor without additional charge for the duration of this Contract. Suspected errors discovered by the County in the software products will be handled by the following procedure:

1. A listing of the output and a copy of the evidential input data in machine-readable format will be submitted to the Contractor along with a completed copy of the appropriate Contractor information form and, if appropriate, a listing of the contents of the memory of the CPU at the time the error was noted.
2. Errors in the software product as verified by the Contractor will be corrected by providing a new copy of said software product or a new copy of the affected portions in machine-readable format.

The Contractor will be available to assist the County in isolating and correcting error conditions caused by the County's particular hardware or operating system at rates specified in this Contract. If the Contractor is called upon by the state to correct an error caused by the County's negligence, modification by the County, County-supplied data, or machine or operator failure or due to any other cause not inherent in the original software products, the Contractor reserves the right to charge the County for such service on a time and material basis at rates in accordance with the Contract.

45. Software - Protection

The County agrees that all material appropriately marked or identified as proprietary, whether oral or written, and furnished hereunder are provided for County's exclusive use for the purposes of this agreement only and will be held in confidence. All proprietary data shall remain the property of the Contractor. County agrees to take all reasonable steps to ensure that such data are not disclosed to others without prior written consent of the Contractor. The County will ensure, prior to disposing of any media, that any licensed materials contained thereon have been erased or otherwise destroyed.

The County agrees that it will take appropriate action by instruction, agreement or otherwise with its employees or other persons permitted access to licensed programs and/or optional materials to satisfy its obligations under this agreement with respect to use, copying, modification and protection and security of licensed programs and optional materials.

46. Software – Right to Copy or Modify

Any Work Product provided by the contractor in machine-readable format may be copied, in whole or in part, in printed or machine-readable format for use by the County with the designated CPU to perform one-time benchmark tests, for archival or emergency restart purposes, to replace a worn copy, to understand the contents of such machine-readable material, or to modify the software product as provided below, provided, however that no more than the County- and contractor-agreed to number of copies will be in existence under this contract at any one time without the prior written consent from the contractor. Such consent shall not be unreasonably withheld by the contractor. The original and any copies of the software product, in whole or in part, which are made hereunder shall be the property of the contractor.

The County agrees to keep any such copies and the original at a contractor and County mutually designated County location, except that the County may transport or transmit a copy of the original of any software product to another County location for backup use when required by CPU malfunction, provided the copy or the original is destroyed or returned to the designated location when the malfunction is corrected.

The County may modify any non-personal computer software product in machine-readable format for its own use and merge it into other program material. Any portion of the software product included in any merged program material shall be used only on the designated CPUs and shall be subject to the terms and conditions of this contract.

47. Software - Subject to Fiscal Appropriations

This Contract is subject to and contingent upon applicable budgetary appropriations being approved by the County of Orange Board of Supervisors for each fiscal year during the

term of this Contract. If such appropriations are not approved, the Contract will be terminated without penalty to the County.

County agrees that if the provisions of the paragraph above are invoked, all equipment and software furnished by the Contractor under the terms of this Contract which are not the property of the County shall be returned to the Contractor in substantially the same condition in which it was delivered to the County, subject to normal wear and tear. County further agrees to pay for packing, crating, transportation to the Contractor's nearest facility, and reimbursement to the Contractor for expenses incurred for their assistance in such packing and crating.

CONTRACT SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties hereto have executed this Contract No. MA-042-21011323 the date set forth opposite their signatures. If the company is a corporation, Contractor shall provide two signatures as follows: 1) the first signature must be either the Chairman of the Board, President, or any Vice President; 2) the second signature must be that of the Secretary, an Assistant Secretary, the Chief Financial Officer, or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution or by-laws demonstrating the legal authority of the signature to bind the company.

CHORUS INNOVATIONS, INC.

_____	_____
Print Name	Title
_____	_____
Signature	Date
_____	_____
Print Name	Title
_____	_____
Signature	Date

COUNTY OF ORANGE, a political subdivision of the State of California

Purchasing Agent/Designee Authorized Signature:

_____	<u>Deputy Purchasing Agent</u>
Print Name	Title
_____	_____
Signature	Date

**APPROVED AS TO FORM:
County Counsel**

By _____
Deputy

Date _____

Attachment A

Scope of Work

~~Contract Term: June 1, 2021 through June 30, 2024~~

~~Period One means the period from June 1, 2021 through June 30, 2021~~

~~Period Two means the period from July 1, 2021 through June 30, 2022~~

~~Period Three means the period from July 1, 2022 through June 30, 2023~~

~~Period Four means July 1, 2023 through June 30, 2024~~

~~I. COMMON TERMS AND DEFINITIONS~~

~~A. The parties agree to the following terms and definitions, and to those terms and definitions which, for convenience, are set forth elsewhere in the Contract.~~

~~1. Admission means documentation, by Contractor, of completion of the entry and evaluation documents into the Administrator's IRIS or other database as approved by administrator.~~

~~2. Advisory Group means a group of individuals that provides sustained support and advice on the project~~

~~3. Alpha means the first working version of an app or digital product, which does not include all of its features.~~

~~4. At Risk means a state of high stress and low protective factor that would increase likelihood of development of a mental illness.~~

~~5. Behavioral Health Condition means diminished cognitive, emotional, or social abilities, but not to the extent that the criteria for a mental disorder are met.~~

~~6. Best Practices means a term that is often used interchangeably with "evidence-based practice" and is best defined as an "umbrella" term for three levels of practice; measured in relation to Recovery-consistent mental health practices where the Recovery process is supported with scientific intervention that best meets the needs of the individual at this time.~~

~~a. EBP means Evidence-Based Practices and refers to the interventions utilized for which there is consistent scientific evidence showing they improved individual outcomes and meets the following criteria: it has been replicated in more than one geographic or practice setting with consistent results; it is recognized in scientific journals by one or more published articles; it has been documented and put into manual forms; it produces specific outcomes when adhering to the fidelity of the model.~~

~~b. Promising Practices means that experts believe the practices are likely to be raised to the next level when scientific studies can be conducted and are~~

~~supported by some body of evidence, (evaluation studies or expert consensus in reviewing outcome data); it has been endorsed by recognized bodies of advocacy organizations and finally, produces specific outcomes.~~

- ~~c. Emerging Practices means that the practice(s) seems like a logical approach to addressing a specific behavior which is becoming distinct, recognizable among individuals and clinicians in practice, or innovators in academia or policy makers; and at least one recognized expert, group of researchers or other credible individuals have endorsed the practice as worthy of attention based on outcomes; and finally, it produces specific outcomes.~~
- ~~7. Beta means when the first version of an app or digital product is completed and tested by the public for feedback.~~
- ~~8. Chorus means to platform used to provide a base for the development of the Digital Resource Navigator, such as core functions, hosting, security and compliance.~~
- ~~9. Collaboration means a process of participation through which groups, agencies, coalitions and/ or task forces work together in a beneficial and well defined relationship towards the service goals.~~
- ~~10. Community Planning Meetings, means meetings that are actively facilitated by the Contractor for the purpose of gathering feedback from local stakeholders, including consumers/clients, family members, community based behavioral health providers, County staff and other individuals related to the services described under this Contract.~~
- ~~11. Deliverables mean the number and/or type of activities the Contractor will fulfill during the term of the Contract.~~
- ~~12. DHCS means Department of Health Care Service and refers to the California Health and Human Services Agency that finances and administers a number of individual health care service delivery programs, including Medi-Cal, which provides health care services to low income people.~~
- ~~13. Engagement means the process by which a trusting relationship between worker and individual(s) is established with the goal to link the individual(s) to the appropriate services. Engagement of individual(s) is the objective of a successful Outreach.~~
- ~~14. Evaluation means systematic collection, analysis, and use of program information for monitoring, improving programs, assessing Outcomes, planning, and policy-making in relation to this Contract.~~
- ~~15. Family Member means any traditional and/ or non-traditional support system, significant other, or natural support designated by the Participant.~~
- ~~16. Help@Hand means an Innovation Project that includes a collaborative of 14~~

~~California Counties and Cities that share the same goal: to improve the mental health of California communities and behavioral health care system by using new technology and programs.~~

- ~~17. Information Dissemination means the distribution of a collection of facts or data.~~
- ~~18. Innovation Project means time limited research projects designed to evaluate the effectiveness of new or changed practices in the field of mental health, with a primary focus on learning rather filling a need or a gap.~~
- ~~19. Level of Well being means the state of satisfaction, happiness, and/or in control that a participant feels about his/her present situation/condition as measured by a validated instrument/scale.~~
- ~~20. Linkage means when an individual is connected to programs or services through warm hand off or follow up to ensure connection is made.~~
- ~~21. Mental Health Field means a business or service providing mental health Outreach, Assessment, or treatment services to mental health Participants, or providing housing, educational, counseling, employment, recreational or social services to mental health Participants.~~
- ~~22. Mental Health Services means interventions designed to provide the maximum reduction of mental disability and restoration or maintenance of functioning consistent with the requirements for learning, development and enhanced self-sufficiency.~~
- ~~23. MHSA means Mental Health Services Act and refers to the law that provides funding for expanded community Mental Health Services. It is also known as "Proposition 63."~~
- ~~24. Mental Health Services Oversight and Accountability Commission (MHSOAC) means the Commission responsible for the oversight and implementation of MHSA and refers to Section 10 of the MHSA (Welfare and Institutions Code Section 5845).~~
- ~~25. NPI means National Provider Identifier and refers to the standard unique health identifier that was adopted by the Secretary of HHS under HIPAA for health care providers. All HIPAA covered healthcare providers, individuals and organizations must obtain an NPI for use to identify themselves in HIPAA standard transactions. The NPI is assigned for life.~~
- ~~26. NPP means Notice of Privacy Practices and refers to a document that notifies individuals of uses and disclosures of PHI that may be made by or on behalf of the health plan or health care provider as set forth in HIPAA.~~
- ~~27. OC Navigator means a digital navigation tool where individuals can find and utilize mental health and related social services they need across public and private settings.~~

- ~~28. Outcome means measurable change that occurs as a result of a project's overall performance in implementing its services.~~
- ~~29. Outreach means activities that are intended to engage and inform potential participants about project services.~~
- ~~30. Participant means an individual (i.e., consumer, family member, provider) who engages in project activities.~~
- ~~31. Participatory Engagement Meetings/Workgroups means focused 60-90 minute meetings that include individuals who represent diverse communities and groups~~
- ~~32. PEI Plan means the most recent County of Orange MHSA Prevention and Early Intervention Plan approved by the Orange County MHSA Steering Committee and Board of Supervisors.~~
- ~~33. Prevention means intentional group or individual interventions that occur before the initial onset of a behavioral health condition. Prevention promotes positive cognitive, social, and emotional development and encourages a state of well-being that allows the individuals to function well in the face of changing and sometimes challenging circumstances.~~
- ~~34. PHI means Personal Health Information and refers to individually identifiable health information usually transmitted by electronic media, maintained in any medium as defined in the regulations, or for an entity such as a health plan, transmitted or maintained in any other medium. It is created or received by a covered entity and relates to the past, present, or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present, or future payment for health care provided to an individual.~~
- ~~35. PII means any information that could be readily used to identify a specific person, including but not limited to: name, address, telephone number, E-Mail address, driver's license number, Social Security number, bank account information, credit card information, or any combination of data that could be used to identify a specific person, such as birth date, zip code, mother's maiden name and gender.~~
- ~~36. Program Development means the ongoing systematic process of planning, implementing and evaluating a program, which involves a collaborative relationship between the Contractor and Administrator.~~
- ~~37. Quality Assurance means the systematic process of ensuring services are meeting specified requirements as set forth by the Administrator.~~
- ~~38. Recovery means a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential, and identifies four major dimensions to support Recovery in life:~~
- ~~a. Health: Overcoming or managing one's disease(s) as well as living in a~~

- physically and emotionally healthy way;
- b. ~~Home~~: A stable and safe place to live;
 - c. ~~Purpose~~: Meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income, and resources to participate in society; and
 - d. ~~Community~~: Relationships and social networks that provide support, friendship, love, and hope.
39. ~~Referral~~ means the process of sending an individual from one service to another for health care, behavioral health services, and/ or other support services, or an unsuccessful Linkage attempt.
40. ~~Scope of Work~~ mean the number and/or type of activities the Contractor will fulfill during the term of the Contract.
41. ~~Social Determinants of Health~~ means conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality of life outcomes and risks.
42. ~~Social Support~~ means assistance that may include companionship, emotional backing, cognitive guidance, material aid and special services.
43. ~~Stakeholder~~ means adults and seniors with severe mental illness, families of children, adults and seniors with severe mental illness, providers of services, law enforcement agencies, education, social services agencies, veterans, representatives from veterans organizations, providers of alcohol and drug services, health care organizations, and other important interests.
44. ~~Support Group~~ means a meeting/group, facilitated by program staff, consisting of two (2) or more people (or a number mutually agreed upon in the contract) who have similar experiences and concerns and who meet in order to provide emotional help, advice and encouragement for one another.
45. ~~Training~~ means the action or method used to transfer skills and/or knowledge to a target audience.
46. ~~Unduplicated Participant~~ means an individual who is counted only once, despite how many programs the individual is enrolled in during a contractual agreement period. For example; if a participant receives individual and group services, they can only be counted once.
47. ~~Useability Testing~~ means testing the functionality of a digital product by observing real users actions and behavior as they complete specific tasks.
- B. ~~Contractor and Administrator may mutually agree, in writing, to modify the Common Terms and Definitions Paragraph of this Attachment A to the Contract.~~

II. BUDGET

- ~~A. County shall pay Contractor in accordance with the Payments Paragraph in this Attachment A to the Contract.~~
- ~~B. FINANCIAL RECORDS Contractor shall prepare and maintain accurate and complete financial records of its cost and operating expenses.~~
- ~~C. Contractor and Administrator may mutually agree, in writing, to modify the Budget Paragraph of this Attachment A to the Contract.~~

III. REPORTS

- ~~A. Contractor shall maintain documentation and record of project activities and provide weekly statistical reports, or as requested by Administrator.~~
- ~~B. Contractor shall submit written programmatic reports to Administrator for each quarter during the term of the Agreement. Programmatic reports shall include a summary of contract productivity and activities~~
- ~~C. Contractor shall, as mutually agreed between Contractor and Administrator, provide reports as reasonably required by Administrator concerning Contractor's activities as they affect the duties and purposes contained in this Contract.~~
- ~~D. Contractor shall provide effective administrative management of the budget, staffing, recording, and reporting portion of the Contract with the County. If administrative responsibilities are delegated to subcontractors, Contractor must ensure that any subcontractor(s) possess the qualifications and capacity to perform all delegated responsibilities. These responsibilities include, but are not limited to the following:

 - ~~1. Designate the responsible position(s) in your organization for managing the funds allocated to this program;~~
 - ~~2. Maximize the use of the allocated funds;~~
 - ~~3. Maintain appropriate staffing levels;~~
 - ~~4. Request budget and/or staffing modifications to the Contract;~~
 - ~~5. Effectively communicate and monitor the program for its success;~~
 - ~~6. Track and report expenditures electronically;~~
 - ~~7. Maintain electronic and telephone communication between key staff and the Contract and Program Administrators; and~~
 - ~~8. Have a system in place to respond to and act quickly to identify and solve problems that may be occurring with any of the subcontractors.~~~~
- ~~E. Contractor and Administrator may mutually agree, in writing, to modify the Reports Paragraph of this Attachment A to the Contract.~~

IV. SERVICES

A. BACKGROUND

1. Behavioral Health System Transformation (BHST) is a time-limited MHPA Innovation Project that seeks to create an integrated public and private behavioral health system that is responsive, coordinated and accessible to all Orange County residents. The project includes a component that will build a digital navigation tool (i.e., OC Navigator). These services will continue the development and expansion of the scope and functionality of the BHST OC Navigator.

B. FACILITY

1. Contractor shall provide or make available services as required by this Contract at the following location, or any other facility designated, in writing, by Administrator:

Chorus Innovations, Inc.
4525 E. Atherton St.
Long Beach, CA 90815

C. SERVICES TO BE PROVIDED

1. Contractor shall coordinate and engage with relevant program staff who will be using the platform in different capacities
2. Contractor shall coordinate and consult with the HCA IT and Office of Compliance, as needed, which shall include, but not be limited to:
3. Meet with the HCA technical teams and revise security and infrastructure planning document, as needed
4. Continue technical modifications to meet security requirements, as needed
5. Provide updated technical specifications outlining server environment, hosting, disaster/recovery processes, security, compliance and monitoring methods
6. Contractor shall provide staff training and assistance with implementation
7. Contractor shall conduct ongoing system review of needs, challenges and opportunities across the HCA operated and contracted programs, prioritizing those that refer and link consumers to behavioral health and support services
8. Contractor shall conduct user testing and obtain feedback to ensure the inclusion of additional functionality based on results of user testing, design sessions and feedback.
9. Contractor shall provide additional activities related to the scope of work, as mutually agreed by Contractor and Administrator.

D. DELIVERABLES

1. Contractor shall develop administrative functions for the OC Navigator, including, but not limited to the ability to store, validate, manipulate and/or transform data; generate

- ~~data extracts and/or program-specific reports; and develop data visualizations and/or dashboards.~~
- ~~2. Contractor shall develop OC Navigator features and functionality to streamline and, to the extent possible and permissible, automate referral processes both within, between and across referring and receiving programs.~~
- ~~3. Contractor shall develop OC Navigator features and functionality to allow for secure information exchange between OC Navigator and the HCA EHR.~~
- ~~4. Contractor shall provide the following on a quarterly basis, unless otherwise noted:~~
- ~~— a. Documentation of meetings, including, but not limited to sign-in sheets, meeting dates, times and analysis of key themes and summaries~~
 - ~~— b. Dashboard of accomplishments/next steps, as needed~~
 - ~~— c. Monthly status of Deliverables Reports~~
 - ~~— d. Updated outline of OC Navigator including expected features, general design, and functionality, as needed~~
 - ~~— e. Provide updated outline of Resource Listings including expected types and number of resources to include as well as process for obtaining resource information where it exists, as needed~~
 - ~~— f. Updated version of OC Navigator with changes needed based on engagement and usability testing~~
- ~~5. Contractor shall provide additional program, activity and progress reports and data, as needed~~
- ~~6. Contractor shall oversee the maintenance of the Chorus platform and OC Navigator~~
- ~~7. Contract shall submit an annual report to the MHSOAC.~~
- ~~E. MEETINGS — Contractor shall attend meetings as requested by County, including not not limited to:~~
- ~~1. Monthly County management meetings with Administrator to discuss contractual and other issues related to, but not limited to whether it is or not progressing satisfactorily in achieving all the terms of the Agreement and, if not, what steps will be taken to achieve satisfactory progress.~~
- ~~F. Contractor and Administrator may mutually agree, in writing, to modify the Services Paragraph of this Attachment A to the Contract.~~
- ~~G. MEETINGS — Contractor shall attend meetings as requested by County, including not not limited to:~~
- ~~2. Monthly County management meetings with Administrator to discuss contractual and other issues related to, but not limited to whether it is or not progressing satisfactorily in achieving all the terms of the Agreement and, if not, what steps will be taken to achieve satisfactory progress.~~

~~H. Contractor and Administrator may mutually agree, in writing, to modify the Services Paragraph of this Attachment A to the Contract.~~

~~V. STAFFING~~

~~A. Contractor shall ensure that all staff complete the County's Annual Provider Training and Annual Compliance Training.~~

~~B. Contractor and Administrator may mutually agree, in writing, to modify the Staffing Paragraph of this Attachment A to the Contract.~~

~~VI. ADDITIONAL SCOPE AND IMPLEMENTATION:~~

- ~~● Additional Contractor implementation efforts. Contractor shall:

 - ~~○ Focus on curating and including resources tailored for additional target populations, including but not limited to, students, youth and families (efforts to date have focused on services and Resource Guides for Older Adults, Veterans, LGBT individuals, Housing/Shelter, HCA/County-funded/operated services)~~
 - ~~○ Refine descriptions, translations, and updates to resources that are housed in the OC Navigator~~
 - ~~○ Create additional Resource Guides~~
 - ~~○ Continue building technology enhancements for HCA programs included in the Chorus platform (i.e., OC Links, mobile crisis assessment teams or CAT, BHS Outreach and Engagement, Crisis Stabilization Units, OC WarmLine, etc.) to further streamline their program workflows and create increased operational efficiency~~
 - ~~○ Refine dashboarding and reporting~~~~
- ~~● Additional Contractor Services. Contractor shall:

 - ~~○ Enhance and expand coordination of HCA's Crisis Services System of Care to include but not be limited to:

 - ~~▪ Inpatient electronic Treatment Authorization Requests for inpatient psychiatric hospitalization~~
 - ~~▪ Electronic census of bed availability across HCA's crisis residential services providers

 - ~~▪ Data integration, when permitted, across crisis services programs to facilitate client care~~~~~~
 - ~~○ Expand and refine service navigation

 - ~~▪ Build the closed-loop referral workflow, which has been put on pause in the design stage due, in part, to lack of funding

 - ~~● Client-based consent for sharing across providers~~~~
 - ~~▪ Referral and linkage reporting per MHSA Prevention and Early Intervention Regulations~~
 - ~~▪ Development of native mobile application for the OC Navigator~~
 - ~~▪ Update resources listed on HCA's ochealthinfo.com website~~~~
 - ~~○ Build Substance Use Disorder (SUD) services

 - ~~▪ ASAM screening and placement~~
 - ~~▪ Electronic census of bed availability across HCA's SUD~~~~~~

~~residential services providers~~
~~○ Continue progress on integration with IRIS/HER~~

Revised Scope of Work

Contract Term: June 1, 2021 through June 30, 2026

Period One means the period from June 1, 2021 through June 30, 2021

Period Two means the period from July 1, 2021 through June 30, 2022

Period Three means the period from July 1, 2022 through June 30, 2023

Period Four means the period from July 1, 2023 through June 30, 2024

I. COMMON TERMS AND DEFINITIONS

A. The parties agree to the following terms and definitions, and to those terms and definitions which, for convenience, are set forth elsewhere in the Contract.

1. Admission means documentation, by Contractor, of completion of the entry and evaluation documents into the Administrator's IRIS or other database as approved by Administrator.
2. Advisory Group means a group of individuals that provides sustained support and advice on the project.
3. Alpha means the first working version of an app or digital product, which does not include all of its features.
4. Assessment means a service activity, which may include a clinical analysis of the history and current status of an individual's mental, emotional, or behavioral condition, relevant cultural issues and history, diagnosis and the use of testing procedures in order to determine the most appropriate course of services.
5. At Risk means a state of high stress and low protective factor that would increase likelihood of development of a mental illness.
6. Behavioral Health Condition means diminished cognitive, emotional, or social abilities, but not to the extent that the criteria for a mental disorder are met.
7. Best Practices means a term that is often used inter-changeably with "evidence-based practice" and is best defined as an "umbrella" term for three levels of practice, measured in relation to Recovery-consistent mental health practices where the Recovery process is supported with scientific intervention that best meets the needs of the individual at this time.
 - a. EBP means Evidence-Based Practices and refers to the interventions utilized for which there is consistent scientific evidence showing the interventions improved individual outcomes and meet the following criteria: have been replicated in more than one geographic or practice setting with consistent results; are recognized in scientific journals by one or more published articles; have been documented and put into manual forms; produce specific outcomes when adhering to the fidelity of the model.
 - b. Promising Practices means that experts believe the practices are likely to be raised to the next level when scientific studies can be conducted and are supported by somebody of evidence, (evaluation studies or expert consensus in reviewing outcome data); have been endorsed by recognized bodies of advocacy organizations and, finally, produce specific outcomes.
 - c. Emerging Practices means that the practice(s) seems like a logical approach to addressing a specific behavior which is becoming distinct, recognizable among

individuals and clinicians in practice, or innovators in academia or policy makers; and at least one recognized expert, group of researchers or other credible individuals have endorsed the practice as worthy of attention based on outcomes; and, finally, produces specific outcomes.

8. Beta means when the first version of an app or digital product is completed and tested by the public for feedback.
9. Chorus means the platform used to provide a base for the development of the Digital Resource Navigator, such as core functions, hosting, security, and compliance.
10. Collaboration means a process of participation through which groups, agencies, coalitions and/or task forces work together in a beneficial and well-defined relationship towards the service goals.
11. Community Planning Meetings means meetings that are actively facilitated by Contractor for the purpose of gathering feedback from local stakeholders, including consumers/clients, family members, community-based behavioral health providers, County staff and other individuals related to the services described under this Contract.
12. Deliverables mean the number and/or type of activities Contractor must fulfill during the term of the Contract.
13. DHCS means Department of Health Care Service and refers to the California Health and Human Services Agency that finances and administers a number of individual health care service delivery programs, including Medi-Cal, which provides health care services to low-income people.
14. Digital Solution means available technology modules and/or features integrated to meet a program's needs and/or specifications.
15. Engagement means the process by which a trusting relationship between worker and individual(s) is established with the goal to link the individual(s) to the appropriate services. Engagement of individual(s) is the objective of a successful Outreach.
16. Evaluation means systematic collection, analysis, and use of program information for monitoring, improving programs, assessing Outcomes, planning, and policy-making in relation to this Contract.
17. Family Member means any traditional and/or non-traditional support system, significant other, or natural support designated by the Participant.
18. Help@Hand means an Innovation Project that includes a collaborative of 14 California counties and cities that share the same goal: to improve the mental health of California communities and behavioral health care system by using new technology and programs.
19. Information Dissemination means the distribution of a collection of facts or data.
20. Innovation Project means time-limited research projects designed to evaluate the effectiveness of new or changed practices in the field of mental health, with a primary focus on learning rather filling a need or a gap.
21. Level of Well-being means the state of satisfaction, happiness, and/or in control that a Participant feels about his/her present situation/condition as measured by a validated instrument/scale.
22. Linkage means when a Participant has attended at least one appointment or made

one visit to the identified program(s) or services for which the Participant has received a referral.

23. Mental Health Field means a business or service providing mental health Outreach, Assessment, or treatment services to mental health Participants, or providing housing, educational, counseling, employment, recreational or social services to mental health Participants.
24. Mental Health Services means interventions designed to provide the maximum reduction of mental disability and restoration or maintenance of functioning consistent with the requirements for learning, development and enhanced self-sufficiency.
25. MHSA means Mental Health Services Act and refers to the law that provides funding for expanded community Mental Health Services. It is also known as "Proposition 63."
26. Mental Health Services Oversight and Accountability Commission (MHSOAC) means the Commission responsible for the oversight and implementation of MHSA and refers to Section 10 of the MHSA (Welfare and Institutions Code Section 5845).
27. NPI means National Provider Identifier and refers to the standard unique health identifier that was adopted by the Secretary of HHS under HIPAA for health care providers. All HIPAA covered healthcare providers, individuals and organizations must obtain a NPI for use to identify themselves in HIPAA standard transactions. The NPI is assigned for life.
28. NPP means Notice of Privacy Practices and refers to a document that notifies individuals of uses and disclosures of PHI that may be made by or on behalf of the health plan or health care provider as set forth in HIPAA.
29. OC Navigator means a digital navigation tool where individuals can find and utilize mental health and related social services they need across public and private settings.
30. Outcome means measurable change that occurs as a result of a project's overall performance in implementing its services.
31. Outreach means activities that are intended to engage and inform potential participants about project services.
32. Participant or Client means an individual (i.e., consumer, family member, provider) who engages in project activities.
33. Participatory Engagement Meetings/Workgroups means focused 60-90 minute meetings that include individuals who represent diverse communities and groups.
34. PEI Plan means the most recent County of Orange MHSA Prevention and Early Intervention Plan approved by the Orange County MHSA Steering Committee and Board of Supervisors.
35. Prevention means intentional group or individual interventions that occur before the initial onset of a behavioral health condition. Prevention promotes positive cognitive, social, and emotional development and encourages a state of well-being that allows the individuals to function well in the face of changing and sometimes challenging circumstances.
36. PHI means Personal Health Information and refers to individually identifiable health information usually transmitted by electronic media, maintained in any medium as defined in the regulations, or for an entity such as a health plan, transmitted or

maintained in any other medium. It is created or received by a covered entity and relates to the past, present, or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present, or future payment for health care provided to an individual.

37. PII means any information that could be readily used to identify a specific person, including but not limited to: name, address, telephone number, E-Mail address, driver's license number, Social Security number, bank account information, credit card information, or any combination of data that could be used to identify a specific person, such as birth date, zip code, mother's maiden name and gender.
38. Program Development means the ongoing systematic process of planning, implementing and evaluating a program, which involves a collaborative relationship between Contractor and Administrator.
39. Quality Assurance means the systematic process of ensuring services are meeting specified requirements as set forth by Administrator.
40. Recovery means a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential, and identifies four major dimensions to support Recovery in life:
 - a. Health: Overcoming or managing one's disease(s) as well as living in a physically and emotionally healthy way;
 - b. Home: A stable and safe place to live;
 - c. Purpose: Meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income, and resources to participate in society; and
 - d. Community: Relationships and social networks that provide support, friendship, love, and hope.
41. Referral means the process of sending a Participant from one service provider to another service provider for health care, behavioral health services, and/ or other support services, by electronic transmission, in writing or on the phone, regardless of Linkage status. Referral can also mean when a Participant or family member directly contacts a service provider with the goal of receiving services for themselves or a family member, regardless of Linkage status.
42. Resource Recommendation means the process of providing a Participant with one or more suggested resources, without plans and/or an ability to follow up on Linkage status.
43. Scope of Work mean the number and/or type of activities Contractor will fulfill during the term of the Contract.
44. Social Determinants of Health means conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.
45. Social Support means assistance that may include companionship, emotional backing, cognitive guidance, material aid and special services.
46. Stakeholder means adults and seniors with severe mental illness, families of children, adults and seniors with severe mental illness, providers of services, law enforcement agencies, education, social services agencies, veterans, representatives from veterans organizations, providers of alcohol and drug services, health care organizations, and other important interests.

47. Support Group means a meeting/group, facilitated by program staff, consisting of two (2) or more Participants (or a number mutually agreed upon in the Contract) who have similar experiences and concerns and who meet in order to provide emotional help, advice and encouragement for one another.
 48. Training means the action or method used to transfer skills and/or knowledge to a target audience.
 49. Unduplicated Participant means a Participant who is counted only once, despite how many programs the Participant is enrolled in during a contractual agreement period. For example; if a Participant receives individual and group services, the Participant can only be counted once.
 50. User Acceptance Testing means testing the functionality of a digital product by observing real users' actions and behavior as they complete specific tasks.
- B. Contractor and Administrator may mutually agree, in writing, to modify the Common Terms and Definitions Paragraph of this Attachment A-2 to the Contract.

II. BUDGET

- A. County shall pay Contractor in accordance with the Payments Paragraph in this Attachment A-2 to the Contract.
- B. FINANCIAL RECORDS - Contractor shall prepare and maintain accurate and complete financial records of its cost and operating expenses.
- C. Contractor and Administrator may mutually agree, in writing, to modify the Budget Paragraph of this Attachment A-2 to the Contract.

III. REPORTS

- A. Contractor shall maintain documentation and record of project activities and provide weekly statistical reports, or as requested by Administrator.
- B. Contractor shall submit written programmatic reports to Administrator for each quarter during the term of the Contract. Programmatic reports shall include a summary of contract productivity and activities.
- C. Contractor shall, as mutually agreed between Contractor and Administrator, provide reports as reasonably required by Administrator concerning Contractor's activities as they affect the duties and purposes contained in this Contract.
- D. Contractor shall provide effective administrative management of the budget, staffing, recording, and reporting portion of the Contract with County. If administrative responsibilities are delegated to subcontractors, Contractor must ensure that any subcontractor(s) possess the qualifications and capacity to perform all delegated responsibilities. These responsibilities include, but are not limited to, the following:
 1. Designate the responsible position(s) in your organization for managing the funds allocated to this program;
 2. Maximize the use of the allocated funds;
 3. Maintain appropriate staffing levels;
 4. Request budget and/or staffing modifications to the Contract;
 5. Effectively communicate and monitor the program for its success;
 6. Track and report expenditures electronically;

7. Maintain electronic and telephone communication between key staff and the Contract and Program Administrators; and
 8. Have a system in place to respond to and act quickly to identify and solve problems that may be occurring with any of the subcontractors.
- E. Contractor and Administrator may mutually agree, in writing, to modify the Reports Paragraph of this Attachment A-2 to the Contract.

IV. **SERVICES**

A. **BACKGROUND**

1. Through these services, Contractor will maintain, refine and/or build digital solutions for MHRS, which includes the digital navigation tool "OC Navigator." The OC Navigator is being built as part of the Behavioral Health System Transformation (BHST) MHSA Innovation Project which seeks to create an integrated public and private behavioral health system that is responsive, coordinated and accessible to all Orange County residents. Collectively, the proposed MHRS program and cross-program digital solutions will improve community members' and providers' ability to find mental health and social services that can address their needs; increase efficiency in MHRS program workflows; help MHRS meet and remain responsive to new state and Federal requirements (i.e., mobile crisis services benefit, 988, CARE Act, etc.); and address information systems and data handling limitations consistently raised by the State's External Quality Review Organization during their annual reviews of HCA's Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) for Medi-Cal beneficiaries.
2. Contractor will implement HCA enterprise-level projects to enable cross-system operations, which will help facilitate implementation of the MHRS digital solutions by enhancing technical infrastructure and/or capacity and ensuring the privacy and security of data contained within the platform.

B. **FACILITY**

1. Contractor shall provide or make available services as required by this Contract at the following location, or any other facility designated, in writing, by Administrator:

Chorus Innovations, Inc.
4525 E. Atherton St.
Long Beach, CA 90815

C. **SERVICES TO BE PROVIDED**

1. Contractor shall coordinate and engage with relevant program staff and identified County-contracted service providers who will be using the digital solutions in different capacities. Activities may include but are not limited to, the following: virtual and in-person planning meetings, design reviews, user acceptance testing, surveys and interviews.
2. Contractor shall coordinate and consult with the HCA IT and Office of

- Compliance, as needed, which shall include, but not be limited to, the following:
- a. Meet with the HCA technical teams and revise security and infrastructure planning document, as needed.
 - b. Continue technical modifications to meet security requirements, as needed.
 - c. Provide updated technical specifications outlining server environment, hosting, disaster/recovery processes, security, compliance and monitoring methods.
3. Contractor shall provide staff training and assistance with implementation.
 4. Contractor shall train MHRS technical staff on how to edit and update MHRS' digital solutions on the Chorus platform, as well as to design and co-create with Chorus staff in the Developer's Sandbox.
 5. Contractor shall conduct ongoing system review of needs, challenges and opportunities across the HCA operated and contracted programs, prioritizing those that refer and link consumers to behavioral health and support services.
 6. Contractor shall conduct user testing and obtain feedback to ensure the inclusion of additional functionality based on results of user testing, design sessions and feedback.
 7. Contractor shall provide additional activities related to the scope of work, as mutually agreed by Contractor and Administrator.

D. DELIVERABLES

1. Contractor shall develop core technical modules that will serve as the building blocks for the digital solutions outlined in the Project Plans below. Contractor will customize modules based on each program's specifications. The core technical modules include, but are not limited to, the following:
 - a. Referral Management with Client Profile and History
 - b. Case Management with Client Profile and History
 - c. Mobile Dispatch Workflow Management
 - d. Mobile Dispatch Dashboard
 - e. Supervisor Admin Dashboard
 - f. Case Outcomes
 - g. Activity Threads
 - h. Bed Availability Dashboard
 - i. Secure Chat
 - j. Staff Scheduling
 - k. Screening, Transition and Assessments Forms with Automated scoring
 - l. Resource Database and Search
 - m. User Feedback forms
2. Contractor shall provide the following on a monthly basis, unless otherwise noted:
 - a. Documentation of meetings, including, but not limited to sign-in sheets, meeting dates, times and analysis of key themes and summaries

- b. Dashboard of accomplishments/next steps, as needed
 - c. Monthly status of Deliverables Reports
 - d. Updated outline of OC Navigator including expected features, general design, and functionality, as needed
 - e. Updated outline of Resource Listings including expected types and number of resources to include as well as process for obtaining resource information where it exists, as needed
 - f. Updated version of OC Navigator with changes needed based on engagement and usability testing
3. Contractor shall provide additional program, activity and progress reports and data, as needed.
 4. Contractor shall oversee the maintenance of the Chorus platform and OC Navigator.
 5. Contract shall submit an annual report to the MHSOAC regarding the MHS Innovation BHST project.

E. MEETINGS

1. Contractor shall attend meetings as requested by County, including but not limited to:
 - a. Monthly County management meetings with Administrator to discuss contractual and other issues related to, but not limited to, whether Contractor is or not progressing satisfactorily in achieving all the terms of the Contract and, if not, what steps will be taken to achieve satisfactory progress.

F. STAFFING

1. Contractor shall ensure that all staff complete County's Annual Provider Training and Annual Compliance Training.

G. PROJECT PLAN SUMMARY

1. Contractor shall provide the services and deliverables for each digital solution according to its individual project plan, which outlines the proposed core workflow for each solution. County and Contractor may mutually agree to adjust the timeline and/or feature/module specifications for a solution as long as there are no increases to overall costs.
2. Contractor shall provide continuous improvements and iterations for each digital solution based on user feedback from MHRS and/or HCA IT staff, and to meet needs, continued growth and potential service and regulatory requirement changes.

H. INDIVIDUAL DIGITAL SOLUTION PROJECT PLANS

1. HCA DATA INTEGRATION

Objectives

The objective of data integration between Contractor and the HCA EHRs is to facilitate streamlined data entry and workflows for County program staff, reduce duplicated administrative efforts among county providers utilizing various client management systems (IRIS, Microsoft Excel, Microsoft Access, Contractor digital solutions, etc.), improve data integrity among integrated systems, and improve continuity of care for County residents utilizing County services.

The objective of other data integration efforts, including integration with various third-party tools and enterprise data warehouses (EDWs), is to ensure efficiency in digital solution execution by leveraging third-party functionality, ensure alignment with MHRS service delivery goals, and ensure accuracy among County data through connection with pertinent data sources.

Modules/Workflows

- Facilitate a bidirectional feed of information between Contractor solutions and the HCA EDW. This will require the ability to both read and write between the HCA EDW and Contractor digital solutions.
- Explore integration with OC systems for client data that are not entered into a HCA EHR (e.g., resource referrals)

2. HCA ACCESS MANAGEMENT, USER PROVISIONING, SINGLE SIGN-ON (SSO)

Objectives

To ensure that the digital solutions are supported in a centralized, secure Contractor environment.

Modules/Workflows

- Implement controls to increase user authentication security and Single Sign-On capability through an integration with the County Azure Active Directory and, if feasible and permissible, County approved Active Directories of county contracted providers.
- Build an Access Management portal
- Coordinate with HCA IT to transition to centralized access management and user account provisioning
- Coordinate with HCA IT and programs to establish user provisioning policies and procedures to enables timely provisioning and de-provisioning of user accounts.
- Add Multi-Factor Authentication capability.

3. MULTI-LANGUAGE SUPPORT

Objectives

To provide multi-language support, with a focus on localized translation, using professional translations, community stakeholder review for accuracy, relevancy, readability, voice and tone.

Modules/Workflows

- Build and integrate Multi-Language Support functionality into the OC Navigator and other client-facing MHRS digital solutions/forms.

Functionality to include auto-translation and translation portal management.

- Enable the OC Navigator website to toggle between nine languages: English, the six threshold languages (Arabic, Chinese, Farsi, Korean, Spanish, and Vietnamese), and two non-threshold languages (Khmer and Tagalog).
- Build a language toggle.
- Create a User Feedback form (“Suggest an Edit”) to capture user suggestions for translation edits.

4. AUTHORIZATION TO DISCLOSE (ATD) SYSTEM MANAGEMENT

Objectives

To facilitate the secure scanning, uploading and electronic sending of ATDs.

Modules/Workflows

- Build and maintain a secure ATD Management solution that will securely share ATDs across MHRS programs.
- Build a secure Client Profile for clients to manage referrals and authorizations to disclose.

5. CLOSED-LOOP REFERRALS AND LINKAGES

Objectives

To facilitate safe and timely transitions for County residents within and across MHRS’ Crisis Services, Mental Health, Substance Use Disorder (SUD), Housing and Forensic systems of care, including County-operated and contracted providers, by digitizing and streamlining the referral process across all client-receiving MHRS programs. This solution will be developed and rolled out in phases in support of CARE Act implementation and crisis services programs.

Modules/Workflows

- Build a secure web-based portal with consent- and permission-based access for program providers and clients.
- Build Bed Availability Dashboards, where needed.
- Build Referral Management with Client Profile and History.
- Build Case Follow-Up Reminders Board.
- Build Activity Threads.
- Build Supervisor Admin Dashboard.
- Build required screening and assessment forms, with automated calculations.
- Track Mental Health Plan and DMC-ODS timeliness of access data, as required by the State, for Medi-Cal beneficiaries.
- Track referral and linkage reporting, as required by MHSA Prevention and Early Intervention Regulations.

- Comply with the State's CalAIM requirements, which have changed the initial screening paperwork, assessment and referral processes counties must follow for Medi-Cal beneficiaries.

6. DEVELOPERS SANDBOX

Objectives

To train MHRS technical and HCA IT staff to be able to edit and update MHRS' digital solutions on Contractor's platform, as well as to design and co-create with Contractor staff in the Developer's Sandbox.

Modules/Workflows

- Enable MHRS and HCA IT staff to gather requirements for new or existing modules on the Chorus platform.
- Train MHRS and HCA IT staff to create workflows and design modules, assessments, etc. on the Chorus platform.
- Allow trained MHRS and HCA IT staff to update and build within the system in partnership with Chorus.

7. OC NAVIGATOR DIGITAL SOLUTION

Objectives

To create, refine and maintain an easy-to-use resource navigation tool that helps community members and providers find mental health and social services that can address their needs and various features that support the users' journey to care. Also allows users, with permissions, to update resource information. The OC Navigator is a multi-faceted project with these major components:

Modules/Workflows

- Engage with various community members, groups and stakeholders to solicit and integrate, where appropriate and feasible, their feedback on design and features of OC Navigator.
- Build Searchable Resource Database that will meet requirements for the Medi-Cal and Drug Medi-Cal Provider Directories.
- Curate, design and publish Resource Guides co-developed with community partners.
- Build Wellness Check-In and other assessment or screening tools.
- Build User Feedback Form(s).
- Integrate Multi-Language Support solution.

8. OC LINKS DIGITAL PROGRAM SOLUTION

Objectives

To facilitate core work functions for staff to manage, triage incoming calls and chats, and connect OC residents to appropriate behavioral health and social services. The solution consists of ten major workflows, each with several customized modules based on OC Links program staff's specifications.

Modules/Workflows

- Referral Management with Client Profile and History
- Secure Chat
- Supervisor Admin Dashboard
- Activity Thread
- Staff Scheduling
- Resource Database and Search
- Integration with Bed Availability Dashboard
- Closed-Loop Referrals and Linkages
- Third-party tools integration, where needed, feasible and permissible
- Screening and assessment tools, with automated calculations where appropriate

9. MOBILE CRISIS ASSESSMENT TEAM (CAT) DIGITAL PROGRAM SOLUTION

Objectives

To facilitate the core work functions of mobile crisis assessment team supervisors and clinicians through several customized modules based on CAT program staff's specifications.

Modules/Workflows

- Referral Management with Client Profiles and History
- Mobile Dispatch Workflow Management
- Mobile Dispatch Dashboard
- Closed-Loop Referrals and Linkages
- Activity Treads
- Case Outcomes
- Third-party tools integration, where needed, feasible and permissible
- Screening and assessment tools, with automated calculations

10. CRISIS STABILIZATION UNITS (CSU) DIGITAL PROGRAM SOLUTION

Objectives

To facilitate the core work functions for CSU staff to receive and monitor referrals, coordinate care across the three CSUs, and show bed availability to clinicians and law enforcement, increasing timely access to care. The entire solution consists of three major modules, each with several features customized based on CSU program staff's specifications:

Modules/Workflows

- Referral Management with Client Profiles and History
- CSU Bed Availability Dashboard
- Closed-Loop Referrals and Linkages
- Third-party tools integration, where needed, feasible and permissible
- Screening and assessment forms, with automated calculations

11. CRISIS RESIDENTIAL PROGRAMS (CRP) DIGITAL PROGRAM SOLUTION

Objectives

To facilitate core work functions for CRP staff to receive and monitor referrals, coordinate care across the CRPs and show bed availability to clinicians. The entire solution consists of three major modules, each with several featured customized based on CRP program staff's specifications.

Modules/Workflows

- Bed Availability Dashboard
- Referral Management with Client Profile and History module to track each client across multiple admissions
- Supervisor Admin Dashboard
- Closed-Loop Referrals and Linkages
- Third-party tools integration, where needed, feasible and permissible
- Screening and assessment forms, with automated calculations

12. IN-HOME CRISIS STABILIZATION (IHCS) DIGITAL PROGRAM SOLUTION

Objectives

To streamline and digitize core work functions for IHCS staff customized based on the IHCS program staff's requirements.

Modules/Workflows

- Referral Management with Client Profile and History
- Mobile Dispatch Workflow Management
- Mobile Dispatch Dashboard
- Mobile Team Management
- Supervisor Admin Dashboard
- Staff Scheduling
- Closed-Loop Referrals and Linkages
- Third-party tools integration, where needed, feasible and permissible
- Screening and assessment forms, with automated calculations

13. TREATMENT AUTHORIZATION REQUEST (TAR) DIGITAL PROGRAM SOLUTION

Objectives

To provide a streamlined, efficient system for staff to log, process and complete TARs for inpatient psychiatric hospitalization stays, and to conduct the concurrent review process required by the state. This solution will be custom built and include integrated digital forms and workflows tailored to the requirements of the TAR and concurrent review processes.

Modules/Workflows

- Customize forms and workflows to meet requirements according to insurance type.

- Design and build a Bed Availability Dashboard to provide a consolidated view for staff handling TARs, conducting concurrent review, and/or searching for psychiatric bed availability.
- Identify, explore and integrate where feasible and permissible third-party tools to support the TAR solution.
- Screening and assessment forms, with automated calculations

14. OC OUTREACH & ENGAGEMENT (O&E) DIGITAL PROGRAM SOLUTION

Objectives

To enable supervisors to assign referrals from OC Links to outreach workers in the field and to enable outreach to receive notifications of assignments and document cases while out in the field. The solution will be customized to program staff's specifications.

Modules/Workflows

- Referral Management with Client Profile and History
- Mobile Dispatch Workflow Management
- Mobile Dispatch Dashboard
- Case Outcomes
- Activity Threads
- Resource Database and Search
- Staff Scheduling
- Closed-Loop Referrals and Linkages
- Third-party tools integration, where needed, feasible and permissible
- Screening and assessment forms, with automated calculations

15. OC WARMLINE DIGITAL PROGRAM SOLUTION

Objectives

To create an enhanced call and case management system that enhances the ability of trained peers to provide emotional support services to callers. The solution will be customized based on program staff's specifications. The work outlined below is separate from any work being performed under separate contracts between NAMI-OC and Contractor.

Modules/Workflows

- Referral Management with Client Profile and History
- Live Secure Chat
- Supervisor Admin Dashboard
- Case Follow-Up Reminders Board
- Announcement Board for Supervisors
- Resource Database and Search
- Closed-Loop Referrals and Linkages
- Screening and assessment forms, with automated calculations

16. CARE ACT IMPLEMENTATION SOLUTION

Objectives

To facilitate core work functions for the Community Assistance, Recovery, and Empowerment (CARE) Court, as well as those MHRS Forensic programs likely to refer clients to or receive clients referred from CARE Court: Assisted Outpatient Treatment (AOT), AB 109, Re-Entry Services, any of the Mental Health Collaborative Courts or associated Full Service Partnership programs, Conditional Release Program, SB 317 Diversion and Early Access Stabilization Services, etc.

Orange County is part of the Phase 1 cohort and is required to implement the CARE process by October 1, 2023. CARE Act startup funds are available to continue implementation beyond this date.

Modules/Workflows

- Referral Management with Client Profile and History
- System that allows for separate tracking of clients for whom petitions are filed and based on disposition of petition
- Development of digital forms to log and track relevant case information
- Comprehensive Closed-Loop Referrals and Linkages system
- ATD Management
- Reporting and data collection that maps to the State system requirements
- Third-party tools integration, where needed, feasible and permissible
- Screening and assessment forms, with automated calculations

- I. Contractor and Administrator may mutually agree, in writing, to modify the Services Paragraph of this Attachment A-2 to the Contract.

Attachment B

Payment/Compensation

1. ~~**Compensation:** This is a firm fixed fee Contract between the County and Contractor for Behavioral Health System Transformation OC Navigator as set forth in Attachment A, "Scope of Work.~~

~~The Contractor agrees to accept the specified compensation as set forth in this Contract as full payment for performing all services and furnishing all staffing and materials 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 for work performed in accordance with the Scope of Work. **The County shall have no obligation to pay any sum in excess of the fixed rates specified herein unless authorized by amendment in accordance with Articles "C" and "P" of the County Contract Terms and Conditions.**~~

2. ~~**Payments:** County will pay the following fees in accordance with the provisions of this Contract. Payment shall be as follows:~~

- A. ~~County shall pay Contractor in one installment for Period One, four installments for Period Two, four installments in Period Three, and four installments for Period Four of the Contract, after receipt of an approved invoice, in accordance with the following schedule:~~

Installment	Deliverable	Payment	Due and Payable on:
Installment 1	Startup activities	\$450,000	June 1, 2021
Installment 2	Basic reporting	\$355,000	September 30, 2021
Installment 3	Referral automation and improvement cycle	\$720,000	December 31, 2021
Installment 4	Referral and linkage programs and improvement cycle	\$720,000	March 31, 2022
Installment 5	Resource listing programs and improvement cycle	\$525,000	June 30, 2022
Installment 6	EHR integration	\$355,000	September 30, 2022
Installment 7	Chorus platform and OC Navigator Maintenance	\$125,000	December 31, 2022
Installment 8	Chorus platform and OC	\$125,000	March 31, 2023

	Navigator Maintenance		
Installment 9	Chorus platform and OC Navigator Maintenance	\$125,000	June 30, 2023
Installment 10	Chorus platform and OC Navigator Maintenance	\$125,000	September 30, 2023
Installment 11	Chorus platform and OC Navigator Maintenance	\$125,000	December 31, 2023
Installment 12	Chorus platform and OC Navigator Maintenance	\$125,000	March 31, 2024
Installment 13	Chorus platform and OC Navigator Maintenance	\$125,000	June 30, 2024
Installment	Deliverable	Payment	Due and Payable on:
Installment 1	Startup activities	\$450,000	June 1, 2021
Installment 2	Basic reporting	\$355,000	September 30, 2021
Installment 3	Referral automation and improvement cycle	\$720,000	December 31, 2021
Installment 4	Referral and linkage programs and improvement cycle	\$720,000	March 31, 2022
Installment 5	Resource listing programs and improvement cycle	\$720,000	June 30, 2022
Rev. Installment 6	Continued implementation and increased SOW	\$1,782,500	September 30, 2022
Rev. Installment 7	Continued implementation and increased SOW	\$1,782,500	December 31, 2022
Rev. Installment 8	Continued implementation and increased SOW	\$1,782,500	March 31, 2023
Rev. Installment 9	Continued implementation and increased SOW	\$1,782,500	June 30, 2023
Rev. Installment 10	Continued implementation and increased SOW	\$1,782,500	September 30, 2023
Rev. Installment 11	Continued implementation and increased SOW	\$1,782,500	December 31, 2023
Rev. Installment	Continued implementation and	\$1,782,500	March 31, 2024

12	increased SOW		
Rev. Installment 13	Continued implementation and increased SOW	\$1,782,500	June 30, 2024

- ~~B. Contract not to exceed amount: \$4,000,000 \$17,225,000~~
- ~~C. Administrator may, at its discretion, pay invoices in any amount, at any time during the Term of this Contract provided the Maximum Obligation for each Period is not exceeded.~~
- ~~D. Contractor's invoices shall be on a form approved or supplied by Administrator and provide such information as is required by Administrator.~~
- ~~E. All invoices to County shall be supported at Contractor's facility, by source documentation including, but not limited to, ledgers, journals, time sheets, invoices, bank statements, canceled checks, receipts, receiving records, and records of services provided.~~
- ~~F. Administrator may withhold or delay any payment if Contractor fails to comply with any provision of the Contract, or if sufficient progress is not being made with the program as determined by Administrator in its sole discretion.~~
- ~~G. County shall not reimburse Contractor for services provided beyond the expiration and/or termination of the Contract, except as may otherwise be provided under the Contract, or specifically agreed upon in a subsequent Contract.~~
- ~~H. Contractor and Administrator may mutually agree, in writing, to modify the Payments Paragraph of this Attachment B to the Contract.~~
- ~~3. **Price Increase/Decreases:** No price increases will be permitted during the first period of the Contract. The County requires documented proof of cost increases on Contracts prior to any price adjustment. A minimum of 30 days advance notice in writing is required to secure such adjustment. No retroactive price adjustments will be considered. All price decreases will automatically be extended to the County of Orange. The County may enforce, negotiate, or cancel escalating price Contracts or take any other action it deems appropriate, as it sees fit. The net dollar amount of profit will remain firm during the period of the Contract. Adjustments increasing the Contractor's profit will not be allowed.~~
- ~~4. **Firm Discount and Pricing Structure:** Contractor guarantees that prices quoted are equal to or less than prices quoted to any other local, State or Federal government entity for services of equal or lesser scope. Contractor agrees that no price increases shall be passed along to the County during the term of this Contract not otherwise specified and provided for within this Contract.~~
- ~~5. **Contractor's Expense:** The Contractor will be responsible for all costs related to photo copying, telephone communications and fax communications while on County sites during the performance of work and services under this Contract.~~

~~6. **Payment Terms – Payment in Arrears:** Invoices are to be submitted in arrears to the user agency/department to the ship to address, unless otherwise directed in this Contract. Vendor shall reference Contract number on invoice. Payment will be net 30 days after receipt of an invoice in a format acceptable to the County of Orange 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 and/or goods not previously invoiced. The Contractor shall reimburse the County of Orange for any monies paid to the Contractor for goods or services not provided or when goods or services do not meet the Contract requirements.~~

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

~~7. **Taxpayer ID Number:** The Contractor shall include its taxpayer ID number on all invoices submitted to the County for payment to ensure compliance with IRS requirements and to expedite payment processing.~~

~~8. **Payment – Invoicing Instructions:** The Contractor will provide an invoice on the Contractor's letterhead for goods delivered and/or services rendered. In the case of goods, the Contractor will leave an invoice with each delivery. Each invoice will have a number and will include the following information:~~

- ~~a. Contractor's name and address~~
- ~~b. Contractor's remittance address, if different from 1 above~~
- ~~c. Contractor's Taxpayer ID Number~~
- ~~d. Name of County Agency/Department~~
- ~~e. Delivery/service address~~
- ~~f. Master Agreement (MA) or Purchase Order (PO) number~~
- ~~g. Agency/Department's Account Number~~
- ~~h. Date of invoice~~
- ~~i. Product/service description, quantity, and prices~~
- ~~j. Sales tax, if applicable~~
- ~~k. Freight/delivery charges, if applicable~~
- ~~l. Total~~

~~Invoice and support documentation are to be forwarded to:~~

~~HCAAccountsPayable@ochca.com~~

~~OR~~

~~forwarded to:~~

~~Orange County Health Care Agency
Accounts Payable
PO Box 689
Santa Ana, CA 92702~~

Attachment B-3

Revised Payment/Compensation

9. **Compensation:** This is a firm-fixed fee Contract between County and Contractor for **Behavioral Health System Transformation OC Navigator** as set forth in Attachment A-2, "Revised Scope of Work.

Contractor agrees to accept the specified compensation as set forth in this Contract as full payment for performing all services and furnishing all staffing and materials 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 Contractor of all its duties and obligations hereunder. Contractor shall only be compensated as set forth herein for work performed in accordance with Attachment A-2, Revised Scope of Work. **County shall not pay any sum in excess of the fixed rates specified herein unless authorized by amendment in accordance with Articles "C" and "P" of the County Contract Terms and Conditions.**

10. **Payments:** County will pay the following fees in accordance with the provisions of this Contract. Payment shall be as follows:

- I. County shall pay Contractor for MHRS Deliverables in one installment for Period One, four installments for Period Two, four installments in Period Three, four installments for Period Four, four installments for Period Five and four installments for Period Six of the Contract, but only after receipt of an approved invoice to be submitted thirty (30) days before payment will be made, in accordance with the following schedule:

Installment	MHRS Deliverable	Payment	Due and Payable on:
1	Startup activities	\$450,000	June 1, 2021
2	Basic reporting	\$355,000	September 30, 2021
3	Referral automation and improvement cycle	\$720,000	December 31, 2021
4	Referral and linkage programs and improvement cycle	\$720,000	March 31, 2022
5	Resource listing programs and improvement cycle	\$720,000	June 30, 2022
Rev. 6	Improvement Cycles and Module Enhancements for: <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support • OC Links, CAT 	\$1,782,500	September 30, 2022

	<ul style="list-style-type: none"> • O&E Admin <p>Go-Live:</p> <ul style="list-style-type: none"> • CSU Bed Availability Dashboard 		
Rev. 7	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-Language Support • OC Links, CAT, CSU Bed Availability Dashboard • O&E Admin • OC Warmline <p>Beta/User Acceptance Testing:</p> <ul style="list-style-type: none"> • OC Navigator “Online Apps and Digital Resources” module <p>Planning and Requirements Gathering:</p> <ul style="list-style-type: none"> • O&E Mobile expanded solutions with new modules • Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages 	\$1,782,500	December 31, 2022
Rev. 8	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-Language Support • OC Links, CAT, CSU Bed Availability Dashboard • O&E Admin • OC Warmline <p>Go-Live:</p> <ul style="list-style-type: none"> • OC Navigator “Online Apps and Digital Resources” module <p>Alpha/Initial Designs:</p> <ul style="list-style-type: none"> • O&E Mobile expanded solutions with new modules • Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages <p>Planning and Requirements Gathering:</p> <ul style="list-style-type: none"> • SUD and MH Referral and Linkage workflow and pilot SUD and MH assessment and screening tools (i.e., ASAM, DHCS forms, intake 	\$3,565,000	March 31, 2023

	<p>forms, etc.), SUD Bed Availability Dashboard (Residential Treatment)</p> <ul style="list-style-type: none"> • Open Access • Client Profile <p>Technical Feasibility and Requirements Gathering:</p> <ul style="list-style-type: none"> • Data Integration with EHRs • Access Management, SSO • ATD 		
Rev. 9	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard • O&E Admin • OC Warmline <p>Alpha/Initial Designs:</p> <ul style="list-style-type: none"> • O&E Mobile expanded solutions with new modules • Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages <p>Planning and Requirements Gathering:</p> <ul style="list-style-type: none"> • SUD and MH Referral and Linkage workflow and pilot SUD and MH assessment and screening tools (i.e., ASAM, DHCS forms, intake forms, etc.), SUD Bed Availability Dashboard (Residential Treatment) • Open Access • Client Profile <p>Technical Feasibility and Requirements Gathering:</p> <ul style="list-style-type: none"> • Data Integration with EHRs • Access Management, SSO • ATD • Location services, auto-transcription integration 	\$3,565,000	June 30, 2023
Rev. 10	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language 	\$3,565,000	September 30, 2023

	<p>support, OC Navigator “Online Apps and Digital Resources” module</p> <ul style="list-style-type: none"> • OC Links, CAT, CSU Bed Availability Dashboard • O&E Admin <p>Beta/User Acceptance Testing:</p> <ul style="list-style-type: none"> • O&E Mobile expanded solutions with new modules • Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages <p>Planning and Requirements Gathering:</p> <ul style="list-style-type: none"> • In Home Crisis Stabilization (IHCS), TAR • SUD and MH Referral and Linkage workflow and pilot SUD and MH assessment and screening tools (i.e., ASAM, DHCS forms, intake forms, etc.), SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) • Open Access • Client Profile <p>Go-Live as needed:</p> <ul style="list-style-type: none"> • Access Management, SSO • ATD • Technical feasibility and requirements gathering for: • Data Integration with EHRs • Location services, auto-transcription integration 		
Rev. 11	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard • O&E Admin <p>Go-Live:</p> <ul style="list-style-type: none"> • O&E Mobile expanded solutions with new modules • Crisis Residential Program Bed 	\$3,565,000	December 31, 2023

	<p>Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages</p> <p>Alpha/Initial Designs:</p> <ul style="list-style-type: none"> • IHCS, TAR • SUD and MH Referral and Linkage workflow and pilot SUD and MH assessment and screening tools (i.e., ASAM, DHCS forms, intake forms, etc.), SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) • Open Access • Client Profile <p>Go-Live as needed:</p> <ul style="list-style-type: none"> • Access Management, SSO • ATD • Data integration with EHR (IRIS) • Location services <p>Technical Feasibility and Requirements Gathering:</p> <ul style="list-style-type: none"> • Data integration with EHRs • Auto-transcription integration 		
Rev. 12	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard, Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages • O&E Admin, O&E Mobile expanded solutions with new modules <p>Beta/User Acceptance Testing:</p> <ul style="list-style-type: none"> • IHCS, TAR • SUD and MH Referral and Linkage workflow and pilot SUD and MH assessment and screening tools (i.e., ASAM, DHCS forms, intake forms, etc.), SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) 	\$3,565,000	March 31, 2024

	<ul style="list-style-type: none"> • Open Access • Client Profile <p>Planning and Requirements Gathering:</p> <ul style="list-style-type: none"> • CARE Act implementation • MHRS Bridge Housing, Year-Round Shelter, MHSA Housing, Residential Rehabilitation <p>Go-Live as needed:</p> <ul style="list-style-type: none"> • Access Management, SSO • ATD • Data integration with EHR (IRIS) • Location services <p>Technical Feasibility and Requirements Gathering for:</p> <ul style="list-style-type: none"> • Data integration with EHRs • Auto-transcription integration • Offline web access • Native app 		
Rev. 13	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard, Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages • O&E Admin, O&E expanded solution <p>Go-Live:</p> <ul style="list-style-type: none"> • IHCS, TAR • SUD and MH Referral and Linkage workflow and pilot SUD and MH assessment and screening tools (i.e., ASAM, DHCS forms, intake forms, etc.), SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) • Open Access • Client Profile <p>Planning and Requirements Gathering:</p> <ul style="list-style-type: none"> • CARE Act implementation 	\$3,565,000	June 30, 2024

	<ul style="list-style-type: none"> • MHRs Bridge Housing, Year-Round Shelter, MHSA Housing, Residential Rehabilitation <p>Go-Live as needed:</p> <ul style="list-style-type: none"> • Access Management, SSO • ATD • Data integration with EHR (IRIS) • Location services <p>Technical Feasibility and Requirements Gathering:</p> <ul style="list-style-type: none"> • Data integration with EHRs • Auto-transcription integration • Offline web access • Native app 		
Rev. 14	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard, Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages, IHCS, TAR • O&E Admin, O&E expanded solution • SUD Referrals and Linkages solutions, SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) • Open Access • Client Profile <p>Alpha/Initial Designs:</p> <ul style="list-style-type: none"> • CARE Act implementation • MHRs Bridge Housing, Year-Round Shelter, MHSA Housing, Residential Rehabilitation <p>Go-Live as needed:</p> <ul style="list-style-type: none"> • Access Management, SSO • ATD • Data integration with EHR (IRIS) • Location services <p>Technical Feasibility and Requirements Gathering:</p> <ul style="list-style-type: none"> • Data integration with EHRs 	\$3,565,000	September 30, 2024

	<ul style="list-style-type: none"> • Auto-transcription integration • Offline web access • Native app 		
Rev. 15	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard, Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages, IHCS, TAR • O&E Admin, O&E expanded solution • SUD Referrals and Linkages solutions, SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) • Open Access • Client Profile <p>Beta/User Acceptance Testing:</p> <ul style="list-style-type: none"> • CARE Act implementation • MHRS Bridge Housing, Year-Round Shelter, MHSA Housing, Residential Rehabilitation <p>Go-Live as needed:</p> <ul style="list-style-type: none"> • Access Management, SSO • ATD • Data integration with EHR (IRIS) • Location services • Data integration with EHRs • Auto-transcription integration • Offline web access • Native app 	\$3,565,000	December 31, 2024
Rev. 16	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard, Crisis 	\$2,200,000	March 31, 2025

	<p>Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages, IHCS, TAR</p> <ul style="list-style-type: none"> • O&E Admin, O&E expanded solution • SUD Referrals and Linkages solutions, SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) d • Open Access • Client Profile <p>Go-Live:</p> <ul style="list-style-type: none"> • CARE Act implementation • MHRS Bridge Housing, Year-Round Shelter, MHSA Housing, Residential Rehabilitation <p>Go-Live as needed:</p> <ul style="list-style-type: none"> • Access Management, SSO • ATD • Data integration with EHR (IRIS) • Location services • Data integration with EHRs • Auto-transcription integration • Offline web access • Native app 		
Rev. 17	<p>Improvement Cycles and Module Enhancements:</p> <ul style="list-style-type: none"> • OC Navigator (including additional resources, data sets, curated Resource Guides), Multi-language support, OC Navigator “Online Apps and Digital Resources” module • OC Links, CAT, CSU Bed Availability Dashboard, Crisis Residential Program Bed Availability Dashboard, Crisis Services Closed-Loop Referrals and Linkages, IHCS, TAR • O&E Admin, O&E expanded solution • SUD Referrals and Linkages solutions, SUD Bed Availability Dashboards (Residential Treatment, WM, Recovery Residences) • Open Access • Client Profile • CARE Act implementation solution 	\$2,200,000	June 30, 2025

	<ul style="list-style-type: none"> • MHRs Bridge Housing, MHRs Year-Round Shelter, MHSA Housing, Residential Rehabilitation Go-Live as needed: <ul style="list-style-type: none"> • Access Management, SSO • ATD • Data integration with EHR (IRIS) • Location services • Data integration with EHRs • Auto-transcription integration • Offline web access • Native app 		
Rev. 18	Continued improvement cycles and minor refinements across all MHRs solutions	\$2,000,000	September 30, 2025
Rev. 19	Continued improvement cycles and minor refinements across all MHRs solutions	\$2,000,000	December 31, 2025
Rev. 20	Continued improvement cycles and minor refinements across all MHRs solutions	\$1,800,000	March 31, 2026
Rev. 21	Continued improvement cycles and minor refinements across all MHRs solutions	\$1,800,000	June 30, 2026
MHRs TOTAL		\$47,050,000	

- J. County shall pay Contractor for PHS Deliverables in five for Period Four, one installment for Period Five and one installment for Period Six of the Contract, but only after receipt of an approved invoice to be submitted thirty (30) days before payment will be made, in accordance with the following schedule:

Installment	PHS Deliverable	Amount	Due and Payable on:
1	Startup activities: Contract initiation	\$300,000	September 8, 2023
2	Planning and requirements gathering	\$675,000	October 31, 2023
3	Alpha Version: Initial design	\$675,000	January 31, 2024
4	Beta Version: Final design	\$675,000	April 30, 2024
5	User Acceptance/ Go Live (Target June 30, 2024):	\$675,000	June 30, 2024
6	Annual licensing, hosting and maintenance fees	\$360,000	July 1, 2024
7	Annual licensing, hosting and maintenance fees	\$360,000	July 1, 2025

Optional Payment for Unanticipated Requirements or Technical Enhancements	<i>One or more planned or unplanned enhancements implemented during Periods 4-7 of this Contract, with the total costs of these enhancements NTE the Optional Payment amount for the life of this Contract</i>	\$1,180,000	TBD
PHS Total		\$4,900,000	

- K. The Contract's total amount not to exceed: \$51,950,000.
- L. Administrator may, at its discretion, pay invoices in any amount, at any time during the Term of this Contract provided the Amount Not To Exceed for each Period is not exceeded.
- M. Contractor's invoices shall be on a form approved or supplied by Administrator and provide such information as is required by Administrator.
- N. All invoices to County shall be supported at Contractor's facility by source documentation including, but not limited to, ledgers, journals, time sheets, invoices, bank statements, canceled checks, receipts, receiving records, and records of services provided.
- O. Administrator may withhold or delay any payment if Contractor fails to comply with any provision of the Contract, or if sufficient progress is not being made with the program as determined by Administrator in its sole discretion.
- P. County shall not reimburse Contractor for services provided beyond the expiration and/or termination of the Contract, except as may otherwise be provided under the Contract, or specifically agreed upon in a subsequent contract.
- Q. Contractor and Administrator may mutually agree, in writing, to modify the Payments Paragraph of this Attachment B-3 to the Contract.
11. **Price Increase/Decreases:** No price increases are permitted during the first period of the Contract. County requires documented proof of cost increases on Contracts prior to any price adjustment. A minimum of thirty (30) days advance notice in writing is required to secure such adjustment. No retroactive price adjustments will be considered. All price decreases will automatically be extended to County. County may enforce, negotiate, or cancel escalating price Contracts or take any other action it deems appropriate, as it sees fit. The net dollar amount of profit will remain firm during the period of the Contract. Adjustments increasing Contractor's profit are not allowed.
12. **Firm Discount and Pricing Structure:** Contractor guarantees that prices are equal to or less than prices quoted to any other local, State or Federal government entity for services of equal or lesser scope. Contractor agrees that no price increases shall be passed along to the County during the term of this Contract not otherwise specified and provided for within this Contract.

13. **Contractor's Expense:** Contractor shall pay all costs related to photo copying, telephone communications and fax communications while on County sites during the performance of work and services under this Contract.
14. **Payment Terms – Payment in Arrears:** Payment will be net thirty (30) days after receipt of an invoice in a format acceptable to County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with Contractor.

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

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

15. **Taxpayer ID Number:** Contractor shall include its taxpayer ID number on all invoices submitted to County for payment to ensure compliance with IRS requirements and to expedite payment processing.
16. **Payment – Invoicing Instructions:** Contractor shall provide an invoice on Contractor's letterhead for goods delivered and/or services rendered. In the case of goods, Contractor shall leave an invoice with each delivery. Each invoice shall have a unique number and shall include the following information:

- m. Contractor's name and address
- n. Contractor's remittance address, if different from 1 above
- o. Contractor's Taxpayer ID Number
- p. Name of County Agency/Department
- q. Delivery/service address
- r. Master Agreement (MA)
- s. Agency/Department's Account Number
- t. Date of invoice
- u. Product/service description, quantity, and prices
- v. Sales tax, if applicable
- w. Freight/delivery charges, if applicable
- x. Total

Invoice and support documentation are to be emailed, in arrears, to hcaap@ochca.com or forwarded to: Orange County Health Care Agency
Accounts Payable
PO Box 689
Santa Ana, CA 92702

Attachment C
BUSINESS ASSOCIATE CONTRACT

A. GENERAL PROVISIONS AND RECITALS

1. The parties agree that the terms used, but not otherwise defined below in Paragraph B, shall have the same meaning given to such terms under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”), and their implementing regulations at 45 CFR Parts 160 and 164 (“the HIPAA regulations”) as they may exist now or be hereafter amended.

2. The parties agree that a business associate relationship under HIPAA, the HITECH Act, and the HIPAA regulations between the CONTRACTOR and COUNTY arises to the extent that CONTRACTOR performs, or delegates to subcontractors to perform, functions or activities on behalf of COUNTY pursuant to, and as set forth in, the Agreement that are described in the definition of “Business Associate” in 45 CFR § 160.103.

3. The COUNTY wishes to disclose to CONTRACTOR certain information pursuant to the terms of the Agreement, some of which may constitute Protected Health Information (“PHI”), as defined below in Subparagraph B.10, to be used or disclosed in the course of providing services and activities pursuant to, and as set forth, in the Agreement.

4. The parties intend to protect the privacy and provide for the security of PHI that may be created, received, maintained, transmitted, used, or disclosed pursuant to the Agreement in compliance with the applicable standards, implementation specifications, and requirements of HIPAA, the HITECH Act, and the HIPAA regulations as they may exist now or be hereafter amended.

5. The parties understand and acknowledge that HIPAA, the HITECH Act, and the HIPAA regulations do not pre-empt any state statutes, rules, or regulations that are not otherwise pre-empted by other Federal law(s) and impose more stringent requirements with respect to privacy of PHI.

6. The parties understand that the HIPAA Privacy and Security rules, as defined below in Subparagraphs B.9 and B.14, apply to the CONTRACTOR in the same manner as they apply to a covered entity (COUNTY). CONTRACTOR agrees therefore to be in compliance at all times with the terms of this Business Associate Contract and the applicable standards, implementation specifications, and requirements of the Privacy and the Security rules, as they may exist now or be hereafter amended, with respect to PHI and electronic PHI created, received, maintained, transmitted, used, or disclosed

pursuant to the Agreement.

B. DEFINITIONS

1. “Administrative Safeguards” are administrative actions, and policies and procedures, to manage the selection, development, implementation, and maintenance of security measures to protect electronic PHI and to manage the conduct of CONTRACTOR’s workforce in relation to the protection of that information.

2. “Breach” means the acquisition, access, use, or disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.

a. Breach excludes:

i. Any unintentional acquisition, access, or use of PHI by a workforce member or person acting under the authority of CONTRACTOR or COUNTY, if such acquisition, access, or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under the Privacy Rule.

ii. Any inadvertent disclosure by a person who is authorized to access PHI at CONTRACTOR to another person authorized to access PHI at the CONTRACTOR, or organized health care arrangement in which COUNTY participates, and the information received as a result of such disclosure is not further used or disclosed in a manner not permitted under the HIPAA Privacy Rule.

iii. A disclosure of PHI where CONTRACTOR or COUNTY has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.

b. Except as provided in paragraph (a) of this definition, an acquisition, access, use, or disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule is presumed to be a breach unless CONTRACTOR demonstrates that there is a low probability that the PHI has been compromised based on a risk assessment of at least the following factors:

i. The nature and extent of the PHI involved, including the types of identifiers and the likelihood of re-identification;

ii. The unauthorized person who used the PHI or to whom the disclosure was made;

iii. Whether the PHI was actually acquired or viewed; and

iv. The extent to which the risk to the PHI has been mitigated.

3. “Data Aggregation” shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR § 164.501.

4. “Designated Record Set” shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR § 164.501.

5. “Disclosure” shall have the meaning given to such term under the HIPAA regulations in 45 CFR § 160.103.

6. “Health Care Operations” shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR § 164.501.

7. “Individual” shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR § 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR § 164.502(g).

8. “Physical Safeguards” are physical measures, policies, and procedures to protect CONTRACTOR’s electronic information systems and related buildings and equipment, from natural and environmental hazards, and unauthorized intrusion.

9. “The HIPAA Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.

10. “Protected Health Information” or “PHI” shall have the meaning given to such term under the HIPAA regulations in 45 CFR § 160.103.

11. “Required by Law” shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR § 164.103.

12. “Secretary” shall mean the Secretary of the Department of Health and Human Services or his or her designee.

13. “Security Incident” means attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system. “Security incident” does not include trivial incidents that occur on a daily basis, such as scans, “pings”, or unsuccessful attempts to penetrate computer networks or servers maintained by CONTRACTOR.

14. “The HIPAA Security Rule” shall mean the Security Standards for the Protection of electronic PHI at 45 CFR Part 160, Part 162, and Part 164, Subparts A and C.

15. “Subcontractor” shall have the meaning given to such term under the HIPAA regulations in 45 CFR § 160.103.

16. “Technical safeguards” means the technology and the policy and procedures for its use that protect electronic PHI and control access to it.

17. “Unsecured PHI” or “PHI that is unsecured” means PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary of Health and Human Services in the guidance issued on the HHS Web site.

18. “Use” shall have the meaning given to such term under the HIPAA regulations in 45 CFR § 160.103.

C. OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE:

1. CONTRACTOR agrees not to use or further disclose PHI COUNTY discloses to CONTRACTOR other than as permitted or required by this Business Associate Contract or as required by law.

2. CONTRACTOR agrees to use appropriate safeguards, as provided for in this Business Associate Contract and the Agreement, to prevent use or disclosure of PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY other than as provided for by this Business Associate Contract.

3. CONTRACTOR agrees to comply with the HIPAA Security Rule at Subpart C of 45 CFR Part 164 with respect to electronic PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY.

4. CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect that is known to CONTRACTOR of a Use or Disclosure of PHI by CONTRACTOR in violation of the requirements of this Business Associate Contract.

5. CONTRACTOR agrees to report to COUNTY immediately any Use or Disclosure of PHI not provided for by this Business Associate Contract of which CONTRACTOR becomes aware. CONTRACTOR must report Breaches of Unsecured PHI in accordance with Paragraph E below and as required by 45 CFR § 164.410.

6. CONTRACTOR agrees to ensure that any Subcontractors that create, receive, maintain, or transmit PHI on behalf of CONTRACTOR agree to the same restrictions and conditions that apply through this Business Associate Contract to CONTRACTOR with respect to such information.

7. CONTRACTOR agrees to provide access, within fifteen (15) calendar days of receipt of a written request by COUNTY, to PHI in a Designated Record Set, to COUNTY or, as directed by COUNTY, to an Individual in order to meet the requirements under 45 CFR § 164.524. If CONTRACTOR maintains an Electronic Health Record with PHI, and an individual requests a copy of such information in an electronic format, CONTRACTOR shall provide such information in an electronic format.

8. CONTRACTOR agrees to make any amendment(s) to PHI in a Designated Record Set that COUNTY directs or agrees to pursuant to 45 CFR § 164.526 at the request of COUNTY or an Individual, within thirty (30) calendar days of receipt of said request by COUNTY. CONTRACTOR agrees to notify COUNTY in writing no later than

ten (10) calendar days after said amendment is completed.

9. CONTRACTOR agrees to make internal practices, books, and records, including policies and procedures, relating to the use and disclosure of PHI received from, or created or received by CONTRACTOR on behalf of, COUNTY available to COUNTY and the Secretary in a time and manner as determined by COUNTY or as designated by the Secretary for purposes of the Secretary determining COUNTY'S compliance with the HIPAA Privacy Rule.

10. CONTRACTOR agrees to document any Disclosures of PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY, and to make information related to such Disclosures available as would be required for COUNTY to respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR § 164.528.

11. CONTRACTOR agrees to provide COUNTY or an Individual, as directed by COUNTY, in a time and manner to be determined by COUNTY, that information collected in accordance with the Agreement, in order to permit COUNTY to respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR § 164.528.

12. CONTRACTOR agrees that to the extent CONTRACTOR carries out COUNTY'S obligation under the HIPAA Privacy and/or Security rules CONTRACTOR will comply with the requirements of 45 CFR Part 164 that apply to COUNTY in the performance of such obligation.

13. If CONTRACTOR receives Social Security data from COUNTY provided to COUNTY by a state agency, upon request by COUNTY, CONTRACTOR shall provide COUNTY with a list of all employees, subcontractors and agents who have access to the Social Security data, including employees, agents, subcontractors and agents of its subcontractors.

14. CONTRACTOR will notify COUNTY if CONTRACTOR is named as a defendant in a criminal proceeding for a violation of HIPAA. COUNTY may terminate the Agreement, if CONTRACTOR is found guilty of a criminal violation in connection with HIPAA. COUNTY may terminate the Agreement, if a finding or stipulation that CONTRACTOR has violated any standard or requirement of the privacy or security provisions of HIPAA, or other security or privacy laws are made in any administrative or civil proceeding in which CONTRACTOR is a party or has been joined. COUNTY will consider the nature and seriousness of the violation in deciding whether or not to terminate the Agreement.

15. CONTRACTOR shall make itself and any subcontractors, employees or agents assisting CONTRACTOR in the performance of its obligations under the

Agreement, available to COUNTY at no cost to COUNTY to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against COUNTY, its directors, officers or employees based upon claimed violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inactions or actions by CONTRACTOR, except where CONTRACTOR or its subcontractor, employee or agent is a named adverse party.

16. The Parties acknowledge that federal and state laws relating to electronic data security and privacy are rapidly evolving and that amendment of this Business Associate Contract may be required to provide for procedures to ensure compliance with such developments. The Parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations and other applicable laws relating to the security or privacy of PHI. Upon COUNTY's request, CONTRACTOR agrees to promptly enter into negotiations with COUNTY concerning an amendment to this Business Associate Contract embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable laws. COUNTY may terminate the Agreement upon thirty (30) days written notice in the event:

- a. CONTRACTOR does not promptly enter into negotiations to amend this Business Associate Contract when requested by COUNTY pursuant to this Paragraph C; or
- b. CONTRACTOR does not enter into an amendment providing assurances regarding the safeguarding of PHI that COUNTY deems are necessary to satisfy the standards and requirements of HIPAA, the HITECH Act, and the HIPAA regulations.

17. CONTRACTOR shall work with COUNTY upon notification by CONTRACTOR to COUNTY of a Breach to properly determine if any Breach exclusions exist as defined in Subparagraph B.2.a above.

D. SECURITY RULE

1. CONTRACTOR shall comply with the requirements of 45 CFR § 164.306 and establish and maintain appropriate Administrative, Physical and Technical Safeguards in accordance with 45 CFR § 164.308, § 164.310, and § 164.312, with respect to electronic PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY. CONTRACTOR shall develop and maintain a written information privacy and security program that includes Administrative, Physical, and Technical Safeguards appropriate to the size and complexity of CONTRACTOR's operations and the nature and scope of its activities.

2. CONTRACTOR shall implement reasonable and appropriate policies and

procedures to comply with the standards, implementation specifications and other requirements of 45 CFR Part 164, Subpart C, in compliance with 45 CFR § 164.316. CONTRACTOR will provide COUNTY with its current and updated policies upon request.

3. CONTRACTOR shall ensure the continuous security of all computerized data systems containing electronic PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY. CONTRACTOR shall protect paper documents containing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY. These steps shall include, at a minimum:

- a. Complying with all of the data system security precautions listed under Paragraphs E, below;
- b. Achieving and maintaining compliance with the HIPAA Security Rule, as necessary in conducting operations on behalf of COUNTY;
- c. Providing a level and scope of security that is at least comparable to the level and scope of security established by the Office of Management and Budget in OMB Circular No. A-130, Appendix III - Security of Federal Automated Information Systems, which sets forth guidelines for automated information systems in Federal agencies;

4. CONTRACTOR shall ensure that any subcontractors that create, receive, maintain, or transmit electronic PHI on behalf of CONTRACTOR agree through a contract with CONTRACTOR to the same restrictions and requirements contained in this Paragraph D of this Business Associate Contract.

5. CONTRACTOR shall report to COUNTY immediately any Security Incident of which it becomes aware. CONTRACTOR shall report Breaches of Unsecured PHI in accordance with Paragraph E below and as required by 45 CFR § 164.410.

6. CONTRACTOR shall designate a Security Officer to oversee its data security program who shall be responsible for carrying out the requirements of this paragraph and for communicating on security matters with COUNTY.

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E. DATA SECURITY REQUIREMENTS

1. Personal Controls

a. Employee Training. All workforce members who assist in the performance of functions or activities on behalf of COUNTY in connection with Agreement, or access or disclose PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY, must complete information privacy and security training, at least annually, at CONTRACTOR's

expense. Each workforce member who receives information privacy and security training must sign a certification, indicating the member's name and the date on which the training was completed. These certifications must be retained for a period of six (6) years following the termination of Agreement.

b. Employee Discipline. Appropriate sanctions must be applied against workforce members who fail to comply with any provisions of CONTRACTOR's privacy policies and procedures, including termination of employment where appropriate.

c. Confidentiality Statement. All persons that will be working with PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must sign a confidentiality statement that includes, at a minimum, General Use, Security and Privacy Safeguards, Unacceptable Use, and Enforcement Policies. The statement must be signed by the workforce member prior to access to such PHI. The statement must be renewed annually. The CONTRACTOR shall retain each person's written confidentiality statement for COUNTY inspection for a period of six (6) years following the termination of the Agreement.

d. Background Check. Before a member of the workforce may access PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY, a background screening of that worker must be conducted. The screening should be commensurate with the risk and magnitude of harm the employee could cause, with more thorough screening being done for those employees who are authorized to bypass significant technical and operational security controls. The CONTRACTOR shall retain each workforce member's background check documentation for a period of three (3) years.

2. Technical Security Controls

a. Workstation/Laptop encryption. All workstations and laptops that store PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY either directly or temporarily must be encrypted using a FIPS 140-2 certified algorithm which is 128bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full disk unless approved by the COUNTY.

b. Server Security. Servers containing unencrypted PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review.

c. Minimum Necessary. Only the minimum necessary amount of PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY required to perform necessary business functions

may be copied, downloaded, or exported.

d. Removable media devices. All electronic files that contain PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must be encrypted when stored on any removable media or portable device (i.e. USB thumb drives, floppies, CD/DVD, Blackberry, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm which is 128bit or higher, such as AES. Such PHI shall not be considered “removed from the premises” if it is only being transported from one of CONTRACTOR’s locations to another of CONTRACTOR’s locations.

e. Antivirus software. All workstations, laptops and other systems that process and/or store PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must have installed and actively use comprehensive anti-virus software solution with automatic updates scheduled at least daily.

f. Patch Management. All workstations, laptops and other systems that process and/or store PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must have critical security patches applied, with system reboot if necessary. There must be a documented patch management process which determines installation timeframe based on risk assessment and vendor recommendations. At a maximum, all applicable patches must be installed within 30 days of vendor release. Applications and systems that cannot be patched due to operational reasons must have compensatory controls implemented to minimize risk, where possible.

g. User IDs and Password Controls. All users must be issued a unique user name for accessing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY. Username must be promptly disabled, deleted, or the password changed upon the transfer or termination of an employee with knowledge of the password, at maximum within 24 hours. Passwords are not to be shared. Passwords must be at least eight characters and must be a non-dictionary word. Passwords must not be stored in readable format on the computer. Passwords must be changed every 90 days, preferably every 60 days. Passwords must be changed if revealed or compromised. Passwords must be composed of characters from at least three of the following four groups from the standard keyboard:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Arabic numerals (0-9)
- Non-alphanumeric characters (punctuation symbols)

h. Data Destruction. When no longer needed, all PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must be wiped using the Gutmann or US Department of Defense (DoD) 5220.22-M (7 Pass) standard, or by degaussing. Media may also be physically destroyed in accordance with NIST Special Publication 800-88. Other methods require prior written permission by COUNTY.

i. System Timeout. The system providing access to PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must provide an automatic timeout, requiring re-authentication of the user session after no more than 20 minutes of inactivity.

j. Warning Banners. All systems providing access to PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must display a warning banner stating that data is confidential, systems are logged, and system use is for business purposes only by authorized users. User must be directed to log off the system if they do not agree with these requirements.

k. System Logging. The system must maintain an automated audit trail which can identify the user or system process which initiates a request for PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY, or which alters such PHI. The audit trail must be date and time stamped, must log both successful and failed accesses, must be read only, and must be restricted to authorized users. If such PHI is stored in a database, database logging functionality must be enabled. Audit trail data must be archived for at least 3 years after occurrence.

l. Access Controls. The system providing access to PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must use role based access controls for all user authentications, enforcing the principle of least privilege.

m. Transmission encryption. All data transmissions of PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY outside the secure internal network must be encrypted using a FIPS 140-2 certified algorithm which is 128bit or higher, such as AES. Encryption can be end to end at the network level, or the data files containing PHI can be encrypted. This requirement pertains to any type of PHI in motion such as website access, file transfer, and E-Mail.

n. Intrusion Detection. All systems involved in accessing, holding, transporting, and protecting PHI COUNTY discloses to CONTRACTOR or

CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY that are accessible via the Internet must be protected by a comprehensive intrusion detection and prevention solution.

3. Audit Controls

a. System Security Review. CONTRACTOR must ensure audit control mechanisms that record and examine system activity are in place. All systems processing and/or storing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must have at least an annual system risk assessment/security review which provides assurance that administrative, physical, and technical controls are functioning effectively and providing adequate levels of protection. Reviews should include vulnerability scanning tools.

b. Log Reviews. All systems processing and/or storing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must have a routine procedure in place to review system logs for unauthorized access.

c. Change Control. All systems processing and/or storing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must have a documented change control procedure that ensures separation of duties and protects the confidentiality, integrity and availability of data.

4. Business Continuity/Disaster Recovery Control

a. Emergency Mode Operation Plan. CONTRACTOR must establish a documented plan to enable continuation of critical business processes and protection of the security of PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY kept in an electronic format in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this Agreement for more than 24 hours.

b. Data Backup Plan. CONTRACTOR must have established documented procedures to backup such PHI to maintain retrievable exact copies of the PHI. The plan must include a regular schedule for making backups, storing backup offsite, an inventory of backup media, and an estimate of the amount of time needed to restore DHCS PHI or PI should it be lost. At a minimum, the schedule must be a weekly full backup and monthly offsite storage of DHCS data. Business Continuity Plan (BCP) for contractor and COUNTY (e.g. the application owner) must merge with the DRP.

5. Paper Document Controls

a. Supervision of Data. PHI COUNTY discloses to CONTRACTOR or

CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY in paper form shall not be left unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means that information is not being observed by an employee authorized to access the information. Such PHI in paper form shall not be left unattended at any time in vehicles or planes and shall not be checked in baggage on commercial airplanes.

b. Escorting Visitors. Visitors to areas where PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY is contained shall be escorted and such PHI shall be kept out of sight while visitors are in the area.

c. Confidential Destruction. PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must be disposed of through confidential means, such as cross cut shredding and pulverizing.

d. Removal of Data. PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must not be removed from the premises of the CONTRACTOR except with express written permission of COUNTY.

e. Faxing. Faxes containing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY shall not be left unattended and fax machines shall be in secure areas. Faxes shall contain a confidentiality statement notifying persons receiving faxes in error to destroy them. Fax numbers shall be verified with the intended recipient before sending the fax.

f. Mailing. Mailings containing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY shall be sealed and secured from damage or inappropriate viewing of PHI to the extent possible. Mailings which include 500 or more individually identifiable records containing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY in a single package shall be sent using a tracked mailing method which includes verification of delivery and receipt, unless the prior written permission of COUNTY to use another method is obtained.

F. BREACH DISCOVERY AND NOTIFICATION

1. Following the discovery of a Breach of Unsecured PHI, CONTRACTOR shall notify COUNTY of such Breach, however both parties agree to a delay in the notification if so advised by a law enforcement official pursuant to 45 CFR § 164.412.

a. A Breach shall be treated as discovered by CONTRACTOR as of the first day on which such Breach is known to CONTRACTOR or, by exercising reasonable diligence, would have been known to CONTRACTOR.

b. CONTRACTOR shall be deemed to have knowledge of a Breach, if the Breach is known, or by exercising reasonable diligence would have known, to any person who is an employee, officer, or other agent of CONTRACTOR, as determined by federal common law of agency.

2. CONTRACTOR shall provide the notification of the Breach immediately to the COUNTY Privacy Officer.

a. CONTRACTOR'S notification may be oral, but shall be followed by written notification within 24 hours of the oral notification.

3. CONTRACTOR'S notification shall include, to the extent possible:

a. The identification of each Individual whose Unsecured PHI has been, or is reasonably believed by CONTRACTOR to have been, accessed, acquired, used, or disclosed during the Breach;

b. Any other information that COUNTY is required to include in the notification to Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify COUNTY or promptly thereafter as this information becomes available, even after the regulatory sixty (60) day period set forth in 45 CFR § 164.410 (b) has elapsed, including:

(1) A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;

(2) A description of the types of Unsecured PHI that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);

(3) Any steps Individuals should take to protect themselves from potential harm resulting from the Breach;

(4) A brief description of what CONTRACTOR is doing to investigate the Breach, to mitigate harm to Individuals, and to protect against any future Breaches; and

(5) Contact procedures for Individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.

4. COUNTY may require CONTRACTOR to provide notice to the Individual as required in 45 CFR § 164.404, if it is reasonable to do so under the circumstances, at the sole discretion of the COUNTY.

5. In the event that CONTRACTOR is responsible for a Breach of Unsecured PHI in violation of the HIPAA Privacy Rule, CONTRACTOR shall have the burden of demonstrating that CONTRACTOR made all notifications to COUNTY consistent with this Paragraph F and as required by the Breach notification regulations, or, in the alternative, that the acquisition, access, use, or disclosure of PHI did not constitute a

Breach.

6. CONTRACTOR shall maintain documentation of all required notifications of a Breach or its risk assessment under 45 CFR § 164.402 to demonstrate that a Breach did not occur.

7. CONTRACTOR shall provide to COUNTY all specific and pertinent information about the Breach, including the information listed in Section E.3.b.(1)-(5) above, if not yet provided, to permit COUNTY to meet its notification obligations under Subpart D of 45 CFR Part 164 as soon as practicable, but in no event later than fifteen (15) calendar days after CONTRACTOR's initial report of the Breach to COUNTY pursuant to Subparagraph F.2 above.

8. CONTRACTOR shall continue to provide all additional pertinent information about the Breach to COUNTY as it may become available, in reporting increments of five (5) business days after the last report to COUNTY. CONTRACTOR shall also respond in good faith to any reasonable requests for further information, or follow-up information after report to COUNTY, when such request is made by COUNTY.

9. If the Breach is the fault of CONTRACTOR, CONTRACTOR shall bear all expense or other costs associated with the Breach and shall reimburse COUNTY for all expenses COUNTY incurs in addressing the Breach and consequences thereof, including costs of investigation, notification, remediation, documentation or other costs associated with addressing the Breach.

G. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

1. CONTRACTOR may use or further disclose PHI COUNTY discloses to CONTRACTOR as necessary to perform functions, activities, or services for, or on behalf of, COUNTY as specified in the Agreement, provided that such use or Disclosure would not violate the HIPAA Privacy Rule if done by COUNTY except for the specific Uses and Disclosures set forth below.

a. CONTRACTOR may use PHI COUNTY discloses to CONTRACTOR, if necessary, for the proper management and administration of CONTRACTOR.

b. CONTRACTOR may disclose PHI COUNTY discloses to CONTRACTOR for the proper management and administration of CONTRACTOR or to carry out the legal responsibilities of CONTRACTOR, if:

i. The Disclosure is required by law; or

ii. CONTRACTOR obtains reasonable assurances from the person to whom the PHI is disclosed that it will be held confidentially and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person and the person immediately notifies CONTRACTOR of any instance of which it is aware in which the confidentiality of the information has been breached.

c. CONTRACTOR may use or further disclose PHI COUNTY discloses to CONTRACTOR to provide Data Aggregation services relating to the Health Care Operations of CONTRACTOR.

2. CONTRACTOR may use PHI COUNTY discloses to CONTRACTOR, if necessary, to carry out legal responsibilities of CONTRACTOR.

3. CONTRACTOR may use and disclose PHI COUNTY discloses to CONTRACTOR consistent with the minimum necessary policies and procedures of COUNTY.

4. CONTRACTOR may use or disclose PHI COUNTY discloses to CONTRACTOR as required by law.

H. PROHIBITED USES AND DISCLOSURES

1. CONTRACTOR shall not disclose PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY about an individual to a health plan for payment or health care operations purposes if the PHI pertains solely to a health care item or service for which the health care provider involved has been paid out of pocket in full and the individual requests such restriction, in accordance with 42 USC § 17935(a) and 45 CFR § 164.522(a).

2. CONTRACTOR shall not directly or indirectly receive remuneration in exchange for PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY, except with the prior written consent of COUNTY and as permitted by 42 USC § 17935(d)(2).

I. OBLIGATIONS OF COUNTY

1. COUNTY shall notify CONTRACTOR of any limitation(s) in COUNTY'S notice of privacy practices in accordance with 45 CFR § 164.520, to the extent that such limitation may affect CONTRACTOR'S Use or Disclosure of PHI.

2. COUNTY shall notify CONTRACTOR of any changes in, or revocation of, the permission by an Individual to use or disclose his or her PHI, to the extent that such changes may affect CONTRACTOR'S Use or Disclosure of PHI.

3. COUNTY shall notify CONTRACTOR of any restriction to the Use or Disclosure of PHI that COUNTY has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction may affect CONTRACTOR'S Use or Disclosure of PHI.

4. COUNTY shall not request CONTRACTOR to use or disclose PHI in any manner that would not be permissible under the HIPAA Privacy Rule if done by COUNTY.

J. BUSINESS ASSOCIATE TERMINATION

1. Upon COUNTY'S knowledge of a material breach or violation by CONTRACTOR of the requirements of this Business Associate Contract, COUNTY shall:

a. Provide an opportunity for CONTRACTOR to cure the material breach or end the violation within thirty (30) business days; or

b. Immediately terminate the Agreement, if CONTRACTOR is unwilling or unable to cure the material breach or end the violation within (30) days, provided termination of the Agreement is feasible.

2. Upon termination of the Agreement, CONTRACTOR shall either destroy or return to COUNTY all PHI CONTRACTOR received from COUNTY or CONTRACTOR created, maintained, or received on behalf of COUNTY in conformity with the HIPAA Privacy Rule.

a. This provision shall apply to all PHI that is in the possession of Subcontractors or agents of CONTRACTOR.

b. CONTRACTOR shall retain no copies of the PHI.

c. In the event that CONTRACTOR determines that returning or destroying the PHI is not feasible, CONTRACTOR shall provide to COUNTY notification of the conditions that make return or destruction infeasible. Upon determination by COUNTY that return or destruction of PHI is infeasible, CONTRACTOR shall extend the protections of this Business Associate Contract to such PHI and limit further Uses and Disclosures of such PHI to those purposes that make the return or destruction infeasible, for as long as CONTRACTOR maintains such PHI.

3. The obligations of this Business Associate Contract shall survive the termination of the Agreement.

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Attachment D

Personal Information Privacy and Security Contract

Any reference to statutory, regulatory, or contractual language herein shall be to such language as in effect or as amended.

A. DEFINITIONS

1. "Breach" shall have the meaning given to such term under the IEA and CMPPA. It shall include a "PII loss" as that term is defined in the CMPPA.
2. "Breach of the security of the system" shall have the meaning given to such term under the California Information Practices Act, Civil Code § 1798.29(d).
3. "CMPPA Agreement" means the Computer Matching and Privacy Protection Act Agreement between the Social Security Administration and the California Health and Human Services Agency (CHHS).
4. "DHCS PI" shall mean Personal Information, as defined below, accessed in a database maintained by the COUNTY or California Department of Health Care Services (DHCS), received by CONTRACTOR from the COUNTY or DHCS or acquired or created by CONTRACTOR in connection with performing the functions, activities and services specified in the Agreement on behalf of the COUNTY.
5. "IEA" shall mean the Information Exchange Agreement currently in effect between the Social Security Administration (SSA) and DHCS.
6. "Notice-triggering Personal Information" shall mean the personal information identified in Civil Code section 1798.29(e) whose unauthorized access may trigger notification requirements under Civil Code § 1709.29. For purposes of this provision, identity shall include, but not be limited to, name, identifying number, symbol, or other identifying particular assigned to the individual, such as a finger or voice print, a photograph or a biometric identifier. Notice-triggering Personal Information includes PI in electronic, paper or any other medium.
7. "Personally Identifiable Information" (PII) shall have the meaning given to such term in the IEA and CMPPA.
8. "Personal Information" (PI) shall have the meaning given to such term in California Civil Code § 1798.3(a).
9. "Required by law" means a mandate contained in law that compels an entity to make a use or disclosure of PI or PII that is enforceable in a court of law. This includes, but is not limited to, court orders and court-ordered warrants, subpoenas or summons issued by a court, grand jury, a governmental or tribal inspector general, or an administrative body authorized to require the production of information, and a civil or an authorized investigative

demand. It also includes Medicare conditions of participation with respect to health care providers participating in the program, and statutes or regulations that require the production of information, including statutes or regulations that require such information if payment is sought under a government program providing public benefits.

10. "Security Incident" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of PI, or confidential data utilized in complying with this Agreement; or interference with system operations in an information system that processes, maintains or stores PI.

B. TERMS OF AGREEMENT

1. Permitted Uses and Disclosures of DHCS PI and PII by CONTRACTOR. Except as otherwise indicated in this Attachment, CONTRACTOR may use or disclose DHCS PI only to perform functions, activities, or services for or on behalf of the COUNTY pursuant to the terms of the Agreement provided that such use or disclosure would not violate the California Information Practices Act (CIPA) if done by the COUNTY.

2. Responsibilities of CONTRACTOR

CONTRACTOR agrees:

a) Nondisclosure. Not to use or disclose DHCS PI or PII other than as permitted or required by this Personal Information Privacy and Security Contract or as required by applicable state and federal law.

b) Safeguards. To implement appropriate and reasonable administrative, technical, and physical safeguards to protect the security, confidentiality and integrity of DHCS PI and PII, to protect against anticipated threats or hazards to the security or integrity of DHCS PI and PII, and to prevent use or disclosure of DHCS PI or PII other than as provided for by this Personal Information Privacy and Security Contract. CONTRACTOR shall develop and maintain a written information privacy and security program that include administrative, technical and physical safeguards appropriate to the size and complexity of CONTRACTOR's operations and the nature and scope of its activities, which incorporate the requirements of Paragraph (c), below. CONTRACTOR will provide COUNTY with its current policies upon request.

c) Security. CONTRACTOR shall ensure the continuous security of all computerized data systems containing DHCS PI and PII. CONTRACTOR shall protect paper documents containing DHCS PI and PII. These steps shall include, at a minimum:

- i. Complying with all of the data system security precautions listed in Paragraph E of the Business Associate Contract, Attachment C to the Agreement. ; and
- ii. Providing a level and scope of security that is at least comparable to the level and scope of security established by the Office of Management and Budget in OMB

Circular No. A-130, Appendix III-Security of Federal Automated Information Systems, which sets forth guidelines for automated information systems in Federal agencies.

iii. If the data obtained by CONTRACTOR from COUNTY includes PII, CONTRACTOR shall also comply with the substantive privacy and security requirements in the Computer Matching and Privacy Protection Act Agreement between the SSA and the California Health and Human Services Agency (CHHS) and in the Agreement between the SSA and DHCS, known as the Information Exchange Agreement (IEA). The specific sections of the IEA with substantive privacy and security requirements to be complied with are sections E, F, and G, and in Attachment 4 to the IEA, Electronic Information Exchange Security Requirements, Guidelines and Procedures for Federal, State and Local Agencies Exchanging Electronic Information with the SSA. CONTRACTOR also agrees to ensure that any of CONTRACTOR's agents or subcontractors, to whom CONTRACTOR provides DHCS PII agree to the same requirements for privacy and security safeguards for confidential data that apply to CONTRACTOR with respect to such information.

d) Mitigation of Harmful Effects. To mitigate, to the extent practicable, any harmful effect that is known to CONTRACTOR of a use or disclosure of DHCS PI or PII by CONTRACTOR or its subcontractors in violation of this Personal Information Privacy and Security Contract.

e) CONTRACTOR's Agents and Subcontractors. To impose the same restrictions and conditions set forth in this Personal Information and Security Contract on any subcontractors or other agents with whom CONTRACTOR subcontracts any activities under the Agreement that involve the disclosure of DHCS PI or PII to such subcontractors or other agents.

f) Availability of Information. To make DHCS PI and PII available to the DHCS and/or COUNTY for purposes of oversight, inspection, amendment, and response to requests for records, injunctions, judgments, and orders for production of DHCS PI and PII. If CONTRACTOR receives DHCS PII, upon request by COUNTY and/or DHCS, CONTRACTOR shall provide COUNTY and/or DHCS with a list of all employees, contractors and agents who have access to DHCS PII, including employees, contractors and agents of its subcontractors and agents.

g) Cooperation with COUNTY. With respect to DHCS PI, to cooperate with and assist the COUNTY to the extent necessary to ensure the DHCS's compliance with the applicable terms of the CIPA including, but not limited to, accounting of disclosures of DHCS PI, correction of errors in DHCS PI, production of DHCS PI, disclosure of a security breach involving DHCS PI and notice of such breach to the affected individual(s).

h) Breaches and Security Incidents. During the term of the Agreement,

CONTRACTOR agrees to implement reasonable systems for the discovery of any breach of unsecured DHCS PI and PII or security incident. CONTRACTOR agrees to give notification of any beach of unsecured DHCS PI and PII or security incident in accordance with Paragraph F, of the Business Associate Contract, Attachment C to the Agreement.

i) Designation of Individual Responsible for Security. CONTRACTOR shall designate an individual, (e.g., Security Officer), to oversee its data security program who shall be responsible for carrying out the requirements of this Personal Information Privacy and Security Contract and for communicating on security matters with the COUNTY.

County of Orange
Health Care
Agency



**Security
Requirements and
Guidelines for
Application
Vendors and
Application Service
Providers**

04/2018

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1 Overview

Security Requirements and Guidelines for Application Vendors and Application Service Providers

This document provides a high-level overview of application security related guidelines and requirements set forth by the Orange County Health Care Agency (OCHCA), and applies to both software vendors for County-implemented applications and application service providers who provide hosted services.

These requirements and guidelines are consistent with regulatory privacy and security requirements and guidelines as well as supportive of OCHCA's position and practices on risk management in terms of appropriately safeguarding OCHCA's information assets.

The sections below are comprehensive and may apply in whole or in part based on specific implementation and scope of work. The expectation is that vendors will comply with relevant sections, as necessary. This information will be reviewed, validated and documented by OCHCA Security prior to any contract being finalized.

Vendors are required to comply with all existing legal and regulatory requirements as they relate to OCHCA's systems and data. Example of regulations, rules and laws include, but are not limited to, the Health Insurance Portability and Accountability Act (HIPAA), Senate Bill 1386, Payment Card Industry (PCI) Data Security Standards, and Sarbanes-Oxley (SOX). Vendors must also commit to ensuring compliance with all future local, state and federal laws and regulations related to privacy and security as they pertain to the application or service.

2 General Security Requirements

- The application/system must meet the general security standards based upon ISO 17799 – Code of Practice for Information Security and ISO 27799 – Security Management in Health Using ISO 17799.
- The application must run on an operating system that is consistently and currently supported by the operating systems vendor. Applications under maintenance are expected to always be current in regards to the current version of the relevant operating system.

- For applications hosted by OCHCA, OCHCA will routinely apply patches to both the operating system and subsystems as updated releases are available from the operating system vendor and or any third party vendors. The vendors must keep their software current and compatible with such updated releases in order for the application to operate in this environment.
- Vendors must provide timely updates to address any applicable security vulnerabilities found in the application.
- OCHCA utilizes a variety of proactive, generally available, monitoring tools to assess and manage the health and performance of the application server, network connectivity, power etc. The application must function appropriately while the monitoring tools are actively running.
- All application services must run as a true service and not require a user to be logged into the application for these services to continue to be active. OCHCA will provide an account with the appropriate security level to logon as a service, and an account with the appropriate administrative rights to administer the application. The account password must periodically expire, as per OCHCA policies and procedures.
- In order for the application to run on OCHCA server and network resources, the application must not require the end users to have administrative rights on the server or subsystems.

3 Encryption

- Application/system must use encryption to protect sensitive data at rest wherever technically possible (e.g. SQL TDE Encryption).
- All data transmissions must be encrypted using a FIPS 140-2 certified algorithm, such as Advanced Encryption Standard (AES), with a 128bit key or higher. Encryption can be end to end at the network level. This requirement pertains to any regulated data in motion such as website access and file transfers.
- All electronic files, where applicable, that contain OCHCA data must be encrypted when stored on any removable media or portable device (USB drives, CD/DVD, mobile phones, backup tapes). The encryption must be a FIPS 140-2 certified algorithm, such as Advanced Encryption Standard (AES), with a 128bit key or higher.
- All encryption methods used for data storage and transmission must be disclosed by the vendors.

4 Network Application Documentation

- Vendors must provide documentation related to the configuration of the application including methods of secure implementation and port requirements.

5 Access Management

- Application/system must control access to and within the system at multiple levels (e.g. per user, per user role, per area, per section of the chart) through a consistent mechanism of identification and authentication of all users in accordance with the 'Role Based Access Control' (RBAC) standard.
- Application/system must support measures to define, attach, modify and remove access rights for all classes of users.
- Application/system must support measures to enable and restrict access to the whole and/or sections of the technology solution in accordance with prevailing consent and access rules.
- Application must have the ability to create unique user accounts.
- Application must support session timeouts or automatic logoff after 20 minutes of inactivity.
- The application must provide functionality to automatically disable or lock accounts after 60 days of inactivity.

6 Password Management

- Application must support password management measures including but not limited to password expiration, account lockout and complex passwords.
- Passwords expiration must be set to 90 days and the system must prevent the use of the previous 4 passwords.
- Accounts must be locked after five unsuccessful login attempts.
- The password must be at least 8 characters in length and a combination of letters, numbers, and special characters with at least 3 of the four following categories.

- ◆ Uppercase letters (A through Z)
- ◆ Lowercase letters (a through z)
- ◆ Numeric digits (0 through 9)
- ◆ Special Characters (! @ # \$ % ^ & etc.)

7 Audit Capabilities

Auditing and logging capabilities will permit HCA to identify, and possibly reverse, unauthorized or unintended changes to application.

- Application must support the identification of the nature of each access and/or modification through the use of logging.
- Application must employ audit capabilities to sufficiently track details that can establish accountability for each step or task taken in a clinical or operational process.
- All audit logs must be protected from human alteration.
- Access to logs must be limited to authorized users.
- The application must employ basic query tools and reports to easily search logs.
- OCHCA record retention policies must be followed. [Currently OCHCA requires that this period be at least six years from the time the record was initiated.](#)
- Logging and auditing functionality must include the following:
 - ◆ Record of who did what to which object, when and on which system.
 - ◆ Successful/unsuccessful log-in and log-out of users.
 - ◆ Add, modify and delete actions on data/files/objects.
 - ◆ Read/view actions on data classified as restricted/confidential.
 - ◆ Changes to user accounts or privileges (creation, modification, deletion).
 - ◆ Switching to another users access or privileges after logging in (if applicable).

8 Protection from Malicious Code

- For cloud hosted solutions, vendors must utilize antivirus/antispyware software on servers and monitor to prevent malicious code which may lead to a compromise of OCHCA's data.

- For local hosted solutions, vendors must ensure that the application appropriately supports the use of antivirus/antispysware software.

9 Remote Support Functionality

- Provider must conform to OCHCA Vendor Remote Access Policy.

10 HCA Data Usage

- During the course of any implementation and subsequent support and life cycle management, any OCHCA data that the vendors have access to in any manner shall be considered confidential unless otherwise designated in writing.
- Vendors must not use or disclose OCHCA's data other than as permitted or as required by contract or law.
- The vendors must agree to use appropriate safeguards to prevent the unauthorized use or disclosure of OCHCA's data during any time that the data is stored or transported in any manner by vendors.
- After the end of any appropriate use of OCHCA's data within the vendors' possession, such data must be returned to OCHCA or securely destroyed unless otherwise permitted by contract or law.

11 Cloud Solutions

Application Service Providers hosting OCHCA data must meet the following additional requirements and are required to comply with and provide deliverables noted below:

- **SSAE 18.** SSAE 18 SOC 2 Type 2 or SOC 3 compliance certificate
- **Network Intrusion Detection and Prevention.** All systems that are accessible via the internet must actively use a network based intrusion detection and prevention solution.
- **Workstation/Laptop Encryption.** All workstations, laptops and mobile devices that process and/or store OCHCA data must be encrypted using full disk encryption that uses a FIPS 140-2 certified algorithm, such as Advanced Encryption Standard (AES), with a 128bit key or higher.

- **Jurisdiction and Location of OCHCA Data.** To protect against seizure and improper use by non-United States (US) persons and government entities, all data / information stored and processed for OCHCA must reside in a facility under the legal jurisdiction of the US.
- **Patch Management.** All workstations, laptops, and other systems that access, process and/or store OCHCA data must have appropriate security patches installed. Application Service Providers must utilize a documented patch management process which determines installation timeframe based on risk assessment and vendor recommendations. At a minimum, all applicable patches must be installed within 30 days of vendor release.
- **Application Access.** All systems accessible via the internet must employ security controls to prevent access to the application via an asset not approved or owned by the county.
- **Risk Assessment.** Application Service Providers hosting data for HIPAA covered services must conduct an accurate and thorough Risk Assessment as required by HIPAA Security Rule, Security Management (§ 164.308(a)(1)). Further, they must follow the risk assessment methodology, based on the latest version of NIST SP 800-30 (http://csrc.nist.gov/publications/nistpubs/800-30-rev1/sp800_30_r1.pdf). Upon request, the Risk Assessment findings and remediation strategy must be shared with OCHCA.
- **NIST.** To ensure compliance with HIPAA, Application Service Providers shall implement appropriate security safeguards by following National Institute of Standards and Technology (NIST) guidelines.

12 Policies

Vendors must have formal, published IT security policies that address how they manage and maintain the internal security posture of their own or sub-contracted infrastructure. The vendor shall also clearly demonstrate that additional security features are in place to protect systems and data in the unique environment of the service provider model: namely, security issues associated with storing County-owned data on a remote server that is not under direct County control and the necessity of transferring this data over an untrusted network.

Vendors must provide, to the extent permissible, all relevant security policies and procedures to the County for review and validation. All documentation must be provided in electronic format for the County's review.

These policies must include, but not be limited to, the following:

- **IT Staff Usage Agreement.** All vendor employees performing services for the County must sign and agree to an IT usage agreement within their own organization as part of an overall security training and awareness program. At a minimum, vendor employees must sign a statement of understanding within their own organization regarding Internet dangers, IT security, and IT ethics and best practices,
- **IT Security Policies and Procedures.**
- **IT Operations Security Policy.** Written standards for operational security for any facilities where the County data, staff or systems shall exist. These documents must include, but not be limited to, physical security, network security, logical security, systems/platform security, wireless access, remote access, and data protections.
- **Data Management Security Policy.** Policy for the safeguarding and management of all data provided by the County or accessed by vendor as part of implementation and ongoing maintenance. This policy must, at a minimum, include check-in, check-out, copy control, audit logs and separation of duties.
- **Security Incident Notification and Management Process.** A detailed document that outlines the contact names and order and escalation of events that will occur in the case of a security breach concerning the County staff, data, or systems. This document must be updated immediately upon any change. The vendor shall be held liable to the time-tables and protections outlined in the document.

In addition to developing, maintaining, and enforcing the above named policies, the vendor must:

- Bear the cost of compliance for any required changes to security infrastructure, policies and procedures to comply with existing regulations, unless such change is unique to the County.
- Comply with reasonable requests by the County for audits of security measures, including those related to identification and password administration.

- Comply with reasonable requests by the County for onsite physical inspections of the location from which the vendor provides services.
- Provide the County with any annual audit summaries and certifications, including but not limited to HIPAA, ISO or SOX audits, as applicable.
- Designate a single point of contact to facilitate all IT security activities related to services provided to the County, with the allowance of appropriate backups. Such contact(s) must be available on a 7/24/365 basis.

13 Business Continuity / Disaster Recovery Plans

Application Service Providers must have a viable risk management strategy that is formally documented in a Business Continuity Plan (BCP) and/or a Disaster Recovery Plan (DRP). This BCP/DRP plan(s) must identify recovery strategies within the application service areas, outline specific recovery methods and goals, and provide the mutually agreed upon recovery time and point objectives.

14 Backup and Restore

The vendor must provide their routine Backup and Restore policy and procedure which includes their backup data security strategy. These procedures shall allow for protection of encryption keys (if applicable) as well as a document media destruction strategy including media management tasks (i.e., offsite vaulting and librarian duties).

15 Staff Verification

For any employee a vendor contemplates using to provide services for the County, the vendor shall use its standard employment criteria as used for similar services provided to other customers in evaluating the suitability of that employee for such roles.

At a minimum, subject to the requirements of applicable law, such criteria must include the information as outlined below for each employee:

- **Relevant Skills, Licenses, Certifications, Registrations.** Each service employee must possess the educational background, work experience, skills, applicable professional licenses, and related professional certifications commensurate with their

position. The County may, at any time and at its sole discretion, request that the vendor demonstrate compliance with this requirement as applicable to the nature of the services to be offered by the vendor's employee. The County may, at its sole discretion, also request the vendor's certification that the vendor employee has undergone a chemical/drug screening, with negative results, prior to granting access to the County facilities.

- **Background Checks.** In accordance with applicable law, the vendor must, at the County's request, obtain as a condition of employment, a background investigation on any vendor employee selected to work for the County. The security and background investigation shall include criminal record checks, including records of any conviction in the U.S. or other relevant jurisdiction where the employee resides. Costs for background investigations must be borne by the vendor.

At a minimum, subject to the requirements of applicable law, the vendor must:

1. Ensure that all vendor service employees performing applicable services or supporting the vendor's duties and obligations under a County agreement: (i) have not been convicted of any crime involving violence, fraud, theft, dishonesty or breach of trust under any laws; and (ii) have not been on any list published and maintained by the Government of the United States of America of persons or entities with whom any United States person or entity is prohibited from conducting business.
2. Follow such verification procedures as may be reasonably specified by the County from time to time. If either the vendor or the County becomes aware that any vendor employee has been convicted of a crime involving violence, fraud, theft, dishonesty or breach of trust, or has been included on any such list of persons or entities convicted of such crimes, then the vendor shall promptly remove the employee from providing services to the County and prohibit that employee from entering any facilities at which services are provided.

3. Annually certify to the County that, to the best of its knowledge, none of the service employees have been convicted of any felony involving fraud, theft, dishonesty or a breach of trust under any laws.

16 IT Physical Security and Access Control

The vendor must establish processes and procedures for physical access to and control of their own facilities that are, at a minimum, consistent with relevant industry-specific best practices.

Vendor employees are expected to:

- Comply with facility access procedures, using procedures such as sign-in/sign-out requirements and use of assigned ID badges.
- Scan ID badges, where applicable, at any secure door and/or entrance and exit gates, including any door or gate that may already be open.
- Refrain from using recordable media in conjunction with County-owned equipment.
- Comply with check-in/check-out requirements for materials and/or equipment.
- Adhere to the facility's established emergency, safety and evacuation procedures.
- Report any unsafe conditions to the facility's safety representative.
- Report any access violations or security threats to the facility's local security administrator.

17 IT Security Compliance and Training

The vendor must ensure that all vendor employees comply with security policies and procedures and take all reasonable measures to reduce the opportunity for unauthorized access, transmission, modification or misuse of the County's data by vendor employees.

The vendor must ensure that all vendor employees are trained on security measures and practices. The vendor will be responsible for any costs related to such training.

At a minimum, the vendor is expected to:

- Ensure that a formal disciplinary process is defined and followed for vendor employees who violate established security policies and procedures.
- Proactively manage and administer access rights to any equipment, software and systems used to provide services to the County.
- Define, maintain and monitor access controls, ranging from physical access to logical security access, including a monthly review of vendor employees' access to systems used to provide services to the County.

The vendor shall monitor facilities, systems and equipment to protect against unauthorized access.

At a minimum, the vendor is expected to:

- Monitor access to systems; investigate apparent security violations; and notify the County of suspected violations, including routine reporting on hacking attempts, penetrations and responses.
- Maintain data access control and auditing software and provide adequate logging, monitoring, and investigation of unusual or suspicious activity.
- Initiate immediate corrective actions to minimize and prevent the reoccurrence of attempted or actual security violations.
- Document details related to attempted or actual security violations and provide documentation to the County.
- Provide necessary documentation and evidence to the County in connection with any legal action or investigation.

18 Security Testing Recommendations

The vendor should perform a series of steps to verify the security of applications, some of which are noted below. This section will not be validated by the County, but reflects best practices that the vendor should consider and follow.

1. Look for vulnerabilities at various layers of the target environment. In the lowest layer, the vendor's testing team should look for flaws in the target network environment,

including any routers and firewalls designed to control access to the web server and related target components. The team should attempt to determine whether such filters provide adequate protection at the network layer of the target hosts that the team can reach across the Internet.

2. Look for flaws in the Internet-accessible hosts associated with the target infrastructure, including the web server. This host-based component of the test will analyze which network-accessible services are available on the target hosts across the Internet, including the web server process. The testing team should look for incorrect configuration, unpatched or enabled services, and other related problems on the target hosts.

This review performed by the vendor should include but not be limited to:

- The web application (i.e., the software that interacts with users at their web browsers; typically custom-crafted code created by the web development team)
- The web server application (the underlying software that sends and receives information via HTTP and HTTPS, typically off-the-shelf software such as Microsoft's IIS or the open-source Apache software)
- Any separate backend application servers that process information from the web application
- The backend database systems that house information associated with the web application.
- Infrastructure diagrams.
- Configuration host review of settings and patch versions, etc.
- Full code review.
- Identification and remediation of well-known web server, code engine, and database vulnerabilities.
- Identification and remediation of any server and application administration flaws and an exploitation attempt of same.
- Analysis of user interface, normal application behavior, and overall application architecture for potential security vulnerabilities.

- Analysis of data communications between the application and databases or other backend systems.
- Manual analyses of all input facilities for unexpected behavior such as SQL injection, arbitrary command execution, and unauthorized data access.
- Analyses of user and group account authentication and authorization controls to determine if they can be bypassed.
- Identification of information leakage across application boundaries, including the capability to enumerate other users' data and "show code" weaknesses that reveal internal application logic.
- Identification of areas where error handling is insufficient or reveals too much sensitive information.
- Identification of opportunities to write to the host file system or execute uploaded files.
- Identification of product sample files, application debugging information, developer accounts or other legacy functionality that allows inappropriate access.
- Determination as to whether or not fraudulent transactions or access can be performed.
- Attempts to view unauthorized data, especially data that should be confidential.
- Examination of client-side cached files, temporary files, and other information that can yield sensitive information or be altered and re-submitted.
- Analysis of encoded and encrypted tokens, such as cookies, for weakness or the ability to be reverse engineered.

Vendor Deliverables

The following items are to be provided by the vendor:

- OCHCA Security Requirements and Guidelines for Application Vendors and Application Service Providers - Questionnaire
- Business Continuity Plan Summary (as related to service provided)
- SSAE 18 SOC 2 Type 2 or SOC 3 compliance certificate

- Network Diagram that demonstrates vendor network and application segmentation including the security controls in place to protect HCA data
- IT Security Staff Usage Policy
- IT Security Policies and Procedures
- IT Operations Security Policy
- Data Management Security Policy
- Security Incident Notification and Management Process
- Security Contact Identification (24x7x365)
- Staff Related Items
 - Pre-Employment Screening Policy/Procedure
 - Background Checking Procedure
 - Ongoing Employment Status Validation Process
 - Staff Roster and Duties