

**EL DORADO COUNTY BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL
Meeting of November 14, 2006**

AGENDA TITLE: Agreement #276-S0711 with Aon Consulting, Inc.

DEPARTMENT: Human Resources

DEPT SIGNOFF:

CAO USE ONLY: C

CONTACT: Laura S. Gill

DATE: 11/7/2006

PHONE: 5592

sent to: 11/7/06

DEPARTMENT SUMMARY AND REQUESTED BOARD ACTION:

Human Resources Department recommending the Board:

1) Make findings that it is more economical and feasible to contract out for health benefits consulting services in accordance with County Ordinance 3.13.030; 2) Approve Agreement #276-S0711 with Aon Consulting, Inc., for a period of three years, in an amount not to exceed \$450,000; and 3) Authorize the Chair to execute the Agreement.

CAO RECOMMENDATIONS: *Recommend approval. Laura S. Gill 11/7/06*

Financial impact? Yes () No

Funding Source: () Gen Fund Other

BUDGET SUMMARY:

Other:

Total Est. Cost \$450,000.00

CAO Office Use Only:

Funding

4/5's Vote Required () Yes No

Budgeted \$450,000.00

Change in Policy () Yes No

New Funding _____

New Personnel () Yes No

Savings _____

CONCURRENCES:

Other _____

Risk Management *MS*

Total Funding \$450,000.00

County Counsel

Change in Net County Cost \$0.00

Other

***Explain**

BOARD ACTIONS:

Vote: Unanimous _____ Or

I hereby certify that this is a true and correct copy of an action taken and entered into the minutes of the Board of Supervisors

Ayes:

Date: _____

Noes:

Attest: Cindy Keck, Board of Supervisors Clerk

Abstentions:

Absent:

By: _____

County of El Dorado
Human Resources Department
Interdepartment Memorandum

DATE: November 7, 2006
TO: Board of Supervisors
FROM: Laura S. Gill, Acting Human Resources Director *Laura S. Gill*
SUBJECT: Agreement #276-S0711 with Aon Consulting, Inc.

Recommendation:

Human Resources Department recommending the Board:

1) Make findings that it is more economical and feasible to contract out for health benefits consulting services in accordance with County Ordinance 3.13.030; 2) Approve Agreement #276-S0711 with Aon Consulting, Inc., for a period of three years, in an amount not to exceed \$450,000; and 3) Authorize the Chair to execute the Agreement.

Reason for Recommendation:

In 2004, Procurement and Contracts solicited proposals for health benefits consulting services. Aon Consulting, Inc. was selected and the Board of Supervisors executed a three-year agreement in November of 2004. AON has been an excellent partner working with Human Resources staff, the Health Plan Advisory Committee, the Chief Administrative Officer, and the Board of Supervisors in managing the County's health insurance programs.

Aon's contract provides for a number of standard and special services. Standard services include:

1. Assisting the County in negotiating the best rates for administration of our self-insured program as well as for our Kaiser and PacifiCare programs;
2. Advising on internal funding rates to pay for medical services and to prevent adverse selection so that all of the health provider choices remain viable;
3. Producing quarterly loss experience reports;
4. Soliciting bids from insurance markets which specialize in group insurance plans;
5. Evaluating the cost of various benefit impacts; etc.

Standard services are \$7,000 per month for the life of the contract, for a total of \$252,000.

The special services portion of the contract allows the County the flexibility to meet needs outside of the general management of the program. It allows the Consultant the ability to assign needed special staff and resources to address non-standard or one-time-

only issues. When a special service is needed, AON delivers a proposal outlining the project along with a cost proposal. The proposal is analyzed by staff and a recommendation is made to the CAO. The CAO approves all special projects before they are started. Special services over the last 3 years have included two GASB 43/45 actuarial studies, related trust fund issues, an analysis of retiree health, and assistance with Medicare Part D implementation. Over the next three years special services will likely again include a GASB 43/45 actuarial study, and could include independent audits of vendors, special retiree health benefit studies, special feasibility studies, and assistance with benefits other than health such as disability insurance and life insurance. The total amount included in the contract for special services over the three-year period is \$198,000.

Fiscal Impact:

Funding for year one of this contract is included within the approved FY 2006-07 budget, in the Human Resources Department's risk management internal service funds.

Action to be Taken Following Approval:

Following execution of the Agreement by the Chair, the Board Clerk will forward the Agreement to Human Resources for distribution and administration.

cc. Joe Harn, Auditor Controller

DATE 9-18-06

ATTORNEY JMK

Contract #: 276-S0711

DEPT./INDEX NO. 02600 **CONTRACT ROUTING SHEET**

BY: ^{of} ~~Date Prepared:~~ 9/18/06

Need Date: _____

PROCESSING DEPARTMENT:

Department: CAO/Proc. & Contracts
Dept. Contact: Pam Carlone
Phone #: 5833
Department Head Signature: Bonnie H. Rich

CONTRACTOR:

Name: Aon Consulting, Inc.
Address: 199 Fremont Street, Ste. 1400
San Francisco, CA 94105
Phone: _____

CONTRACTING DEPARTMENT: CAO/Risk Management

Service Requested: Employee Benefit Consulting Services
Contract Term: 3 Years Contract Value: \$450,000
Compliance with Human Resources requirements? Yes: _____ No: _____
Compliance verified by: _____

COUNTY COUNSEL: (Must approve all contracts and MOU's)

Approved: _____ Disapproved: Date: 9/26/06 By: Justith Ken
Approved: see below Disapproved: _____ Date: 9/27/06 By: Justith Ken
See attached memo

Approved with understanding changes have been made to clarify issues raised. Miscoua Board has previously approved language. OK per [signature]

PLEASE FORWARD TO RISK MANAGEMENT. THANKS!

RISK MANAGEMENT: (All contracts and MOU's except boilerplate grant funding agreements)

Approved: Disapproved: _____ Date: 9-27-06 By: [signature]
Approved: _____ Disapproved: _____ Date: _____ By: _____

OTHER APPROVAL: (Specify department(s) participating or directly affected by this contract).

Departments: _____
Approved: _____ Disapproved: _____ Date: _____ By: _____
Approved: _____ Disapproved: _____ Date: _____ By: _____

ORIGINAL

AGREEMENT FOR SERVICES #276-S0711

THIS AGREEMENT made and entered by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "County") and Aon Consulting, Inc., a New Jersey Corporation, duly qualified to conduct business in the State of California, whose principal place of business is 199 Fremont Street, Suite 1400, San Francisco, CA 94105, (hereinafter referred to as "Consultant");

WITNESSETH

WHEREAS, County has determined that it is necessary to obtain a Consultant to provide employee benefit consulting services for the Human Resources Department, Risk Management Division.

WHEREAS, Consultant has represented to County that it is specially trained, experienced, expert and competent to perform the special services required hereunder and County has determined to rely upon such representations; and

WHEREAS, it is the intent of the parties hereto that such services be in conformity with all applicable federal, state and local laws; and

WHEREAS, County has determined that the provisions of these services provided by Consultant are in the public's best interest and that these services, are more economically and feasibly performed by outside independent Consultants as well as authorized by El Dorado County Charter, Section 210 (b) (6) and/or Government Code 31000;

NOW, THEREFORE, County and Consultant mutually agree as follows:

ARTICLE I

Scope of Services: Consultant agrees to furnish personnel and equipment necessary to provide employee benefit consulting services for the Human Resources Department, Risk Management Division. Services shall include, but not be limited to, those set forth in Exhibit "A", marked "Scope of Services", incorporated herein and made by reference a part hereof.

ARTICLE II

Term: This Agreement shall become effective when fully executed by both parties hereto and shall cover the period of November 26, 2006 through November 25, 2009.

ARTICLE III

Compensation for Services: For services provided herein, County agrees to pay Consultant, in advance, \$7,000 per month for the "standard consulting services" listed in Exhibit "A".

In addition the County may request "special services", including, but not limited to, those identified in Exhibit "A". For these "special services" County will pay consultant monthly in arrears. Payment shall be made within thirty (30) days of County's receipt and approval of itemized invoices detailing services rendered, tasks performed, and hours worked by each Consultant employee. The billing rates for these "special services" shall be in accordance with Exhibit "B", marked "Fees for Special Services", incorporated herein and made by reference a part hereof.

There will be no fee charged for travel.

Should a "special services" project require outsourcing, services provided will be invoiced through Aon and priced on a cost-per-project basis, with amounts approved by the County in advance.

The total amount of this Agreement shall not exceed \$84,000, over a 12 month period, for standard consulting services. The total amount of this agreement shall not exceed \$198,000 for special services for the three-year period.

This agreement, standard and special services, shall not exceed \$450,000.00 for the three-year period.

ARTICLE IV

Changes to Agreement: This Agreement may be amended by mutual consent of the parties hereto. Said amendments shall become effective only when in writing and fully executed by duly authorized officers of the parties hereto.

ARTICLE V

Consultant to County: It is understood that the services provided under this Agreement shall be prepared in and with cooperation from County and its staff. It is further agreed that in all matters pertaining to this Agreement, Consultant shall act as Consultant only to County and shall not act as Consultant to any other individual or entity affected by this Agreement nor provide information in any manner to any party outside of this Agreement that would conflict with Consultant's responsibilities to County during term hereof.

ARTICLE VI

Assignment and Delegation: Consultant is engaged by County for its unique qualifications and skills as well as those of its personnel. Consultant shall not subcontract, delegate or assign services to be provided, in whole or in part, to any other person or entity without prior written consent of County.

ARTICLE VII

Independent Consultant/Liability: Consultant is, and shall be at all times, deemed independent and shall be wholly responsible for the manner in which it performs services required by terms of this Agreement. Consultant exclusively assumes responsibility for acts of its employees, associates and subconsultants, if any are authorized herein, as they relate to services to be provided under this Agreement during the course and scope of their employment.

Consultant shall be responsible for performing the work under this Agreement in a safe, professional, skillful and workmanlike manner and shall be liable for its own negligence and negligent acts of its employees. County shall have no right of control over the manner in which work is to be done and shall, therefore, not be charged with responsibility of preventing risk to Consultant or its employees.

ARTICLE VIII

Fiscal Considerations: The parties to this Agreement recognize and acknowledge that County is a political subdivision of the State of California. As such, El Dorado County is subject to the provisions of Article XVI, Section 18 of the California Constitution and other similar fiscal and procurement laws and regulations and may not expend funds for products, equipment or services not budgeted in a given fiscal year. It is further understood that in the normal course of County business, County will adopt a proposed budget prior to a given fiscal year, but that the final adoption of a budget does not occur until after the beginning of the fiscal year.

Notwithstanding any other provision of this Agreement to the contrary, County shall give notice of cancellation of this Agreement in the event of adoption of a proposed budget that does not provide for funds for the services, products or equipment subject herein. Such notice shall become effective upon the adoption of a final budget, which does not provide funding for this Agreement. Upon the effective date of such notice, this Agreement shall be automatically terminated and County released from any further liability hereunder.

In addition to the above, should the Board of Supervisors during the course of a given year for financial reasons reduce, or order a reduction, in the budget for any County department for which services were contracted to be performed, pursuant to this paragraph in the sole discretion of the County, this Agreement may be deemed to be canceled in its entirety subject to payment for services performed prior to cancellation.

ARTICLE IX

Default, Termination and Cancellation:

- A. **Default:** Upon the occurrence of any default of the provisions of this Agreement, a party shall give written notice of said default to the party in default (notice). If the party in default does not cure the default within ten (10) days of the date of notice (time to cure), then such party shall be in default. The time to cure may be extended at the discretion of the party giving notice. Any extension of time to cure must be in writing, prepared by the party in default for signature by the party giving notice and must specify the reason(s) for the extension and the date on which the extension of time to cure expires.

Notice given under this section shall specify the alleged default and the applicable Agreement provision and shall demand that the party in default perform the provisions of this Agreement within the applicable period of time. No such notice shall be deemed a termination of this Agreement unless the party giving notice so elects in this notice, or the party giving notice so elects in a subsequent written notice after the time to cure has expired. In the event of termination for default, County reserves the right to take over and complete the work by contract or by any other means.

- B. **Bankruptcy:** This Agreement, at the option of the County, shall be terminable in the case of bankruptcy, voluntary or involuntary, or insolvency of Consultant.
- C. **Ceasing Performance:** County may terminate this Agreement in the event Consultant ceases to operate as a business, or otherwise becomes unable to substantially perform any term or condition of this Agreement.
- D. **Termination or Cancellation without Cause:** County may terminate this Agreement in whole or in part upon seven (7) calendar days written notice by County without cause. If such prior termination is effected, County will pay for satisfactory services rendered prior to the effective dates as set forth in the Notice of Termination provided to Consultant, and for such other services, which County may agree to in writing as necessary for contract resolution. In no event, however, shall County be obligated to pay more than the total amount of the contract. Upon receipt of a Notice of Termination, Consultant shall promptly discontinue all services affected, as of the effective date of termination set forth in such Notice of Termination, unless the notice directs otherwise.

ARTICLE X

Notice to Parties: All notices to be given by the parties hereto shall be in writing and served by depositing same in the United States Post Office, postage prepaid and return receipt requested. Notices to County shall be in duplicate and addressed as follows:

COUNTY OF EL DORADO
330 FAIR LANE
PLACERVILLE, CA 95667
ATTN: SHERRIL JODAR, RISK MANAGER

or to such other location as the County directs.

Notices to Consultant shall be addressed as follows:

AON CONSULTING
8880 CAL CENTER DRIVE SUITE 450
SACRAMENTO, CA 95826
ATTN: LEE COVELLA, VICE PRESIDENT

or to such other location as the Consultant directs.

ARTICLE XI

Indemnity: The Consultant shall defend, indemnify and hold the County harmless against and from any and all claims, suits, losses, damages and liability for damages of every name, kind and description, including attorneys fees and costs incurred, brought for, or on account of, injuries to or death of any person, including but not limited to workers, County employees and the public, or damage to property or any economic or consequential losses, which are claimed to or in any way arise out of or are connected with the Consultant's services, operations or performance hereunder, regardless of the existence or degree of fault or negligence on the part of the County, the Consultant, subconsultant(s) and employee(s) or any of these, except for the sole or active negligence of the County, its officers and employees, or as expressly prescribed by statute. This duty of Consultant to indemnify and save County harmless includes the duties to defend set forth in California Civil Code Section 2778.

ARTICLE XII

Insurance: Consultant shall provide proof of a policy of insurance satisfactory to the El Dorado County Risk Manager and documentation evidencing that Consultant maintains insurance that meets the following requirements:

- A. Full Worker's Compensation and Employer's Liability Insurance covering all employees of Consultant as required by law in the State of California.
- B. Commercial General Liability Insurance of not less than \$1,000,000.00 combined single limit per occurrence for bodily injury and property damage.

- C. Automobile Liability Insurance of not less than \$1,000,000.00 is required in the event motor vehicles are used by the Consultant in the performance of the Agreement.
- D. In the event Consultant is a licensed professional, and is performing professional services under this Agreement, professional liability (for example, malpractice insurance) is required with a limit of liability of not less than \$1,000,000.00 per occurrence. For the purposes of this Agreement, professional liability is required.
- E. Consultant shall furnish a certificate of insurance satisfactory to the El Dorado County Risk Manager as evidence that the insurance required above is being maintained.
- F. The insurance will be issued by an insurance company acceptable to Risk Management, or be provided through partial or total self-insurance likewise acceptable to Risk Management.
- G. Consultant agrees that the insurance required above shall be in effect at all times during the term of this Agreement. In the event said insurance coverage expires at any time or times during the term of this Agreement, Consultant agrees to provide at least thirty (30) days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of term of the Agreement, or for a period of not less than one (1) year. New certificates of insurance are subject to the approval of Risk Management and Consultant agrees that no work or services shall be performed prior to the giving of such approval. In the event the Consultant fails to keep in effect at all times insurance coverage as herein provided, County may, in addition to any other remedies it may have, terminate this Agreement upon the occurrence of such event.
- H. The certificate of insurance must include the following provisions stating that:
 - 1. The insurer will not cancel the insured's coverage without thirty (30) days prior written notice to County, and;
 - 2. The County of El Dorado, its officers, officials, employees and volunteers are included as additional insured, but only insofar as the operations under this Agreement are concerned. This provision shall apply to the general liability policy.
- I. The Consultant's insurance coverage shall be primary insurance as respects the County, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be in excess of the Consultant's insurance and shall not contribute with it.

- J. Any deductibles or self-insured retentions must be declared to and approved by the County, either; the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the County, its officers, officials, employees and volunteers; or the Consultant shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.
- K. Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to the County, its officers, officials, employees or volunteers.
- L. The insurance companies shall have no recourse against the County of El Dorado, its officers and employees or any of them for payment of any premiums or assessments under any policy issued by any insurance company.
- M. Consultant's obligations shall not be limited by the foregoing insurance requirements and shall survive expiration of this Agreement.
- N. In the event Consultant cannot provide an occurrence policy, Consultant shall provide insurance covering claims made as a result of performance of this Agreement for not less than three (3) years following completion of performance of this Agreement.
- O. Certificate of insurance shall meet such additional standards as may be determined by the contracting County Department either independently or in consultation with Risk Management, as essential for protection of the County.

ARTICLE XIII

Interest of Public Official: No official or employee of County who exercises any functions or responsibilities in review or approval of services to be provided by Consultant under this Agreement shall participate in or attempt to influence any decision relating to this Agreement which affects personal interest or interest of any corporation, partnership or association in which he/she is directly or indirectly interested; nor shall any such official or employee of County have any interest, direct or indirect, in this Agreement or the proceeds thereof.

ARTICLE XIV

Interest of Consultant: Consultant covenants that Consultant presently has no personal interest or financial interest, and shall not acquire same in any manner or degree in either: 1) any other contract connected with or directly affected by the services to be performed by this Agreement; or, 2) any other entities connected with or directly affected by the services to be performed by this Agreement. Consultant further covenants that in the performance of this Agreement no person having any such interest shall be employed by Consultant.

ARTICLE XV

California Residency (Form 590): All independent Consultants providing services to the County must file a State of California Form 590, certifying their California residency or, in the case of a corporation, certify that they have a permanent place of business in California. The Consultant will be required to submit a Form 590 prior to execution of an Agreement or County shall withhold seven (7%) percent of each payment made to the Consultant during term of the Agreement. This requirement applies to any agreement/contract exceeding \$1,500.00.

ARTICLE XVI

Taxpayer Identification Number (Form W-9): All independent Consultants or Corporations providing services to the County must file a Department of the Treasury Internal Revenue Service Form W-9, certifying their Taxpayer Identification Number.

ARTICLE XVII

Administrator: The County Officer or employee with responsibility for administering this Agreement is Sherril Jodar, Risk Manager, or successor.

ARTICLE XVIII

Authorized Signatures: The parties to this Agreement represent that the undersigned individuals executing this Agreement on their respective behalf are fully authorized to do so by law or other appropriate instrument and to bind upon said parties to the obligations set forth herein.

ARTICLE XIX

Partial Invalidity: If any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will continue in full force and effect without being impaired or invalidated in any way.

ARTICLE XX

Venue: Any dispute resolution action rising out of this Agreement, including, but not limited to, litigation, mediation or arbitration, shall be brought in El Dorado County, California, and shall be resolved in accordance with the laws of the State of California.

ARTICLE XXI

HIPAA Compliance: As a condition of Aon Consulting, Inc. performing services for the County of El Dorado, Aon shall execute that Business Associate Agreement which is attached hereto as Exhibit "C", which is incorporated herein for all intents and purposes.

ARTICLE XXII

Entire Agreement: This document and the documents referred to herein or exhibits hereto are the entire Agreement between the parties and they incorporate or supersede all prior written or oral Agreements or understandings.

Requesting Contract Administrator Concurrence:

By:  Dated: 9.28.06
Sherril Jodar, Principal Administrative Analyst

Requesting Department Head Concurrence:

By:  Dated: 9/29/06
Laura S. Gill, CAO

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IN WITNESS WHEREOF, the parties hereto have executed this Agreement the day and year first below written.

-- COUNTY OF EL DORADO --

Dated: _____

By: _____

**James R. Sweeney, Chair
Board of Supervisors
"County"**

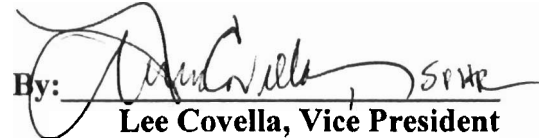
**ATTEST:
Cindy Keck
Clerk of the Board of Supervisors**

By: _____ Dated: _____
Deputy Clerk

-- CONSULTANT --

Dated: October 30, 2006

**AON CONSULTING, INC.,
A NEW JERSEY CORPORATION**

By:  _____

**Lee Covella, Vice President
"Consultant"**

Scope of Services

Services are those of a broker and consultant in performance of a full range of services related to the acquisition, implementation, maintenance, communication and improvement of the County's Group Employee benefits. Specific Aon responsibilities are broken down here into two categories, entitled Standard Services and Special Services. Standard services are those to be performed by Aon on an agreed-upon flat fee basis as set forth elsewhere in this contract. Special services are those to be performed by Aon at the County's request, on an hourly fee basis. Costs for Standard and Special services combined shall not exceed the annual cost-not-to-exceed limitation agreed upon elsewhere in this contract.

I. Standard Services

- A. Routine maintenance services required for on-going operation of the County's existing benefits programs, including at a minimum the following items:
- Deliver to the County quarterly a report on the most recent available quarterly performance of the County's self-funded plans. This report is to include medical, dental, vision, and pharmacy claims experience; a computation of the most recent trends for these program components on a rolling 12-month average basis; comparison of this experience as between retiree, employee, and COBRA sub-groups; loss ratio analysis; a comparison of budgeted to actual plan performance; current and prior 12 months' claims-per-member details comparison broken out by the above categories; and historical claim costs on a five-year rolling twelve month averages including the most recent quarter. Aon may include additional information as appropriate to facilitate management understanding of self-funded plan performance.
 - Annual actuarial estimate of IBNR liability for self-funded claims and administration.
 - Routine regulatory updates, together with analysis and guidance in support of on-going compliance; ongoing use of Aon's national library network, regular updates on pertinent benefit issues, legislative changes and pending or new

regulatory changes affecting Health benefits; access to Aon Consulting's legal information on specific personnel and benefit issues.

Answers to ad-hoc Risk Management staff questions regarding interpretation and administration of governing documents and applicable regulations.

- Review current communication documents and descriptive brochures for accuracy, uniformity and legal compliance.
- Conduct contract review for all covered benefit plans.
- Assist in representing the County in negotiations with providers on all issues, including those related to premiums, benefit levels, plan design and special terms and conditions.
- Assistance as requested in new and renewal contract negotiations, performance guarantees, and marketing with medical, dental, stop-loss and aggregate excess insurance, pharmacy, and vision vendors, whether fully-insured or administrative services contracts.
- Vendor management and problems resolution.
- Annual assistance to compute funding rates:
 - For the self-funded plan
 - Blended rates including HMO, medical, dental, vision, and pharmacy benefits
 - Budgetary forecasting and budgetary performance analysis

Resolution of claim and billing problems with carriers, administrators and other vendors.

Market health plans as needed.

Prepare plan comparisons.

- Provide information of applicable "news" about employee benefits generally and in our region, such as, provider contracting issues, business decisions by Cal-PERS and other regional programs, insurance company and hospital financial status, and the like, as these developments come to Aon's attention and may affect our programs.
- Perform benefit and cost analysis of current and proposed programs.
- Develop alternative plan designs and cost management recommendations for the consolidated programs.
- Meet with various County representatives, and provide reports to the County's Risk Management staff for circulation to Board of Supervisors, Management, Bargaining Units and the Health Plan Advisory Committee. In addition, attend County Board and Health Plan Advisory Committee meetings on an as-

requested basis to update employee representatives on the status of programs.

- Ongoing maintenance, service, and compliance as required in a fashion consistent with the generally accepted benefit consulting standards.
- Assist County staff with preparations of recommendation to Board of Supervisors for recommended health programs.
- At the County's request, evaluate the financial and benefit impacts of a variety of potential changes to Plan Documents and insurance contracts as may be mandated by State and Federal regulations, and provide other assistance as requested bearing upon compliance with such regulations.

Develop specification for County employee health insurance coverages based on consultant's special knowledge & abilities with respect to claims payment procedures, experience, history, reserve establishment policies, financial soundness, and assist County in identifying the most cost beneficial options.

- B. Support Strategic Planning - Establish strategy and long-term objectives, including financial measurements.

II. Special Services

- A. Upon request by the County, conduct such independent audits of claims, claims payments, and billing records of benefits administrators as may be required to provide independent assurance of compliance by the administrator with contract terms.
- B. Upon request of the County, conduct actuarial studies regarding retiree health defined contributions program.
- C. Conduct surveys and data gathering activities as necessary with employees to ascertain benefit needs, levels of satisfaction and benefit education needs.
- D. Coordinate with County staff and representatives on labor relations issues concerning group insurance and benefit programs during meet-and-confer negotiations.
- E. Assist County in oversight of its IRC Section 125 Optional Benefits Plan and related Open Enrollment process communications materials.
- F. Assist County with any other aspects (such as retiree health redesign, NACO and VEBA research, CalPERS analysis work, JPA or consortium buying pool analysis, medicare Part d, review/revisions of non-medical benefits, etc.) of plan design, funding, or administration related to health benefits, EAP

benefits, disability/life insurance benefits, time off benefits, or other employee and retiree benefits issues as requested by the County from time to time.

- G. As requested by the County, solicit bids and make recommendations for un-bundled alternative-market insurance services in support of self-funded Workers' Compensation or General Liability Risk Management programs, including claims administration services, re-insurance, actuarial, loss control, and related services.
- H. Other duties related to employee benefits as mutually agreed upon between Aon and the County.

III. CONSULTANT PERSONNEL REQUIREMENT

This section is delineated separately to emphasize the importance the County places on the qualifications and experience of the actual consultant personnel who will be working with the County on a daily basis. The County requires prior approval of all personnel providing services. Continuing approval will be required each time a change in personnel is anticipated. The individuals initially to be assigned to performing services on the County's behalf are:

Senior Advisor	Nancy Faville
Account Manager	Lee Covella
Communications	Kathy Renger
Actuarial	Anil Kochhar
Actuarial	Brad Au

EXHIBIT "B"

Fees for Special Services

Fees for special services, outside the standard scope of services as defined in Exhibit A, shall be as follows. These fees are inclusive of all expenses.

Officer	\$275/hour
Non-Officer	\$165/hour

Officers:

Nancy Faville
Lee Covella
Brad Au
Anil Kochnar

In the event that Consultant utilizes additional officer staff not listed here to complete special services/projects, Consultant will disclose the status of that staff to County prior to commencing work. Non-Officer staff will be utilized according to Consultant need, without need to disclose unique staff performing work.

Exhibit C
HIPAA Business Associate Agreement

This HIPAA Business Associate Agreement is made part of the base contract with Aon Consulting, Inc., to which it is attached, as of the date of commencement of the term of the Underlying Agreement, effective November 4, 2006. .

RECITALS

WHEREAS, County and Contractor entered into the Underlying Agreement pursuant to which Contractor provides services to County, and in conjunction with the provision of such services, certain Protected Health Information ("PHI") and Electronic Protected Health Information ("EPHI") may be made available to Contractor for the purposes of carrying out its obligations under the Underlying Agreement; and

WHEREAS, the provisions of the Health Insurance Portability and Accountability Act, Pub. L. No. 104-161 of 1996 ("HIPAA"), more specifically the regulations found at Title 45, CFR, Parts 160 - 164 (the "Privacy and Security Rule"), may be amended from time to time, which are applicable to the protection of any disclosure of PHI pursuant to the Underlying Agreement; and

WHEREAS, County is a Covered Entity, as defined in the Privacy Rule; and

WHEREAS, Contractor, when a recipient of PHI from County, is a Business Associate as defined in the Privacy Rule; and

WHEREAS, "Individual" shall have the same meaning as the term "individual" in 45 CFR § 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR § 164.202(g); and

WHEREAS, the parties agree that any disclosure or use of PHI or EPHI be in compliance with the Privacy and Security Rule or other applicable law;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the Parties agree as follows:

1. Definitions. Unless otherwise provided in this Business Associate Agreement, capitalized terms shall have the same meanings as set forth in the Privacy Rule, as may be amended from time to time.
2. Scope of Use and Disclosure by Contractor of County Disclosed PHI
 - A. Contractor shall be permitted to use PHI disclosed to it by the County:
 - (1) on behalf of the County, or to provide services to the County for the purposes contained herein, if such use or disclosure would not violate the Privacy Rule if done by the County, or the minimum necessary policies and procedures of the County
 - (2) as necessary to perform any and all of its obligations under the Underlying Agreement.
 - B. Unless otherwise limited herein, in addition to any other uses and/or disclosures permitted or authorized by this Business Associate Agreement or Required by Law, Contractor may:
 - (1) use the PHI in its possession for its proper management and administration and to fulfill any legal obligations.
 - (2) disclose the PHI in its possession to a third party for the purpose of

Contractor's proper management and administration or to fulfill any legal responsibilities of Contractor. Contractor may disclose PHI as necessary for Contractor's operations only if:

- (a) The disclosure is Required by Law; or
 - (b) Contractor obtains written assurances from any person or organization to which Contractor will disclose such PHI that the person or organization will:
 - (i) hold such PHI in confidence and use or further disclose it only for the purpose of which Contractor disclosed it to the third party, or as Required by Law; and,
 - (ii) the third party will notify Contractor of any instances of which it becomes aware in which the confidentiality of the information has been breached.
- (3) aggregate the PHI and/or aggregate the PHI with that of other data for the purpose of providing County with data analyses related to the Underlying Agreement, or any other purpose, financial or otherwise, as requested by County.
- (4) not disclose PHI disclosed to Contractor by County not authorized by the Underlying Agreement or this Business Associate Agreement without patient authorization or de-identification of the PHI as authorized in writing by County.
- (5) de-identify any and all PHI of County received by Contractor under this Business Associate Agreement provided that the de-identification conforms to the requirements of the Privacy Rule, 45 CFR and does not preclude timely payment and/or claims processing and receipt.
- C. Contractor agrees that it will neither use nor disclose PHI it receives from County, or from another business associate of County, except as permitted or required by this Business Associate Agreement, or as Required by Law, or as otherwise permitted by law.

3. Obligations of Contractor. In connection with its use of PHI disclosed by County to Contractor, Contractor agrees to:
- A. Use or disclose PHI only as permitted or required by this Business Associate Agreement or as Required by Law.
 - B. Use reasonable and appropriate safeguards to prevent use or disclosure of PHI other than as provided for by this Business Associate Agreement.
 - C. To the extent practicable, mitigate any harmful effect that is known to Contractor of a use or disclosure of PHI by Contractor in violation of this Business Associate Agreement.
 - D. Report to County any use or disclosure of PHI not provided for by this Business Associate Agreement of which Contractor becomes aware.
 - E. Require sub-contractors or agents to whom Contractor provides PHI to agree to the same restrictions and conditions that apply to Contractor pursuant to this Business Associate Agreement.

- F. Use appropriate administrative, technical and physical safeguards to prevent inappropriate use or disclosure of PHI created or received for or from the County.
- G. Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic PHI that it creates, receives, maintains, or transmits on behalf of the County and to follow generally accepted system security principles as required in final rule 45 CFR Parts 160-164.
- H. Contractor will report any security incident of which it becomes aware to the County. Security incident means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations. This does not include trivial incidents that occur on a daily basis, such as scans or “pings”.
- I. Obtain and maintain knowledge of the applicable laws and regulations related to HIPAA, as may be amended from time to time.
- J. May use PHI to report violations of law to appropriate Federal and State Authorities, consistent with § 164.502(j) (1).

4. PHI Access, Amendment and Disclosure Accounting. Contractor agrees to:

- A. Provide access, at the request of County, within five (5) days, to PHI in a Designated Record Set, to the County, or to an Individual as directed by the County.
- B. To make any amendment(s) to PHI in a Designated Record Set that the County directs or agrees to at the request of County or an Individual within sixty (60) days of the request of County.
- C. To assist the County in meeting its disclosure accounting under HIPAA:
 - (1) Contractor agrees to document such disclosures of PHI and information related to such disclosures as would be required for the County to respond to a request by an Individual for an accounting of disclosures of PHI.
 - (2) Contractor agrees to provide to County or an Individual, within sixty (60) days, information collected in accordance with this section to permit the County to respond to a request by an Individual for an accounting of disclosures of PHI.
 - (3) Contractor shall have available for the County the information required by this section for the six (6) years preceding the County’s request for information (except the Contractor need have no information for disclosures occurring before April 14, 2003).
- D. Make available to the County, or to the Secretary of Health and Human Services, Contractor’s internal practices, books and records relating to the use of and disclosure of PHI for purposes of determining Contractor’s compliance with the Privacy Rule, subject to any applicable legal restrictions.
- E. Within thirty (30) days of receiving a written request from County, make available any and all information necessary for County to make an accounting of disclosures of County PHI by Contractor.
- F. Within sixty (60) days of receiving a written request from County,

incorporate any amendments or corrections to the PHI in accordance with the Privacy Rule in the event that the PHI in Contractor's possession constitutes a Designated Record Set.

- G. Not make any disclosure of PHI that County would be prohibited from making.

5. Obligations of County.

- A. County agrees that it will make its best efforts to promptly notify Contractor in writing of any restrictions on the use and disclosure of PHI agreed to by County that may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Business Associate Agreement.
- B. County agrees that it will make its best efforts to promptly notify Contractor in writing of any changes in, or revocation of, permission by any Individual to use or disclose PHI, if such changes or revocation may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Business Associate Agreement.
- C. County agrees that it make it's best efforts to promptly notify Contractor in writing of any known limitation(s) in its notice of privacy practices to the extent that such limitation may affect Contractor's use of disclosure of PHI.
- D. County shall not request Contractor to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by County, except as may be expressly permitted by the Privacy Rule.
- E. County will obtain any authorizations necessary for the use or disclosure of PHI, so that Contractor can perform its obligations under this Business Associate Agreement and/or the Underlying Agreement.

6. Term and Termination.

- A. Term – this Business Associate Agreement shall commence upon the Effective Date and terminate upon the termination of the Underlying Agreement, as provided therein when all PHI provided by the County to Contractor, or created or received by Contractor on behalf of the County, is destroyed or returned to the County, or, or if it is infeasible to return or destroy PHI, protections are extended to such information, in accordance with the termination provisions in this Section.
- B. Termination for Cause. Upon the County's knowledge of a material breach by the Contractor, the County shall either:
 - (1) Provide an opportunity for the Contractor to cure the breach or end the violation and terminate this Agreement if the Contractor does not cure the breach or end the violation within the time specified by the County.
 - (2) Immediately terminate this Agreement if the Contractor has breached a material term of this Agreement and cure is not possible; or
 - (3) If neither termination nor cures are feasible, the County shall report the violation to the Secretary.

C. Effect of Termination.

- (1) Except as provided in paragraph (2) of this section, upon termination of this Agreement, for any reason, the Contractor shall return or destroy all PHI received from the County, created or received by the Contractor on behalf of the County. This provision shall apply to PHI that is in the possession of subcontractors or agents of the Contractor. Contractor shall retain no copies of the PHI.
- (2) In the event that the Contractor determines that returning or destroying the PHI is infeasible, Contractor shall provide to the County notification of the conditions that make return or destruction infeasible. Upon {negotiated terms} that return or destruction of PHI is infeasible, Contractor shall extend the protections of this Agreement to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as the Contractor maintains such PHI.

7. HIPAA Business Associate Indemnity

Contractor shall indemnify and hold harmless all Agencies, Districts, Special Districts and Departments of the County, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives from any liability whatsoever, based or asserted upon any services of Contractor, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Business Associate Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature whatsoever including fines, penalties or any other costs and resulting from any reason whatsoever arising from the performance of Contractor, its officers, agents, employees, subcontractors, agents or representatives from this Business Associate Agreement. Contractor shall defend, at its sole expense, all costs and fees including but not limited to attorney fees, cost of investigation, defense and settlements or awards all Agencies, Districts, Special Districts and Departments of the County, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives in any claim or action based upon such alleged acts or omissions.

With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at their sole cost, have the right to use counsel of their choice, subject to the approval of County, which shall not be unreasonably withheld, and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification to County as set forth herein. Contractor's obligation to defend, indemnify and hold harmless County shall be subject to County having given Contractor written notice within a reasonable period of time of the claim or of the commencement of the related action, as the case may be, and information and reasonable assistance, at Contractor's expense, for the defense or settlement thereof. Contractor's obligation hereunder shall be

satisfied when Contractor has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.

The specified insurance limits required in the Underlying Agreement of this Business Associate Agreement shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the County herein from third party claims arising from the issues of this Business Associate Agreement.

In the event there is conflict between this clause and California Civil Code Section 2782, this clause shall be interpreted to comply with Civil Code 2782. Such interpretation shall not relieve the Contractor from indemnifying the County to the fullest extent allowed by law.

In the event there is a conflict between this indemnification clause and an indemnification clause contained in the Underlying Agreement of this Business Associate Agreement, this indemnification shall only apply to the subject issues included within this Business Associate Agreement.

8. Amendment – the parties agree to take such action as is necessary to amend this Business Associate Agreement from time to time as is necessary for County to comply with the Privacy Rule, 45 CFR, and HIPAA generally.
9. Survival – the respective rights and obligations of this Business Associate Agreement shall survive the termination or expiration of this Business Associate Agreement.
10. Regulatory References – a reference in this Business Associate Agreement to a section in the Privacy Rule means the section as in effect or as amended.
11. Conflicts – any ambiguity in this Business Associate Agreement and the Underlying Agreement shall be resolved to permit County to comply with the Privacy Rule, 45 CFR, and HIPAA generally.