

AGREEMENT FOR SERVICES #10066
After-Hours Emergency Telephone Answering Services

THIS AGREEMENT is made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "County"), and Inland Southern California 211+, a California non-profit corporation, duly qualified to conduct business in the State of California, whose principal place of business is 1835 Chicago Avenue, Suite B, Riverside, California 92507, and whose mailing address is Post Office Box 1613, Riverside, California 92502, and whose Agent for Service of Process is Byanca Smith, 1835 Chicago Avenue, Suite B, Riverside, California 92507, (hereinafter referred to as "Contractor");

RECITALS

WHEREAS, County has determined that it is necessary to obtain Contractor to provide after-hours emergency telephone answering services for the County Health and Human Services Agency (HHSA);

WHEREAS, HHSA receives funding from federal and state entities to carry out the activities in accordance with this Agreement;

WHEREAS, Contractor has represented to County that it is specially trained, experienced, expert, and competent to perform the special services described in ARTICLE I, Scope of Services; that it is an independent and bona fide business operation, advertises and holds itself as such, is in possession of a valid business license, and is customarily engaged in an independently established business that provides similar services to others; and County relies upon those representations;

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

WHEREAS, County has determined that the provision of such services provided by Contractor are in the public's best interest and that due to the limited timeframes, temporary or occasional nature, or schedule for the project or scope of work, the ongoing aggregate of work to be performed is not sufficient to warrant the addition of permanent staff in accordance with El Dorado County Ordinance Code, Chapter 3.13.030, El Dorado County Charter, Section 210(b)(6), and/or Government Code Section 31000;

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

ARTICLE I

Scope of Services: Contractor agrees to furnish the personnel and equipment necessary to provide after hours, weekend, emergency, holiday, and business hours upon request depending upon program need telephone and pager exchange services for HHSA Protective Services Programs located in Placerville (West Slope), California and in South Lake Tahoe, California, as identified in the attached Exhibit A marked, "Protocol for Handling After-Hours Telephone Calls and Ensuing Call Logs – Child Welfare Services (CWS) and Exhibit B marked "Protocol for Handling

After-Hours Telephone Calls and Ensuing Call Logs – Adult Protective Services (APS)," incorporated herein and made by reference a part hereof.

A. Contractor shall:

1. Provide County with a toll-free number that HHSA will use to forward after-hours telephone calls.
2. Answer telephone calls following the appropriate instructions as stated in Exhibits A and B, for each of the HHSA programs identified. The parties agree that County may update Exhibits A and B to update protocols as necessary without the need for an amendment by giving notice in accordance with the Article titled "Notice to Parties".
3. Answer all telephone calls within thirty (30) seconds.
4. Interpretation Services: At any such time interpretation services are required to support communication with callers. Contractor shall use its own staff interpreters. In the event Contractor's interpreters are not available, Contractor will patch the caller and appropriate staff to the County's contracted interpreting service.
5. For Exhibits A and B, provide services numbered 2, 3, and 4, at the following times:

Monday through Friday	5:00 p.m. to 8:00 a.m., Pacific Standard Time (PST).
Saturday and Sunday	5:00 p.m. Friday through 8:00 a.m. Monday, PST.
Emergency Basis	As requested by County
County Holidays	24 hours, beginning 5:00 p.m. the day prior to the County Holiday and continuing through 8:00 a.m. the next workday. List of annual Holidays can be found on the County's web page: https://www.eldoradocounty.ca.gov/County-Government/County-Holidays
As needed	Other days and hours as specified by the applicable HHSA Division.
Other	Contractor may unexpectedly and occasionally receive HHSA telephone calls during normal business hours, i.e., Monday through Friday from 8:00 a.m. to 5:00 p.m., PST, due to unforeseen circumstances that affect HHSA's ability to answer their telephones. Examples of unforeseen circumstances include, but are not limited to, power outages, building evacuations, weather closures of County buildings, telephone overload, etc.

6. **Call Logs:** By 8:30 a.m. PST each business morning, Contractor shall send a copy of Contractor's call log(s) of all calls and messages received and actions taken for that particular shift and specific to each location, to designated HHSA staff as an attachment to a secure and encrypted e-mail protocol in compliance with Health Insurance Portability and Accountability Act (HIPAA) security regulations. Call logs for the HHSA Substance Use Disorder Services (SUDS) Program shall be sent via facsimile. Additionally, County may, from time-to-time, request a separate report of all calls and messages received and actions take for a specific period of time. Contractor shall provide such report within forty-

eight (48) hours of receiving such a request.

7. Prior to the commencement of work for any services NOT explicitly addressed under ARTICLE I, Scope of Services, or ARTICLE III, Compensation for Services, written approval must be received from County Contract Administrator, HHSA Assistant/Deputy Director, or Agency Chief Fiscal Officer before providing services.
8. Upon specific request by HHSA, Contractor shall provide access to any recorded telephone calls received by Contractor within the previous ninety (90) days of request. Calls received between ninety (90) and three hundred sixty-five (365) days may be available but are not guaranteed. Cost for such service shall be based on each individual recorded telephone call and must be pre-authorized and approved by the County Contract Administrator, HHSA Assistant/Deputy Director or Agency Chief Fiscal Officer.

B. HHSA will:

1. Forward telephone calls to Contractor during the agreed-upon hours, weekends, and holidays, and other hours as requested by County.
2. Provide Contractor a list of County-approved holidays, annually.
3. Promptly update the “on-call” schedule that identifies the name and contact information of the “on-call” staff through the Contractor’s specified scheduling system.
4. After unforeseen circumstances in which HHSA knowingly cannot answer phones, HHSA will immediately inform Contractor when HHSA telephones are back online and can retrieve messages.

ARTICLE II

Term: This Agreement shall become effective upon final execution by both parties hereto and shall cover the period of April 10, 2026 through April 9, 2029.

ARTICLE III

Compensation for Services: For services provided herein, including any deliverables that may be identified herein, County agrees to pay Contractor upon the satisfactory completion and County’s acceptance of work, in arrears. Payment shall be made within forty-five (45) days following County’s receipt and approval of invoices identifying the services rendered.

- A. **Rates:** For the purposes of this Agreement, the billing rate shall be as defined in Exhibit C marked “Fee Schedule,” incorporated herein and made by reference a part hereof.

Rate change requests are subject to written approval by the County Contract Administrator or designee. Contractor shall submit rate change requests in writing to County at least thirty (30) days in advance of a rate change request to include the reason for the change which may include:

1. Increases to Contractor's cost of doing business (no more than once per 12 months);
2. Rate changes due to state or federal rate changes or billing methodology;
3. Changes to staffing levels;
4. Changes to billing units or budget modifications; or
5. Other reason which is substantiated by County staff based on the Contractor justification provided.

County acceptance or denial of rate changes will be submitted to Contractor via written notice in accordance with the Article titled "Notice to Parties." In no event shall the maximum obligation of the Agreement be exceeded.

Travel expenses, including but not limited to travel time, meals, lodging, and mileage shall not be paid by County.

- B. **Invoices:** It is a requirement of this Agreement that Contractor shall submit an original invoice, similar in content and format with the Health and Human Services Agency (HHS) invoice template linked online at <https://ElDoradoCounty.ca.gov/HHS-Contractor-Resources>, and shall reference this Agreement number on their faces.

Invoices shall be sent as follows, or as otherwise directed in writing by County:

Email (Preferred Method)

SSCWSinvoice@edcgov.us

Please include in the subject line:

"Contract #, Service Month, Description /
Program

U.S. Mail

County of El Dorado

Health and Human Services Agency

Attn: Finance Unit

30557 Briw Road, Suite B

Placerville, CA 95667-5321

or to such other location or email as County directs.

Supplemental Invoices: For the purpose of this Agreement, supplemental invoices shall be defined as invoices submitted for additional services, previously disallowed services, or inadvertently not submitted services rendered during a month for which a prior invoice has already been submitted to County. Supplemental invoices should include the standard invoice format with description of services rendered. The County will not accept nor pay any supplemental invoices for services provided during the period July 1st through June 30th for each fiscal year of this Agreement that are received by County after July 31st of the subsequent fiscal year, unless Contractor requests an exception. Requests for exceptions to pay an invoice received after July 31st of the subsequent year must be submitted in writing, to include electronic communication, and approved by the Health and Human Services Agency's Chief Fiscal Officer in his/her sole discretion.

In the event that Contractor fails to deliver, in the format specified, the deliverables and reports required by this Agreement, County at its sole option may delay the payment for the period of time of the delay, cease all payments until such time as the required deliverables or reports are received, or proceed as set forth below in the Article titled "Default, Termination, and Cancellation," herein.

ARTICLE IV

Maximum Obligation: The maximum obligation for services and deliverables provided under this Agreement shall not exceed \$200,000, inclusive of all costs, taxes, and expenses.

ARTICLE V

Federal Funding Notification: An award/subaward or contract associated with a covered transaction may not be made to a subrecipient or contractor who has been identified as suspended or debarred from receiving federal funds. Additionally, counties must annually verify that the subrecipient and/or contractor remains in good standing with the federal government throughout the life of the agreement/contract.

Contractor agrees to comply with federal procedures in accordance with 2 Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

Any costs for which payment has been made to Contractor that are determined by subsequent audit to be unallowable under 48 CFR Part 31 or 2 CFR Part 200 are subject to repayment by Contractor to County.

Consistent with 2 CFR 180.300(a), County has elected to verify whether Contractor has been suspended from using the federal System for Award Management (SAM). The federal SAM is an official website of the federal government through which counties can perform queries to identify if a subrecipient or contractor is listed on the federal SAM excluded list and thus suspended or debarred from receiving federal funds.

- A. System for Award Management: Contractor is required to obtain and maintain an active Universal Entity Identifier (UEI) No. in the System for Award Management (SAM) system at <https://sam.gov/content/home>. Noncompliance with this requirement shall result in corrective action, up to and including termination pursuant to the provisions contained herein this Agreement under the Article(s) titled "Fiscal Considerations" or "Default, Termination, and Cancellation."
- B. Catalog of Federal Domestic Assistance: Pursuant to the Office of Management and Budget (OMB) Uniform Grants Guidance, all recipients and sub-recipients of federal funds must be provided the Assistance Listing Numbers (ALN) number at the time the contract is awarded. The following are ALN numbers, award specific information, and program titles for programs administered by the County on behalf of California Department of Social Services that may apply to this contract:

Federal Funding Information

Contractor: Inland Southern California 211+

UEI #: NSM8FP7PSJB7

Award Term: April 10, 2026 through April 9, 2029

EIN #:

Total Federal Funds Obligated: Up to \$200,000

Federal Award Information

ALN Number Federal Award ID Number (FAIN): 93.558, 93.658, and 93.645

Federal Award Date(s) / Amount, Program Title: 11/02/23, 02/07/24, 04/01/24, 07/01/24

Temporary Assistance for Needy Families (TANF); 10/01/23, 01/01/24, 04/01/24, 07/10/24 Title IV-E Foster Care Program; 04/30/24, 07/05/24 Stephanie Tubbs Jones Child Welfare Services Program.

Project Description: After-Hours Emergency Telephone Answering Services

Awarding Agency: California Department of Social Services

Pass-through Entity: County of El Dorado, Health and Human Services Agency

Indirect Cost Rate or de minimus:

Indirect Cost Rate: _____ De minimus

Yes No Award is for Research and development.

Upon written approval, to include electronic notification by County's Contract Administrator, the funding information above may be adjusted during the term of this Agreement, contingent

upon funding availability, in accordance with the Article titled "Notice to Parties." The total maximum contractual obligation of the Agreement shall not be exceeded.

ARTICLE VI

Lobbying Certification: Contractor, by signing this Agreement, hereby certifies to the best of his or her knowledge and belief, that:

- A. No federally appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- B. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any federal agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the Contractor shall complete and submit Standard Form SF-LLL, OMB Number 0348-0046 "Disclosure of Lobbying Activities" in accordance with its instructions. A copy of Form SF-LLL can be downloaded and completed at <https://grants.gov/forms/forms-repository/post-award-reporting-forms>.

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

ARTICLE VII

Audits, Compliance, and Monitoring:

- A. Contractor shall provide a copy of any Audit to County within thirty (30) days of completion of said audit.
- B. Audits and compliance monitoring by any representative of the federal government, state government, or County may include the review of any and all terms related to this Agreement. Audits or monitoring by the County may be performed by way of annual Contract Monitoring Surveys. Contractors receiving a Contract Monitoring Survey shall, within thirty (30) days of receipt, complete and return the survey along with all documentation, details, and supporting materials required by the survey or otherwise necessary for the County to verify compliance with the terms and conditions of the Agreement. Failure to return the survey or requested follow up compliance documentation within sixty (60) days may result in the withholding of payment from the Contractor until such time as compliance with the terms of the Agreement can be verified. Verifying compliance may necessitate additional on-site reviews should information submitted by the Contractor be deemed insufficient or inaccurate.
- C. All files, records, documents, sites, and personnel are subject to review by representatives from County, state or federal government.
- D. Upon notification of an exception or finding of non-compliance, the Contractor shall submit evidence of Corrective Action within thirty (30) days, or as otherwise specified in the notice of required corrective action provided by the County. Continued non-compliance beyond due date

for submission of Corrective Action may lead to termination of this Agreement in accordance with the Article titled "Default, Termination, and Cancellation."

- E. Failure by County to notify or require Corrective Action does not constitute acceptance of the practice of waiver of the County's right to enforce.

ARTICLE VIII

Nondiscrimination:

- A. County may require Contractor's services on projects involving funding from various state and/or federal agencies, and as a consequence, Contractor shall comply with all applicable nondiscrimination statutes and regulations during the performance of this Agreement including but not limited to the following: Contractor and its employees and representatives shall not unlawfully discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, genetic information, military or veteran status, marital status, age, gender, gender identity, gender expression, sexual orientation, or sex; Contractor shall, unless exempt, comply with the applicable provisions of the Fair Employment and Housing Act (Government Code, section 12900 et seq.) and applicable regulations promulgated thereunder (California Code of Regulations, Title 2, section 11000 et seq.); the applicable regulations of the Fair Employment and Housing Commission implementing Government Code, section 12990, set forth in Subchapter 5 of Chapter 5 of Division 4.1 of Title 2 of the California Code of Regulations incorporated into this Agreement by reference and made a part hereof as if set forth in full; and Title VI of the Civil Rights Act of 1964, as amended. Contractor and its employees and representatives shall give written notice of their obligations under this clause as required by law.
- B. Where applicable, Contractor shall include these nondiscrimination and compliance provisions in any of its agreements that affect or are related to the services performed herein.
- C. Contractor's signature executing this Agreement shall provide any certifications necessary under the federal laws, the laws of the State of California, including but not limited to Government Code Section 12990 and Title 2, California Code of Regulations, Section 11102.
- D. Contractor shall comply with Exhibit D, marked "Contractor Assurance of Compliance with Nondiscrimination in State and Federally Assisted Programs," incorporated herein and made by reference a part hereof. Contractor shall acknowledge compliance by signing and returning Exhibit D upon request by County.

ARTICLE IX

Taxes: Contractor certifies that as of today's date, it is not in default on any unsecured property taxes or other taxes, or fees owed by Contractor to County. Contractor agrees that it shall not default on any obligations to County during the term of this Agreement.

ARTICLE X

Executive Order N-6-22 – Russia Sanctions: On March 4, 2022, Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. "Economic Sanctions" refers to sanctions imposed by the U.S. government in response to Russia's actions in Ukraine, as well as any sanctions imposed under state law. The EO directs state agencies to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. Accordingly, if this Agreement is funded by state funds and County determines Contractor is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall

be grounds for termination of this agreement. The County will provide Contractor advance written notice of such termination, allowing Contractor at least thirty (30) calendar days to provide a written response. Termination will be at the sole discretion of the County.

ARTICLE XI

Generative Artificial Intelligence: For the purposes of this provision, “Generative AI (GenAI)” means an artificial intelligence system that can generate derived synthetic content, including text, images, video, and audio that emulates the structure and characteristics of the system's training data. (Gov. Code § 11549.64.)

- A. Contractor shall immediately notify County in writing if it: (1) intends to provide GenAI as a deliverable to the County; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State or County system (“System”), (ii) risk to the State or County, or (iii) performance of this Agreement. For avoidance of doubt, the term “materially impacts” shall have the meaning set forth in State Administrative Manual (SAM) § 4986.2 Definitions for GenAI.
- B. Notification shall be provided to the County’s Contract Administrator identified in this Agreement.
- C. At the direction of County, Contractor shall discontinue the provision to County of any previously unreported GenAI that results in a material impact to the functionality of a System, risk to the State or County, or performance of this Agreement, as determined by County.
- D. If the use of previously undisclosed GenAI is approved by County, the Parties will amend the Agreement accordingly, which may include updating the description of deliverables and incorporating GenAI Special Provisions into the Agreement, at no additional cost to the County.
- E. County, at its sole discretion, may consider Contractor’s failure to disclose or discontinue the provision or use of GenAI as described above, to constitute a material breach of this Agreement when such failure results in a material impact to the functionality of the System, risk to the State or County, or performance of this Agreement. County is entitled to seek any and all remedies available to it under law as a result of such breach, including but not limited to termination of the Agreement.

ARTICLE XII

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 XIII

Contractor 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 understood that this Agreement does not create an exclusive relationship between County and Contractor, and Contractor may perform similar work or services for others. However, Contractor shall not enter into any agreement with any other party or provide any information in any manner to any other party, that would conflict with Contractor’s responsibilities or hinder Contractor’s performance of services hereunder, unless County’s Contract Administrator, in writing, authorizes that agreement or sharing of information.

ARTICLE XIV

Confidentiality: Contractor shall maintain the confidentiality and privileged nature of all records, including billing records, together with any knowledge therein acquired, in accordance with all applicable state and federal laws and regulations, as they may now exist or may hereafter be amended or changed. Contractor, and all Contractor's staff, employees, and representatives, shall not use or disclose, directly or indirectly at any time, any said confidential information, other than to County's Contract Administrator for the purpose of, and in the performance of, this Agreement. This confidentiality provision shall survive after the expiration or earlier termination of this Agreement.

ARTICLE XV

Health Insurance Portability and Accountability Act (HIPAA) Compliance: As a condition of Contractor performing services for County, Contractor shall execute Exhibit E, marked "HIPAA Business Associate Agreement," incorporated herein and made by reference a part hereof.

ARTICLE XVI

Assignment and Delegation: Contractor is engaged by County for its unique qualifications and skills as well as those of its personnel. Contractor 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.

In the event Contractor receives written consent to subcontract services under this Agreement, Contractor is required to ensure subcontractor remains in compliance with the terms and conditions of this Agreement. In addition, Contractor is required to monitor subcontractor's compliance with said terms and conditions and provide written evidence of monitoring to County upon request.

ARTICLE XVII

Independent Contractor: The parties intend that an independent contractor relationship will be created by this contract. Contractor is, and shall be at all times, deemed independent and shall be wholly responsible for the manner in which it performs services required by the terms of this Agreement. Contractor exclusively assumes responsibility for acts of its employees, agents, affiliates, and subcontractors, if any are authorized herein, as they relate to the services or work to be performed under this Agreement during the course and scope of their employment by Contractor. Those persons will be entirely and exclusively under the direction, supervision, and control of Contractor.

County may designate the tasks to be performed and the results to be accomplished under this Agreement, provide information concerning the work or services, approve or disapprove the final work product and/or services provided, and set deadlines for the completion of the work or services, but County will not control or direct the manner, means, methods, or sequence in which Contractor performs the work or services for accomplishing the results. Contractor understands and agrees that Contractor lacks the authority to bind County or incur any obligations on behalf of County.

Contractor, including any subcontractor or employees of Contractor, shall not receive, nor be eligible for, any benefits County provides for its employees, including, but not limited to, vacation pay, paid holidays, life insurance, health insurance, social security, disability insurance, pension, or 457 plans. Contractor shall not receive, nor be eligible for, workers' compensation, including medical and indemnity payments. County is not responsible for withholding, and shall not withhold, Federal Income Contribution Act amounts or taxes of any kind from any payments which it owes Contractor. Contractor shall not be subject to the work schedules or vacation periods that apply to County employees.

Contractor shall be solely responsible for paying its employees, and for withholding Federal Income Contribution Act amounts and other taxes, workers' compensation, unemployment compensation, medical insurance, life insurance, or any other benefit that Contractor provides for its employees.

Contractor acknowledges that it has no authority to bind the County or incur any obligations on behalf of the County with regard to any matter, and Contractor shall not make any agreements or representations on the County's behalf.

ARTICLE XVIII

Fiscal Considerations: The parties to this Agreement recognize and acknowledge that County is a political subdivision of the State of California. As such, 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 County's 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 County, this Agreement may be deemed to be canceled in its entirety subject to payment for services performed prior to cancellation.

ARTICLE XIX

Audit by California State Auditor: Contractor acknowledges that if total compensation under this agreement is greater than \$10,000.00, this Agreement is subject to examination and audit by the California State Auditor for a period of three (3) years, or for any longer period required by law, after final payment under this Agreement, pursuant to California Government Code §8546.7. In order to facilitate these potential examinations and audits, Contractor shall maintain, for a period of at least three (3) years, or for any longer period required by law, after final payment under the contract, all books, records and documentation necessary to demonstrate performance under the Agreement.

ARTICLE XX

Default, Termination, and Cancellation:

- A. Termination by Default: If either party becomes aware of an event of default, that party shall give written notice of said default to the party in default that shall state the following:
1. The alleged default and the applicable Agreement provision; and
 2. That the party in default has ten (10) days upon receiving the notice to cure the default (Time to Cure).

If the party in default does not cure the default within ten (10) days of the Time to Cure, then such party shall be in default and the party giving notice may terminate the Agreement by issuing a Notice of Termination. The party giving notice may extend the Time to Cure at their discretion. 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 in which the extension of Time to Cure expires.

If County terminates this Agreement, in whole or in part, for default:

1. County reserves the right to procure the goods or services, or both, similar to those terminated, from other sources and Contractor shall be liable to County for any excess costs for those goods or services. County may deduct from any payment due, or that may thereafter become due to Consultant, the excess costs to procure from an alternate source.
2. County shall pay Contractor the sum due to Contractor under this Agreement prior to termination, unless the cost of completion to County exceeds the funds remaining in the Agreement. In which case the overage shall be deducted from any sum due Contractor under this Agreement and the balance, if any, shall be paid to Contractor upon demand.
3. County may require Contractor to transfer title and deliver to County any completed work under the Agreement.

The following will be events of default under this Agreement:

1. Failure by either party to perform in a timely and satisfactory manner any or all of its obligations under this Agreement.
 2. A representation or warranty made by Contractor in this Agreement proves to have been false or misleading in any respect.
 3. Contractor fails to observe and perform any covenant, condition or agreement on its part to be observed or performed under this Agreement, unless County agrees, in writing, to an extension of the time to perform before that time period expires.
 4. A violation of the Article titled "Conflict of Interest."
- B. Bankruptcy: County may terminate this Agreement immediately in the case of bankruptcy, voluntary or involuntary, or insolvency of Contractor.
- C. Ceasing Performance: County may terminate this Agreement immediately in the event Contractor 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, for convenience upon thirty (30) calendar days' written Notice of Termination, in accordance with the Article titled "Notice to Parties." If such termination is effected, County will pay for satisfactory services rendered before the effective date of termination, as set forth in the Notice of Termination provided to Contractor, and for any other services that County agrees, in writing, to be necessary for contract resolution. In no event, however, shall County be obligated to pay more than the total amount of the Agreement. Upon receipt of a Notice of Termination, Contractor 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.
- E. Funding Unavailable: County may terminate this Agreement immediately, without prior notice, at any time upon giving written notice to Contractor that County has been notified the grant/allocation funds from the State of California, federal government, or other entity, or any portion thereof, for the purposes of carrying out this Agreement, are not available, to County, including if distribution of such funds are suspended or delayed.

ARTICLE XXI

Notice to Parties: All notices to be given by the parties hereto shall be in writing, with both the County Health and Human Services Agency and County Chief Administrative Office addressed in said correspondence and served by either United States Postal Service mail or electronic email. Notice by mail shall be served by depositing the notice in the United States Post Office, postage prepaid and return receipt requested, and deemed delivered and received five (5) calendar days after deposit. Notice by electronic email shall be served by transmitting the notice to all required email addresses and deemed delivered and received two (2) business days after service.

Notices to County shall be addressed as follows:

with a copy to:

COUNTY OF EL DORADO
Health and Human Services Agency
3057 Briw Road, Suite B
Placerville, CA 95667
ATTN: Contracts Unit
Email: hhsa-contracts@edcgov.us

COUNTY OF EL DORADO
Chief Administrative Office
Procurement and Contracts Division
330 Fair Lane
Placerville, CA 95667
ATTN: Purchasing Agent
Email: procon@edcgov.us

or to such other location or email as County directs.

Notices to Contractor shall be addressed as follows:

INLAND SOUTHERN CALIFORNIA 211+
1835 Chicago Ave., Suite B
Riverside, CA 92507
ATTN: Compliance Department
compliance@iscuw.org

or to such other location or email as Contractor directs.

ARTICLE XXII

Change of Address: In the event of a change in address for Contractor's principal place of business, Contractor's Agent for Service of Process, or Notices to Contractor, Contractor shall notify County in writing pursuant to the provisions contained herein above under the Article titled "Notice to Parties." Said notice shall become part of this Agreement upon acknowledgment in writing by the County Contract Administrator, and no further amendment of the Agreement shall be necessary provided that such change of address does not conflict with any other provisions of this Agreement.

ARTICLE XXIII

Indemnity: To the fullest extent permitted by law, Contractor shall defend at its own expense, indemnify, and hold the County harmless, its officers, employees, agents, and volunteers, against and from any and all liability, claims, suits, losses, damages, or expenses of every name, kind and description, including attorney's 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 acts or omissions of Contractor or its officers, agents, or employees in rendering the services, operations, or performance hereunder, except for liability,

claims, suits, losses, damages or expenses arising from the sole negligence or willful acts of the County, its officers and employees, or as expressly prescribed by statute. This duty of Contractor to indemnify and save County harmless includes the duties to defend set forth in California Civil Code Section 2778.

The insurance obligations of Contractor are separate, independent obligations under the Agreement, and the provisions of this defense and indemnity are not intended to modify nor should they be construed as modifying or in any way limiting the insurance obligations set forth in the Agreement.

Nothing herein shall be construed to seek indemnity in excess of that permitted by Civil Code section 2782, et seq. In the event any portion of this Article is found invalid, the Parties agree that this Article shall survive and be interpreted consistent with the provisions of Civil Code section 2782, et seq.

ARTICLE XXIV

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

- A. Full Worker's Compensation and Employer's Liability Insurance covering all employees of Contractor as required by law in the State of California.
- B. Commercial General Liability Insurance of not less than \$1,000,000 combined single limit per occurrence for bodily injury and property damage and a \$2,000,000 aggregate limit. County, including, without limitation, its officers, officials, employees, and volunteers shall be named as an additional insured on Insurance Services Office (ISO) form CG 2010 1185, or its equivalent.
- C. Automobile Liability Insurance of not less than \$1,000,000.00 is required in the event motor vehicles are used by the Contractor in the performance of the Agreement.
- D. In the event Contractor is a licensed professional or professional consultant/contractor, and is performing professional services under this Agreement, professional liability is required with a limit of liability of not less than \$1,000,000.00.
- E. Contractor shall furnish a certificate of insurance satisfactory to the County's Risk Management Division as evidence that the insurance required above is being maintained.
- F. The insurance will be issued by an insurance company acceptable to County's Risk Management Division or be provided through partial or total self-insurance likewise acceptable to the Risk Management Division.
- G. Contractor 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, Contractor 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 Contractor agrees that no work or services shall be performed prior to the giving of such approval. In the event the Contractor 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 prior written notice to County; and

2. The County of El Dorado, its officers, officials, employees and volunteers are included as additional insured on an additional insured endorsement, but only insofar as the operations under this Agreement are concerned. This provision shall apply to the general liability policy.
- I. Contractor's insurance coverage shall be primary insurance in respect to 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 Contractor's insurance and shall not contribute with it.
- J. Any deductibles or self-insured retentions must be declared to and approved by County. At the option of County, either: The insurer shall reduce or eliminate such deductibles or self-insured retentions in respect to County, its officers, officials, employees, and volunteers; or Contractor 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. Contractor's obligations shall not be limited by the foregoing insurance requirements and shall survive expiration of this Agreement.
- N. In the event Contractor cannot provide an occurrence policy, Contractor 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 County.

ARTICLE XXV

Force Majeure: Neither party will be liable for any delay, failure to perform, or omission under this Agreement that is due to any cause that it is beyond its control, not due to its own negligence, and cannot be overcome by the exercise of due diligence. In that event, the affected party will:

- A. Promptly give written notice to the other of the fact that it is unable to so perform and the cause(s) that is beyond its control; and
- B. Once the cause(s) has ceased, provide written notice to the other party and immediately resume its performance under this Agreement.

For purposes of this Article, "cause that is beyond its control" includes labor disturbances, riots, fires, earthquakes, floods, storms, lightning, epidemics, war, disorders, hostilities, expropriation or confiscation of properties, failure of and delays by carriers, interference by civil or military authorities, whether legal or de facto, and whether purporting to act under some constitution, decree, or law, or otherwise, or acts of God.

ARTICLE XXVI

Waiver: No failure on the part of the parties to exercise any rights under this Agreement, and no course of dealing with respect to any right hereunder, shall operate as a waiver of that right, nor shall any single or partial exercise of any right preclude the exercise of any other right. The remedies herein provided are cumulative and are not exclusive of any other remedies provided by law.

ARTICLE XXVII

Conflict of Interest: The parties to this Agreement have read and are aware of the provisions of Government Code Section 1090 et seq. and the Political Reform Act of 1974 (Section 87100 et seq.), relating to conflict of interest of public officers and employees. Individuals who are working for Contractor and performing work for County and who are considered to be a consultant within the meaning of Title 2, California Code of Regulations, Section 18700.3, as it now reads or may thereafter be amended, are required to file a statement of economic interest in accordance with County's Conflict of Interest Code. County's Contract Administrator shall at the time this Agreement is executed make an initial determination whether or not the individuals who will provide services or perform work pursuant to this Agreement are consultants within the meaning of the Political Reform Act and County's Conflict of Interest Code. Statements of economic interests are public records subject to disclosure under the California Public Records Act.

Contractor covenants that during the term of this Agreement neither it, or any officer or employee of the Contractor, has or shall acquire any interest, directly or indirectly, in any of the following:

- A. Any other contract connected with, or directly affected by, the services to be performed by this Agreement.
- B. Any other entities connected with, or directly affected by, the services to be performed by this Agreement.
- C. Any officer or employee of County that are involved in this Agreement.

If Contractor becomes aware of a conflict of interest related to this Agreement, Contractor shall promptly notify County of the existence of that conflict, and County may, in its sole discretion, immediately terminate this Agreement by giving written notice as detailed in the Article titled "Default, Termination and Cancellation."

Pursuant to Government Code section 84308 (SB 1439, the Levine Act), Contractor shall complete and sign the attached Exhibit F, marked "California Levine Act Statement," incorporated herein and made by reference a part hereof, regarding campaign contributions by Contractor, if any, to any officer of County.

ARTICLE XXVIII

California Residency (Form 590): If Contractor is a California resident, Contractors must file a State of California Form 590, certifying its California residency or, in the case of a corporation, certifying that it has a permanent place of business in California. The Contractor shall be required to submit a Form 590 prior to execution of an Agreement or County will withhold seven (7) percent of each payment made to the Contractor during term of the Agreement. This requirement applies to any agreement/contract exceeding \$1,500.00.

ARTICLE XXIX

County Payee Data Record Form: All independent Contractors or corporations providing services to County who do not have a Department of the Treasury Internal Revenue Service Form W-9 (Form W-9) on file with County must file a County Payee Data Record Form with County.

ARTICLE XXX

County Business License: County's Business License Ordinance provides that it is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated

territory of El Dorado County without possessing a County business license unless exempt under County Ordinance Code Section 5.08.070. Contractor warrants and represents that it shall comply with all of the requirements of County's Business License Ordinance, where applicable, prior to beginning work under this Agreement and at all times during the term of this Agreement.

ARTICLE XXXI

Licenses: Contractor hereby represents and warrants that Contractor and any of its subcontractors employed under this Agreement has all the applicable licenses, permits, and certifications that are legally required for Contractor and its subcontractors to practice its profession or provide the services or work contemplated under this Agreement in the State of California. Contractor and its subcontractors shall obtain or maintain said applicable licenses, permits, or certificates in good standing throughout the term of this Agreement.

ARTICLE XXXII

Contract Administrator: The County Officer or employee with responsibility for administering this Agreement is Tammy Chako, Deputy Director, Protective Services, HHSA, or successor. In the instance where the named Contract Administrator no longer holds this title with County and a successor is pending, or HHSA has to temporarily delegate this authority, County Contract Administrator's Supervisor shall designate a representative to temporarily act as the primary Contract Administrator of this Agreement and HHSA Administration shall provide the Contractor with the name, title and email for this designee via notification in accordance with the Article titled "Notice to Parties" herein.

ARTICLE XXXIII

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 XXXIV

Electronic Signatures: Each party agrees that the electronic signatures, whether digital or encrypted, of the parties included in this Agreement, are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic Signature means any electronic visual symbol or signature attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record, including facsimile or email electronic signatures, pursuant to the California Uniform Electronic Transactions Act (Cal. Civ. Code §§ 1633.1 to 1633.17) as amended from time to time.

ARTICLE XXXV

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 XXXVI

California Forum and Law: Any dispute resolution action arising 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 XXXVII

No Third Party Beneficiaries: Nothing in this Agreement is intended, nor will be deemed, to confer rights or remedies upon any person or legal entity not a party to this Agreement.


ARTICLE XXXVIII

Counterparts: This Agreement may be executed in one or more counterparts, each of which will be deemed to be an original copy of this Agreement and all of which, when taken together, will be deemed to constitute one and the same agreement.

ARTICLE XXXIX


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:  Tammy Chako (Feb 12, 2026 14:58:21 PST)
Tammy Chako, MSW
Deputy Director, Protective Services
Health & Human Services Agency

Dated: 02/12/2026

Requesting Department Head Concurrence:

By:  Olivia Byron-Cooper (Feb 12, 2026 15:05:26 PST)
Olivia Byron-Cooper, MPH
Director
Health & Human Services Agency

Dated: 02/12/2026

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates indicated below.

-- COUNTY OF EL DORADO --

Dated: 3/24/26
By: [Signature]
Chair
Board of Supervisors
"County"

ATTEST:
Kim Dawson
Clerk of the Board of Supervisors

By: Kyra Schaufensberg Dated: 3/24/26
Deputy Clerk

-- INLAND SOUTHERN CALIFORNIA 211+ --

By: Kimberly Starrs Dated: 02/18/2026
Kimberly Starrs (Feb 18, 2026 10:12:57 PST)
Kimberly Starrs
Chief Executive Officer
"Contractor"

By: Abraham Fonseca Dated: 02/25/2026
Abraham Fonseca (Feb 25, 2026 14:15:29 PST)
Abraham Fonseca
Secretary
"Contractor"

Inland Southern California 211+
Exhibit A
Protocol for Handling After-Hours Telephone Calls and Ensuing Call Logs - Child Welfare Services (CWS)

Handling of Incoming Telephone Calls by Contractor

1. Contractor shall accept collect calls for inbound CWS-related calls. All other requests for acceptance of inbound collect calls shall be denied.
2. Contractor shall ask each caller if the purpose of the telephone call is to make a report of child abuse/neglect and which geographic area the family resides in, South Lake Tahoe Basin or Placerville area.
3. If caller states that they are calling to leave a message for a Social Worker (SW), Contractor shall inform the caller that they are to call back during normal business hours to leave a message, i.e., Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Standard Time (PST).
4. If caller states that they are calling to make a report of child abuse or neglect, Contractor shall ask the caller to hold, and Contractor shall patch the call through to the On-call SW.
 - a. If SW does not answer, Contractor shall take a message for the SW, and Contractor shall tell the caller that their call shall be returned within thirty (30) minutes and that if this is a life-threatening emergency, they are to hang up and immediately call 911 for further assistance.
 - b. If SW does not call Contractor back within thirty (30) minutes, Contractor shall again attempt to reach SW. If the SW does not immediately respond to the second request for call back, Contractor shall immediately telephone the On-call Manager to inform them of the situation.
 - c. If the On-call Manager is unavailable, Contractor shall continue calling Managers on the On-call list until they are successful in their attempt to connect with another Manager.
 - d. If Contractor is unsuccessful in reaching another Manager for any reason, Contractor shall immediately call the CWS Deputy Director to inform them of the situation and receive direction.
5. Emergency Agency Calls: If caller is from an emergency agency (i.e., law enforcement), Contractor shall ask caller to hold, and Contractor shall patch the call through to the On-call SW.
 - a. If SW does not answer, Contractor shall take a message for the SW, and Contractor shall tell the caller that their call shall be returned within fifteen (15) minutes.
 - b. If SW does not call Contractor back within fifteen (15) minutes, Contractor shall immediately call the On-call Manager to inform them of the situation.
 - c. If the On-call Manager is unavailable, Contractor shall continue calling the Managers on the On-call list until they are successful in their attempt to connect with another Manager.
 - d. If Contractor is unsuccessful in reaching another Manager for any reason, Contractor shall immediately call the CWS Deputy Director to inform them of the situation and receive direction.
 - e. If Contractor is unsuccessful in reaching the CWS Deputy Director for any reason, Contractor shall immediately call the CWS Assistant Director to inform them of the situation and receive direction.
 - f. If Contractor is unsuccessful in reaching the CWS Assistant Director for any reason, Contractor shall immediately call the HHSA Chief Assistant Director to inform them of

- the situation and receive direction.
- g. If Contractor is unsuccessful in reaching the HHSA Chief Assistant Director for any reason, Contractor shall immediately call the HHSA Director to inform them of the situation and receive direction.
 6. Due to unforeseen circumstances that may affect CWS telephone service, Contractor may occasionally receive CWS emergency calls during normal business hours (i.e., 8:00 a.m. to 5:00 p.m. PST) Monday through Friday.
 7. If CWS is notified prior to the interruption of telephone service, they shall do their best to notify Contractor of the interruption of the telephone service and advise Contractor how to handle incoming telephone calls and, if known, length of interruption of telephone service. However, CWS may not always receive advance notice of interruptions. If such a situation occurs during normal business hours, Contractor shall take messages for CWS as outlined above. CWS shall telephone Contractor as soon as possible to retrieve messages. For emergency telephone calls during this time and during business hours, Contractor shall call the assigned On-call social worker for CWS if there is a service interruption. CWS will be responsible to keep the schedule for the On-call workers updated electronically in the Inland SoCal online calendar system.

After Hours Call Logs

By 8:30 a.m. PST each business morning, Contractor shall send, as an attachment to an email, a copy of Contractor's Call Log(s) to staff designated to receive same, of all calls and messages received and actions taken for that particular shift.

Inland Southern California 211+
Exhibit B
Protocol for Handling After-Hours Telephone Calls and Ensuing Call Logs - Adult Protective Services (APS)

Handling of Incoming Telephone Calls by Contractor

- 1) The County of El Dorado (County) after-hours answering services provider ("Contractor") shall accept incoming calls (including collect calls) for the Health and Human Services Agency (HHSA) Adult Protective Services (APS) Program outside County business hours (5 p.m. through 8 a.m. Pacific Standard Time (PST) Monday through Friday, twenty-four (24) hours per day on weekends and holidays).
- 2) In the event of an unanticipated office closure (i.e., equipment failure, power outage or other urgent circumstance where the County office/telephone system is unavailable), the County will contact the Contractor by telephone to arrange for coverage of APS calls.
- 3) For calls received during County business hours (8:00 a.m. and 5:00 p.m. PST, Monday through Friday), the Contractor shall advise the caller to contact office staff directly and transfer the call to the APS Office at (530) 642-4800.

Types of Calls

APS calls typically fall into several categories:

- 1) Law Enforcement Calls (Law enforcement personnel typically call to speak with the APS on-call Social Worker (SW) to obtain information, request assistance with a situation they have encountered, and/or to file an APS report.)
- 2) Other Mandated Reporter Calls (After hours calls from an individual who is a mandated reporter are also often from hospital, medical, or fire department personnel, or other health and safety service providers in the community.)
- 3) Non-mandated Reporters (Calls from at risk individuals, family members, friends, neighbors, and other community members.)

Contractor should be advised that callers may be in distress or in need of emergency services (law enforcement, fire department, paramedics) or may be calling about a situation which is upsetting to them. Callers may also present as confused or unable to relay clear information to the Contractor as to what assistance they are seeking.

Contractor Response to Calls

- 1) Contractor should first determine if the call pertains to an emergency requiring police, paramedic, ambulance or fire department response.
 - a) If caller indicates this is an emergency:
 - i. Facilitate contacting local 911 dispatch where the individual is located;
 - ii. Log the outcome of the call being connected to local 911 dispatch; and

- iii. Inform the on-call APS SW of the emergency call.
- 2) If the caller is reporting a situation regarding an adult residing in El Dorado County, the Contractor shall ask the caller if they are calling for APS or for the Public Guardian's (PG) office.
 - a) Confusion regarding APS and PG is common; therefore, asking for clarification can help in making an appropriate determination of where to route the call.
 - b) If the caller is uncertain, the call should be routed to APS for the On-call SW to make the determination.
- 3) For non-911 emergency calls, Contractor shall call the APS On-call SW.
 - a) For callers asking for a specific APS SW, they should be advised that they may speak with the APS On-call SW or wait until business hours to speak with the specific SW being requested. If the caller chooses to wait to speak to a specific worker, the Contractor should take a message and forward it to the office by 8 a.m. the next business day.

Contacting the APS On-Call Social Worker

- 1) Contractor shall call the appropriate APS On-call SW, using the appropriate number on the "APS After-Hours Contact List" that is supplied to Contractor.
- 2) If Contractor is unable to patch the call through to the On-call SW on the first attempt, Contractor shall take a message for the SW and advise the caller that their call will be returned within thirty (30) minutes (callers should not be left on hold beyond the first attempt of the Contractor trying to reach the On-call SW).
- 3) If the APS On-call SW does not call back within fifteen (15) minutes, Contractor shall again attempt to reach the SW. If the SW does not immediately respond to the second request for call back, Contractor shall call the On-call Manager (or designee) to inform them of the situation.

After Hours Call Logs

By 8:30 a.m. PST each business morning, Contractor shall send, as an attachment to an email, a copy of Contractor's Call Log(s) to staff designated to receive same, of all calls and messages received and actions taken for that particular shift.

**Inland Southern California 211+
Exhibit C
Rates**

Service	Billing Unit	Rate
One Time Account Setup	One Account	\$2,500.00
Base Rate	Per Month/Per Account	\$30.00
Monthly Usage (0-1,000 Minutes)	Per Minute	\$1.40
Monthly Usage (1,001-2,500 Minutes)	Per Minute	\$1.08
Holiday Charge/Fees	Per Minute	\$1.50
Transferring/Patching Calls	Per Minute	\$1.45
Fax Delivery of Call Logs	Per Fax	\$11.40
Email Delivery of Call Logs	Per Fax	\$10.00
Front-End Greeting & Changes	Per Minute	\$1.50
Voice Mail Box	Per Month	\$10.00
Training Program Development	Per Hour	\$54.14
Contractor Staff Training Program Implementation	Per Hour	\$28.16
Toll Free Number Fee	Per Number	\$100.00
On-Call Management	Per Hour	\$43.20
Rate for Special Answering Services During County's Normal Business Hours	Per Minute	\$1.50 up to 75 calls, increases \$0.25/minute per 50 calls over 75.

Inland Southern California 211+

Exhibit D

Contractor Assurance of Compliance with Nondiscrimination in State and Federally Assisted Programs

CONTRACTOR HEREBY AGREES THAT it will comply with Title VI and 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; the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; Fair Employment and Housing Act (Gov. Code §12900 et seq.), the regulations promulgated thereunder (Cal. Code Regs., tit. 2, §11000 et seq.), and including California Government Code section 12940 (c), (h) (1), (i), and (j); California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, physical disability, mental health disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed, political affiliation, sexual orientation, gender identity, gender expression, genetic information, military and veteran status, or other applicable protected basis be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE CONTRACTOR HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the Contractor/recipient agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code section 10605, or Government Code section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

BY ACCEPTING THIS ASSURANCE, the Contractor agrees to give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement.

THIS ASSURANCE is binding on the Contractor/recipient directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

02/18/2026

Date

1835 Chicago Ave., Ste. B, Riverside, CA 92507

Address of Contractor

Kimberly Starns
Kimberly Starns Feb 18, 2026 10:12:57 PST

Contractor Signature

**Inland Southern California 211+
Exhibit E
HIPAA Business Associate Agreement**

This Business Associate Agreement is made part of the base contract (“Underlying Agreement”) to which it is attached, as of the date of commencement of the term of the Underlying Agreement (the “Effective Date”).

RECITALS

WHEREAS, County and Contractor (hereinafter referred to as Business Associate (“BA”) entered into the Underlying Agreement pursuant to which BA 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 disclosed to BA for the purposes of carrying out its obligations under the Underlying Agreement;

WHEREAS, the County and BA intend to protect the privacy and provide for the security of PHI and EPHI disclosed to BA pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act, Pub. L. No. 104-191 of 1996 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (the “HITECH” Act), and regulation promulgated thereunder by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable laws as may be amended from time to time;

WHEREAS, County is a Covered Entity, as defined in the Privacy Rule and Security Rule, including but not limited to 45 CFR Section 160.103;

WHEREAS, BA, when a recipient of PHI from County, is a Business Associate as defined in the Privacy Rule, the Security Rule, and the HITECH Act, including but not limited to 42 USC Section 17938 and 45 CFR Section 160.103;

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);

WHEREAS, “Breach” shall have the meaning given to such term under the HITECH Act under 42 USC Section 17921; and

WHEREAS, “Unsecured PHI” shall have the meaning to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to 42 USC Section 17932(h).

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

- I. 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.
- II. Scope of Use and Disclosure by BA of County Disclosed PHI
 - A. BA shall not disclose PHI except for the purposes of performing BA's obligations under the Underlying Agreement. Further, BA shall not use PHI in any manner that would constitute a violation of the minimum necessary policies and procedures of the County, Privacy Rule, Security Rule, or the HITECH Act.
 - 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, BA 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 BA's proper management and administration or to fulfill any legal responsibilities of BA, or as required by law
 3. Disclose PHI as necessary for BA's operations only if:
 - a) Prior to making a disclosure to a third party, BA will obtain written assurances from such third party including:
 - (1) To hold such PHI in confidence and use or further disclose it only for the purpose of which BA disclosed it to the third party, or as required by law; and
 - (2) The third party will immediately notify BA of any breaches of confidentiality of PHI to the extent it has obtained knowledge of such breach.
 4. 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.
 5. Not disclose PHI disclosed to BA 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.
 6. De-identify any and all PHI of County received by BA 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. BA 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.
- III. Obligations of BA. In connection with its use of PHI disclosed by County to BA, BA agrees to:
 - A. Implement appropriate administrative, technical, and physical safeguards as are necessary to prevent use or disclosure of PHI other than as permitted by the Agreement that reasonably and appropriately protects the confidentiality, integrity, and availability of the PHI in accordance with Title 45 of the Code of Federal Regulations, Part 160 and Part 164, Subparts A and C (the "HIPAA Privacy Rule" and the "HIPAA Security Rule") in effect or as may be amended, including but not limited to 45 CFR 164.308,

164.310, 164.312, and 164.504(e)(2). BA shall comply with the policies, procedures, and documentation requirements of the HIPAA Security Rule.

- B. Report to County within 24 hours of any suspected or actual breach of security, intrusion, or unauthorized use or disclosure of PHI of which BA becomes aware and/or any actual or suspected use or disclosure of data in violation of any applicable federal or state laws or regulations. BA shall take prompt corrective action to cure any such deficiencies and any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations.
- C. Report to County in writing of any access, use, or disclosure of PHI not permitted by the Underlying Agreement and this Business Associate Agreement, and any Breach of Unsecured PHI of which it becomes aware without unreasonable delay and in no case later than five (5) days. To the extent the Breach is solely a result of BA's failure to implement reasonable and appropriate safeguards as required by law, and not due in whole or part to the acts or omissions of the County, BA may be required to reimburse the County for notifications required under 45 CFR 164.404 and CFR 164.406.
- D. BA shall not use or disclose PHI for fundraising or marketing purposes. BA shall not disclose PHI to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates. BA shall not directly or indirectly receive remuneration in exchange of PHI, except with the prior written consent of the County and as permitted by the HITECH Act, 42 USC Section 17935(d)(2); however, this prohibition shall not affect payment by County to BA for services provided pursuant to the Agreement.

IV. PHI Access, Amendment, and Disclosure Accounting. BA 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. If BA maintains an Electronic Health Record, BA shall provide such information in electronic format to enable County to fulfill its obligations under the HITECH Act, including, but not limited to, 42 USC Section 17935(e).
- B. Within ten (10) days of receipt of a request from County, incorporate any amendments or corrections to the PHI in accordance with the Privacy Rule in the event that the PHI in BA's possession constitutes a Designated Record Set.
- C. To assist the County in meeting its disclosure accounting under HIPAA:
 - 1. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents or subcontractors for at least six (6) years prior to the request. However, accounting of disclosure from Electronic Health Record for treatment, payment, or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an electronic health record and is subject to this requirement. At the minimum, the information collected shall include: (i) the date of disclosure; (ii) the name of the entity or person who received PHI and, if known, the address of the entity or person; (iii) a brief description of PHI disclosed and; (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.

2. Within in 30 days of notice by the County, BA agrees to provide to County 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.
 - D. Make available to the County, or to the Secretary of Health and Human Services (the "Secretary"), BA's internal practices, books and records relating to the use of and disclosure of PHI for purposes of determining BA's compliance with the Privacy Rule, subject to any applicable legal restrictions. BA shall provide County a copy of any PHI that BA provides to the Secretary concurrently with providing such information to the Secretary.
- V. Obligations of County.
- A. County agrees that it will promptly notify BA in writing of any restrictions on the use and disclosure of PHI agreed to by County that may affect BA's ability to perform its obligations under the Underlying Agreement, or this Business Associate Agreement.
 - B. County agrees that it will promptly notify BA 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 BA's ability to perform its obligations under the Underlying Agreement, or this Business Associate Agreement.
 - C. County agrees that it will promptly notify BA in writing of any known limitation(s) in its notice of privacy practices to the extent that such limitation may affect BA's use of disclosure of PHI.
 - D. County shall not request BA 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 BA can perform its obligations under this Business Associate Agreement and/or the Underlying Agreement.
- VI. 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 BA, or created or received by BA 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 BA, the County shall either:
 1. Provide an opportunity for the BA to cure the breach or end the violation and terminate this Agreement if the BA does not cure the breach or end the violation within the time specified by the County.
 2. Immediately terminate this Agreement if the BA 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 BA shall, at the option of County, return or destroy

all PHI that BA or its agents or subcontractors still maintain in any form, and shall retain no copies of such PHI.

2. In the event that the County determines that returning or destroying the PHI is infeasible, BA shall provide to the County notification of the conditions that make return or destruction infeasible, and BA shall extend the protections of this Agreement to such PHI to those purposes that make the return or destruction infeasible, for so long as the BA maintains such PHI. If County elects destruction of the PHI, BA shall certify in writing to County that such PHI has been destroyed.

VII. Indemnity

- A. BA 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 (collectively "County") from any liability whatsoever, based or asserted upon any services of BA, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to BA's performance under 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 to the extent arising from the performance of BA, its officers, agents, employees, subcontractors, agents or representatives under this Business Associate Agreement. BA 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 against the County in any claim or action based upon such alleged acts or omissions.
- B. With respect to any action or claim subject to indemnification herein by BA, BA shall, at its sole cost, have the right to use counsel of its 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 BA's indemnification of County as set forth herein. BA's obligation to defend, indemnify and hold harmless County shall be subject to County having given BA 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 BA's expense, for the defense or settlement thereof. BA's obligation hereunder shall be satisfied when BA has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.
- C. The specified insurance limits required in the Underlying Agreement of this Business Associate Agreement shall in no way limit or circumscribe BA's obligations to indemnify and hold harmless the County herein from third party claims arising from the issues of this Business Associate Agreement.
- D. 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 Section 2782. Such interpretation shall not relieve the BA from indemnifying the County to the fullest extent allowed by law.
- E. 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.

- VIII. 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.
- IX. Survival. The respective rights and obligations of this Business Associate Agreement shall survive the termination or expiration of this Business Associate Agreement.
- X. 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.
- XI. 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.

Approval and Signatures

By: *Kimberly Starrs*
Kimberly Starrs (Feb 18, 2026 10:12:57 PST)
Kimberly Starrs
Chief Executive Officer
Inland Southern California 211+
"BA Representative"

Dated: 02/18/2026

By: *Tammy Chako*
Tammy Chako (Feb 12, 2026 14:58:21 PST)
Tammy Chako
Deputy Director, Protective Services
El Dorado County Health and Human Services Agency (HHS A)
"HHS A Representative"

Dated: 02/12/2026

**Inland Southern California 211+
Exhibit F
California Levine Act Statement**

California Government Code section 84308, commonly referred to as the "Levine Act," prohibits any officer of El Dorado County from participating in any action related to a contract if he or she accepts, solicits, or directs any political contributions totaling more than five hundred dollars (\$500) within the previous twelve (12) months, and for twelve (12) months following the date a final decision concerning the contract has been made, from the person or company awarded the contract. The Levine Act also requires disclosure of such contribution by a party to be awarded a specific contract. An officer of El Dorado County includes the Board of Supervisors, any elected official, and the chief administrative officer (collectively "Officer"). It is the Contractor's responsibility to confirm the appropriate "Officer" and name the individual(s) in their disclosure.

Have you or your company, or any agent on behalf of you or your company, made any political contribution(s), or been solicited to make a contribution by an Officer or had an Officer direct you to make a contribution of more than \$500 to an Officer of the County of El Dorado in the twelve months preceding the date of the submission of your proposals or the anticipated date of any Officer action related to this contract?

YES NO

If yes, please identify the person(s) by name: **n/a**
If no, please type N/A.

Do you or your company, or any agency on behalf of you or your company, anticipate or plan to make any political contribution(s) of more than \$500 to an Officer of the County of El Dorado in the twelve months following any Officer action related to this contract?

YES NO

If yes, please identify the person(s) by name: **n/a**
If no, please type N/A.

Answering YES to either of the two questions above does not preclude the County of El Dorado from awarding a contract to your firm or any taking any subsequent action related to the contract. It does, however, preclude the identified Officer(s) from participating in any actions related to this contract.

02/18/2026

Date

Inland Southern California 211+

Type or write name of company

Kimberly Starrs
Kimberly Starrs (Feb 18, 2026 10:12:57 PST)

Signature of authorized individual

Kimberly Starrs

Type or write name of authorized individual

CHIEF ADMINISTRATIVE OFFICE
Procurement and Contracts Division

Date Received

NON-COMPETITIVE PURCHASE REQUEST JUSTIFICATION

Required for all (non-emergency) sole source acquisitions in excess of \$5,000.00 and sole source service requests in excess of \$100,000.00.

This justification document consists of three (3) pages. All information must be provided and all questions must be answered. **Department Head approval is required.**

Requesting Department Information



Department: 51-Social Services	Org Code: 5130	
Contact Name: Alexxa Lotze	Subobject: <input type="text"/>	User Code: <input type="text"/>
Telephone: 530-642-4860	Fax: 530-626-7427	

Required Supplier / Vendor Information

Vendor / Supplier Name: Inland Southern California 211+	Vendor / Supplier Address: 1511 S Vineyard Ave, Ontario, CA 91761
Contact Name: Christopher (Chris) Darbee	CDarbee@ISCUW.org
Estimated Purchase Price/Contract Amount: \$200,000.00	Vendor / Supplier Email Address: Chris: CDarbee@ISCUW.org; Inland: compliance@iscuw.org
Telephone: Chris Office: (909) 980-2857 ext. 220; Chris Cell: (909) 586-0753	Fax: <input type="text"/>

Provide a brief description of the request, including all goods and/or services the vendor/supplier will provide and supporting exemption reference from Board Policy C-17 - Procurement Policy:

The El Dorado County Health and Human Services Agency (HHSA) Child Welfare Services (CWS) and Adult Protective Services (APS) divisions/programs are requesting to renew the 24-hour telephone answering and call transfer services agreement #6705 with Inland Southern California 211+ (ISC 211+). The divisions listed above are mandated to provide 24-hour telephone answering and call transfer services under various Welfare & Institutions Codes (W&IC). These HHSA divisions currently have agreement #6705 in place with ISC 211+ for these mandated services to ensure that community members can call/reach a 24-hour telephone answering and call transfer service relating to mandated and non-mandated reports involving child and elder abuse/neglect, aging and disabilities, and a vaccine hotline. On 01/28/2022, the CAO released RFP 22-915-030 to solicit providers for these telephone answering and call transfer services, and as a result of the RFP evaluative process, HHSA entered into agreement #6705 with ISC 211+. This procurement is for services where the continuity of the provider will provide efficiency and critical knowledge that other providers cannot provide.

Department Head:	 Signature
Purchasing Agent:	 Signature

Board of Supervisors:	P&C Assignment:
Date: <input type="text"/>	Assigned To: <input type="text"/>
Item: <input type="text"/>	Date: <input type="text"/>

A. The good/service requested is restricted to one supplier for the reason stated below:

1. Why is the acquisition restricted to this goods/services supplier? (Explain why the acquisition cannot be competitively sourced. Explain how the supplier is the only source for the acquisition.)

The El Dorado County HHSWA CWS and APS divisions/programs currently have agreement #6705 in place with ISC 211+ for the mandated 24-hour telephone answering and call transfer services. On 01/28/2022, the CAO released RFP 22-915-030 to solicit providers for these telephone answering and call transfer services, and as a result of the RFP evaluative process, HHSWA entered into agreement #6705 with ISC 211+ effective 04/10/2023. Prior to agreement #6705 with ISC 211+, the divisions contracted with Lacuna Health, LLC (previously known as New Connections) for similar services via agreement #4727 from 05/01/2020 to 04/30/2023. This renewed agreement/procurement for ISC 211+ is for services where the continuity of the provider will provide efficiency and critical knowledge that other providers cannot provide.

2. Provide the background of events leading to this acquisition.

05/01/2020 to 04/30/2023: Entered into Lacuna Health, LLC (previously known as New Connections) agreement #4727.

05/17/2022 (BOS File #22-0777): On 01/28/2022, RFP 22-915-030 was released and was awarded to ISC 211+.

04/10/2023 to 04/09/2026: Entered into ISC 211+ agreement #6705. Coming up for renewal in a few months.

05/21/2024 (BOS File #24-0797: On 05/21/2024, 1st amendment to ISC 211+ agreement #6705 was executed to increase the Maximum Obligation and update standard contract language.

PENDING 04/10/2026 to 04/09/2029: Current ISC 211+ agreement #6705 is due for renewal effective 04/09/2026. Since the proposed Maximum Obligation amount for the renewed agreement (\$200,000) exceeds purchasing authority, this renewal request is required to be approved by the BOS.

3. Describe the uniqueness of the acquisition. (Why was the goods/services supplier chosen?)

ISC 211+ is Alliance of Information & Referral System (AIRS) accredited, which is the only credential specifically geared to assess quality, compliance, and information exchange for information and referral service providers committed to improving access to human services. ISC 211+ has operated its Contact Center since 2005 and has over 15 years of related experience in managing County/City government contracts for operating call lines for mandated and non-mandated HHSWA jurisdictions, serving rural and urban communities. Furthermore, previous RFP 22-915-030 was awarded to ISC 211+ after the evaluative process, which resulted in the current agreement #6705 with ISC 211+.

4. What are the consequences of not purchasing the goods/services or contracting with the proposed supplier?

Disapproval of the renewal for the ISC 211+ agreement #6075 will result in the HHSWA CWS and APS divisions/programs having insufficient capacity to meet the mandated requirements for 24-hour telephone answering and call transfer services. The HHSWA CWS and APS divisions/programs would also fail to meet the mandated and non-mandated report services needed to ensure the safety of community members.

5. What market research was conducted to substantiate no competition, including the evaluation of other items or service providers? (Provide a narrative of your efforts to identify other similar or appropriate goods/services, including a summary of how the department concluded that such alternatives are either inappropriate or unavailable. The name and addresses of suppliers contacted and the reasons for not considering them must be included OR an explanation of why the survey or effort to identify other goods/services was not performed.)

An effort to identify other goods/services was not performed as HHSA divisions have an existing relationship with ISC 211+ for 24-hour telephone answering and call transfer services. Transitioning to another service provider for similar services would be detrimental to the existing protocols that the HHSA CWS and APS divisions/programs have in place to ensure 24-hour telephone answering and call transfer services are provided in a timely/sufficient manner that meets mandated requirements.

Additionally, the HHSA CWS and APS divisions have determined, in accordance with El Dorado County Ordinance Section 3.13.030, paragraph (C), that this contract may be awarded to ISC 211+ for 24-hour telephone answering and call transfer services because it is in the public's best interest and that due to limited time frames, temporary or occasional nature, or schedule for the project or scope of work, the ongoing aggregate of work to be performed is not sufficient to warrant the addition of permanent staff.

B. Price Analysis:

1. How was the price offered determined to be fair and reasonable? (Explain what basis was used for comparison and include cost analysis as applicable.)

This was taken into account during the prior RFP #22-915-030 which was awarded to ISC 211+ (which included an evaluative process).

2. Describe any cost savings or avoidance realized (one-time or ongoing) by acquiring the goods/services from this supplier.

N/A.

