COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR

JOSEPH KELLY
TREASURER AND TAX COLLECTOR

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HOME PAGE
TTC.LACOUNTY.GOV

PROPERTY TAX PORTAL
LACOUNTYPROPERTYTAX.COM

July 2, 2015

SENT VIA EMAIL

Dear Interested Party:

REQUEST FOR PROPOSALS FOR THE PROVISION OF A COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM

The County of Los Angeles (County) Treasurer and Tax Collector (TTC) is issuing this Request for Proposals (RFP) for the provision of a Collections and Accounts Receivable System.

The RFP can be downloaded from the Internet by either accessing the County's website at http://camisvr.co.la.ca.us/lacobids and selecting "View Open Bids" and then "List by Department," or the TTC's website at http://ttc.lacounty.gov by clicking on the "TTC Contract Opportunities" link. Potential proposers should take care to download and review the entire RFP.

The RFP contains the service requirements, proposal content and format requirements, a description of the proposal selection process, and a sample contract for the TTC. Vendors that meet the minimum requirements identified in Paragraph 3.0, Proposer's Minimum Mandatory Qualifications, of the RFP are invited to submit a proposal to provide the services described further in Appendix A, Statement of Work, of the RFP. Potential proposers should carefully review the RFP and ensure their proposal complies with all RFP requirements.

A Mandatory Proposers' Conference (Conference), to answer questions regarding the written specifications of the RFP, will be held at **10:00 a.m. Pacific Time, on Monday, July 20, 2015**, at the Kenneth Hahn Hall of Administration, 500 West Temple Street, Conference Room 140, Los Angeles, California 90012. **Any Vendor submitting a proposal MUST ATTEND this Conference or will be disqualified.** To register to attend the Conference, please call Kathy Gomez, Contracts Section, at (213) 974-7360 or send an email to contracts@ttc.lacounty.gov no later than Friday, July 17, 2015.

The RFP responses must be prepared in accordance with Section 7.0, Proposal Submission Requirements, of the RFP. **Proposals are due no later than 5:00 p.m. Pacific Time, on Friday, August 7, 2015,** and shall be delivered or mailed to the **TTC, Contracts Section, 500 West Temple Street, Room 464, Los Angeles, California 90012.** Proposals received after the scheduled deadline will not be accepted and shall be returned to the sender unopened.

Very truly yours,

JOSEPH KELLY
Treasurer and Tax Collector

JK:KK:EVT
KG:ca
CARS RFP Cvr Ltr 7-2-15 Final evt st

COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR

REQUEST FOR PROPOSALS

FOR

COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS)

JULY 2015

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A **Statement of Work:** Explains in detail the required services to be performed by the Contract.

B1 **Statement of Work Exhibits:** Provides examples and historical information of services and reports required.

B2 **Statement of Work and Sample Contract Technical Exhibits:** Identifies Contractor's performance requirements.

C **Sample Contract:** Identifies the terms and conditions in the Contract.

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G **Jury Service Ordinance:** County Code

H **Listing of Contractors Debarred in Los Angeles County:** Contractors who are not allowed to contract with the County for a specific length of time.

I **IRS Notice 1015:** Provides information on Federal Earned Income Credit.

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K **Defaulted Property Tax Reduction Program:** County Code

1.0 INTRODUCTION

The County of Los Angeles (County) Treasurer and Tax Collector (TTC) is issuing this Request for Proposals (RFP) to solicit proposals for a Contract with a firm who can provide a replacement system for the Collections and Accounts Receivable System (CARS).

2.0 PURPOSE/AGREEMENT FOR COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM

2.1 Statement of Work

The TTC is seeking proposals from highly experienced firms to provide, install, and maintain a replacement commercial off-the-shelf (COTS) system for the TTC's legacy collections system (referred to as the Collections and Accounts Receivable System) in a County hosted solution. The replacement Collections and Accounts Receivable System (CARS or System) will be utilized for uploading delinquent accounts from various departments, assigning accounts, tracking collection activity, sending dunning notices, referring accounts to other agencies, and posting, distributing, reconciling, and reporting payments. The TTC also utilizes the CARS to forward delinquent accounts to Outside Collection Agencies (as defined below) for assignment, which includes the ability to track assignments, payments, and subsequent write-off of referrals. The CARS also establishes separate Branches (i.e., the TTC and the Probation Department [Probation]) for the segregation of accounts assigned to specific collection groups allowing for the independent assigning, tracking, noticing, and reporting of each group's respective accounts. As there are business and technical dependencies with other departments, branches, and systems, this statement of work includes many exhibits to better understand these relationships with the TTC partners and current CARS system. . **Note to Proposers: The Technical Exhibits to the Statement of Work are provided for reference only. The System must achieve the results described in each Technical Exhibit, but Proposers may propose alternative and/or improved formats for such results. Any capitalized term not otherwise defined herein will have the meaning given to it in the Contract.

The TTC operates as the collection agency for the County, providing a variety of services including, but not limited to, collections for the Department of Public Social Services (DPSS), which are related to CalFresh (formerly Food Stamps), CalWORKS, and General Relief Overpayments, as well as delinquent outstanding debt owed to various County departments for personal or mandated services received by individuals or business entities including victim restitution, fees, and fines for Probation. Some examples of these services include the recovery of

overpayments, the collection of fees and penalties, and the recovery of payments owed to the County due to insufficient fund checks.

Probation currently uses a Branch of the CARS to enforce the financial orders of the Court through collection and distribution of restitution, fines, and fees.

TTC accountants perform all accounting functions related to the CARS; including those accounts and transactions occurring in the Probation Branch. TTC accountants record, adjust, track, transfer, reconcile, and report payments received from probationers. On a monthly basis, TTC accountants process restitution payments to the victims through an interface with another system and transfer the collected fees and fines to Probation. The CARS also produces the required production reports for the payments received, disbursed, and transferred.

2.2 Sample Contract: County Terms and Conditions

Contractor shall be expected to implement the Sample Contract as contained in Appendix C of this RFP.

2.2.1 Anticipated Contract Term

The Contract Term is anticipated to be for a period five years commencing upon approval by the Board of Supervisors (Board) unless sooner terminated or extended in whole or in part, with up to two one-year renewal options and/or six month-to-month extensions, for a maximum total Contract Term of seven years and six months. Each such option and extension shall be exercised at the sole discretion of the County.

2.2.2 Contract Rates

The Contractor's rates shall remain firm and fixed for the Term of the Contract.

2.2.3 Days of Operation

Development, testing, implementation, on-site maintenance and any other services that require access to County facilities may only be performed during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.) except for County observed holidays, unless specified otherwise in the Contract, or requested by the County. The County's Project Manager will provide a list of the County holidays to the Contractor at the time the Contract is approved, and annually, at the beginning of the calendar year.

However, Proposer shall provide any necessary services, including but not limited to, those services described in Appendix C (Sample Contract) and Appendix A (Statement of Work [SOW]) including any Exhibits thereto, that do not require access to County facilities, regardless of the County's normal business hours and/or observed holidays.

2.2.4 Indemnification and Insurance

Contractor shall be required to comply with the indemnification provisions contained in the - Appendix C, Sample Contract, Subparagraph 8.23. The Contractor shall procure, maintain, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in the Appendix C, Sample Contract, Subparagraphs 8.24 and 8.25.

2.2.5 SPARTA Program

A County program, known as 'SPARTA' (Service Providers, Artisan and Tradesman Activities) may be able to assist potential Contractors in obtaining affordable liability insurance. The SPARTA Program is administered by the County's insurance broker, Merriwether & Williams. For additional information, Proposers may call Merriwether & Williams toll free at (800) 420-0555 or can access their website directly at www.2sparta.com

2.2.6 Health Insurance Portability and Accountability Act of 1996

Contractor shall be required to comply with the Administrative Simplification requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) as in effect and as may be amended, as contained in Appendix C, Sample Contract.

2.3 Terms and Definitions

Throughout this RFP, references are made to certain persons, groups, or Departments/Agencies. For convenience, a description of specific definitions can be found in Appendix C, Sample Contract, Paragraph 2.0, Definitions.

3.0 PROPOSER'S MINIMUM MANDATORY QUALIFICATIONS

Interested and qualified Proposers that can demonstrate their ability to successfully provide the required services outlined in the SOW, Appendix A of this RFP are invited to submit proposal(s), provided they meet the following requirements:

3.1 Proposer must have five years experience, within the last seven years, as a sole proprietor, corporation, or other entity providing government collections and accounts receivable system services equivalent or similar to the services identified in Appendix A, SOW to government entities (i.e., state, federal, and local).

3.2 Proposer, or its principals associated with this project, must have seven years of experience within the last nine years in system design, development, successful implementation, and support, with at least five years in a web-enabled environment.

3.3 Proposer's proposed Project Manager and Alternate Project Manager must have a minimum of three years of documented experience in providing the required services equivalent or similar to the services identified in Appendix A, SOW, either with the Proposer or with another firm.

3.4 Proposer must have the capability to maintain a minimum volume of 2.6 million accounts.

3.5 Proposer must certify that it is or has an administrative business office and a facility to provide the required services as detailed in Appendix A, SOW, located in the 50 United States or the District of Columbia.

3.6 Proposer must comply with the RFP format and other requirements set forth in Paragraph 7.0, Proposal Submission Requirements, of this RFP when submitting its Proposal. Proposer must submit all completed forms set forth in Appendix D, Required Forms.

3.7 Attendance by one or more representatives of the firm at the Mandatory Proposers' Conference.

4.0 COUNTY'S RIGHTS AND RESPONSIBILITIES

The County is not responsible for representations made by any of its officers or employees prior to the execution of the Contract unless such understanding or representation is included in the Contract.

4.1 Final Contract Award by the Board of Supervisors

Notwithstanding a recommendation of a Department, agency, individual, or other, the Board retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant agreement, and to determine which proposal best serves the interests of the County. The Board is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract.

4.2 County Option to Reject Proposals

Proposers are hereby advised that this RFP is an informal solicitation for proposals only, and is not intended, and is not to be construed as, an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations pursuant to any statute, ordinance, rule, or regulation. The County may, at its sole discretion, reject any or all proposals submitted in response to this RFP or may, in its sole discretion, reject all proposals and cancel the RFP in its entirety. The County shall not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive inconsequential disparities in a submitted proposal.

4.3 County's Right to Amend Request for Proposals

The County has the right to amend the RFP by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available to each person or organization which the County records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the Proposal being found non-responsive and not being considered, as determined in the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

4.4 Background and Security Investigations

All Contractor personnel performing work under the Contract shall be required to undergo and pass, to the satisfaction of the TTC, a background investigation as a condition of beginning and continuing to work under the Contract.

Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include state, local,

and federal level review, which may include, but not limited to, criminal conviction information. Examples of disqualifying factors include, but are not limited to, bribery, robbery, theft, fraud, embezzlement, forgery, extortion and perjury, or possession, sale or attempt to sell a controlled substance, and possession, sale or attempt to sell stolen property, or any felony conviction or conviction of a misdemeanor involving moral turpitude, and job-related misdemeanor convictions. The fees associated with background investigation shall be at the expense of the Contractor regardless if the member of Contractor's staff passes or fails the background investigation.

4.5 County's Quality Assurance Plan

After Contract Award, the County or its agent will evaluate the Contractor's performance under the Contract on a periodic basis. Such evaluation will include assessing Contractor's compliance with all terms in the Contract and performance standards identified in the SOW. Contractor's deficiencies which the County determines are severe or continuing and that may jeopardize performance of the Contract will be reported to the County's Board. The report will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate the Contract in whole or in part, or impose other penalties as specified in the Contract.

5.0 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS

5.1 Notice to Proposers Concerning the California Public Records Act

5.1.1 Responses to this solicitation shall become the exclusive property of the County. Absent extraordinary circumstances, the recommended Proposer's proposal will become a matter of public record when (1) contract negotiations are complete; (2) Department receives a letter from the recommended Proposer's authorized officer that the negotiated Contract is the firm offer of the recommended Proposer; and (3) Department releases a copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055.

Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's proposer recommendation appears on the Board agenda.

Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret," "Confidential," or "Proprietary."

5.1.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. The Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.

5.1.3 In the event the County is required to defend an action on a California Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "Confidential," "Trade Secrets," or "Proprietary," Proposer agrees to defend and indemnify the County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with the California Public Records Act request.

5.2 Contact with County Personnel

All contact regarding this RFP or any matter relating thereto must be in writing and may be mailed, e-mailed, or faxed as follows:

Contracts Section
Treasurer and Tax Collector
500 West Temple Street, Room 464
Los Angeles, California 90012
E-mail address: contracts@ttc.lacounty.gov
Fax Number: (213) 687-4857
Attn: Kathy Gomez

If it is discovered that Proposer contacted and received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify their proposal from further consideration.

5.3 Mandatory Requirement to Register on County's WebVen

Prior to a Contract Award, all potential Contractors must register in the County's WebVen. The County's WebVen contains the Vendor's business profile and identifies the goods/services the business provides.

Registration can be accomplished online via the Internet by accessing the County's home page at http://camisvr.co.la.ca.us/webven/

5.4 Protest Policy Review Process

5.4.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Subparagraph 5.4.3 below. Additionally, any actual Proposer may request a review of a disqualification or of a proposed contract award under such a solicitation, as described respectively in the paragraphs below. It is the responsibility of the Proposer challenging the decision of a County Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed Contract Award.

5.4.2 Throughout the review process, the County has no obligation to delay or otherwise postpone a Contract Award based on a Proposer protest. In all cases, the County reserves the right to make an award when it is determined to be in the best interest of the County to do so.

5.4.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved services contract provided for under Board Policy No. 5.055 are limited to the following:

- Review of Solicitation Requirements (Reference Subparagraph 7.3 in the Proposal Submission Requirements section)

- Review of a Disqualified Proposal (Reference Subparagraph 8.3 in the Selection Process and Evaluation Criteria section)

- Review of Proposed Contractor Selection (Reference Subparagraph 8.6 in the Selection Process and Evaluation Criteria section)

5.5 Injury and Illness Prevention Program

Contractor shall be required to comply with the state of California's Cal OSHA's regulations. Section 3203 of Title 8 in the California Code of Regulations requires all California employers to have a written, effective

Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

5.6 Confidentiality and Independent Contractor Status

As appropriate, Contractor shall be required to comply with the Confidentiality provision contained in Subparagraph 7.7 and the Independent Contractor Status provision contained in Subparagraph 8.22 in Appendix C, Sample Contract.

5.7 Conflict of Interest

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse of economic dependent of such employees, shall be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the County Code as stated in Appendix D - Required Forms Exhibit 5, Certification of No Conflict of Interest.

5.8 Determination of Proposer Responsibility

5.8.1 A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the Contract. It is the County's policy to conduct business only with responsible Proposers.

5.8.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may determine whether the Proposer is responsible based on a review of the Proposer's performance on any contracts including, but not limited to, County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Proposer against public entities. Labor law violations which are the fault of the subcontractors and of which the Proposer had no knowledge shall not be the basis of a determination that the Proposer is not responsible.

5.8.3 The County may declare a Proposer to be non-responsible for purposes of this Contract if the Board, in its discretion, finds that the Proposer has done any of the following: (1) violated a term of a Contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness, or capacity to perform a Contract with the County, any other public entity, or a nonprofit corporation

created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.

5.8.4 If there is evidence that the apparent highest ranked Proposer may not be responsible, the TTC shall notify the Proposer in writing of the evidence relating to the Proposer's responsibility, and its intention to recommend to the Board that the Proposer be found not responsible. The TTC shall provide the Proposer and/or the Proposer's representative with an opportunity to present evidence as to why the Proposer should be found to be responsible and to rebut evidence which is the basis for the TTC's recommendation.

5.8.5 If the Proposer presents evidence in rebuttal to the TTC, the TTC shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of the Proposer shall reside with the Board of Supervisors.

5.8.6 These terms shall also apply to proposed subcontractors of Proposers on County contracts.

5.9 Proposer Debarment

5.9.1 The Proposer is hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may debar the Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five years but may exceed five years or be permanent if warranted by the circumstances, and the County may terminate any or all of the Proposer's existing contracts with the County, if the Board finds, in its discretion, that the Proposer has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness, or capacity to perform a Contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.

5.9.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, the Department shall notify the Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise the Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.

5.9.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. The Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Proposer should be debarred, and if so, the appropriate length of time of the debarment. The Proposer and the TTC shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.

5.9.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board. The Board shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

5.9.5 If a Proposer has been debarred for a period longer than five years, that Proposer may, after the debarment has been in effect for at least five years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Proposer has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.

5.9.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) the Proposer has been debarred for a period longer than five years; (2) the debarment has been in effect for at least five years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of

debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

5.9.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

5.9.8 These terms shall also apply to proposed subcontractors of Proposers on County contracts.

5.9.9 Appendix H provides a link to the County's website where there is a listing of Contractors that are currently on the Debarment List for the County.

5.10 Adherence to County's Child Support Compliance Program

Proposers shall: 1) fully comply with all applicable state and federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

5.11 Gratuities

5.11.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee, or agent to solicit consideration, in any form, from a Proposer with the implication, suggestion, or statement that the Proposer's provision of the consideration may secure more favorable treatment for the Proposer in the award of the Contract or that the Proposer's failure to provide such consideration may negatively affect the County's consideration of the Proposer's submission. A Proposer shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee, or agent for the purpose of securing favorable treatment with respect to the award of the Contract.

5.11.2 Proposer Notification to County

A Proposer shall immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in the Proposer's submission being eliminated from consideration.

5.11.3 Form of Improper Consideration

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

5.12 Notice to Proposers Regarding the County Lobbyist Ordinance

The Board of the County has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation, or other entity that seeks a County permit, license, franchise, or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation, or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by County Code Section 2.160.010, retained by the Proposer is in full compliance with Chapter 2.160 of the County Code and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists by completing and submitting the Familiarity with the County Lobbyist Ordinance Certification, as set forth in Appendix D - Required Forms Exhibit 6, as part of their proposal.

5.13 Federal Earned Income Credit

The Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015 (Reference Appendix I).

5.14 Consideration of GAIN/GROW Participants for Employment

As a threshold requirement for consideration for Contract Award, Proposers shall demonstrate a proven record of hiring participants in the County's DPSS Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to the Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

Proposers who are unable to meet this requirement shall not be considered for Contract Award. Proposers shall submit a completed, "Attestation of Willingness to Consider GAIN/GROW Participants", form, as set forth in Appendix D - Required Forms, Exhibit 9, along with their proposal.

5.15 Recycled Bond Paper

Proposer shall be required to comply with the County's policy on recycled bond paper as specified in Appendix C, Sample Contract, Subparagraph 8.39.

5.16 Safely Surrendered Baby Law

The Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in the County, and where and how to safely surrender a baby. The fact sheet is set forth in Appendix J of this solicitation document and is also available on the Internet at www.babysafela.org for printing purposes.

5.17 Jury Service Program

The prospective Contract is subject to the requirements of the County's Contractor Employee Jury Service Ordinance (Jury Service Program) (County Code, Chapter 2.203). Prospective Contractors should carefully read the Jury Service Ordinance, Appendix G, and the pertinent jury service provisions of the Sample Contract, Appendix C, Subparagraph 8.8, both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their Subcontractors.

Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

5.17.1 The Jury Service Program requires Contractors and their Subcontractors to have and adhere to a written policy that provides that its employees shall receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means 40 hours or more worked per week, or a lesser number of hours if: (1) the lesser number is a recognized industry standard as determined by the County, or (2) the Contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on the County project. Full-time employees providing short-term, temporary services of 90 days, or less within a 12-month period are not considered full-time for purposes of the Jury Service Program.

5.17.2 There are two ways in which a Contractor might not be subject to the Jury Service Program. The first is if the Contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation of other entity which has a Contract with the County or a Subcontract with a County Contractor and has received or will receive an aggregate sum of $50,000 or more in any 12-month period under one or more County contracts or subcontracts. The second is if the Contractor meets one of the two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to Contractors that have (1) ten or fewer employees; and (2) annual gross revenues in the preceding twelve months which, if added to the annual amount of this Contract is less than $500,000; and (3) is not an "affiliate or subsidiary of a business dominant in its field of operation." The second exception applies to Contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. The Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

5.17.3 If a Contractor does not fall within the Jury Service Program's definition of "Contractor" or if it meets any of the exceptions to the Jury Service Program, then the Contractor must so indicate in the Certification Form and Application for Exception, Exhibit 10 in Appendix D - Required Forms, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the Contractor's application, the County will determine, in its sole discretion, whether the Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. The County's decision will be final.

5.18 Notification to County of Pending Acquisitions/Mergers by Proposing Company

The Proposer shall notify the County of any pending acquisitions/mergers of their company. This information shall be provided by the Proposer on Required Form - Exhibit 1 - Proposer's Organization Questionnaire/Affidavit. Failure of the Proposer to provide this information may eliminate its proposal from any further consideration. Proposer shall have a continuing obligation to notify the County of changes to the information contained in Exhibit 1 (Proposer's Organization Questionnaire/Affidavit) during the pendency of this RFP by providing a revised Exhibit 1 (Proposer's Organization Questionnaire Exhibit 1) to the County upon the occurrence of any event giving rise to a change in its previously-reported information.

5.19 Defaulted Property Tax Reduction Program

The prospective Contract is subject to the requirements of the County's Defaulted Property Tax Reduction Program (Defaulted Tax Program) (County Code, Chapter 2.206). Prospective Contractors should carefully read the Defaulted Tax Program Ordinance, Appendix J, and the pertinent provisions of the Sample Contract, Appendix C, Subparagraphs 8.53 and 8.54, both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their Subcontractors.

Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Property Tax Reduction Program and shall maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Property Tax Reduction Program by completing Certification of Compliance with the County's Defaulted Property Tax Reduction Program, Exhibit 14 in Appendix D – Required Forms. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a

contract or initiation of debarment proceedings against the non-compliance contractor (County Code, Chapter 2.202).

Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

5.20 Time Off for Voting

The Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten days before every statewide election, every Contractor and subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

6.0 COUNTY'S PREFERENCE PROGRAMS

6.1 County Policy on Doing Business with Small Business

6.1.1 The County has multiple programs that address small businesses. The Board encourages small business participation in the County's contracting process by constantly streamlining and simplifying our selection process and expanding opportunities for small businesses to compete for our business.

6.1.2 The Local Small Business Enterprise (SBE) Preference Program requires the Company to complete a certification process. This program and how to obtain certification are further explained in Subparagraph 6.2 of this solicitation.

6.1.3 The Jury Service Program, provides exceptions to the Program if a company qualifies as a small business. It is important to note that the Program has a different definition for small business. You may qualify as a small business in this Program. Further explanation of this Program is provided in Subparagraph 5.17 - Jury Service Program of this solicitation.

6.1.4 The County also has a Policy on Doing Business with Small Business that is stated in Appendix F.

6.2 Local Small Business Enterprise Preference Program

6.2.1 The County will give Local SBE preference during the solicitation process to businesses that meet the definition of a Local SBE, consistent with Chapter 2.204.030C.1 of the County Code. A Local SBE is defined as: (1) A business certified by the state of California as a small business; and (2) has had its principal office located in the County for at least one year. The business must be certified by the Internal Services Department (ISD) as meeting the requirements set forth in 1 and 2 above prior to requesting the Local SBE preference in a solicitation.

6.2.2 To apply for certification as a Local SBE, businesses may register with the ISD at http://laosb.org.

6.2.3 Certified Local SBEs must request the SBE Preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification affirmed. Businesses must attach the Local SBE Certification Letter to the Required Form - Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form - Exhibit 7 in Appendix D - Required Forms with their proposal. Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Local SBE.

6.2.4 Information about the State's SBE certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Small Business Certification and Resources Web site at http://www.pd.dgs.ca.gov/smbus/default.

6.3 Local Small Business Enterprise (SBE) Prompt Payment Program

It is the intent of the County that Certified Local SBEs receive prompt payment for services they provide to County departments. Prompt payment is defined as 15 calendar days after receipt of an undisputed invoice.

6.4 Disabled Veteran Business Enterprise (DVBE) Preference Program

6.4.1 The County will give preference during the solicitation process to businesses that meet the definition of a DVBE, consistent with Chapter 2.211 of the County Code. A DVBE vendor is defined as: 1) A business which is certified by the state of California as a DVBE; or 2) A business which is certified by the Department of

Veterans Affairs as a Service Disabled Veteran Owned Small Business (SDVOSB).

6.4.2 Certified DVBE vendors must request the preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification is affirmed.

6.4.3 In no case shall the DVBE Preference Program price or scoring preference be combined with any other county preference program to exceed 8% in response to any county solicitation.

6.4.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified DVBE.

6.4.5 To request the DVBE Preference, Proposer must complete and submit the Request for DVBE Consideration form in Appendix D, Required Forms, Exhibit 15, with supporting documentation with their proposal.

Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at http://www.pd.dgs.ca.gov/

Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38CFR 74 and is also available on the Department of Veterans Affairs Website at: http://www.vetbiz.gov/

6.5 Transitional Job Opportunities Preference Program

6.5.1 In evaluating proposals, the County will give preference to businesses that are certified by the County as Transitional Job Opportunity vendors, consistent with Chapter 2.205 of the County Code. A Certified Transitional Job Opportunity vendor is, and has been such for three years, an entity: (1) that is a non-profit organization recognized as tax exempt pursuant to section 501 (c) (3) of the Internal Revenue Services Code; set forth, under penalty of perjury, such information as requested by the County on either electronic or hard copy forms, along with their application form and three most recent annual tax returns to the Department with their proposal response to the contracting solicitation for which they are

competing; (2) has been in operation for at least one year providing transitional job and the related supportive services to program participants; and (3) provide a profile of their program with a description of their program components designed to assist program participants, number of past program participants, and any other information requested by a contracting Department.

6.5.2 Transitional Job Opportunities vendors must request the preference in their solicitation response and may not receive the preference until their certification has been affirmed by the applicable Department. County must verify the Transitional Job Opportunity vendor certification prior to applying the preference. Sanctions and financial penalties may apply to a Proposer that knowingly and with intent to defraud seeks to obtain or maintain certification as a Transitional Job Opportunities vendor.

6.5.3 To request the Transitional Job Opportunities Preference, Proposer must complete the Transitional Job Opportunities Preference Application in Appendix D – Required Forms – Exhibit 21 and submit it along with all supporting documentation with their proposal.

7.0 PROPOSAL SUBMISSION REQUIREMENTS

This Section contains key project dates and activities as well as instructions to Proposers in how to prepare and submit their proposal.

7.1 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final. All proposals shall be firm and final offers and may not be withdrawn for a period of 270 days following the final proposal submission date.

7.2 RFP Timetable

The timetable for this RFP is as follows:

- Release of RFP ..... Thursday, July 2, 2015
- Request for a Solicitation Requirements Review Due.....
  ..... Friday, July 17, 2015
- Mandatory Proposers' Conference (10:00 a.m.) Monday, July 20, 2015

- Written Questions Due no later than (5:00 p.m.) Tuesday, July 21, 2015
- Questions and Answers Released on or about Monday, July 27, 2015
- **Proposals due by (5:00 p.m. Pacific Time) Friday, August 7, 2015**

7.3 Solicitation Requirements Review

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix E - Transmittal Form to Request a Solicitation Requirements Review to the Department conducting the solicitation as described in this paragraph. A request for a Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

1. The request for a Solicitation Requirements Review is made within ten business days of the issuance of the solicitation document;

2. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal;

3. The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and

4. The request for a Solicitation Requirements Review asserts either that:

    a. application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or

    b. due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.

The Solicitation Requirements Review shall be completed on or about Friday, July 17, 2015, and the Department’s determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date.

All Requests for Solicitation Requirements Review shall be submitted to:

Contracts Section
Treasurer and Tax Collector
500 West Temple Street, Room 464

Los Angeles, California 90012
Attn: Kathy Gomez

7.4 Proposers' Questions

Proposers may submit written questions regarding this RFP by mail, fax, or e-mail to the individual identified below. All questions must be received by Tuesday, July 21, 2015, 5:00 p.m. (Pacific Time). All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.

When submitting questions, please specify the RFP paragraph number, page number, and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFP. County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of minimum requirements, evaluation criteria, and/or business requirements would unfairly disadvantage Proposers or, due to unclear instructions, may result in the County not receiving the best possible responses from Proposer. Questions should be addressed to:

Contracts Section
Treasurer and Tax Collector
500 West Temple Street, Room 464
Los Angeles, California 90012
E mail address: contracts@ttc.lacounty.gov
Fax Number: (213) 687- 4857
Attn: Kathy Gomez

7.5 Mandatory Proposers' Conference

A Mandatory Proposers' Conference will be held to discuss the RFP Requirements. County staff will respond to questions from potential Proposers. All potential Proposers must attend this conference or their proposals will be rejected as non-responsive (disqualified) without review and eliminated from further consideration. The conference is scheduled as follows:

Location:	County of Los Angeles Treasurer and Tax Collector 500 West Temple Street, Room 140 Los Angeles, California 90012
Date:	**Monday, July 20, 2015**
Time:	10:00 a.m. (Pacific Time)

Firms planning to attend should call (213) 974-7360 to register for the Mandatory Proposers' Conference.

The purpose of the Mandatory Proposers' Conference is to answer all questions concerning the written specifications of this RFP in the presence of all firms interested in providing services to the County. The County representatives will not hold any private or unilateral consultations before or after the conference that may give any one Proposer advantage over another in responding to this RFP.

All firms in attendance at the Mandatory Proposers' Conference are to ensure that the official sign-in attendance sheet is completed and signed by one authorized representative of the firm. The sign-in sheet will serve as evidence that a firm was present at the Mandatory Proposers' Conference and a mailing list for disseminating any addendum/addenda to the RFP, subsequent to the Mandatory Proposers' Conference, if the County determines that such addendum/addenda is necessary.

All Proposers must be in attendance at the Mandatory Proposers' Conference in order to qualify for submission of a proposal. Proposers are advised to be prompt as late arrivals will not be admitted once the conference begins. Proposals from firms not in attendance will be rejected.

7.6 Preparation of the Proposal

Two separate proposals must be submitted - a Business Proposal and a Cost Proposal. All Proposals must be bound and submitted in the prescribed format. Any Proposal that deviates from this format may be rejected as non-responsive without review at the County's sole discretion. All Proposals must be typed on 8 ½" x 11" white bond paper, bound and submitted in the prescribed format. Section tabs are not required but may be included to improve readability. The original proposal and each copy shall be individually bound in a secure manner with a protective covering that allows for easy removal of documents marked proprietary or confidential. The Proposals are to be made based on the contents of this RFP and according to the format indicated in this Subparagraph 7.6. The County shall assume no responsibility for any misunderstanding or representations concerning information provided, or conditions given, by any of its employees prior to the execution of a contract unless it is included in the RFP or in an addendum to the RFP.

In preparing the written Proposal, the Proposer should do so in its own words and not copy the language in the RFP. The Proposer should ensure that the Proposal responds completely and thoroughly to all of the requirements set forth in this RFP. The objective of the Proposal

submission is for the TTC to ascertain the Proposer's ability to provide or exceed the required services. In addition, specific information is requested from all Proposers to ensure that the Proposals can be fairly compared and evaluated in a standard manner. Only that information which is contained in the Proposal will be evaluated.

7.7 Business Proposal Format

7.7.1 The content and sequence of the proposal must be as follows:

- Transmittal Letter
- Proposer's Organization Questionnaire/Affidavit and Required Support Documents for Corporations and Limited Liability Companies
- Table of Contents
- Executive Summary (Section A)
- Proposer's Qualifications (Section B)
- Proposer's Approach to Provide Required Services (Section C)
- Proposer's Quality Control Plan (Section D)
- Terms and Conditions in the Sample Contract, and Requirements of the SOW: Acceptance of/or Exceptions to (Section E)
- Business Proposal Required Forms (Section F)

7.7.2 Transmittal letter

The transmittal letter must be a maximum of one page, transmitting the Proposal on the Proposer's stationery. The transmittal letter must include the Proposer's name, address, e-mail address, telephone, and facsimile numbers of the person or persons to be used for contact and who will be authorized to represent the Proposer. **The transmittal letter must bear the signature of the person authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.** The letter shall indicate whether or not the Proposer intends to perform the Contract as a single Proposer. The letter must contain a statement indicating that the Proposer will bear sole and complete responsibility for all work as defined in Appendix A, SOW.

7.7.3 Proposer's Organization Questionnaire/Affidavit and Required Support Documentation

The Proposer shall complete, sign, and date the Proposer's Organization Questionnaire/Affidavit - Exhibit 1A as set forth in Appendix D. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.

Taking into account the structure of the Proposer's organization, Proposer shall determine which of the below referenced supporting documents the County requires. If the Proposer's organization does not fit into one of these categories, upon receipt of the Proposal or at some later time, the County may, in its discretion, request additional documentation regarding the Proposer's business organization and authority of individuals to sign contracts.

If the below referenced documents are not available at the time of Proposal submission, Proposers must request the appropriate documents from the California Secretary of State and provide a statement on the status of the request.

7.7.4 Required Support Documents:

Corporations or Limited Liability Company (LLC):

The Proposer must submit the following documentation with the Proposal:

1. A copy of a "Certificate of Good Standing" with the state of incorporation/organization.

2. A conformed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.

7.7.5 Limited Partnership:

The Proposer must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State and any amendments.

7.7.6 Table of Contents

List all material included in the Proposal. Include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

7.7.7 Executive Summary (Section A)

Condense and highlight the contents of the Proposer's Business Proposal to provide Department with a broad understanding of the Proposer's approach, qualifications, experience, and staffing.

7.7.8 Proposer's Qualifications (Section B)

Demonstrate that the Proposer's organization has the experience and financial capability to perform the required services. The following sections must be included:

A. Proposer's Background and Experience (Section B.1)

Provide a summary of relevant background information to demonstrate that the Proposer meets the minimum requirement(s) stated in Paragraph 3.0 of this RFP and has the capability to perform the required services as a corporation or other entity. In addition to your background information, complete and submit with the firm's proposal, Exhibit 1B, Project Staff Background.

1. Proposer must have five years' experience, within the last seven years, as a sole proprietor, corporation, or other entity providing government collections and accounts receivable system services equivalent or similar to the services identified in Appendix A, SOW to government entities (i.e., state, federal, and local).

2. Proposer, or its principals associated with this project, must have seven years of experience within the last nine years in system design, development, successful implementation, and support, with at least five years in a web-enabled environment.

3. Proposer's proposed Project Manager and Alternate Project Manager must have a minimum of three years of documented experience in providing the required services equivalent or similar to the services identified

in Appendix A, SOW, either with the Proposer or with another firm.

4. Proposer must have the capability to maintain a minimum volume of 2.6 million accounts.

5. Proposer must certify that it is or has an administrative business office and a facility to provide the required services as detailed in Appendix A, SOW located in the 50 United States or the District of Columbia.

6. Proposer must comply with the RFP format and other requirements set forth in Paragraph 2.0, Proposal Submission Requirements, of this RFP when submitting its Proposal. Proposer must submit all completed forms set forth in Appendix D, Required Forms.

7. Attendance by one or more representatives of the firm at the Mandatory Proposers' Conference.

B. Proposer's References (Section B.2)

It is the Proposer's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate. The same references may be listed on both forms - Exhibits 2 and 3 in Appendix D, Required Forms.

The County may disqualify a Proposer as non-responsive and/or non-responsible if:

- references fail to substantiate Proposer's description of the services provided; or

- references fail to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel, or

- the TTC is unable to reach the point of contact with reasonable effort (i.e., three attempts). It is the Proposer's responsibility to inform the point of contact of the potential times the TTC may contact Proposer's references during normal working hours (defined as between 8:00 a.m. and 5:00 p.m., Pacific Time).

The Proposer must complete and include the following Required Forms Exhibits 2, 3, and 4 as set forth in Appendix D:

1. Prospective Contractor References, Exhibit 2. The Proposer must provide three references for current clients for whom the Proposer provides the same or similar scope of services to those services set forth in this RFP. **References for existing contracts/projects with the TTC will not be accepted to meet this requirement.**

2. Prospective Contractor List of Contracts, Exhibit 3. The listing must include all Public Entities contracts for the last three years. Use additional sheets if necessary. If the Proposer did not have any County contracts during the last three years, a statement to that effect should be included.

3. Prospective Contractor List of Terminated Contracts, Exhibit 4. Listing must include contracts terminated within the past three years with a reason for termination (i.e., discontinued prior to the scheduled expiration date).

C. Proposer's Pending Litigation and Judgments (Section B.3)

Identify by name, case, and court jurisdiction any pending litigation in which Proposer is involved, or judgments against Proposer in the past five years. Provide a statement describing the size and scope of any pending or threatening litigation against the Proposer or principals of the Proposer.

D. Proof of Insurability (Section B.4)

Vendor **must** provide proof of insurability that meets all insurance requirements set forth in the **Appendix C, Sample Contract, Subparagraphs 8.24 and 8.25.** If a Proposer does not currently have the required coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should the Proposer be selected to receive a Contract Award may be submitted with the proposal.

E. Applicable Licenses and/or Permits (Section B. 5)

Provide copies of all applicable licenses and/or permits. When a license specifies the post office address of the activity licensed, the licensee may conduct such activity only at the address specified in the license.

F. Financial Capability (Section B. 6)

Provide copies of the company's most current and prior two years (for example 2014, 2013, and 2012) financial statements. If audited financial statements are not available, a statement must be provided as to the reason audited statements are not available. Statements should include the company's assets, liabilities, and net worth. At a minimum, include the Balance Sheet (Statement of Financial Positions), Income Statement (Statement of Operations), and the Retained Earnings Statement. If audited statements are available, these should be submitted to meet this requirement. Do not submit Income Tax Returns to meet this requirement. Audited financial statements will be kept confidential, if so stamped on each page.

7.7.9 Proposer's Approach to Provide Required Services (Section C)

Present a description of the methodology the Proposer will use to meet Contract/SOW work requirements. Describe in detail:

1. Proposer's experience to provide the required work;

2. Describe in detail how the Proposer shall accomplish the service requirements in Paragraph 3.0, SOW, Specific Work Requirements including, but not limited to:

   a) Develop Project Plan; 3.1
   b) Analyze and Validate System Requirements; 3.2
   c) Prepare Implementation Plan; 4.1
   d) Develop the New System; 5.1
   e) Test; 6.1
   f) Develop Data Conversion and Migration Plan; 7.1
   g) Conduct Conversion Test; 7.2
   h) Perform Data Conversion; 7.3

i) Develop User Acceptance Test Plan; 8.1

j) Train County Staff; 9.1

k) Prepare Technical Configuration and System Installation Plan; 10.1

l) Perform System Cutover to Production Use; 10.2

m) Maintain Non-Deficient System Production Use; 10.3

n) Conduct Post-Implementation Review; 10.4

o) Maintenance and Support Services; 12.1

p) System Customizations; 13.0

q) Provide Additional Training; 14.1

r) Prepare and Provide Post-Implementation Documentation; 14.2

3. Staffing resources to be used and management plan; and

4. Process to provide Reports consistent with the SOW, Paragraph 3.0, Specific Work Requirements, and Technical Exhibit 2.

7.7.10 Proposer's Quality Control Plan (Section D)

Present a comprehensive Quality Control Plan to be utilized by the Proposer as a self-monitoring tool to ensure the required services are provided as specified in Appendix A, SOW, and Appendix B, SOW Exhibits - Performance Requirements Summary (PRS) Chart.

The following factors may be included in the plan:

- Activities to be monitored to ensure compliance with all Contract requirements.
- Monitoring methods to be used.
- Frequency of monitoring.
- Samples of forms to be used in monitoring.
- Title/level and qualifications of personnel performing monitoring functions.

- Documentation methods of all monitoring results, including any corrective action taken.

7.7.11 Terms and Conditions in Sample Contract, and Requirements of the Statement of Work (SOW): Acceptance of/or Exceptions to (Section E)

A. It is the duty of every Proposer to thoroughly review the Sample Contract and SOW to ensure compliance with all terms, conditions, and requirements. It is the County's expectation that in submitting a proposal the Proposers will accept, as stated, the County's terms and conditions in the Sample Contract and the County's requirements in the SOW. However, the Proposers are provided the opportunity to take exceptions to the County's terms, conditions, and requirements.

B. Section E of Proposer's response must include:

1. A statement offering the Proposer's acceptance of or exceptions to all terms and conditions listed in Appendix C, Sample Contract.

2. A statement offering the Proposer's acceptance of or exceptions to all requirements listed in Appendix A, SOW.

For each exception, the Proposer shall provide:

1. An explanation of the reason(s) for the exception.

2. The proposed alternative language.

3. A description of the impact, if any, to the Proposer's price.

C. Indicate all exceptions to the Sample Contract and/or the SOW by providing a 'red-lined' version of the language in question. The County relies on this procedure and any Proposer who fails to make timely exceptions as required herein, may be barred, at the County's sole discretion, from later making such exceptions.

The County may deduct rating points or disqualify the proposal in its entirety if the exceptions are material enough

to deem the proposal non-responsive and not subject to further evaluation.

The County reserves the right to make changes to the Sample Contract and its appendices and exhibits at its sole discretion.

7.7.12 Business Proposal Required Forms (Section F)

Proposal shall include all completed, signed, and dated forms identified in Appendix D - Required Forms.

Exhibit 1A	Proposer's Organization Questionnaire/Affidavit
Exhibit 1B	Project Staff Background
Exhibit 2	Prospective Contractor Reference
Exhibit 3	Prospective Contractor List of Contractors
Exhibit 4	Prospective Contractor List of Terminated Contracts
Exhibit 5	Certification of No Conflict of Interest
Exhibit 6	Familiarity with the County Lobbyist Ordinance Certification
Exhibit 7	Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information **Note: Proposer must already be certified as a Local SBE prior to proposal submission to be eligible to request the Proposal be considered for the Local SBE Preference Program.**
Exhibit 8	Proposer's EEO Certification
Exhibit 9	Attestation of Willingness to Consider GAIN/GROW Participants
Exhibit 10	Contractor Employee Jury Service Program Certification Form and Application for Exception
Exhibit 11	Pricing Schedule (included in Cost Proposal)
Exhibit 12	Certification of Independent Price Determination and Acknowledgement of RFP Restrictions (included in Cost Proposal)
Exhibit 13	Transitional Job Opportunities Preference Application
Exhibit 14	Certification of Compliance with the County's Default Property Tax Reduction Program

Exhibit 15 Request for Disabled Veteran Business Enterprise Preference Program Consideration

Exhibit 16 Business Associate Agreement Under the Health Insurance Portability and Accountability Act of 1996 (HIPPA)

7.7.13 Proposer's Green Initiatives (Section G)

Present a description of proposed plan for complying with the green requirements as described in Subparagraph 9.5 of the Contract. Describe your company's current environmental policies and practices and those proposed to be implemented.

7.8 Cost Proposal Format

The content and sequence of the proposal must be as follows:

- Cover Page identifying, at a minimum, the RFP and the Proposer's name.
- Pricing Schedule - Exhibit 11
- Certification of Independent Price Determination and Acknowledgement of RFP Restrictions - Exhibit 12

7.9 Firm Offer/Withdrawal of Proposal

Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.

7.10 Proposal Submission

The original Business Proposal and six copies shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:

"BUSINESS PROPOSAL FOR COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS) – RFP NUMBER – TTC RFP 2015-01 CARS"

The original Cost Proposal and six copies must be submitted in a separate sealed package, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:

"COST PROPOSAL FOR COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS) – RFP NUMBER – TTC RFP 2015 -01 CARS"

The Proposal(s) are due Friday, August 7, 2015, by 5:00 p.m. (Pacific Time) and shall be delivered to:

Contracts Section
Treasurer and Tax Collector
500 West Temple Street, Room 437
Los Angeles, California 90012
Attn: Kathy Gomez

It is the sole responsibility of the submitting Proposer to ensure that its Proposal is received before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any Proposals received after the scheduled closing date and time for receipt of Proposals, as listed in Subparagraph 7.2, RFP Timetable, will not be accepted and returned to the sender unopened. Timely hand-delivered Proposals are acceptable. No facsimile or e-mail copies will be accepted.

All proposals shall be firm offers and may not be withdrawn for a period of 270 days following the last day to submit proposals.

8.0 SELECTION PROCESS AND EVALUATION CRITERIA

8.1 Selection Process

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate, and select the successful proposal(s). The selection process will begin with receipt of the proposal on Friday, August 7, 2015.

Evaluation of the proposals will be made by an Evaluation Committee selected by the TTC. The Committee will evaluate the proposals and will use the evaluation approach described herein to select a prospective Contractor. All proposals will be evaluated based on the criteria listed below. All proposals will be scored and ranked in numerical sequence from high to low. The County may also, at its option, invite Proposers being evaluated to make a verbal presentation demonstrating their ability to perform services as identified in Appendix B, SOW. The Evaluation

Committee may utilize the services of appropriate experts to assist in this evaluation.

After a prospective Contractor has been selected, the County and the prospective Contractor(s) will negotiate a Contract for submission to the Board for its consideration and possible approval. If a satisfactory Contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified Proposer who submitted a proposal, as determined by the County.

The recommendation to award a Contract will not bind the Board to award a Contract to the prospective Contractor.

The County retains the right to select a Proposal other than the Proposal receiving the highest number of points if the County determines, in its sole discretion, another Proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of the County.

8.2 Adherence to Minimum Requirements (Pass/Fail)

The County shall review the Proposer's Organization Questionnaire/Affidavit - Exhibit 1A of Appendix D, Required Forms, and determine if the Proposer meets the minimum requirements as outlined in Paragraph 3.0 of this RFP.

Failure of the Proposer to comply with the minimum requirements may eliminate its proposal from any further consideration. The County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

8.3 Disqualification Review

A proposal may be disqualified from consideration because a Department determined it was non-responsive at any time during the review/evaluation process. If a Department determines that a proposal is disqualified due to non-responsiveness, the Department shall notify the Proposer in writing. Upon receipt of the written determination of non-responsiveness, the Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Disqualification Review is a Proposer.

2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination).

3. The request for a Disqualification Review asserts that the TTC's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the determination shall be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

Proposer can also be disqualified for non-responsibility – See Subparagraph 5.8.

8.4 Business Proposal Evaluation and Criteria (75%)

Any reviews conducted during the evaluation of the proposal may result in a point reduction.

8.4.1 Proposer's Qualifications (30%)

Proposer will be evaluated on their experience and capacity as a corporation or other entity to perform the required services based on information provided in Section B.1 of the proposal.

Proposer will be evaluated on the verification of references provided in Section B.2 of the proposal. In addition to the references provided, a review will include the County's Contract Database and Contractor Alert Reporting Database, if applicable, reflecting past performance history on the County or other contracts. This review may result in point deductions up to 100% of the total points awarded in this evaluation category. Additionally, a review of terminated contracts will be conducted which may result in point deductions.

A review will be conducted to determine the significance of any litigation or judgments pending against the Proposer as provided in Section B.3 of the proposal.

A review of Proposer's proof of insurability that meets all insurance requirements set forth in Appendix A, Sample Contract, Subparagraphs 8.24 and 8.25 as provided in Section B.4 of the Proposal. If a Proposer does not currently have the required

coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should the Proposer be selected to receive a Contract Award may be submitted with the Proposal.

A review of Proposer's applicable licenses and/or permits as provided in Section B.5 of the Proposal.

8.4.2 Proposer's Approach to Providing Required Services (35%)

The Proposer will be evaluated on its description of the methodology to be used to meet the County's requirements based on information provided in Section C of the proposal.

8.4.3 Quality Control Plan (10%)

The Proposer will be evaluated on its ability to establish and maintain a complete Quality Control Plan to ensure the requirements of this Contract are provided as specified. Evaluation of the Quality Control Plan shall cover the proposed monitoring system of all services listed on the PRS based on the information provided in Section D of the proposal.

8.4.4 Exceptions to Terms and Conditions of Sample Contract and/or Requirements of the Statement of Work

Proposer will be evaluated on their willingness to accept the Terms and Conditions outlined in the Sample Contract, Appendix C, and the Requirements of the SOW outlined in the SOW, Appendix A as stated in Section E of the proposal. The County may deduct rating points or disqualify the proposal in its entirety if the exceptions are material enough to deem the proposal non-responsive.

Proposers are further notified that the County may, in its sole determination, disqualify any Proposer with whom the County cannot satisfactorily negotiate a Contract.

The Proposer's exceptions to Appendix A shall not be considered after the Proposal deadline. **The Proposers that do not make exceptions prior to the Proposal deadline waive their right to make any exceptions subsequent to the Proposal deadline.**

8.5 Cost Proposal Evaluation Criteria (25%)

The maximum number of possible points will be awarded to the lowest cost proposal. All other proposals will be compared to the lowest cost and points awarded accordingly.

However, should one or more of the Proposers request and be granted the Local SBE Preference, Transitional Job Opportunities Preference or the DVBE Preference the cost component points will be determined as follows:

Local SBE Preference: Eight percent of the lowest cost proposed will be calculated and that amount will be deducted from the Cost submitted by all Proposers who requested and were granted the Local SBE Preference up to the maximum of $50,000

Transitional Job Opportunities Preference: Eight percent of the lowest cost proposed will be calculated and that amount will be deducted from the Cost submitted by all Proposers who requested and were granted the Transitional Job Opportunities Preference.

DVBE Preference: Eight percent of the lowest cost proposed will be calculated and that amount will be deducted from the Cost submitted by all Proposers who requested and were granted the DVBE Preference up to the maximum of $50,000.

In no case shall any Preference be combined to exceed eight percent in response to any County solicitation.

8.6 Department's Proposed Contractor Selection Review

8.6.1 Departmental Debriefing Process

Upon completion of the evaluation, the Department shall notify the remaining Proposers in writing that the Department is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the Department's sole discretion, be denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting Proposer’s response to the solicitation document with the evaluation document. The requesting Proposer shall be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers shall not be discussed,

although the Department may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, the Department will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Subparagraph 8.6.2 below), if the requesting Proposer is not satisfied with the results of the Debriefing.

8.6.2 Proposed Contractor Selection Review

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this paragraph may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;

2. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);

3. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:

    a. The Department materially failed to follow procedures specified in its solicitation document. This includes:

        i. Failure to correctly apply the standards for reviewing the proposal format requirements.

        ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.

iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.

b. The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being selected as the recommended Contractor.

c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.

d. Another basis for review as provided by state or federal law; and

4. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the Proposer would have been the lowest cost, responsive, and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative shall issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the Contract Award recommendation is to be heard by the Board. The written decision shall additionally instruct the Proposer of the manner and timeframe for requesting a County Independent Review (see Subparagraph 8.7 below).

8.7 County Independent Review Process

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a County Independent Review is a Proposer.

2. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department).

3. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that (a) arise from the Department's written decision; and (b) are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Subparagraph 8.6.2 above.

Upon completion of the County Independent Review, the ISD will forward the report to the Department, which will provide a copy to the Proposer.

APPENDIX A

STATEMENT OF WORK

COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS)

APPENDIX A – STATEMENT OF WORK

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APPENDIX A – STATEMENT OF WORK

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1.0 SCOPE OF WORK

Introduction

The TTC is seeking proposals from highly experienced firms to provide, install, and maintain a replacement commercial off-the-shelf (COTS) system for the TTC's legacy collections system (referred to as the Collections and Accounts Receivable System) in a County hosted solution. The replacement Collections and Accounts Receivable System (CARS or System) will be utilized for uploading delinquent accounts from various departments, assigning accounts, tracking collection activity, sending dunning notices, referring accounts to other agencies, and posting, distributing, reconciling, and reporting payments. The TTC also utilizes the CARS to forward delinquent accounts to Outside Collection Agencies (as defined below) for assignment, which includes the ability to track assignments, payments, and subsequent write-off of referrals. The CARS also establishes separate Branches (i.e., the TTC and the Probation Department [Probation]) for the segregation of accounts assigned to specific collection groups allowing for the independent assigning, tracking, noticing, and reporting of each group's respective accounts. As there are business and technical dependencies with other departments, branches, and systems, this statement of work includes many exhibits to better understand these relationships with the TTC partners and current CARS system. Any capitalized term not otherwise defined herein will have the meaning given to it in the Contract.

Background

The TTC operates as the collection agency for the County, providing a variety of services including, but not limited to, collections for the Department of Public Social Services (DPSS), which are related to CalFresh (formerly Food Stamps), CalWORKS, and General Relief Overpayments, as well as delinquent outstanding debt owed to various County departments for personal or mandated services received by individuals or business entities including victim restitution, fees, and fines for Probation. Some examples of these services include the recovery of overpayments, the collection of fees and penalties, and the recovery of payments owed to the County due to insufficient fund checks.

Probation currently uses a Branch of the CARS to enforce the financial orders of the Court through collection and distribution of restitution, fines, and fees.

TTC accountants perform all accounting functions related to the CARS; including those accounts and transactions occurring in the Probation Branch. TTC accountants record, adjust, track, transfer, reconcile, and report payments received from probationers. On a monthly basis, TTC accountants process restitution payments to the victims through an interface with another system and transfer the collected fees and fines to Probation. The CARS also produces the required production reports for the payments received, disbursed, and transferred.

2.0 DEFINITIONS

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words/phrases as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

2.1 Branches: Term used to distinguish separate collection groups (i.e., the TTC and Probation) using the CARS to manage their respective accounts. By the use of Branches, each group can independently perform collection activities including, but not limited to, tracking, monitoring, reporting, and reconciling of collection accounts.

2.2 Client: An individual County department, known as a client department that refers its delinquent accounts to the TTC for collection.

2.3 Commercial off-the-shelf System (COTS): Software products that are ready made and available for sale to the general public.

2.4 Contract: Agreement executed between the County and Contractor. It sets forth the terms and conditions for the issuance and performance of this Statement of Work (SOW).

2.5 Contractor: The sole proprietor, partnership, or corporation that has entered into a Contract with the County to perform or execute the work covered by the SOW.

2.6 Contractor's Project Director: The individual designated by the Contractor as principal officer to oversee contractual or administrative matters relating to this Contract that cannot be resolved by the Contractor's Project Manager.

2.7 Contractor's Project Manager: The individual designated by the Contractor to administer the Project operations after the Contract Award.

2.8 County: County of Los Angeles.

2.9 County Data: All of the County confidential or otherwise, information, data, records, and information of the County to which Contractor has access, or otherwise provided to Contractor under this Contract.

2.10 County's Project Director: The individual designated by the County with authority for the County on contractual or administrative matters relating to this Contract that cannot be resolved by the County's Project Manager.

2.11 County's Project Manager: The individual designated by the County's Project Director to manage the operations under this Contract.

2.12 County's Project Monitor: The individual with responsibility to oversee the day-to-day activities of this Contract such as performing inspections of any and all tasks, deliverables, goods, services, and other work provided by the Contractor.

2.13 Day(s): County business day(s), unless otherwise specified.

2.14 Deficiency: Defects in design, development, implementation, materials and/or workmanship, errors, omissions, deviations from published and/or mutually agreed upon standards or Specifications under this Contract which result in the System not performing in strict compliance with the provisions of this Contract and the Specifications.

2.15 Documentation: All of the Contractor's training course materials, system specifications and technical manuals, and all other user instructions regarding the capabilities, operation, and use of the System, including, but not limited to, online help screens contained in the System, and any revisions, supplements, or updates thereto.

2.16 Dunning Notices: Demand for payment letters.

2.17 End User: Any person or entity authorized by the TTC to access or use the CARS pursuant to the Contract.

2.18 Facility Code: A system code representing a specific recipient entity or special revenue fund to which revenue collected shall be disbursed.

2.19 Gross Collections: Total dollars received from debtors.

2.20 Hardware: The physical components and devices that make up a computer system.

2.21 Help Desk: A department within the Contractor's organization that is responsible for answering all questions related to the System and providing assistance to the County.

2.22 Integration testing: A type of software testing in which individual software modules are combined and tested as a group.

2.23 Interface: Either a computer program developed by, or licensed to, County or Contractor to (a) translate or convert data from a County or Contractor format into another format used at the County as a standard format; or (b) translate or convert data in a format used by the County or a third party to a format supported at the County or vice versa.

2.24 Net Collections: Total dollars received from debtors minus commissions, fees, and any adjustments.

2.25 Operating System: An Operating System, or "OS," is software that communicates with the hardware and allows other programs to run.

2.26 Outside Collection Agencies (OCA): Agencies with which the TTC has contracted to perform additional collection services as secondary and tertiary agents.

2.27 Performance Requirements Summary (PRS): Key performance indicators of the Contract that will be evaluated by the County to assure the Contractor (as specified in Paragraph 21, PRS, and Exhibit C, Technical Exhibits of the Contract) meets Contract performance standards.

2.28 Personal Data: Any information that identifies a person including, but not limited to, name, address, e-mail address, passwords, account numbers, social security numbers, credit card information, personal financial or healthcare information, personal preferences, demographic data, marketing data, credit data, or any other identification data. For the avoidance of doubt, Personal Data shall include, but not be limited to, all "nonpublic personal information," as defined under the Gramm-Leach-Bliley Act (15 United States Code ("U.S.C.") §6801 et seq.).

2.29 Pretty Good Privacy (PGP): Data encryption and decryption software for file transfers.

2.30 Probation: County of Los Angeles Probation Department.

2.31 Production Use: The actual use of the System Software in the production environment to (a) process actual live data in County's day-to-day operations and (b) use the System.

2.32 Quality Control Program: All necessary measures taken by the Contractor to ensure that the quality of service will meet the Contract requirements regarding timelines, security, accuracy, appearance, completeness, consistency, and conformity to the requirements set forth in this SOW.

2.33 Queue: A group of accounts assigned to a specific Collector/Supervisor/OCA for which that Collector/Supervisor/OCA is responsible to work.

2.34 Regression Testing: A type of software testing that seeks to uncover new software bugs, or regressions, in existing functional and non-functional areas of a system after changes such as enhancements, patches or configuration changes, have been made to them.

2.35 Restitution Process: The collection of court ordered restitution to victims often on a jointly and severally basis. Restitution collections have specific distribution requirements including the ability to track jointly and severally owed debt.

2.36 Secondary Accounts: Accounts that are assigned to an OCA after the TTC has exhausted their available resources and the account remains unpaid.

2.37 Secure Shell (SSH) File Transfer Protocol (SFTP): File transfer protocol to securely access and transfer files over a secure tunnel.

2.38 Security Level Deficiencies I through IV: Codes assigned to system problems and issues that indicate the severity of their impact on the system's availability and expected resolutions timeline (Attachment IV).

2.39 Services: Collectively, all functions, responsibilities, tasks, subtasks, deliverables, goods, and other services: (a) specifically identified in the SOW; (b) identified in this Contract as being Contractor's responsibility; and (c) otherwise necessary to comply with the Terms of this Contract. Without increasing the scope of the Services, if any component task, subtask, service, or function is: (i) an inherent or necessary part of the Services defined in subparts (a), (b), or (c) of this Sub-paragraph; or (ii) a customary part of the Services defined in subparts (a), (b), or (c) of this Sub-paragraph, and not in conflict with Contractor's established methods of providing services; and as to a service(s) within either subpart (i) and (ii) of this sentence above, is not specifically described in this Contract, then such service or function shall be deemed to be part of the Services. Any hardware and/or software provided to the County by the Contractor pursuant to this Contract shall be deemed part of the Services.

2.40 Specifications: Any and/or all of the following: (i) all functional and operational requirements and/or features included in the SOW; (ii) all requirements set forth in this Contract; (iii) the Documentation, to the extent not inconsistent with any of the foregoing; (iv) all specifications provided or made available by Contractor under this Contract, but only to the extent: (a) not inconsistent with any of the foregoing; and (b) acceptable to the County in its sole discretion; and (v) all written and/or electronic materials furnished or made available by or through Contractor regarding the System, including functionality, features, capacity, availability, response times, accuracy, or any other performance or other System criteria or any element of the System, but only to the extent not inconsistent with any of the foregoing.

2.41 Strategy: The workflow used to move a specific account/group of accounts through pre-defined processes in the CARS.

2.42 System or CARS: The System Software and Services, including all components and Documentation, collectively comprising the collections and accounts receivable system, as specified in the Contract.

2.43 System Software: Individually each, and collectively all of the computer programs provided by the Contractor under this Contract, including as to each such program, the processes and routines used in the processing of data, the object code, Interfaces to be provided hereunder by the Contractor, Updates, and any and all programs otherwise provided by the Contractor under this Contract. All System Software and the components thereof shall be release versions, and shall not be test versions (e.g., alpha or beta test version), unless otherwise agreed to in writing by the County.

2.44 System Test: A type of software or hardware testing conducted on a complete, integrated system to evaluate the system's compliance with its specified requirements.

2.45 Tertiary Accounts: Accounts that are assigned to a second OCA after the initial OCA has exhausted their available resources and the account remains unpaid.

2.46 Third Party Software: All software and content licensed, leased or otherwise obtained by the Contractor from a third party, and used with System or used for the performance of the Services.

2.47 Train-the-Trainer: An educational model whereby individuals are trained to become the Subject Matter Expert (SME) and in turn teach, mentor, or train others.

2.48 Tickler: An automated scheduler where a collector can schedule an account for follow up based on date and/or time.

2.49 Treasurer and Tax Collector: The Department Head of the County's Treasurer and Tax Collector, or his or her designee.

2.50 TTC: The County of Los Angeles Treasurer and Tax Collector as a Department.

2.51 Update(s): Changes to the System Software including, but not limited to: (a) a bug fix, patch, or redistribution of the System Software that corrects an error as well as addresses common functional and performance issues; (b) an aggregation of fixes, updates, or significant new features, functionality or performance improvements (sometimes accompanied by a change in the reference to the System Software such as a change in the number to the left of the period in the version numbering format X.XX); or (c) any modifications to the System Software designed to improve its operation, usefulness, or

completeness that is made generally available by the Contractor to its other customers.

2.52 Warrant: A payment made by the County.

2.53 Web Portal: A web access interface within the County's Intranet by which CARS End Users shall have access to information pertaining to the TTC data/documents in Portable Document Format (PDF) or other electronic format for the purpose of administering, viewing, and printing reports, constructed to meet the TTC format requirements.

2.54 Work Product: All deliverables and all concepts, inventions (whether or not protected under patent laws), works of authorship, information, new or useful art, combinations, discoveries, formulae, algorithms, specifications, manufacturing techniques, technical developments, systems, computer architecture, artwork, software, programming, applets, scripts, designs, procedures, processes, and methods of doing business, and any other media, materials, plans, reports, project plans, work plans, documentation, training materials, and other tangible objects produced by the Contractor under this Contract. However, Work Product does not include (a) any intellectual property including, without limitation, concepts, ideas, methods, methodologies, procedures, processes, know-how, techniques, models, templates, the generalized features of the structure, sequence and organization of software, user interfaces and screen designs, utilities, routines, and tools, which may constitute or be contained in Work Product that was developed by Contractor prior to performance or independent of this Contract (Background Intellectual Property); or (b) the System Software or any modifications thereto made by the Contractor.

3.0 WORK REQUIREMENTS

The general scope of work to be performed under this Contract shall include, but not be limited to, a base commercially available product that will require minimal customization, design, development, testing, implementation, maintenance, and support that shall meet all of the business, functional, reporting, and performance requirements set forth in the Contract, including this Appendix A, SOW.

3.1 Task 3.1: Develop Project Plan

The Contractor shall prepare a high-level project plan (Project Plan), as more fully described below and consisting of deliverables and milestones for the completion of the project and reflecting both the Contractor's and TTC's tasks necessary for a successful implementation of CARS. The Project Plan shall be revised after completion of the requirements analysis, and shall serve as the road map for the course of the project and successful implementation of CARS.

Deliverable 3.1.1

System Implementation Strategy that identifies the best approach to implementation and rollout. The strategy must include a parallel run of the TTC's current system and Contractor's recommended implementation timeline for going live with the new System.

Deliverable 3.1.2

Project Management Plan that describes the scope, objectives, assumptions, constraints, risks, issues, resources, milestones, budget, project team, stakeholders, change control, and roles and responsibilities that will guide the management of the project.

Deliverable 3.1.3

Project Work Plan in Microsoft (MS) Project format that identifies the baseline and adjusted tasks, deliverables, resources, task dependencies, and work schedule of the project.

Deliverable 3.1.4

Decision Log - A simple project journal in MS Access or MS Word with a chronological identification of all business requirement decisions made by the TTC or Contractor personnel during the course of the project (scope changes, interpretations of requirements, etc).

3.2 Task 3.2: Analyze and Validate System Requirements

During this task, the Contractor shall analyze the End User requirements, business processes requirements, functional requirements, and reporting and online access requirements to ensure that the optimal System can be delivered to the County.

Deliverable 3.2.1 End User Requirements

A. The CARS shall have the ability to restrict access based on configurable End User profiles.

B. The CARS shall have the ability to add, modify, and/or delete End User profiles.

C. The CARS shall have the ability to restrict access to fields in the database based on End User profiles (e.g., queue changes, status changes, and ability to add/modify letter templates).

D. The CARS shall have the ability to perform queries on all data fields within the database. In addition, End Users shall have the ability to run ad hoc reports on any data field in the database.

E. The CARS shall have the ability to allow End Users to export data as needed in file formats specified by the TTC such as, Comma Separated Value (CSV), delimited, Excel, PDF, and etc.

F. The CARS shall have the ability to allow multiple End Users to view an account screen, but only have one active End User able to update the account.

Deliverable 3.2.2 Business Processes Requirements

A. The CARS shall have the ability to build queues and prioritize accounts based on status code including, but not limited to, broken payment arrangements, newly assigned accounts, and previous day's work that was not completed.

B. The CARS shall have the ability to set up daily queues, display status of queues, and have queues update in real-time (see Technical Exhibit 2).

C. The CARS shall have the ability to schedule accounts for future follow-up action(s) by date and/or the time of day.

D. The CARS shall have the ability to change queue assignments based on account status changes and client codes using Strategies.

E. The CARS shall have the ability to set up custom data fields without requiring custom programming. All data fields shall be available for use in letters and notices.

F. The CARS shall have the ability to customize screens that display both standard and custom data fields without requiring custom programming.

G. The CARS shall be able to display an alert as specified by the TTC (e.g., the account is in legal status or the time zone based on the debtor's address is before 8:00 a.m. or after 9:00 p.m. Pacific Time [PT]).

H. The CARS shall have the ability to access on-line descriptions/definitions of all collection and accounting codes and letter names.

I. The CARS shall have the ability to fill out on-line claims, financial statements, and request forms.

J. The CARS shall have the ability to integrate with automated dialer technology.

K. The CARS shall provide the ability to edit business rules without requiring custom programming.

L. The CARS shall provide the ability to edit list box data values and addition of fields and database columns without requiring custom programming.

Deliverable 3.2.3 Functional Requirements

A. Branch Establishment

The CARS shall have the ability to establish separate Branches for separate collection groups to perform independent collection activities including, but not limited to, tracking, monitoring, reporting, and reconciling of collection accounts. For example, within the legacy collections system, the TTC and Probation each operates under its own Branch. The CARS must have the ability to track transfers and maintain collection histories of accounts, from Branch to Branch.

B. Establish Client

1. The CARS shall have the ability to establish a unique "Client Number" for each Client and an "Account Number" for each client record. Each Client Number shall be assigned to a specific Branch and may be assigned a specific Strategy.

2. The CARS shall have the ability to allow End Users to transfer accounts from Branch to Branch, while retaining account history and maintaining an audit trail.

3. The CARS shall have the ability to restrict unauthorized End Users from deleting or modifying the Client Numbers and/or Account Numbers.

C. Strategy

The CARS shall have the ability to create workflows that move a specific account/group of accounts through pre-defined processes in the CARS. These workflows may be unique to Branches, Clients, Queues, etc. For example, each Strategy may have its own letters,

notices, and rules regarding collection activities to be performed. Also, Strategies may be used to manage referrals to OCAs and other collection efforts, such as referral to tax intercept or legal action.

D. Referrals

The CARS shall have the ability to establish new accounts that are assigned to the TTC for collection efforts (Referrals). Referrals may be assigned via paper and manually set up in the CARS or assigned via electronic file and set up through an automated process.

1. The CARS shall have the ability to allow authorized End Users to establish a new Client in the System in order to accept new delinquent accounts.

2. The CARS shall be able to allow End Users to set up new Referrals manually and/or to process a data file containing referral information to establish new accounts for the TTC and Probation.

3. The CARS shall have the ability to import electronic delinquent account Referral files and establish new delinquent accounts based on specified file formats. Files not meeting the requirements specified by the TTC and Probation shall be rejected (see Technical Exhibits 1 and 3).

4. The CARS shall have the ability to automatically assign unique account numbers for each established delinquent account.

5. The CARS shall have the ability to assign queues of accounts to collectors, based on assignment Strategies, and track the movement of accounts from one queue to another.

6. The CARS shall have the ability to calculate interest based on the original principal assigned amount and/or the remaining balance of the account. This calculation should be configurable based on the account type/client. Interest may be based on the account type (e.g., defaulted loan) or judgment interest on legal accounts.

7. The CARS shall have the ability to categorize different types of charges including, but not limited to, principal, interest, cost, and fees within an account and to set the priority for payment posting based on the account type/client.

8. The CARS shall have the ability to restrict unauthorized End Users from adding, modifying, and/or deleting account information, including queue and status codes of all accounts once already established in the CARS.

9. The CARS shall have the ability to automatically packet new Referrals belonging to a single debtor together with other new Referrals or to existing accounts to form a single group of accounts. The CARS shall be able to segregate packets of accounts belonging to different Branches, i.e. packeting shall not occur across Branches.

10. The CARS shall have the ability to create payment plans on all new accounts created during interface processing. The CARS shall have the ability to place a packet of accounts on a single payment plan or have each individual account on a separate payment plan.

11. The CARS shall have the ability to produce verification reports of the newly established delinquent accounts in formats specified by the TTC and Probation (see Technical Exhibit 2).

12. The CARS shall have the ability to export data files containing information on newly established delinquent accounts in formats specified by the TTC for transmission to the Client (see Technical Exhibits 1 and 3).

E. Distribution

Distribution is used to establish accounts for court-ordered debt that require the disbursement of revenue collected to various recipient entities and/or special revenue funds based on statutory rules.

The CARS shall have the ability to create an account using Distribution as governed by the California Code with guidelines provided by the California State Controller's Office (see http://www.sco.ca.gov/Files-ARD-Local/appendix_c_v24.pdf and http://www.sco.ca.gov/ard_trialcourt_manual_guidelines.html collectively, Distribution Guidelines).

The CARS shall meet the requirements of the Distribution Guidelines, which will include, but not be limited to, the functionality below:

1. The CARS shall have the ability to create specific buckets or Facility Codes to identify the recipient entity to which money collected shall be applied.

2. The CARS shall have the ability to create a violation code for any given violation of California Code (Violation Code), each of which will have specific account Distribution using a collection of specific Facility Codes representing how the money collected on the account shall be disbursed.

3. The CARS shall have the ability to establish a priority for each Facility Code, dictating the allocation of each payment receipted on the account. Payments received will be prorated between Facility Codes having equal priority. Once a Facility Code is paid in full, remaining money receipted shall automatically post to the Facility Code having the next highest priority. Adjustments to payments (i.e., Non-Sufficient Funds [NSF], misapplied payment, etc.) shall work in the opposite manner or where the End Users determine the reversal order and make adjustment manually. If an account is overpaid, the System shall apply the payment to any remaining balance on any existing Facility Codes, automatically add a new Facility Code designated for overpayments, and post the overage to this newly added Facility Code (see Technical Exhibit 2).

4. The CARS shall have the ability to set up an account with Distribution manually or automatically, via an electronic file, as well as post adjustments to the entire account or any given Facility Code within the account.

5. The CARS shall have the ability to identify each Facility Code as a certain Facility Type according to California Code and Distribution Guidelines (i.e., percentage of base amount, flat fine, $X for every $10 of fine, etc.) (Facility Type).

6. The CARS shall have the ability to structure each Violation Code so that the base fine amount for a given violation may be entered and the System will automatically calculate and add the associated Facilities as established in the Violation Code using the Facility Type to perform the calculation. The end result should be that the final amount owed equals the total amount of the order from the applicable court.

F. Assignments

The CARS shall be able to assign accounts to queues, within Branches, based on criteria, such as the queue, client number, dollar amount owed, and/or age of account.

G. Collection Activities (billing, letters, actions)

1. The CARS shall have the ability to establish Strategies that will control the mailing of billings, letters, and notices series. After a specified number of days, Strategies shall also be used to forward accounts to an OCA.

2. The CARS shall have the ability to add or modify queues, status codes, account types, action codes (codes that update the Tickler for follow up and insert a standardized note line), client codes, and transaction codes.

3. The CARS shall have the ability to track collection activities and send a variety of specialized notices and letters. Examples include, but are not limited to, billing notices, reminder notices, demand letters, "Notice of Legal Action," and "Notice of Insufficient Funds" (see Technical Exhibit 2).

4. The CARS must have the ability to create templates based on documents such as Court documents, Payment Agreements, and other legal documents.

5. It is highly desirable that the CARS include functionality to generate and send collection letters and notices in multiple non-English languages. The list of desirable languages includes, but is not limited to, Spanish, Armenian, Chinese, Vietnamese, Korean, Tagalog, Farsi, Russian, Cambodian, and Arabic.

   **Note to Proposers: If such functionality exists, Proposer shall describe the System capabilities, including the ability to generate letters and notices from English to a non-English language, and any limitations on the languages available, in its response to the RFP and if purchased by the County, the foregoing will become a requirement of the SOW.

6. The CARS shall have the ability to track collection activities based on either status codes, action codes, or some other methodology acceptable to the TTC.

7. The CARS shall have the ability to build queues and prioritize accounts based on status code including, but not limited to, broken payment arrangements, newly assigned accounts, and previous day's work that was not completed.

8. The CARS shall be able to allow End Users to enter delinquent account information specified by the Branches

including, but not limited to:

- Debtor Address fields
- Additional Liable Parties, Name, and Address
- Telephone Numbers
- Date of Birth
- Social Security Number
- Legal/Judgment Information
- Bankruptcy Information
- Payment Arrangements
- Personal References
- General Notations and Comments

9. The CARS shall provide the functionality to allow End Users to track bankruptcy and probate cases.

10. The CARS shall be able to establish, track, monitor and report promises to pay, payment plans, and settlements.

11. The CARS shall have customizable screens that may be used for bankruptcy, probate, payment arrangements, financial, third party information, etc.

12. The CARS shall be able to allow End Users to enter judgment information and to allow for the accrual of interest.

13. The CARS shall allow a collector to refer an account to his/her supervisor for review and assistance.

14. The CARS shall be able to report all referrals based on date of referral and/or resolution of request.

15. The CARS shall have the ability to automatically create specified note lines to document specific collection activity, such as “Telephoned Debtor” or “Requested Demand Letter,” either through the use of action codes or some other means.

16. The CARS shall have the functionality for End Users to request letters, notices, and forms.

17. The CARS shall allow End Users to schedule accounts for follow-up.

H. Interfaces (State of California Franchise Tax Board [FTB], Treasury Offset Program [TOP], electronic Countywide Accounting and Purchasing System [eCAPS], Employment Development Department [EDD] Probation Accounts, OCAs)

1. The CARS shall have the ability to interface with outside systems including, but not limited to, credit bureaus, state and federal offices for tax intercept, eCAPS for restitution warrant generation, and OCAs.

2. The CARS shall have the ability to request credit reports on individual accounts or packets of accounts. Authorized staff shall be able to access and view credit reports through the CARS.

3. The CARS shall have the ability to send qualified accounts to the FTB for the offset of state tax refunds. The CARS shall send updated balance information on a scheduled basis to the FTB. Any account that is paid in full shall automatically be recalled from the FTB. All unpaid accounts shall remain with the FTB through the calendar year.

4. The CARS shall have the ability to send qualified accounts for California Department of Social Services tax intercept offset (see Technical Exhibit 1).

5. EDD

    a. The CARS shall have the ability to extract qualified accounts and create a request file regarding the debtor's employment status.

    b. The CARS shall have the ability to update the System with the debtor's information received from the EDD.

6. OCA

    a. The CARS shall have the ability to electronically forward accounts to and from an OCA based on established criteria. In addition, all payments, adjustments, recalls, returns, and account inventory must be reported electronically and processed via electronic data file (see Technical Exhibit 1).

    b. The CARS shall have the ability to automatically update the Queue designation and status of accounts after the transmission of referrals to the OCAs and

after the processing of returned delinquent accounts from the OCAs.

c. The CARS shall have the ability to establish user profiles that restrict unauthorized End Users from modifying the account information, including Queue and status codes, once the accounts are already referred to the OCAs.

d. The CARS shall have the ability to produce verification reports detailing individual accounts transmitted to and from the OCAs, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

I. Payment Posting and Adjustments

1. The CARS shall have the ability to post payments and adjustments through manual and automated processes and shall be able to record/track the payment source, e.g. cash, check, electronic payments, tax intercept payments, OCA payments, etc. (See Technical Exhibit 1).

2. The CARS shall allow End Users the ability to record payments and restrict unauthorized End Users from adjusting and deleting payments.

3. The CARS shall have the ability to import electronic payment files based on specified file formats and reject files not meeting the requirements specified by the TTC (see Technical Exhibit 1).

4. The CARS shall have the ability to calculate, identify, and post payments and adjustments based on the preset priority order of the financial obligation and automatically update the restitution payments related to the victims' records, where applicable (see Technical Exhibits 1, 2, and 3).

5. The CARS shall have the ability to calculate and allocate separately the net collections and various applicable commissions for recorded payments.

6. The CARS shall have the ability to cancel/adjust posted payments and commissions in the reverse order of the preset priority of payment posting or where the End Users determine the reversal order and make adjustment manually.

7. The CARS shall have the ability to calculate, identify, and report overpayments separately. The commission calculation will not be applied to overpayments.

8. The CARS shall have the ability to track overpayment transactions and produce overpayment reports, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

9. The CARS shall have the ability to increase automatically the service fee due to NSF payment and to produce the corresponding NSF service fee reports, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

10. The CARS shall have the ability to restrict OCA payment posting when accounts are no longer with the OCAs and produce exception reports detailing the rejected payments, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

11. The CARS shall restrict payment and adjustment posting for inactive accounts and allow End Users the ability to reactivate inactive accounts for reprocessing of these items.

12. The CARS shall have the ability to automatically update the account status after a payment and adjustment posting.

13. The CARS shall produce exception reports of unsuccessful posted payments due to inactive and erroneous accounts. These may include, but are not limited to, accounts already cancelled, written off, returned to the Client, or erroneous accounts. The reports can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

14. The CARS shall have the ability to update automatically the account status from inactive to active due to the cancellation of a posted payment, which creates an outstanding balance due.

15. The CARS shall have the ability to produce reports of posted payments/adjustments and categorize within the reports various types of payments/adjustments and the associated commissions, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

16. The CARS shall have the ability to create and export weekly files and reports of payments, adjustments, tax intercept

payments, and account inventory updates to the Client, which can be exported and saved in formats specified by the TTC (see Technical Exhibits 1 and 2).

17. The CARS shall have the ability to produce verification reports of all payment and adjustment updates, by batch and by End User, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

J. Financial Obligation Adjustment Processes

1. The CARS shall have the ability to post financial obligation adjustments for the probationers' and victims' records through manual and automated processes.

2. The CARS shall have the ability to import electronic financial obligation adjustment files based on specified file formats and reject files not meeting the requirements as specified by the TTC and Probation (see Technical Exhibit 3).

3. The CARS shall restrict unauthorized End Users from having the ability to modify and or delete the recorded financial obligation adjustment information for probationers' accounts and their related victims as specified by the TTC and Probation.

4. The CARS shall have the ability to automatically change the account status from inactive to active status due to the cancellation of a financial obligation adjustment, which creates an outstanding balance due.

5. The CARS shall have the ability to produce reports of rejected financial payment adjustments, which can be exported and saved in formats specified by the TTC and to be transmitted to the Probation (see Technical Exhibit 2).

6. The CARS shall produce reports of posted financial adjustments, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

7. The CARS shall produce verification reports of posted financial adjustments, by batch and by End User, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

K. Restitution Process

1. The CARS shall have the ability to establish an account(s) for restitution owed to victims. For each restitution case, there may be multiple debtors and/or multiple victims. The CARS shall have the ability to create and track the amount owed to each victim, including any payments or adjustments on each victim record. The account balance will be comprised of the sum of the amounts due to each victim as well as an administrative fee. Restitution cases shall also use Distribution as described in Subparagraph 3.2.3.E to control the application of payment to the victim amounts first and administrative fee last (see Technical Exhibit 2).

2. The CARS shall have the ability to apply payments on either a prorated basis or on a priority basis among the victims. This shall be configurable and established when the account is set up. The administrative fee shall be paid last.

3. The CARS shall have the ability to establish a restitution case as joint and several. In some instances, there will be multiple debtors who are equally responsible for the entire balance. All payments from debtors need to update the single amount owed with the ability to identify which debtor made each payment.

4. The CARS shall have the ability to calculate and generate monthly restitution disbursements due to multiple victims through manual and automated processes.

5. The CARS shall have the ability to create preliminary and final files and reports of the calculated restitution disbursements, which can be exported and saved in formats as specified by the TTC (see Technical Exhibits 1 and 2).

6. The CARS shall have the ability to create files of calculated restitutions due to be transferred to specific County departments and to be transmitted to the Auditor-Controller (A-C) for warrant issuance, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 1).

7. The CARS shall have the ability to produce reports of calculated restitution disbursements for the month, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

8. The CARS shall have the ability to update the victims' records and notes of the restitution disbursements and issued warrant information through manual and automated processes.

9. The CARS shall have the ability to import electronic files and create reports of the A-C's issued warrants information based on specified file formats and reject files not meeting the requirements specified by the TTC (see Technical Exhibits 1 and 2).

10. The CARS shall allow End Users the ability to place the victims' restitution disbursement status on hold in order to recoup the money of erroneous restitution disbursements.

11. The CARS shall have the ability to produce reports of undisbursed restitution, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

L. Cancelled Restitution Warrants

1. The CARS shall have the ability to update the cancelled restitution disbursement information through manual and automated processes.

2. The CARS shall have the ability to import files of the A-C cancelled restitution warrants based on file formats specified by the TTC.

3. The CARS shall have the ability to identify and automatically cancel warrants contained in the A-C cancelled restitution warrant file. The CARS shall automatically adjust the amount disbursed to the victim.

4. The CARS shall have the ability to automatically update the victims' restitution disbursement status to "hold" to suppress future restitution disbursements until new addresses are researched and updated in the victims' records.

5. The CARS shall have the ability to automatically determine if the victims' addresses have been updated since the last restitution disbursements and to halt any restitution disbursements if the victims' addresses have not been updated or to issue the restitution if the addresses have been updated.

M. Reconciliation and Reporting

The CARS shall have reconciliation and reporting functionalities that provide End Users access to the required and customized reports including, but not limited to, the following:

1. Daily, weekly, monthly, and yearly built-in reports including, but not limited to, graphs, historical data, and reports (see Technical Exhibit 2).

2. Real-time and historical data and reports that can be exported in formats specified by the TTC, such as Excel, CSV, TXT, PDF, etc.

3. Ability to generate customized ad hoc reports.

4. Graphing capability of historical data.

5. Audit logs and reports in real time, by user, by transaction type, by date, and by processing status.

6. Electronic approval and digital signature records for various documents.

N. Closeout and Return Accounts to Client Departments

1. The CARS shall have the ability to allow End Users to adjust, cancel, and write off delinquent accounts through automated and manual processes.

2. The CARS shall have the ability to import electronic adjustment files based on specified file formats and reject files not meeting the requirements specified by the TTC (see Technical Exhibit 1).

3. The CARS shall have the ability to produce reports of adjusted, cancelled, and written-off delinquent accounts, which can be exported and saved in formats specified by the TTC (see Technical Exhibit 2).

4. The CARS shall have the ability to create and export electronic files and reports of written-off/cancelled accounts for client departments, which can be exported and saved in formats specified by the TTC.

O. Purging and Archiving of Accounts

1. The CARS shall have the ability to identify and extract eligible accounts meeting the purge criteria in the formats specified by the TTC and Probation, and provide an archiving module to store these purged accounts.

2. The CARS shall have the ability to allow End Users to retrieve the historical data.

Deliverable 3.2.4 Reporting and Online Access via Secure Web Portal Requirements

The CARS shall have a secure web interface that provides all the System functionalities via a web browser. The proposed System must support industry standard web technologies and provide the capabilities to access and update business information via the County Intranet. This secure web interface shall provide CARS End Users access to CARS data including, but not limited to, the following:

A. Administrative access to add, modify, and/or delete user accounts for secure web access for all End Users.

B. Access to CARS databases for inquiry, verification, and on-line status of accounts.

C. Real-time reporting and tracking of accounts activity.

D. Collection accounts workspace and workflow capabilities.

E. Ability to view and approve new or edited letter templates and documents.

F. Ability to reprint and/or download archived documents.

G. Ability to access, download, and print reports.

4.0 IMPLEMENTATION PLAN

4.1 Task 4.1: Prepare Implementation Plan

After review and validation of the TTC's requirements, the Contractor shall determine the best approach to meet the TTC's requirements which shall include configuration of the CARS and customization of the System if needed. The CARS must integrate with the TTC's existing infrastructure, including interfaces with internal and external systems.

Deliverable 4.1.1 Application Configuration Document

The Contractor shall provide an Application Configuration Document that describes how the Contractor's solution will be configured or customized as necessary to meet the TTC's requirements. This document shall include the requested screen mock-ups, required reports mock-ups, user security profiles set-up, configuration settings, etc. It shall also include descriptions of CARS integration with any Third Party Software.

Deliverable 4.1.2 Final Detail Design Document (FDDD)

The Contractor shall provide an FDDD that describes all the TTC approved requirements implemented into the CARS.

5.0 SYSTEM DEVELOPMENT

5.1 Task 5.1: Develop the New System

The Contractor shall configure and deliver the System in the form of the Deliverables below and in accordance with Paragraph 3.0, Work Requirements.

Deliverable 5.1.1 Configure System

The Contractor shall configure the System and provide detailed description of its approach in prioritizing and developing Interfaces.

Deliverable 5.1.2 Necessary Customizations

The Contractor shall apply any customization as necessary. Customizations will be developed only when absolutely necessary with detailed description as to why the base commercially available product needs to be customized to meet the County's requirements. Customizations to extend the System's functionality must be developed using widely implemented industry standard development languages such as VB, ASP, .NET, JAVA, or C++. The Contractor must include recommendations for the customizations' impact on future upgrades to avoid future potential re-development.

Deliverable 5.1.3 Interfaces to Outside Agencies and Other County Departments

The Contractor shall develop Interfaces to state of California FTB, TOP, eCAPS, EDD, Probation Accounts, and OCAs must be included and implemented per the County's requirements and must be included in CARS.

Deliverable 5.1.4 Integration to Third Party Software

The Contractor shall develop Interfaces to Third Party Software and must be implemented per the County's requirements and must be included in the CARS.

6.0 SYSTEM TEST

6.1 Task 6.1: Test

Based on the requirements of this Paragraph 6.1, Task 6.1: Test, the Contractor shall develop a test strategy, test plan, and test procedures (collectively, Test Plans). Upon approval of the Test Plans by the County Project Manager, the Contractor shall conduct the tests, document the test results, make necessary changes, and retest the System in accordance with the Test Plans. At least one iteration of the testing must occur on converted data. Once the Contractor is satisfied that the System performs according to the TTC's requirements and the Test Plans, the Contractor shall present the test findings for approval of the County's Project Manager. The Contractor shall then assist the TTC with the User Acceptance Test(s) (as defined in Paragraph 8.0, User Acceptance Test) .

Deliverable 6.1.1 Testing Strategy

The Contractor shall prepare a testing strategy(ies) and detailed testing plan(s) that shall include module tests, system tests, regression tests, integration tests, user acceptance tests, parallel tests, and any other tests deemed appropriate and necessary by the TTC.

The County and Contractor jointly will perform a System Test. This test shall be performed with a simulated full load in a test environment created by the Contractor. There shall be several cycles of the test performed (testing shall be repeated as necessary) before the System Test is complete. When the System Test is completed, the CARS shall be ready for User Acceptance Test(s) (as defined in Paragraph 8.0, User Acceptance Test).

Deliverable 6.1.2 Test Results

The Contractor shall document expected results of the System Test prior to running the System Test and shall resolve all the differences in the System Test results. Detailed results of the System Test shall be provided by the Contractor from individual tests showing pass/fail, remediation, and regression tests performed, and summarized results showing the number of fatal, serious, work- around, and cosmetic flaws.

Deliverable 6.1.3 Tested System

The Contractor shall deliver System Software that has been certified by the Contractor as meeting the TTC's business requirements and which must subsequently pass the TTC's User Acceptance Test(s) (as defined in Paragraph 8.0, User Acceptance Test).

7.0 DATA CONVERSION AND MIGRATION

7.1 Task 7.1: Develop Data Conversion and Migration Plan

The Contractor shall develop a data conversion strategy and corresponding contingency plan that addresses data clean up, data conversion, and conversion validation (Data Conversion and Migration Plan). The Data Conversion and Migration Plan shall provide maximum reliance on an automated approach with minimum disruption to the existing collections system and ongoing operations and shall include the following:

A. County and Contractor Roles and Responsibilities

B. Schedule(s) for Conversion of Existing Data

C. Scope of Conversion Activities

D. Pre–conversion Requirements

E. Conversion Process Flow Diagram

F. Data Clean–up Process

G. Specified sample records to be monitored to ensure that data converted as intended when records have been converted.

H. Controls that will ensure all records were either successfully converted or identified for exception processing.

I. Definition of methods to be employed to add records to the database if they did not convert successfully.

J. A contingency plan and roll back procedure for unsuccessful data conversion.

Deliverable 7.1.1 Data Conversion and Migration Plan

The Contractor shall deliver to the County for approval a Data Conversion and Migration Plan developed in accordance with Subparagraph 7.1, Task 1: Develop Data Conversion and Migration Plan.

Deliverable 7.1.2 Develop Data Conversion and Migration Programs

The Contractor shall develop software and processes (collectively, Data Conversion Programs) for performing the data conversion and migration of existing data in accordance with the Data Conversion and Migration Plan provided by the Contractor under Subparagraph 7.1, Task 7.1: Develop Data Conversion and Migration Plan.

Deliverable 7.1.3 Data Conversion and Migration Programs

The Contractor shall deliver to the County error free Data Conversion Programs that will convert and migrate the existing data consistent with the Data Conversion and Migration Plan provided by the Contractor under Subparagraph 7.1, Task 7.1: Develop Data Conversion and Migration Plan.

7.2 Task 7.2: Conduct Conversion Test

The Contractor shall conduct conversion tests (Conversion Test) to test conversion and migration of existing data using the Data Conversion Programs developed under Subparagraph 7.1, Task 7.1: Develop Data Conversion and Migration Plan. The Contractor in conjunction with the County shall develop test scenarios, including expected results, which will demonstrate that the data was converted as intended. As part of the Conversion Test, the Contractor shall perform all necessary Data Conversion Program corrections and debugging. The Conversion Test shall be performed with a simulated full load. The County shall document test results, which will show the actual results of the testing.

Deliverable 7.2.1 Conversion Test Results Report

The Contractor shall conduct and successfully complete the Conversion Test in accordance with the requirements outlined in Subparagraph 7.2, Task 7.2: Conduct Conversion Test. The Contractor shall deliver to the County a "Conversion Test Results Report", within five Days of successful completion of the Conversion Test, which will contain the actual documented results of the test.

7.3 Task 7.3: Perform Data Conversion

The Contractor shall perform data conversion and migration in accordance with the Data Conversion and Migration Plan provided by Contractor under Subparagraph 7.1, Task 7.1: Develop Data Conversion and Migration Plan.

Deliverable 7.3.1 Converted Data

The Contractor shall perform data conversion and certify in writing that Contractor has successfully performed all data conversion and migration in accordance with Subparagraph 7.1, Task 7.1: Develop Data Conversion and Migration Plan.

8.0 USER ACCEPTANCE TEST

8.1 Task 8.1: Develop User Acceptance Test Plan

The Contractor shall assist the County in preparing a User Acceptance Test Plan after successful completion of System testing conducted by the Contractor as specified in Paragraph 6.0 above "Test System." The User Acceptance Test, shall include, but not be limited to:

A. Detailed descriptions of the purpose and expected results of each User Acceptance Test.

B. Test scripts, including, but not limited to, the testing of the following functions:

1. Various action code setup, e.g. client, transaction, queue, status, etc.
2. Account setup
3. Requesting letters and notices
4. Account updates (Name, address, etc.)
5. Distribution setup
6. Victim Restitution setup
7. Posting adjustments
8. Posting payments
9. Restitution issuance
10. Closing out accounts, e.g. cancel, write off, return accounts to client departments, etc.

11. Monthly reconciliation and close-out processes
12. Report generation

C. Testing objectives must include verification that the required business functions and task flows complies with the System requirements.

D. Testing of automated and manual processes of CARS.

E. Description of Contractor and County roles in performing the User Acceptance Test.

F. Problem resolution strategy.

G. Automated file transfers testing and validation whether internal to the County or to Outside Agencies or Entities.

The User Acceptance Test Plan shall include a method for documenting and reporting compliance with System requirements. The County will verify the accuracy of all such reports. The Contractor shall be responsible for all System Software that may be required to ensure the CARS's conformance to the requirements specified in the FDDD.

Deliverable 8.1.1 User Acceptance Test Plan

The Contractor shall develop a User Acceptance Test Plan in accordance with the components outlined in Subparagraph 8.1, Task 8.1: Develop User Acceptance Test Plan.

Deliverable 8.1.2 Conduct User Acceptance Test

The County and Contractor jointly will perform a User Acceptance Test. This test shall be performed with a simulated full load in a test environment created by the Contractor. There shall be several cycles of the test performed (testing shall be repeated as necessary) before the User Acceptance Test is complete. When the User Acceptance Test is completed, the CARS shall be ready for implementation.

Results of the User Acceptance Test shall be documented, reviewed, and approved in writing by the County. In the event of missing or improperly operating functions, the Contractor shall be notified, in writing, by the County's Project Director or designee, and the Contractor shall correct the deficiencies within five calendar days from the date of notification. If significant programming changes are made in the course of the User Acceptance Test, Integration, and/or Regression, the Test may need to be repeated, as determined by the County. During this testing period, all

personnel designated by the County's Project Director to participate in the User Acceptance Test shall have unlimited access to the CARS for the purpose of evaluating its functionality.

The User Acceptance Test shall not be considered complete until all functionality of the CARS, as described in the FDDD has been successfully tested and the County's Project Director has accepted the final results. In the event the User Acceptance Test results do not satisfy all requirements, as determined by the County in its sole discretion, the Contractor shall:

A. Provide a written proposed solution and schedule that will deliver a System that will satisfy all requirements, and that is subject to the written approval of the County.

B. Implement and test the proposed updated System until such time as the County provides written approval.

Deliverable 8.1.3 User Acceptance Tests Results Report

As described in Paragraph 8.1.2, the Contractor shall conduct and successfully complete User Acceptance Tests prior to System implementation. The Contractor shall deliver to the County a "User Acceptance Tests Results Report" within ten days of successful completion of User Acceptance Tests.

9.0 SYSTEM TRAINING AND DOCUMENTATION

9.1 Task 9.1: Train County Staff

The Contractor shall prepare and implement a comprehensive training program, including any necessary training materials. The training program shall include training courses addressing Technical Training, End User Training, and Train-the-Trainers for County's technical staff, End Users, and trainers respectively, as further described in Attachment III (System Training).

As part of the training, the Contractor shall provide designated County groups with extensive working knowledge of the System capabilities, training in the administration of the System and operation of the System on County provided virtual environment including any County hardware components (if applicable), problem training to ensure End Users will become acquainted with error messages, on-line support, and corrective actions. Training data will be created and incorporated in the training manuals. Data will be refreshed prior to each training session. For the

purpose of training, the Contractor shall plan and create a training environment on-site, unless elected otherwise by the County.

Deliverable 9.1.1 Training Plan

The Contractor shall provide to the County a detailed plan for training of County staff on the use of the System to be provided under Subparagraph 9.1, Task 9.1: Train County Staff. The Contractor shall deliver training classes and training materials consistent with the classes described in the County approved plan and certify in writing that all training as further described in Attachment III (System Training) has been successfully completed.

Deliverable 9.1.2 Prepare and Provide User Documentation

The Contractor shall prepare Documentation for the System. This Documentation shall include user manuals that shall provide the County with a comprehensive reference source of System functionality and data definitions. The Contractor shall make the Documentation available in a hard copy format, if elected by the County, and in an electronic format.

Deliverable 9.1.3 System Documentation

The Contractor shall provide to the County comprehensive Documentation of System functionality and data definitions. The Contractor shall deliver this Documentation to the County in a hard copy format, if elected by the County, and in an electronic format. The Contractor shall also deliver electronic links to any on-line help and Documentation files for the System Software, if available.

10.0 SYSTEM REQUIREMENTS AND IMPLEMENTATION

10.1 Task 10.1: Prepare Technical Configuration and System Installation Plan

The Contractor shall prepare a system installation plan that identifies the technical configuration required for the System Software and any applicable hardware to be installed for Production Use at the County facility (System Installation Plan). As part of this Subparagraph 10.1, the Contractor shall provide the following information:

A. Description of the Technical Architecture

The Contractor shall provide information about the overall System architecture including, but not limited to, the following:

1. Server Virtual Environment/Hardware (if applicable) Requirements

2. Operating System (OS)/Software Environment

3. Network Requirements and Protocol

4. Backups

5. Database environment and storage requirements. The relational database management system (RDMS) used by the System must be Oracle or SQL Server.

6. Description of the Installation Process

7. Description of Security and Auditing Features

8. Capability to Configure and Customize the CARS

9. System Scalability

10. Auditing and Reporting Tools

11. Electronic file transfer capabilities to other County departments or outside vendors or agencies using SSH with PGP encryption protocol as needed.

12. System Support Levels and Options

13. Application Programming Interface (API) Capability for interfaces with internal and external systems.

B. Description of Maintenance and Support Services

The Contractor shall provide the required information on the following:

1. CARS Manuals and On-line Documentation

2. Help Desk operations including staffing and hours of availability as specified in Attachment IV.

3. Frequency of Updates and Process for Acquisition of Updates

4. User Feedback Procedures

5. User Maintainable Functionality

6. Problem reporting, escalation, and resolution procedures including response and resolution time requirements.

Deliverable 10.1.1 System Cutover and Permanent Site Installation Plan

The Contractor shall prepare and deliver to the County the System Installation Plan which shall identify the logistics, timing, and technical configuration required for the System installation and cutover of the System to Production Use (Cutover to Production), as described in Subparagraph 10.1, Task 10.1: Prepare Technical Configuration and System Installation Plan.

10.2 Task 10.2: Perform System Cutover to Production Use

The Contractor shall prepare the System for Production Use as documented in the System Installation Plan developed pursuant to Subparagraph 10.1, Task 10.1: Prepare Technical Configuration and System Installation Plan. As part of the System Cutover to Production Use, the Contractor shall, at a minimum:

A. Confirm that the County and Contractor have successfully completed all Acceptance Tests.

B. Confirm that all Hardware (if applicable) is fully operable.

C. Transfer to production environment the successfully tested System Software.

D. Maintain technical staff at the County site for problem resolution and production assistance for a period of at least 15 days following cutover to Production Use or such higher period of time as elected by the County.

E. Take all steps necessary for the transition to Contractor's Help Desk, which shall provide the County with required support.

F. At the TTC's option and prior to initiating Production Use of the System, the Contractor shall complete a successful Test Run to ensure that the performance standards outlined in Technical Exhibit C, PRS, (Exhibit 2), and Specifications can be met. In addition, the Test Run will validate compliance with the TTC's system requirements.

Completion of this Subparagraph 10.2.1 shall constitute Cutover to Production Use, and the System shall be in Production Use.

Deliverable 10.2.1 System in Production Use

The Contractor shall complete the System Cutover to Production Use as described in Subparagraph 10.2, Task 10.2: Perform System Cutover to Production Use, pursuant to the Permanent Site Installation Plan delivered by the Contractor under Deliverable 10.1.1, System Cutover and Permanent Site Installation Plan. Upon completion of this Deliverable 10.2.1, the System Software shall be implemented in the production environment in the County's virtual environment or specific system hardware (if applicable) deployed by the TTC for CARS, and the System shall be in Production Use. The Contractor shall maintain technical support staff at the County site for a period of at least 15 days following Cutover to Production Use for problem resolution and production assistance.

10.3 Task 10.3: Maintain Non-Deficient System Production Use

The Contractor shall maintain the System in Production Use at the County site with no known (by either party) Security Levels I thru IV Deficiencies, as determined in the sole judgment of County's Project Director, for 90 consecutive days following County's written approval of Subparagraph 10.2.1, System in Production Use. Upon occurrence of a Deficiency, Contractor shall correct such Deficiency and restart the 90 consecutive day cycle.

Deliverable 10.3.1 Non-Deficient System Production Use

The Contractor shall provide to the County for approval documented results certifying that the System was maintained in Production Use for 90 consecutive days with no Deficiencies pursuant to Subparagraph 10.3, Task 10.3: Maintain Non-Deficient System Production Use.

10.4 Task 10.4: Conduct Post–Implementation Review

Following System Cutover to Production Use at the County site, the Contractor shall collect and evaluate results of operation to assess the success and shortcomings of the System implementation efforts. The Contractor shall prepare and submit to the County a Post-Implementation Review Report, which shall evaluate the System cutover and implementation process and, at a minimum, include the following:

A. Comparison analysis of actual versus planned completion of project subtasks.

B. Anticipated versus actual resources required.

C. Business and Systems lessons learned.

D. Suggested guidelines for installation of future phases and enhancements.

E. Pitfalls to avoid in the future.

F. Suggested system development methodologies for future enhancements.

G. Suggested resolutions or tools to use for future enhancements.

H. User Feedback

The Contractor shall submit the Post-Implementation Review Report to the County's Project Director for County's feedback on the implementation process of the System.

Deliverable 10.4.1 Post-Implementation Review Report

The Contractor shall deliver and present to County's Project Director a Post-Implementation Review Report prepared in accordance with Subparagraph 10.4, Task 10.4: Conduct Post-Implementation Review.

11.0 FINAL ACCEPTANCE

Final Acceptance shall occur when (i) the User Acceptance Test results satisfy all County requirements in accordance with Paragraph 8, User Acceptance Test; and (ii) System has been maintained in Production Use for 90 consecutive days with no Deficiencies pursuant to Subparagraph 10.3, Task 10.3: Maintain Non-Deficient System Production Use.

12.0 MAINTENANCE AND SUPPORT

12.1 Maintenance and Support Services

The Contractor shall provide maintenance and support services in accordance with the requirements of this Contract, including as defined in Attachment IV (Maintenance and Support Services) and all Schedules thereto (collectively, Maintenance and Support Services). Maintenance and Support Services include Maintenance Services consisting of Updates, as well as Support Services which includes, but is not limited to, trained and knowledgeable Help Desk support during Support Hours, as requested by the County.

The Support Services shall commence after Final Acceptance of the System and shall continue during the Contract Term, if elected by the County.

The Support Services shall include:

A. Support for System Software issues/problems

B. Support for System Software upgrades, updates, new releases, etc.

C. Support for System Software fixes, patches, etc.

D. Access to knowledgeable Contractor personnel (i.e., Help Desk) who can answer questions on the use of the System or provide analysis on solutions to operational problems the County may encounter during the Support Hours and at such other times as the County may require.

13.0 SYSTEM CUSTOMIZATION

13.1 System Enhancements

The Contractor may be required to perform as-needed enhancements to the CARS (System Enhancements) throughout the Contract Term as directed by the TTC. These enhancements shall consist of new critical business processes implementations, new data requirements changes due to new regulatory components, cosmetic and optional enhancements and unanticipated projects determined by the TTC. However, the TTC does not guarantee a minimum or maximum of as-needed services. Pricing for System Enhancements shall be in accordance with Exhibit B, Pricing Schedule. The Contractor shall provide as-needed System Enhancements for the price listed on Exhibit B.

13.2 Provide Additional Software

The Contractor shall, upon the written request by the County's Project Director, or his/her designee, provide Additional Software to address System functionalities not then included in the Contract. Following County's request for Additional Software made from time to time during the Term of the Contract, the Contractor shall submit to the County for approval a not-to-exceed Maximum Fixed Price based on the pricing terms set forth in Exhibit B, Pricing Schedule. County and Contractor shall agree on the Scope of Work for implementation of such Additional Software, which shall at a minimum include the tasks, subtasks, and deliverables to be performed, acceptance tests and warranty provisions, as applicable, and the Maximum Fixed Price for such Additional Software.

Any enhancements or modifications of System functionalities resulting from Additional Software shall be incorporated into, and become part of, the System.

13.3 Develop Programming Modifications

The Contractor shall, upon the written request by the County's Project Director, or his/her designee, develop and provide programming modifications for any enhancements relating to requirements not then reflected in the System including, but not limited to, addition, deletion, or modification of System Software functions, changes to current system outputs, new and modified reports, new screens, and future Interfaces (Programming Modifications). Following County's request for Programming Modifications made from time to time during the Contract Term, the Contractor shall submit to the County for approval a System Design Report (SDR) describing the Programming Modifications and providing an estimate of personnel hours to complete the programming modifications, a not-to-exceed Maximum Fixed Price calculated based on the Fixed Hourly Rate and other pricing terms set forth Exhibit B (Pricing Schedule). County and Contractor shall agree on the Scope of Work developed using the SDR, which shall at a minimum include the tasks, subtasks, and deliverables to be performed, acceptance tests and warranty provisions, as applicable, and the Maximum Fixed Price for such programming modifications. Any enhancements or modifications of System functionalities resulting from Programming Modifications shall be incorporated into, and become part of, the System.

A. Programming Modifications

The Contractor shall complete and install Programming Modifications in accordance with Subparagraph 13.3, Develop Programming Modifications, and certify in writing that the Programming Modifications meet the requirements of the applicable Scope of Work, including any required acceptance tests and System requirements.

14.0 PROFESSIONAL SERVICES

The Contractor shall provide to the County Professional Services including, but not limited to additional training, post-implementation Documentation, and consulting services, at the applicable rates and fees set forth in Exhibit B, Pricing Schedule. Upon completion by the Contractor and approval by the County, in accordance with the Terms of the Contract, of such Professional Services, Paragraph 14.0, as applicable, shall be updated to add such completed and approved application customizations via a Change Notice or by an Amendment, in each case in accordance with the Contract, Paragraph 8.1, Change Notices

and Amendments. Such post-implementation work shall not increase the maintenance fees for Maintenance and Support of the System Software under the Contract.

14.1 Task 14.1: Provide Additional Training

The Contractor shall, upon written request by the County's Project Director, provide additional training related to System Enhancements including any necessary training material at the request of the County. The additional training program shall include training courses addressing technical training; End User Training; and Train-the-Trainers for County's technical staff, End Users, and trainers respectively.

As part of the training, the Contractor shall provide the designated County groups with extensive working knowledge of the System capabilities, including any post–implementation enhancements, revisions, improvements, bug fixes, patches, upgrades, updates, deficiency corrections, application customizations, as well as training in the administration of the System and operation of the peripheral hardware (if applicable).

Deliverable 14.1.1 Newly Trained and Retrained County Staff

For the purpose of conducting additional training, the Contractor shall plan and create a training environment at the County site, unless otherwise elected by the County.

The Contractor shall develop a detailed plan to provide additional training to County staff on the use of the System. The Contractor shall deliver training classes consistent with the classes described in County approved plan and certify in writing that all training as described in Subparagraph 14.1, Task 14.1: Provide Additional Training, has been successfully completed.

14.2 Task 14.2: Prepare and Provide Post-Implementation Documentation

The Contractor shall prepare and provide additional user reference documentation, including material that references any post-implementation enhancements, revisions, improvements, bug fixes, patches, upgrades, updates, deficiency corrections, and application customizations. Any of the foregoing additional documentation shall be incorporated into, and become part of, the Documentation Contractor shall make additional user reference documentation available in a hard copy format, if requested by the County, and in an electronic format.

Deliverable 14.2.1 Post-Implementation Documentation

The Contractor shall provide to the County comprehensive user reference documentation of System functionality and data definitions in accordance with Subparagraph 14.2, Task 14.2: Prepare and Provide Post-Implementation Documentation.

15.0 INFORMATION SECURITY AND PRIVACY REQUIREMENTS

The Contractor must adhere to physical and/or computer security safeguards as identified in the Information Security and Privacy Requirements, Attachment II to this SOW.

16.0 SECURITY/DATA EXCHANGE

16.1 The Contractor must provide a portal in a secure on-line environment to protect the confidentiality, integrity, and availability of the data exchanged (Web Portal). The Contractor must provide the TTC the Web Portal on a secure web server including Contractor's web application that incorporates security and privacy safeguards and protections. These measures consist of the continuous performance of vulnerability assessments including, but not limited to, the application, server, and the network(s). Other measures include maintaining currency with software patches of its OS, associated software running on the web server, and maintenance for related network devices.

16.2 The Web Portal must be accessed using the Transfer Layer Security protocol to encrypt data transmitted between the Contractor's website and the TTC. Data must be sent and accepted in a format that is acceptable to the TTC.

16.3 The Contractor must exchange all data with the TTC electronically and securely, unless otherwise directed by the County's Project Director. All data exchanges must take place in a secure manner using SFTP with data encryption with minimum cipher strength of 256-bit.

16.4 The Contractor must encrypt electronic files using PGP encryption. Use of open source PGP software is prohibited.

16.5 When e-mail is exchanged between the Contractor and the County, the content shall be kept at the absolute minimum to conduct business. Confidential/sensitive information shall not be sent via e-mail. The County will provide an e-mail address as a destination for materials being exchanged through e-mail.

16.6 The Contractor must provide an overview of its annual cyber information security risk assessment to the TTC, as it pertains to the on-line operating environment of the System. The actual report detailing identified risks is not being requested from either a self-assessment or third party perspective; however, what is requested is a general overview of those identified risks (i.e., high, medium, and low), and actions taken to remediate the vulnerabilities pertaining to the System.

17.0 QUALITY CONTROL

17.1 Quality Control Plan

The Contractor shall establish, maintain, and utilize a comprehensive Quality Control Plan (Plan) to assure the County, a consistently high level of service throughout the Contract Term. After the Contract start date and as changes occur to the Plan, the Contractor must provide an updated Plan to the County's Project Director within five days of the update and/or upon the request of the County's Project Director. The Plan shall include, but may not be limited to, the following:

17.1.1 Method of monitoring to ensure that Contract requirements are being met including, but not limited to, all the items listed on the PRS.

17.1.2 The activities to be monitored by the Contractor, and if the monitoring will be either scheduled or unscheduled, the minimum frequency, and the title of the individual(s) performing the monitoring.

17.1.3 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a description of the problem, and the time elapsed between identification and completion of corrective action.

17.1.4 The methods used by the Contractor for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable and not in compliance with this Contract.

17.1.5 Security procedures approved by the TTC and maintained to ensure the protection and confidentiality of information that may be contained in the collection accounts data.

17.1.6 A file maintained by the Contractor of all the inspections conducted by the County and, if necessary, the corrective action taken. This

file shall be made available, upon request by the County, throughout the Term of the Contract.

17.2 County Quality Control Monitoring

On an ongoing basis, the Contractor's performance will be compared to the Contract standards set forth in the PRS. The TTC may use a variety of inspection methods to evaluate the Contractor's performance. These methods may include, but are not limited to:

A. User complaints

B. 100% inspection of completeness and quality of work on a periodic basis.

C. Adherence to the County policies, procedures, rules, and regulations.

18.0 QUALITY ASSURANCE PLAN

18.1 County's Quality Assurance Plan

The TTC will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in the Contract, Subparagraph 8.15, County's Quality Assurance Plan, and the procedures specified in the PRS or other such procedures as may be necessary to ascertain the Contractor's compliance with the Contract. The TTC will appropriately document any Contract compliance deficiencies and will communicate them in writing to the Contractor in a timely fashion so that the Contractor may make appropriate adjustments to correct the deficiencies. However, the County's failure to notify the Contractor in a timely manner shall not relieve the Contractor of its responsibility to comply with this Contract.

18.2 Quality Control Meetings

The County's Project Director may require the Contractor's Project Manager and/or the Contractor's staff to attend various meetings to discuss the Contractor's performance and/or other issues directly relating to this Contract. The Contractor's failure to attend will cause an assessment of $50.00 per meeting per person that may be deducted from any amounts owed to the Contractor.

18.3 Contract Discrepancy Report/Corrective Action Plan

18.3.1 The County's Project Manager shall monitor the Contractor's performance based on, but not limited to, the PRS. If at any time during the Term of the Contract, the work does not meet the performance standards, the County's Project Manager may prepare a Contract Discrepancy Report (CDR) (Exhibit C, Technical Exhibits, Technical Exhibit 1) and issue the CDR to the Contractor. The Contractor shall respond to the CDR within five days from receipt of the CDR with a Corrective Action Plan (CAP) that details how the discrepancy(ies) will be remedied by the Contractor.

18.3.2 County's Project Manager shall review the CAP and notify the Contractor if the CAP is acceptable to the County. If the CAP is not received within five days or is not acceptable to the County, the County's Project Manager may instruct the Contractor of the necessary actions and time frames that shall be taken to correct any discrepancies. If the Contractor does not comply with the approved CAP and within the time frame stated therein or upon reoccurrence of the same incident, the County may issue a letter indicating its intent to terminate the Contract. The Contractor may appeal this action in writing within ten days from receipt of the County's notice with the County's Project Director. The County will consider appeals received timely and will notify the Contractor of the County's decision in writing. Termination will be in accordance with one or more of the provisions set forth in the Contract regarding termination. The County's decision will be final.

18.3.3 County Observations

In addition to the TTC's contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

19.0 RESPONSIBILITIES

The County's and the Contractor's responsibilities are as follows:

COUNTY

19.1 Project Administration

The County will administer the Contract according to the Contract, Paragraph 6.0, Administration of Contract - County. Specific duties will include, but not limited to:

- Monitoring the Contractor's performance in the daily operation of this Contract.
- Providing direction to the Contractor in areas relating to policy, information, and procedural requirements.
- Preparing Change Notices in accordance with the Contract, Subparagraph 8.1, Change Notices and Amendments.

19.2 County's Personnel

The TTC shall assign a Project Director, a Project Manager, and a Project Monitor to provide overall management and coordination of the Project and act as liaisons for the TTC. The County's Project Director shall provide information to the Contractor in areas relating to policy and procedural requirements and the TTC's Project Manager will monitor the Contractor's performance during the Term of the Contract. The TTC shall inform the Contractor in writing of the name, address, and telephone number of the individuals designated to act as the Project Director and the Project Manager or any alternate identified in Exhibit E, the County's Administration, of this Contract, at the time the Contract is executed and shall notify the Contractor as changes occur.

19.2.1 County's Project Director

19.2.1.1 The County's Project Director shall be responsible for ensuring that the objectives of this Project are met and determining the Contractor's compliance with the Contract and inspecting all tasks, deliverables, goods, services, or other work provided by or on behalf of the Contractor.

19.2.1.2 The County's Project Director is responsible for providing overall direction to the Contractor in the areas relating to the County policy, information requirements, and procedural requirements.

19.2.1.3 The County's Project Director is not authorized to make any changes in any of the terms and conditions of this Contract except as permitted in accordance with Appendix C, Sample Contract, Subparagraph 8.1, Change Notices and Amendments, and is not authorized to further obligate the County in any respect whatsoever.

19.2.2 County's Project Manager

19.2.2.1 The responsibilities of the County's Project Manager/Alternate Project Manager include:

A. As needed, requesting a meeting with the Contractor's Project Manager/Alternate Project Manager; and

B. Inspecting any and all tasks, deliverables, goods, services or other work provided by or on behalf of the Contractor.

19.2.2.2 The County's Project Manager/Alternate Project Manager is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate the County in any respect whatsoever.

19.2.3 County's Project Monitor

The responsibility of the County's Project Monitor is to oversee the day-to-day activities of this SOW. The County's Project Monitor is responsible for inspections of any and all tasks, deliverables, goods, services, and other work provided by the Contractor.

19.2.4 County's Departmental Chief Information Officer (DCIO)

The DCIO is responsible for managing the planning, design, coordination, development, implementation, and maintenance of the Department's information systems.

19.2.5 County's Departmental Information Security Officer (DISO)

The DISO develops and implements Departmental Information Technology (IT) security application, policies, standards, and procedures intended to prevent the unauthorized use, release, modification, loss, or destruction of data, and to ensure the integrity and security of the Department's IT infrastructure.

CONTRACTOR

19.3 Contractor's Personnel

19.3.1 Contractor's Project Director

19.3.1.1 The Contractor's Project Director shall be a full-time employee of the Contractor. The Contractor's Project Director shall be the principal officer in the Contractor's office to service the Project and to act as a liaison for the Contractor in coordinating the performance under the Contract. The TTC must be provided in writing with the name, address, and telephone number of the individual designated to act as the Project Director or any alternate identified in Exhibit F, Contractor's Administration, of the Contract within five days and provide a current copy of the person's resume at the time the Contract is executed and shall notify the TTC as changes occur.

19.3.1.2 The Contractor's Project Director shall be responsible for the Contractor's performance of all tasks, deliverable, goods, services, or other work provided by or on behalf of the Contractor and ensuring the Contractor's compliance with the Contract.

19.3.1.3 The Contractor's Project Director shall be available to meet and confer with the County's Project Director on an as needed basis, either in person or by telephone as mutually agreed by the parties, to review the Contract performance, and to discuss project coordination. Such meetings shall be conducted at a time and place as mutually agreed by the parties.

19.3.2 Contractor's Project Manager

19.3.2.1 The Contractor's Project Manager/Alternate Project Manager shall be full-time employees of the Contractor. The Contractor shall inform the TTC in writing of the name, address, and telephone number of the individual designated to act as the Project Manager or any alternate identified in Exhibit F, Contractor's Administration, of the Contract and provide a current copy of the person's resume at the time the Contract is executed and shall notify the TTC as changes occur.

19.3.2.2 The Contractor's Project Manager/Alternate Project Manager must have a minimum of three years

documented experience providing services similar to those requested in the Contract, be a full-time employee of the Contractor, and be able to fluently read, write, speak, and understand English.

19.3.2.3 The Contractor's Project Manager/Alternate Project Manager shall have full authority to act for the Contractor on all matters relating to the daily operations of the Project. The Project Manager/Alternate Project Manager shall be available during normal work hours, 8:00 a.m. to 5:00 p.m. PT, Monday through Friday, for telephone contact and to meet with the TTC personnel designated to discuss the operation of the Project.

19.3.3 General

19.3.3.1 The Contractor shall assign a sufficient number of employees to perform the required work.

19.3.3.2 Personnel assigned by the Contractor to perform the required services shall at all times be employees of the Contractor. The Contractor shall have the sole right to hire, suspend, discipline, or discharge them. However, any employee of the Contractor assigned to this Contract who in the opinion of the TTC is unsatisfactory shall immediately be removed with cause from servicing the Contract. The Contractor shall not subcontract with any personnel for performance of services hereunder unless the provisions of the Contract, Paragraph 8.40, Subcontracting, are met.

19.3.3.3 All personnel providing services in conjunction with the Contract will be required to sign an Exhibit G2, Contractor Employee Acknowledgement and Confidentiality Agreement, as set forth in the body of the Contract. During the Term of the Contract, the Contractor shall maintain an updated file of the signed forms and shall forward copies of all signed forms to the County's Project Director prior to commencement of personnel working on this Contract.

19.3.3.4 Invoices

The Contractor shall invoice the County (i) for Maintenance Fees monthly in arrears; and (ii) for all goods, services, and other work upon Contractor's

completion and the County's written approval thereof in accordance with this Contract, including Exhibits A (SOW) and B (Pricing Schedule) with all Attachments and Schedules thereto, and any Change Notices or Amendments, as applicable. The Contractor shall not invoice the County in advance, nor shall Contractor be entitled to advance payment for any tasks, subtasks, deliverables, goods, services, other work, start-up costs, or any other direct or indirect cost incurred by the Contractor pursuant to this Contract.

19.4 Identification Badges

Any time the Contractor's employee(s) is on the County designated property, the Contractor shall furnish and require such employee to wear a visible photo identification badge, identifying employee by name, physical description, and company.

19.5 Materials and Equipment

The purchase of all materials and/or equipment to provide the needed services is the responsibility of the Contractor. The Contractor shall use materials and equipment that are safe for the environment and use by the employee.

19.6 Contractor's Office

The Contractor shall maintain an office with a working telephone line in the Contractor's name where the Contractor conducts business. The office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m. PT, Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance of the Contract. When the office is closed, an answering service shall be provided to receive calls.

The Contractor shall answer calls received by the answering service within two hours of receipt of the call.

20.0 HOURS/WORK DAY

The Contractor shall maintain days and hours of operation and staffing sufficient to complete all services within the timeframes directed by the TTC. This includes, but is not limited to, weekends and holidays. The following are the usual observed County holidays; however, the Contractor may be required to work one or more County holidays in order to meet the requirements of this Contract:

- New Year's Day
- Martin Luther King Jr.'s Birthday
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Day

The Contractor shall be required to provide Services up to seven days a week, 24 hours per day, if necessary, to meet the requirements of the Contract.

21.0 PERFORMANCE REQUIREMENTS SUMMARY

21.1 All listings of services used in the PRS are intended to be completely consistent with the Contract and the SOW and are not meant in any case to create, extend, revise, or expand any obligation of the Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and the PRS, the meaning apparent in the Contract and the SOW will prevail. If any service or deliverable seems to be created in the PRS which is not clearly and forthrightly set forth in the Contract and/or the SOW that apparent service will be null and void and shall place no requirement on the Contractor.

21.2 At the County's discretion, when the Contractor's performance does not conform to the requirements of this Contract, the County will have the option to apply non-performance remedies that may include, but are not limited to, the following:

A. Require the Contractor to implement a CAP, subject to approval by the County. In the CAP, the Contractor must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.

B. Reduce payment to the Contractor by a computed amount based on the assessment in the PRS.

C. Reduce, suspend, or cancel this Contract for systematic, deliberate misrepresentations, or unacceptable levels of performance.

D. Failure of the Contractor to comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within ten days or the timeframe specified by the TTC shall constitute authorization for the County to have the service(s) performed by others. The entire cost of such work performed by others as a consequence of the Contractor's failure to perform said service(s), as determined by the County, shall be credited to the County on the Contractor's future invoice(s) under this Contract or any other County Contract.

E. At the County's option, require the Contractor to enter into a repayment plan with the County for any overpayments that the Contractor received.

21.3 This section does not preclude the County's right to terminate this Contract upon ten days' written notice with or without cause as provided in Contract, Subparagraph 8.42, Termination for Convenience.

22.0 GENERAL CRITERIA FOR SATISFACTORY AND UNSATISFACTORY PERFORMANCE

Performance of a listed service is considered satisfactory when no discrepancies are found by the TTC through Contract monitoring or other means. When performance is unsatisfactory, the TTC may complete a CDR and send this to the Contractor. The Contractor shall then be required to respond to the CDR in writing within five days explaining why performance was unsatisfactory, how performance will be returned to satisfactory levels, and how a reoccurrence will be prevented. The County's Project Director will evaluate the written response and at his/her sole discretion, determine whether the Contractor shall be responsible for full payment, partial payment, or if the Contract termination process is applicable.

APPENDIX B1

STATEMENT OF WORK EXHIBITS

Attachment	Title
I	Historical Data
II	Information Security and Privacy Requirements
III	System Training
IV	Maintenance and Support Services

Technical Exhibit	Title
1	TTC Accounts – File Layouts
2	Reports/Letters
3	Probation Accounts – File Layouts

Attachment I - Historical Data

COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS) STATISTICS

REFERRAL HISTORICAL DATA

NAME	FY 2011-12		FY 2012-13		FY 2013-14	
	COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT
TTC	133,839	$ 145,820,102	88,135	$ 71,554,826	65,330	$ 89,199,027
OCA (Secondary)	47,374	$ 22,325,392	63,535	$ 30,278,348	49,455	$ 33,509,525
OCA (Tertiary)	61,425	$ 29,738,399	60,425	$ 29,094,004	52,953	$ 24,749,323
OCA (Previous Contract)	54,614	$ 55,833,878	0	$ -	0	$ -
Probation	30,565	$ 94,013,500	29,340	$ 78,056,939	28,133	$ 81,626,301
TOTAL	**327,817**	**$ 347,731,270**	**241,435**	**$ 208,984,118**	**195,871**	**$ 229,084,176**

GROSS COLLECTION HISTORICAL DATA

NAME	FY 2011-12		FY 2012-13		FY 2013-14	
	COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT
TTC	N/A	$ 16,902,490	N/A	$ 21,680,007	N/A	$ 14,641,646
OCA (Secondary)	N/A	$ 198,713	N/A	$ 1,034,265	N/A	$ 1,157,766
OCA (Tertiary)	N/A	$ 179,055	N/A	$ 558,858	N/A	$ 461,830
OCA (Previous Contract)	N/A	$ 631,611	N/A	$ -	N/A	$ -
Probation	N/A	$ 17,864,989	N/A	$ 15,599,856	N/A	$ 14,017,925
TOTAL		**$ 35,776,858**		**$ 38,872,986**		**$ 30,279,167**

INVENTORY HISTORICAL DATA

NAME	FY 2011-12		FY 2012-13		FY 2013-14	
	COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT
TTC	1,381,315	$ 524,211,105	1,268,169	$ 507,961,423	953,704	$ 508,922,192
OCA (Secondary)	45,081	$ 21,173,808	35,486	$ 16,834,051	22,641	$ 18,522,020
OCA (Tertiary)	57,954	$ 28,087,201	46,850	$ 24,786,999	41,176	$ 18,915,064
TTC Total	**1,484,350**	**$ 573,472,114**	**1,350,505**	**$ 549,582,473**	**1,017,521**	**$ 546,359,276**
Probation	923,127	$ 1,636,237,203	952,467	$ 1,589,813,223	792,826	$ 1,469,856,790
TOTAL	**2,407,477**	**$ 2,209,709,317**	**2,302,972**	**$ 2,139,395,696**	**1,810,347**	**$ 2,016,216,066**

PROJECTED ACCOUNT INVENTORY

	TTC	PROBATION	TOTAL
3-Year Average Count	1,284,125	889,473	2,173,599
20% projected markup	**1,540,950**	**1,067,368**	**2,608,318**

PURGED ACCOUNT HISTORICAL DATA

NAME	FY 2011-12		FY 2012-13		FY 2013-14	
	COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT
TTC	225,208	N/A	398,335	N/A	274,483	N/A
Probation	0	N/A	189,119	N/A	124,247	N/A

Attachment II

INFORMATION SECURITY AND PRIVACY REQUIREMENTS

This Attachment sets forth information security procedures to be established by Contractor before the Effective Date of the Contract and maintained throughout the Term of the Contract. These procedures are in addition to the requirements of the Contract and the Business Associate Agreement between the Parties. They present a minimum standard only. However, it is Contractor's sole obligation to: (i) implement appropriate measures to secure its systems and data, including Personally Identifiable Information, Protected Health Information, and County Confidential Information, against internal and external threats and risks; and (ii) continuously review and revise those measures to address ongoing threats and risks. Failure to comply with the minimum standards set forth in this Attachment II (Information Security and Privacy Requirements) will constitute a material, non-curable breach of the Contract by Contractor, entitling County, in addition to and cumulative of all other remedies available to it at law, in equity, or under the Contract, to immediately terminate the Contract. Unless specifically defined in this Attachment, capitalized terms shall have the meanings set forth in the Contract.

1. **Security Policy**. Contractor shall establish and maintain a formal, documented, mandated, company-wide information security program, including security policies, standards and procedures (collectively "**Information Security Policy**"). The Information Security Policy will be communicated to all Contractor personnel and subcontractors in a relevant, accessible, and understandable form and will be regularly reviewed and evaluated to ensure its operational effectiveness, compliance with all applicable laws and regulations, and to address new threats and risks.

2. **Personnel and Contractor Protections**. Contractor shall screen and conduct background checks on all Contractor personnel and subcontractors contacting County Confidential Information, including Personally Identifiable Information and Protected Health Information, for potential security risks and require all employees, contractors, and subcontractors to sign an appropriate written confidentiality/non-disclosure agreement. All agreements with third-parties involving access to Contractor's systems and data, including all outsourcing arrangements and maintenance and support agreements (including facilities maintenance), shall specifically address security risks, controls, and procedures for information systems. Contractor shall supply each of its Contractor personnel and subcontractors with appropriate, ongoing training regarding information security procedures, risks, and threats. Contractor shall have an established set of procedures to ensure Contractor personnel and subcontractors promptly report actual and/or suspected breaches of security.

3. **Removable Media**. Except in the context of Contractor's routine back-ups or as otherwise specifically authorized by County in writing, Contractor shall institute strict physical and logical security controls to prevent transfer of Personally Identifiable Information and Protected Health Information to any form of Removable Media. For purposes of this Attachment II (Information Security and Privacy Requirements), "**Removable Media**" means portable or removable hard disks, floppy disks, USB memory drives, zip disks, optical disks, CDs, DVDs, digital film, digital cameras, memory cards (e.g., Secure Digital (SD), Memory Sticks (MS), CompactFlash (CF), SmartMedia (SM), MultiMediaCard (MMC), and xD-Picture Card (xD)), magnetic tape, and all other removable data storage media.

4. **Storage, Transmission, and Destruction of Personally Identifiable Information and Protected Health Information.** All Personally Identifiable Information and Protected Health Information shall be rendered unusable, unreadable, or indecipherable to unauthorized individuals in accordance with HIPAA, as amended and supplemented by the HITECH Act and the California Civil Code section 1798 et seq. Without limiting the generality of the foregoing, Contractor shall encrypt (i.e., National Institute of Standards and Technology (NIST) Special Publication (SP) 800-111 Guide to Storage Encryption Technologies for End User Devices[1]) all Personally Identifiable Information and electronic Protected Health Information (stored and during transmission) in accordance with HIPAA and the HITECH Act, as implemented by the U.S. Department of Health and Human Services. If Personally Identifiable Information and Protected Health Information is no longer required to be retained by Contractor under the Contract and applicable law, Contractor shall destroy such Personally Identifiable Information and Protected Health Information by: (a) shredding or otherwise destroying paper, film, or other hard copy media so that the Personally Identifiable Information and Protected Health Information cannot be read or otherwise cannot be reconstructed; and (b) clearing, purging, or destroying electronic media containing Personally Identifiable Information and Protected Health Information consistent with NIST Special Publication 800-88, Guidelines for Media Sanitization[2] and US Department of Defense (DOD) 5220.22-M data sanitization and clearing directive[3] such that the Personally Identifiable Information and Protected Health Information cannot be retrieved.

5. **Data Control; Media Disposal and Servicing**. Subject to and without limiting the requirements under Section 4 (Storage, Transmission and Destruction of Protected Health Information), Personally Identifiable Information, Protected Health Information, and County Confidential Information: (i) may only be made available and accessible to those parties explicitly authorized under the Contract or otherwise expressly Approved by County in writing; (ii) if transferred across the Internet, any wireless network (e.g., cellular, 802.11x, or similar technology), or other public or shared networks, must be protected using industry standard encryption technology in accordance with the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-52 Guidelines for the Selection and use of Transport Layer Security Implementations[4]; and (iii) if transferred using Removable Media (as defined above) must be sent via a bonded courier or protected using industry standard encryption technology in accordance with NIST SP 800-111 Guide to Storage Encryption Technologies for End User Devices[5]. The foregoing requirements shall apply to back-up data stored by Contractor at off-site facilities. In the event any hardware, storage media, or Removable Media must be disposed of or sent off-site for servicing, Contractor shall ensure all County Confidential Information, including Personally Identifiable Information and Protected Health Information, has been cleared, purged, or scrubbed from such hardware and/or media using industry best practices in accordance with NIST SP 800-88, Guidelines for Media Sanitization[6]).

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[1] Available at http://www.csrc.nist.gov/
[2] Available at http://www.csrc.nist.gov/
[3] Available at http://www.dtic.mil/whs/directives/corres/pdf/522022MSup1.pdf
[4] Available at http://www.csrc.nist.gov/
[5] Available at http://www.csrc.nist.gov/
[6] Available at http://www.csrc.nist.gov/

6. **Hardware Return**. Upon termination or expiration of the Contract or at any time upon County's request, Contractor will return all hardware, if any, provided by County containing Personally Identifiable Information, Protected Health Information, or County Confidential Information to County. The Personally Identifiable Information, Protected Health Information, and County Confidential Information shall not be removed or altered in any way. The hardware should be physically sealed and returned via a bonded courier or as otherwise directed by County. In the event the hardware containing County Confidential Information or Personally Identifiable Information is owned by Contractor or a third-party, a notarized statement, detailing the destruction method used and the data sets involved, the date of destruction, and the company or individual who performed the destruction will be sent to a designated County security representative within fifteen (15) days of termination or expiration of the Contract or at any time upon County's request. Contractor's destruction or erasure of Personal Information and Protected Health Information pursuant to this Section shall be in compliance with industry Best Practices (e.g., NIST SP 800-88, Guidelines for Media Sanitization[7]).

7. **Physical and Environmental Security**. Contractor facilities that process Personally Identifiable Information, Protected Health Information, or County Confidential Information will be housed in secure areas and protected by perimeter security such as barrier access controls (e.g., the use of guards and entry badges) that provide a physically secure environment from unauthorized access, damage, and interference.

8. **Communications and Operational Management**. Contractor shall: (i) monitor and manage all of its information processing facilities, including, without limitation, implementing operational procedures, change management and incident response procedures; and (ii) deploy adequate anti-viral software and adequate back-up facilities to ensure essential business information can be promptly recovered in the event of a disaster or media failure; and (iii) ensure its operating procedures will be adequately documented and designed to protect information, computer media, and data from theft and unauthorized access.

9. **Access Control**. Contractor shall implement formal procedures to control access to its systems, services, and data, including, but not limited to, user account management procedures and the following controls:

    a. Network access to both internal and external networked services shall be controlled, including, but not limited to, the use of properly configured firewalls;

    b. Operating systems will be used to enforce access controls to computer resources including, but not limited to, authentication, authorization, and event logging;

    c. Applications will include access control to limit user access to information and application system functions; and

    d. All systems will be monitored to detect deviation from access control policies and identify suspicious activity. Contractor shall record, review and act upon all events in accordance with incident response policies set forth below.

[7] Available at http://www.csrc.nist.gov/

10. **Security Incident.** A "Security Incident" shall have the meaning given to such term in 45 C.F.R. § 164.304.

a. Contractor will promptly notify (but in no event more than twenty-four (24) hours after the detection of a Security Incident) the designated County security contact by telephone and subsequently via written letter of any potential or actual security attacks or Security Incidents.

b. The notice shall include the approximate date and time of the occurrence and a summary of the relevant facts, including a description of measures being taken to address the occurrence. A Security Incident includes instances in which internal personnel access systems in excess of their user rights or use the systems inappropriately.

c. Contractor will provide a monthly report of all Security Incidents noting the actions taken. This will be provided via a written letter to the County security representative on or before the first (1st) week of each calendar month. County or its third-party designee may, but is not obligated, perform audits and security tests of Contractor's environment that may include, but are not limited to, interviews of relevant personnel, review of documentation, or technical inspection of systems, as they relate to the receipt, maintenance, use, retention, and authorized destruction of Personally Identifiable Information, Protected Health Information, and County Confidential Information.

d. In the event County desires to conduct an unannounced penetration test, County shall provide contemporaneous notice to Contractor's Vice President of Audit, or such equivalent position. Any of County's regulators shall have the same right upon request. Contractor shall provide all information reasonably requested by County in connection with any such audits and shall provide reasonable access and assistance to County or its regulators upon request. Contractor agrees to comply with all reasonable recommendations that result from such inspections, tests, and audits within reasonable timeframes. County reserves the right to view, upon request, any original security reports that Contractor has undertaken on its behalf to assess Contractor's own network security. If requested, copies of these reports will be sent via bonded courier to the County security contact. Contractor will notify County of any new assessments.

11. **Contractor Self Audit.** Contractor will provide to County a summary of: (1) the results of any security audits, security reviews, or other relevant audits listed below, conducted by Contractor or a third-party when applicable; and (2) the corrective actions or modifications, if any, Contractor will implement in response to such audits.

Relevant audits conducted by Contractor as of the Effective Date include:

a. ISO 27001:2013 (Information Security Management) – Contractor-Wide. A full recertification is conducted every three (3) years with surveillance audits annually.

(i) **External Audit –** Audit conducted by non-Contractor personnel, to assess Contractor's level of compliance to applicable regulations, standards, and contractual requirements.

(ii) **Internal Audit –** Audit conducted by qualified Contractor Personnel (or contracted designee) not responsible for the area of review, of Contractor organizations, operations, processes, and procedures, to assess compliance to and effectiveness of Contractor's Quality System ("**CQS**") in support of applicable regulations, standards, and requirements.

(iii) **Supplier Audit –** Quality audit conducted by qualified Contractor Personnel (or contracted designee) of product and service suppliers contracted by Contractor for internal or Contractor client use.

(iv) **Detailed findings**- are not published externally, but a summary of the report findings, and corrective actions, if any, will be made available to County as provided above and the ISO certificate is published on _____, Contractor's website.

b. SSAE-16 (formerly known as SAS - 70) – As to the Hosting Services only:

(i) Audit spans a full twelve (12) months of operation and is produced every six (6) months (end of June, end of December) to keep it "up-to-date".

(ii) The resulting detailed report is available to County.

Detailed findings are not published externally, but a summary of the report findings, and corrective actions, if any, will be made available to County as provided above.

12. **Security Audits.** In addition to the audits described in Section 11 (Contractor Self Audit), during the Term of this Contract, County or its third-party designee may annually, or more frequently as agreed in writing by the Parties, request a security audit (e.g., attestation of security controls) of Contractor's data center and systems. The audit will take place at a time mutually agreed to by the Parties, but in no event on a date more than ninety (90) days from the date of the request by County. County's request for security audit will specify the areas (e.g., Administrative, Physical and Technical) that are subject to the audit and may include but not limited to physical controls inspection, process reviews, policy reviews evidence of external and internal vulnerability scans, penetration tests results, evidence of code reviews, and evidence of system configuration and audit log reviews. County shall pay for all third-party costs associated with the audit. It is understood that summary data of the results may filtered to remove the specific information of other Contractor customers such as IP address, server names, etc. Contractor shall cooperate with County in the development of the scope and methodology for the audit, and the timing and implementation of the audit. Any of the County's regulators shall have the same right upon request, to request an audit as described above. Contractor agrees to comply with all reasonable recommendations that result from such inspections, tests, and audits within reasonable timeframes.

13. **Confidentiality**

a. Except as provided in Section 13(b) (Exclusions) below, each Party agrees that all information supplied by one Party and its affiliates and agents (collectively, the "Disclosing Party") to the other ("Receiving Party") including, without limitation, (a) source code, prices, trade secrets, mask works, databases, designs and techniques, models, displays and manuals; (b) any unpublished information concerning research activities and plans, marketing or sales plans, sales

forecasts or results of marketing efforts, pricing or pricing strategies, costs, operational techniques, or strategic plans, and unpublished financial information, including information concerning revenues, profits, and profit margins; (c) any information relating to County's customers, patients, business partners, or personnel; (d) Personally Identifiable Information (as defined below); and (e) Protected Health Information, as specified in Exhibit 16 (Business Associate Agreement), will be deemed confidential and proprietary to the Disclosing Party, regardless of whether such information was disclosed intentionally or unintentionally or marked as "confidential" or "proprietary" ("Confidential Information"). The foregoing definition shall also include any Confidential Information provided by either Party's contractors, subcontractors, agents, or vendors. To be deemed "Confidential Information", trade secrets and mask works must be plainly and prominently marked with restrictive legends.

b. **Exclusions.** Confidential Information will not include any information or material, or any element thereof, whether or not such information or material is Confidential Information for the purposes of this Contract, to the extent any such information or material, or any element thereof: (a) has previously become or is generally known, unless it has become generally known through a breach of this Contract or a similar confidentiality or non-disclosure Contract, obligation or duty; (b) was already rightfully known to the Receiving Party prior to being disclosed by or obtained from the Disclosing Party as evidenced by written records kept in the ordinary course of business or by proof of actual use by the Receiving Party, (c) has been or is hereafter rightfully received by the Receiving Party from a third-party (other than the Disclosing Party) without restriction or disclosure and without breach of a duty of confidentiality to the Disclosing Party; or (d) has been independently developed by the Receiving Party without access to Confidential Information of the Disclosing Party. It will be presumed that any Confidential Information in a Receiving Party's possession is not within exceptions (b), (c) or (d) above, and the burden will be upon the Receiving Party to prove otherwise by records and documentation.

c. **Treatment of Confidential Information.** Each Party recognizes the importance of the other Party's Confidential Information. In particular, each Party recognizes and agrees that the Confidential Information of the other is critical to their respective businesses and that neither Party would enter into this Contract without assurance that such information and the value thereof will be protected as provided in this Section 13 (Confidentiality) and elsewhere in this Contract. Accordingly, each Party agrees as follows: (a) the Receiving Party will hold any and all Confidential Information it obtains in strictest confidence and will use and permit use of Confidential Information solely for the purposes of this Contract. Without limiting the foregoing, the Receiving Party shall use at least the same degree of care, but no less than reasonable care, to avoid disclosure or use of this Confidential Information as the Receiving Party employs with respect to its own Confidential Information of a like importance; (b) the Receiving Party may disclose or provide access to its responsible employees, agents, and consultants who have a need to know and may make copies of Confidential Information only to the extent reasonably necessary to carry out its obligations hereunder; and (c) the Receiving Party currently has, and in the future will maintain in effect and enforce, rules and policies to protect against access to or use or disclosure of Confidential Information other than in accordance with this Contract, including

without limitation written instruction to and agreements with employees, agents, or consultants who are bound by an obligation of confidentiality no less restrictive than set forth in this Contract to ensure that such employees, agents, and consultants protect the confidentiality of Confidential Information, including this Section 13 (Confidentiality). The Receiving Party will require its employees, agents, and consultants not to disclose Confidential Information to third-parties, including without limitation customers, subcontractors, or consultants, without the Disclosing Party's prior written consent, will notify the Disclosing Party immediately of any unauthorized disclosure or use, and will cooperate with the Disclosing Party to protect all proprietary rights in and ownership of its Confidential Information.

d. **Non-Exclusive Equitable Remedy.** Each Party acknowledges and agrees that due to the unique nature of Confidential Information there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach or threatened breach may allow a Party or third-parties to unfairly compete with the other Party resulting in irreparable harm to such Party, and therefore, that upon any such breach or any threat thereof, each Party will be entitled to appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to whatever remedies either of them might have at law or equity. Any breach of this Section 13 (Confidentiality) shall constitute a material breach of this Contract and be grounds for immediate termination of this Contract in the exclusive discretion of the non-breaching Party.

e. **Compelled Disclosures.** To the extent required by applicable law or by lawful order or requirement of a court or governmental authority having competent jurisdiction over the Receiving Party, the Receiving Party may disclose Confidential Information in accordance with such law or order or requirement, subject to the following conditions: as soon as possible after becoming aware of such law, order, or requirement and prior to disclosing Confidential Information pursuant thereto, the Receiving Party will so notify the Disclosing Party in writing and, if possible, the Receiving Party will provide the Disclosing Party notice not less than five (5) Business Days prior to the required disclosure. The Receiving Party will use reasonable efforts not to release Confidential Information pending the outcome of any measures taken by the Disclosing Party to contest, otherwise oppose, or seek to limit such disclosure by the Receiving Party and any subsequent disclosure or use of Confidential Information that may result from such disclosure. The Receiving Party will cooperate with and provide assistance to the Disclosing Party regarding such measures. Notwithstanding any such compelled disclosure by the Receiving Party, such compelled disclosure will not otherwise affect the Receiving Party's obligations hereunder with respect to Confidential Information so disclosed.

f. **County Data.** All of the County Confidential Information, data, records, and information of County to which Contractor has access, or otherwise provided to Contractor under this Contract ("County Data"), shall be and remain the property of County and County shall retain exclusive rights and ownership thereto. The data of County shall not be used by Contractor for any purpose other than as required under this Contract, nor shall such data or any part of such data be disclosed, sold, assigned, leased, or otherwise disposed of to third-parties by

Contractor or commercially exploited or otherwise used by or on behalf of Contractor, its officers, directors, employees, or agents.

g. **Personally Identifiable Information.** "Personally Identifiable Information" shall mean any information that identifies a person, including, but not limited to, name, address, email address, passwords, account numbers, social security numbers, credit card information, personal financial or healthcare information, personal preferences, demographic data, marketing data, credit data, or any other identification data. For the avoidance of doubt, Personally Identifiable Information shall include, but not be limited to, all "nonpublic personal information," as defined under the Gramm-Leach-Bliley Act (15 United States Code ("U.S.C.") §6801 et seq.), Protected Health Information, and "Personally Identifiable Information" as that term is defined in California Civil Code section 1798.29 and EU Data Protection Directive (Directive 95/46/EEC) on the protection of individuals with regard to processing of personal data and the free movement of such data.

i. Personally Identifiable Information. In connection with this Contract and performance of the services, Contractor may be provided or obtain, from County or otherwise, Personally Identifiable Information pertaining to County's current and prospective personnel, directors and officers, agents, subcontractors, investors, patients, and customers and may need to process such Personally Identifiable Information and/or transfer it, all subject to the restrictions set forth in this Contract and otherwise in compliance with all applicable foreign and domestic laws and regulations for the sole purpose of performing the services.

ii. Treatment of Personally Identifiable Information. Without limiting any other warranty or obligations specified in this Contract, and in particular the confidential provisions of Section 21 (County Confidential Information), during the Term of this Contract and thereafter in perpetuity, Contractor will not gather, store, log, archive, use, or otherwise retain any Personally Identifiable Information in any manner and will not disclose, distribute, sell, share, rent, or otherwise retain any Personally Identifiable Information to any third-party, except as expressly required to perform its obligations in this Contract or as Contractor may be expressly directed in advance in writing by County. Contractor represents and warrants that Contractor will use and process Personally Identifiable Information only in compliance with this Contract, and all applicable local, state, and federal laws and regulations (including, but not limited to, current and future laws and regulations relating to spamming, privacy, confidentiality, data security, and consumer protection).

iii. Retention of Personally Identifiable Information. Contractor will not retain any Personally Identifiable Information for any period longer than necessary for Contractor to fulfill its obligations under this Contract. As soon as Contractor no longer needs to retain such Personally Identifiable Information in order to perform its duties under this Contract, Contractor will promptly return or destroy or erase all originals and copies of such Personally Identifiable Information.

e. **Return of Confidential Information.** On County's written request or upon expiration or termination of this Contract for any reason, Contractor will promptly: (a) return or destroy, at County's option, all originals and copies of all documents and materials it has received containing County's Confidential Information; (b) if return or destruction is not permissible under applicable law, continue to protect such information in accordance with the terms of this Contract; and (c) deliver or destroy, at County's option, all originals and copies of all summaries, records, descriptions, modifications, negatives, drawings, adoptions and other documents or materials, whether in writing or in machine-readable form, prepared by Contractor, prepared under its direction, or at its request, from the documents and materials referred to in Subsection 13(a), and provide a notarized written statement to County certifying that all documents and materials referred to in Subsections 13(a) and (b) have been delivered to County or destroyed, as requested by County. On termination or expiration of this Contract, County shall return or destroy all Contractor Confidential Information (excluding items licensed to County hereunder or that are required for use of the Deliverables and/or the Licensed Software), at Contractor's option.

ATTACHMENT III

SYSTEM TRAINING

COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS)

SYSTEM TRAINING

I. INTRODUCTION

Contractor shall provide Technical, Train–The–Trainer, and End User training as set forth herein at the County of Los Angeles (County) site(s). System training will be conducted at the County's training room, which has eight workstations, or at locations otherwise directed by the County.

Contractor shall provide, at a minimum, seven training sessions, as determined by the County. Training shall incorporate traditional training methods including, but not limited to, classroom training and materials (i.e., training manual, reference guides, desk aids, etc.). Contractor shall customize each training session to accommodate Technical, Train-The-Trainer, and End User staff, covering areas that pertain to the specific business requirements of each group as follows:

MINIMUM NUMBER OF SESSIONS	TYPE OF TRAINING	TRAINING DEPARTMENT/PARTICIPANT GROUP
1	Technical Training	TTC Systems Branch Staff
1	Train-The-Trainer	TTC Staff
1	Train-The-Trainer	Probations Staff
1	End User Training	TTC Management Staff
1	End User Training	TTC Accounting Staff
1	End User Training	Probation Management Staff
1	End User Training	Probation Accounting Staff

II. SCOPE OF TRAINING

A. TECHNICAL TRAINING

Contractor shall provide Technical Training for TTC's Systems Branch technical staff designated by the County in accordance with the course outline set forth below.

1. **Introduction**

2. **Features of the System** (includes features unique to the County)
   a. System Administration

3. **Hardware/Software of Servers and Workstations**
   a. Disaster Recovery and Backup
   b. Database Design and Optimization
   c. Refreshing of Test Database(s) as needed
   d. Third Party Software
   e. User Setup and Audit Controls

4. **Processes** (includes hands on practice)
   a. Report Retrieval and Generation
   b. Menu Hierarchy and Navigation
   c. Data Conversion

d. Remote Access
e. Interfaces
f. Inquiry Response

5. Reports – The Management Tool
a. Systems Branch Staff Training on the development of the Reporting Tool database

6. Modifications to the System

7. Question and Answer Session

8. Evaluation

B. TRAIN–THE–TRAINER

Contractor shall provide Train-The-Trainer training for staff designated by the County for each department/participant group (i.e., TTC, Probation) to be the trainers, in accordance with the course outline set forth below.

Contractor shall design each Train-The-Trainer training session to cover subjects geared toward the business function of each department/participant group, as indicated in Section I (Introduction) above. Not all Work Flow and Processes subjects/topics may be covered at each individual training session.

1. Introduction
a. Purpose and Utilization of Train-The-Trainer

2. Features of the System

3. Hardware/Software of all Workstations

4. Processes (includes hands on practice)
a. Report Retrieval and Generation
b. Menu Hierarchy and Navigation
c. Inquiry Response
d. Account Set up
e. Letter Generation
f. Case Management – TTC
g. Case Management – Probation
h. Accounting - TTC
i. Accounting – Probation
j. Restitution Process
k. Specialized Screens
l. Support

5. Reports – The Management Tool

6. Question and Answer Session

7. Evaluation

C. END USER TRAINING

Contractor shall provide System training for End User staff, designated by the County, in groups not to exceed eight participants per training session, in accordance with the course outline set forth below.

Contractor shall design each training session to cover subjects geared toward the business function of each training department/participant group, as indicated in Section I (Introduction) above. Not all Work Flow and Processes subjects/topics may be covered at each individual training session.

1. Introduction

2. Features of the System

3. Hardware/Software of all Workstations

4. Work Flow and Processes (includes hands on practice)

a. Report Retrieval and Generation
b. Menu Hierarchy and Navigation
c. Inquiry Response
d. Account Setup
e. Letter Generation
f. Case Management – TTC
g. Case Management – Probation
h. Accounting - TTC
i. Accounting – Probation
j. Restitution Process
k. Specialized Screens
l. Support

5. Reports – The Management Tool

6. Question and Answer Session

7. Evaluation

ATTACHMENT IV

MAINTENANCE AND SUPPORT SERVICES

COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS)

GENERAL

Capitalized terms used in this Attachment IV (Maintenance and Support Services) without definition shall have the meanings given to such terms in the body of the Contract.

Contractor shall provide Maintenance and Support Services in accordance with the requirements set forth in Exhibit A, Statement of Work (SOW), of the Contract and this Attachment IV. Maintenance and Support Services include Maintenance Services and Support Services, both as more fully described below.

Maintenance and Support Services shall commence in accordance with the provisions set forth in Paragraph 12.0, Maintenance and Support, of the SOW and shall continue for the term of the Contract, if so elected by the County of Los Angeles (County). Contractor shall support all System Software components (including, without limitation, Contractor-provided Third-Party Software) of its most current architecture and its most current software versions, including the two most recent software versions, for the term of the Contract.

Contractor shall provide Maintenance and Support Services for the System Software from Contractor's business premises and/or from the County facilities as necessary to fulfill its obligations under the Contract. Authorized County staff may submit a request for Maintenance Services and/or Support Services via e-mail or telephone. Maintenance Services shall include Contractor performing the tasks outlined below.

When providing a quote for custom programming, the Contractor shall also provide a quote for additional Maintenance and Support costs, if any, related to the proposed custom programming.

1. MAINTENANCE SERVICES

Contractor shall provide Maintenance Services for the System as described in this Attachment IV and in the SOW generally (collectively, "Maintenance Services"). As part of its Maintenance Services, Contractor shall provide ongoing maintenance in respect of the System Software and Updates to the System Software.

A. UPDATES

Contractor, at no additional cost to the County beyond the Maintenance Fees set forth in Section IV (Maintenance and Support) of Exhibit B (Schedule of Payments), shall provide Updates to System Software to keep current with County technology and industry standards, supplemental software and applicable third-party software upgrades,

enhancements, updates, patches, bug fixes, etc. in accordance with this Attachment IV. In the event, the County elects to replace any County-managed software, Contractor's responsibility for providing Updates and/or programming modifications to System Software for the purpose of reestablishing compatibility with the new County-managed software shall be limited to 40 hours per year. Any Updates and/or programming modifications provided for such purpose above and beyond the allocated 40 hours per year shall be provided by the Contractor upon the County's approval using Pool Dollars in accordance with Paragraph 12.0, Maintenance and Support.

Without limiting the other provisions of the Contract including, without limitation, this Attachment IV, such Updates shall be provided to the County as soon as they're available unless otherwise agreed by the County and Contractor. Contractor shall offer to the County Updates and all documentation related thereto promptly after the creation thereof.

Contractor shall notify and coordinate with the County for all Updates. The Contractor shall not install any Updates without the written consent of the County. Without limiting Section I (General) of this Attachment IV, installation of each Update shall be subject to prior written approval of the County's Project Manager. Contractor's provision and installation of such Updates to the System Software shall be at no additional cost to the County beyond the Maintenance Fees. Any Updates necessary to remedy security problems in the System Software (e.g., closing "back doors" or other intrusion-related problems), whether identified by the Contractor, the County or a third-party, shall be provided to the County within ten calendar days of Contractor's knowledge of the existence of such security problems, unless agreed to otherwise.

In the event it is determined that any required Update is not compatible with the System Software, Contractor shall provide the County with a workaround to protect the integrity and security of the System Software until such time as the Deficiency is corrected.

2. SUPPORT SERVICES

Contractor shall provide Support Services for the System as described in this Attachment IV and this Contract generally (collectively, "Support Services"). As part of its Support Services, Contractor shall provide operational support for the System during the support hours (6:00 a.m. to 7:00 p.m. Pacific Time, Monday through Friday), which shall include, without limitation, providing a point of contact for all System problems by maintaining a service desk and on site System Software Support as needed. Such operational support shall include

Support Services to correct any failure of the application software and to remedy Deficiencies (collectively, "Correction of Deficiencies"), such that the System Software operates in accordance with Specifications and the functional requirements, including without limitation, response times.

A. IDENTIFICATION OF DEFICIENCIES

Upon occurrence of a Deficiency, the County shall report the Deficiency to Contractor's help desk for resolution in accordance with Schedule D.1 (Incident Tracking).

The severity level of the Deficiency shall be assigned by the County in its sole discretion. Based on Contractor's proposed solution and/or workaround(s) for the Deficiency, the County may, in its sole discretion, reevaluate and, if it so chooses, escalate or downgrade the severity level of the Deficiency pursuant to Section III (Severity Level Adjustment) of Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies).

B. CORRECTION OF DEFICIENCIES

Contractor shall resolve each deficiency reported hereunder in accordance with the time frames specified in Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies) for such Deficiency's severity level, as escalated or downgraded in accordance with Section III (Severity Level Adjustment) of Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies), if applicable. The time in which Contractor must resolve each Deficiency for the purpose of Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies) shall start tolling when the County notifies Contractor of such Deficiency by telephone or otherwise, including Contractor's Incident Tracking System as more fully described in Schedule D.1, and shall end upon resolution of said Deficiency. The actual resolution time for Deficiency solving shall not exceed the maximum resolution times set forth in Section I (Problem Correction Priority) of Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies).

If Contractor recommends an upgrade, repair, or replacement of any component of the System environment in order to remedy a response time Deficiency, the County shall make such upgrade, repair, or replacement in accordance with Contractor's recommendation. The cost of such System alteration shall be incurred in accordance with the SOW. In any event, if the Deficiency is not solved by such System alteration,

Contractor shall reimburse the County for any and all amounts expended by the County based upon Contractor's recommended System alteration.

C. SYSTEM PERFORMANCE REQUIREMENTS

For purposes of this Attachment IV and the Contract generally, the System's failure to meet the System Performance Requirements set forth in Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies) constitutes a Deficiency (collectively, "Response Time Deficiency"). In accordance with the Schedule D.2, Contractor shall correct all Response Time Deficiencies.

The County, from time to time, may request that Contractor evaluate and report System performance relative to the agreed upon System Performance Requirements set forth in Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies). Contractor shall so evaluate and report on the performance status in accordance with a monitoring plan mutually agreed upon between the County's Project Manager and Contractor's Project Manager in connection with the County's request.

On a monthly basis, the Contractor shall provide the County with a report of both resolved and outstanding System issues. This shall include, at a minimum, a brief description of the problem, the date the problem was reported, the date the problem was resolved (unless outstanding), and the current status.

D. REMOTE SUPPORT

When Contractor requires connection to the TTC system and/or any other County system remotely, Contractor shall adhere to the TTC's remote support policy which requires connection to the TTC network via a secure Virtual Private Network (VPN) Web portal provided by the TTC. Any client software required for this VPN Web portal must be installed on Contractor's support personnel workstations to allow secure connections.

SCHEDULE D.1 – INCIDENT TRACKING

1) INTRODUCTION

Contractor shall implement and maintain an automated Incident Tracking System (ITS), which shall be used to record and respond to Deficiencies identified by the County to Contractor. Contractor shall provide a secured access to an Internet Website to allow County access 24 hours a day seven days a week to report problems, report incidents/request services, monitor progress on unresolved incident report/request, and generate reports. The automated ITS maintained by the Contractor shall include, at minimum, the following data entry fields:

a) Identification Number: Each incident reported shall be automatically assigned a unique identification number, which shall be used to track, document, and or respond to queries regarding activities relating to a specific service request;

b) Date and Time: Each incident reported shall include the date and time the service request was first initiated, which shall be used to document and/or monitor response time;

c) Contact Person: Each incident reported shall include the name, title, and telephone number of the person initiating the service request, who shall be used as the point of contact for inquiries regarding the request;

d) Service Description: Each incident reported shall include a detailed description of the problem encountered, which shall be used to investigate, reproduce, verify and resolve the problem encountered;

e) Service type: Each incident reported will be assigned a Severity Level I, II, or III designation, according to Schedule D.2 (Performance Requiremnets/Correction of Deficiencies), which shall be used in determining the applicable Resolution Time;

f) Capability to attach supporting documentation (e.g., screen prints, report samples, etc.); and

g) Resolution Status and estimated date of resolution.

2) COUNTY RESPONSIBILITIES

a) The County shall identify County staff authorized to access and initiate online incident reports/service requests via Contractor's automated ITS.

b) The County shall be responsible for determining the Severity Level assigned to each incident of Deficiency discovered by the County.

c) The County shall be responsible for follow-up and initiating incident reports via the automated ITS.

d) The County shall be responsible for confirming that an online ITS incident report/service request has been complete.

3) CONTRACTOR RESPONSIBILITIES

a) Contractor shall notify the County of any and all discovered Deficiencies.

b) Contractor shall respond to all new service requests from the County according to the timelines listed in Schedule D.2 (Performance Requirements Summary/Correction of Deficiencies).

c) Contractor shall provide a monthly report of all open ITS items and all ITS items that were resolved within that month.

SCHEDULE D.2 - PERFORMANCE REQUIREMENTS SUMMARY/CORRECTION OF DEFICIENCIES

1) INTRODUCTION

This Performance Requirements Summary defines the Performance Requirements in terms of Response Time and Problem Resolution Time for reported issues where the minimum acceptable system performance level is deemed Deficient (Deficiency), requiring corrective action by the Contractor. The County expects a high standard of performance for the required services. The County of Los Angeles (County) will work with the Contractor to resolve any areas of deficiency brought to the attention of the County by the Contractor before the allowable deviation from the minimum acceptable performance level occurs. However, Contractor is expected to comply with all terms of this Agreement, not just the specific Performance Requirements set forth herein.

2) CORRECTIVE ACTION

Contractor shall meet the Performance Requirements listed in Section 3 of this Schedule D.2. Contractor shall notify the County of any failures or degradations in the Performance Levels immediately upon Contractor's becoming aware of any such failure or degradation. Notwithstanding Contractor's obligation to continue to perform as required under the terms of this Agreement and County's remedies set forth in this Schedule D.2, in the event of a Deficiency, Contractor shall use best efforts to determine the cause of the Deficiency and to correct the problem as specified in Section 3 of this Schedule D.2.

3) PERFORMANCE REQUIREMENTS

County shall assign one of the following Severity Levels to each County Deficiency incident submitted to the Contractor in accordance with Schedule D.1 (Incident Tracking):

Severity Level	Severity Indicator	Nature of Deficiency	Response Time Goal	Problem Resolution Time Frame
I	Critical Problem	Problem is stopping Production Use.	System Software 30 minutes System Hardware 1 hour (if applicable)	System Software 4 hours System Hardware 4 hours (if applicable)
II	Urgent Problem	Problem is deterring Users from meeting schedules or is increasing time to complete normal business activities.	System Software 30 minutes System Hardware 1 hour (if applicable)	System Software 6 hours System Hardware 8 hours (if applicable)
III	Minor Problem	Inconsistencies or irregularities that cause inconvenience.	System Software 30 minutes System Hardware 1 hour (if applicable)	System Software 6 hours System Hardware 8 hours (if applicable)

IV	Issue	Issues involving training, environment issues, assistance with ending data reports, or to schedule future software upgrades.	System Software 30 minutes System Hardware 1 hour (if applicable)	Within 15 working days or such other period as agreed to between the County's Project Director and the Contractor's Project Director.

4) PROBLEM RESOLUTION PROCESS

a) Severity Level I:

i) Contractor shall provide the best level of effort to correct any Deficiency as specified in Schedule D.1 (Incident Tracking). If a Deficiency cannot be corrected within the Maximum Resolution Time specified above, Contractor shall communicate with the County's Project Manager and provide an estimated time for completing the correction. The parties will jointly cooperate during this period of time.

ii) In the event the Deficiency cannot be corrected within the estimated time, Contractor shall immediately notify the County's Project Manager and the parties will work together to define an updated estimate for the time needed for correction.

iii) This process will be repeated until the correction is approved by the County's Project Manager, upon which approval, County's Project Manager will notify the County's Project Director.

iv) The County may impose Failure to Perform Assessments in accordance with Section 6 (Failure to Perform Assessments) of this Schedule D.2 if the Deficiency is not resolved within the Maximum Resolution Time allocated therefore.

b) Severity Level II:

i) Contractor shall provide the best level of effort to correct any Deficiency as specified in Schedule D.1 (Incident Tracking). If the Deficiency cannot be corrected within the Maximum Resolution Time specified above, Contractor shall communicate with the County's Project Manager and provide an estimated time for completing the correction. The parties will jointly cooperate during this period of time.

ii) In the event the Deficiency cannot be corrected within the estimated time, Contractor shall immediately notify the County's Project Manager and the parties will work together to define an updated estimate for the time needed for correction.

iii) This process will be repeated until the correction is approved by the County's Project Manager, upon which approval the County's Project Manager will notify the County's Project Director.

iv) The County may impose Failure to Perform Assessments in accordance with Section 6 (Failure to Perform Assessments) of this Schedule D.2 if the Deficiency is not resolved within the Maximum Resolution Time allocated therefore.

c) Severity Level III:

i) Contractor shall provide the best level of effort to correct any Deficiency as specified in Schedule D.1 (Incident Tracking). If the Deficiency cannot be corrected within the

Maximum Resolution Time specified above, Contractor shall communicate with the County's Project Manager and provide an estimated time for completing the correction. The parties will jointly cooperate during this period of time.

ii) In the event the Deficiency cannot be corrected within the estimated time, Contractor shall immediately notify the County's Project Manager and the parties will work together to define an updated estimate for the time needed for correction.

iii) This process will be repeated until the correction is approved by the County's Project Manager, upon which approval the County's Project Manager will notify the County's Project Director.

iv) The County may impose Failure to Perform Assessments in accordance with Section 6 (Failure to Perform Assessments) of this Schedule D.2 if the Deficiency is not resolved within the Maximum Resolution Time allocated therefore.

d) Severity Level IV:

i) Contractor shall, upon identification or notification by the County's Project Manager, correct any Severity Level IV Deficiency(ies) within 15 working days, unless otherwise agreed to between the County's Project Director and Contractor's Project Director.

ii) The County may impose Failure to Perform Assessments in accordance with Section 6 (Failure to Perform Assessments) of this Schedule D.2 if the Deficiency is not resolved within the Maximum Resolution Time allocated therefore.

5) SEVERITY LEVEL ADJUSTMENT

The County, in its sole discretion, may escalate or downgrade a Severity Level of a Deficiency if the Deficiency meets the definition of the Severity Level as escalated or downgraded. At the time the Deficiency is escalated or downgraded, an appropriate timeline will be applied for resolution of such Deficiency in accordance with Section 3 (Performance Requirements) of this Schedule D.2.

6) FAILURE TO PERFORM ASSESSMENTS

a) General:

"Failure to Perform Assessments" shall be imposed for Contractor's failure to timely resolve Deficiencies in accordance with Section 1 (Problem Correction Priority) based on the following frequency:

- Any Severity Level I Deficiency
- Any Severity Level II Deficiency
- The occurrence of three or more Severity Level III Deficiencies in any single calendar month.
- The occurrence of three or more Severity Level IV Deficiencies in any single calendar month (unless otherwise agreed to by the respective Project Directors).

b) Severity Level I, II, and III Deficiencies:

Without limiting any other rights and remedies available to the County, either pursuant to this Agreement, by law, or in equity, the County shall be entitled to Failure to Perform

Assessments in the event that Contractor fails to correct a Deficiency within the timeframes set forth in Section 3 (Performance Requirements) and within the frequency as set forth in Section 6 (Failure to Perform Assessments) of this Schedule D.2. Failure to Perform Assessments shall not be imposed for downtime occurring during mutually agreed upon scheduled shutdown of the System Hardware, System Software, or Application Software for preventive maintenance or Response Time testing. Failure to Perform Assessments additionally shall not be issued for Downtime resulting from use of the Application Software by the County other than as instructed by the Contractor.

c) Imposition of Failure to Perform Assessments:

i) If Contractor fails to correct any Deficiency within the time frames and frequency set forth in this Schedule D.2, then in each instance the County may, in its sole discretion, assess Failure to Perform Assessments calculated as set forth below:

A. For each Severity Level I Deficiency, a Failure to Perform Assessment equal to $500 per day will be imposed for each day a Severity Level I Deficiency continues beyond the Problem Resolution Time Frame allowed in Section 3 of this Schedule D.2.

B. For each Severity Level II Deficiency, a Failure to Perform Assessment equal to $300 per day will be imposed for each day one a Severity Level II Deficiency continues beyond the Problem Resolution Time Frame allowed in Section 3 of this Schedule D.2.

The amount of time elapsed for the calculation of Downtime Credits will be determined by the timestamp or other evidence issued by the ITS referenced in Schedule D.1 at such time as a service request is sent by the County to Contractor.

C. If during any calendar month, three or more Severity Level III Deficiencies are not resolved within the Problem Resolution Time Frame allowed in Section 3 of this Schedule D.2, a Failure to Perform Assessment equal to $500 will be imposed.

D. If during any calendar month, three or more Severity Level IV Deficiencies are not resolved within the Problem Resolution Time Frame allowed in Section 3 of this Schedule D.2, a Failure to Perform Assessment equal to $300 will be imposed.

ii) The cumulative total of all Failure to Perform Assessments accruing during any one calendar month shall not exceed the average monthly Maintenance Fees payable by the County to Contractor.

iii) Notwithstanding anything to the contrary set forth in this Schedule D.2, the body of Exhibit D (Maintenance and Support Services) or other Schedules thereto, any Failure to Perform Assessments imposed by the County as a result of a Deficiency shall be based upon the County's escalated or downgraded Severity Level, if applicable, assigned to such Deficiency in accordance with Section 5 (Severity Level Adjustment) of this Schedule D.2.

iv) Any imposed Failure to Perform Assessments shall be billed by the County and payable by the Contractor within 45 days.

TECHNICAL EXHIBIT 1

TTC ACCOUNTS – FILE LAYOUTS

Reference No.	Name	Statement of Work Reference
1	Standard Referral Account File Layout	3.2.3.D.3
2	Referral Summary File Layout	3.2.3.D.12
3	Welfare Intercept System Modification File Record Layout	3.2.3.H.4
4	OCA Referral File Layout	3.2.3.H.6.a
5	OCA Payment Remittance File Layout	3.2.3.H. 6.a 3.2.3.I.3
6	TTC Payment/Adjustment to OCA File Layout	3.2.3.H.6.a
7	TTC Recall File Layout	3.2.3.H.6.a
8	OCA Return Referral File Layout	3.2.3.H.6.a
9	OCA Maintenance Inventory File Layout	3.2.3.H.6.a
10	Payment File Layout	3.2.3.I.1
11	Payment/Adjustment from Client to TTC File Layout	3.2.3.I.3 3.2.3.N.2
12	Payment/Adjustment Report to Client File Layout	3.2.3.I.16
13	Preliminary File Layout	3.2.3.K.5
14	Trailer Record Specs and TWR Inbound	3.2.3.K.6
15	Warrant Postback File	3.2.3.K.9

STANDARD REFERRAL ACCOUNT FILE LAYOUT

Field Number	Business Description	Map to CARS	Data Type	Length
1	Client number	A1	Alpha numeric	5
2	Client reference number	A11	Alpha numeric	15
3	Debtor's name Last name, first name M.I. (Upper case)	A2	Alpha numeric	25
4	Debtor's name 2	A2.2	Alpha numeric	25
5	Employer	F33	Alpha numeric	25
6	Debtor's address (Upper case)	A3	Alpha numeric	25
7	City (Upper case)	A4	Alpha numeric	20
8	State (Upper case)	A5	Alpha numeric	2
9	Zip	A6	Alpha numeric	5
10	Driver's license number	A29	Alpha numeric	10
11	Social security number (nnn-nn-nnnn)	A20	Alpha numeric	11
12	Telephone number (nnnnnnnnnn)	A8	Alpha numeric	10
13	Date of Birth (MM/DD/YYYY)	A9	Alpha numeric	10
14	Last payment date (MM/DD/YYYY)	A13	Alpha numeric	10
15	Assign Amount (nnnnnnn.nn)	A15	Alpha numeric	10
16	Patient's name (Upper case)	A35	Alpha numeric	25
17	Service date (MM/DD/YYYY)	F166	Alpha numeric	10
18	Client DOB (MM/DD/YYYY)	F246	Alpha numeric	10
19	Last update date (MM/DD/YYYY)	F245	Alpha numeric	10
20	USCB in REF	F255	Alpha numeric	11
21	Charge Description	F192	Alpha numeric	25
22	Description	M	Alpha numeric	255

REFERRAL SUMMARY FILE LAYOUT

Field Number	Business Description	Map to CARS	Data Type	Length
1	Debtor ID	A0	9(8)	8
2	Client ID	A1	X(5)	5
3	Debtor's Name	A2	X(25)	25
4	Debtor's Name 2	A2.2	X(25)	25
5	Client Reference Number	A11	X(15)	15
6	Assign Date	A14 MM/DD/YYYY	X(10)	10
7	Pn-Assign	A15	9(10)	10
8	Status	A23	X(3)	3

WELFARE INTERCEPT SYSTEM
MODIFICATION FILE RECORD LAYOUT

Record Position	Field Title	Length/ Mode	Description and Remarks
01	Record Type	1AN	**REQUIRED. TOP/FTB** One (1) character alpha-numeric field to indicate the type of transaction; 1=Establish; 2=Decrease; 3=Delete; 4=Refund; 5= Change & Vol. Payment; 6=Delete & Vol. Payment; 7=Increase; 8=Suspend; 9=Reactivate; A=Alias Name; B=Address Change
02-03	County Number	2N	**REQUIRED. TOP/FTB** Two (2) digit unsigned numeric field. Valid values 01-58.
04-07	Year of Submission	4N	**REQUIRED. TOP/FTB** Four (4) digit numeric field to identify the year the debt was submitted.
08-12	Worker/Dist ID	5AN	OPTIONAL. Five (5) character alpha-numeric field to identify the worker or district.
13-21	SSN	9N	**REQUIRED. TOP/FTB** Nine (9) digit numeric field which contains the recipient's SSN. Must be greater than 001010000, less than 734000000 or greater than 750000000 and less than 773000000. Must be unsigned.
22-36	Case ID	15AN	OPTIONAL. **TOP/FTB** Fifteen (15) character alpha-numeric field which contains the case identification number. Left justify. **DO NOT USE DASHES.**
37-44	Delinquency Date	8N	**REQUIRED. TOP/FTB** Eight (8) digit numeric field which contains the date that the account became delinquent. CCYYMMDD where CCYY is 20YY
45-59	Last Name	15A	**REQUIRED for Record Types 1 and A. TOP/FTB** Fifteen (15) character alphabetic field which contains the recipient's last name. Must be left justified with no special characters (i.e., hyphen, apostrophe, etc.).
60-69	First Name	10A	**Required for Record Type 1. TOP/FTB** Ten (10) character alphabetic field which contains the recipient's first name. Must be left justified with no special characters.
70	Middle Initial	1A	OPTIONAL. One (1) character alphabetic field which contains the recipient's middle initial. When not used blank fill.
71-90	Care of Name-Address	20AN	OPTIONAL. Twenty (20) character alpha-numeric field which contains the care of (c/o) portion of a recipient's address, if any. When not used blank fill.

Record Position	Field Title	Length/ Mode	Description and Remarks
91-110	Street Address	20AN	**Required for Record Types 1 (FTB debts only) and B.** Twenty (20) Character alpha-numeric field which contains the recipient's street address.
111-128	City	18A	**Required for Record Types 1 (FTB debts only) and B.** Eighteen (18) character alphabetic field which contains recipient's city.
129-147	State/Country	19A	**REQUIRED for Record Types 1 (FTB debts only) and B.** Nineteen (19) character alphabetic field which contains the state name or foreign country of the recipient.
148-156	Zip Code	9N	**REQUIRED for Record Types 1 (FTB debts only) and B.** Nine (9) digit numeric field which contains the recipient's zip code. (5+4) Must be left justified.
157	Judgment Debt Indicator	1A	**REQUIRED for Record Type 1 – TOP ONLY** One (1) character alphabetic field which contains a 'J' to indicate a judgment debt. Blank fill if not used.
158	Filler	1A	**RESERVED for future use.** Blank fill.
159-167	FTB Cal Works Administrative Error Amount	9N	**REQUIRED for Record Types 1, 2, 7.** Nine (9) digit numeric field which contains the total amount of delinquent restitution. Decimal place must be allowed for. The decimal character is dropped. Right justified with preceding zeros (i.e., $10.60 = 000001060). Must be unsigned. Amounts must be at least $10 dollars.
168-176	FTB Cal Works IPV Amount	9N	**REQUIRED for Record Types 1, 2, 7.** See FTB Cal Works Admin Error Amount for field description.
177-185	FTB Cal Works IHE Amount	9N	**REQUIRED for Record Types 1, 2, 7.** See FTB Cal Works Admin Error Amount for field description.
186-194	FTB Food Stamp Admin Error Amount	9N	**REQUIRED for Record Types 1, 2, 7.** See FTB Cal Works Admin Error Amount for field description.
195-203	FTB Food Stamp IPV Amount	9N	**REQUIRED for Record Types 1, 2, 7.** See FTB Cal Works Admin Error Amount for field description.
204-212	FTB Food Stamp IHE Amount	9N	**REQUIRED for Record Types 1, 2, 7.** See FTB Cal Works Admin Error Amount for field description.
213-221	IRS Cal Works Administrative Error Amount	9N	**Reserved for future use. Blank fill.**
222-230	IRS Cal Works IPV Amount	9N	**Reserved for future use. Blank fill.**
231-239	IRS Cal Works IHE Amount	9N	**Reserved for future use. Blank fill.**

Record Position	Field Title	Length/ Mode	Description and Remarks
240-248	IRS Food Stamp Admin Error Amount	9N	**REQUIRED for Record Types 1, 2, 4, 5, 6, 7, 9.** Nine (9) digit numeric field which contains the total amount of delinquent restitution. Decimal place must be allowed for. The decimal character is dropped. Right justified with preceding zeros (i.e., $25.60 = 000002560). Must be unsigned. Amounts must be at least $25 dollars.
249-257	IRS Food Stamp IPV Amount	9N	**REQUIRED for Record Types 1, 2, 4, 5, 6, 7, 9** See IRS Food Stamp Admin Error Amount for field description.
258-266	IRS Food Stamp IHE Amount	9N	**REQUIRED for Record Types 1, 2, 4, 5, 6, 7, 9** See IRS Food Stamp Admin Error Amount for field description.
267-281	Street Address	15AN	OPTIONAL. Fifteen (15) Character alpha-numeric field. This field is for additional characters needed to continue the Recipient's street address.
282-300	Filler	19A	**RESERVED**. Thirty-four (34) character field which contains blanks for both magnetic tape and diskettes.

OCA REFERRAL FILE LAYOUT

Field Description	From position	To position	Length	Format /Type	Definition
Filler	1	4	4	Zeros	
Debtor Number	5	14	10	Right numeric 0 fill	TTC unique identification number*
Dept. Number	15	18	4	Alpha numeric left space fill	TTC's department code that indicates where the delinquent account comes from*
Sub Account	19	22	4	Alpha numeric left space fill	TTC assigned the sub code to represent the type of collection from the department*
Filler	23	26	4	Zeros	
Original Assignment Date	27	34	8	Left numeric space fill MMDDYY	The date of the delinquent account was referred to TTC*
Leader Case Number	35	49	15	Alpha numeric space fill	The referring department's unique identification number. AKA TTC client's reference number*
Judgment Number	50	64	15	Alpha numeric space fill	Available only if the account has judgment. Can be blank
Service Date	65	72	8	Left numeric space fill MMDDYY	The date that the department provides service to the debtor. Can be blank
Filler	73	80	8	Zeros	
Claim Date To	81	88	8	Left numeric space fill MMDDYY	The ending date of the claim. Only available for DPSS accounts
Claim Date From	89	96	8	Left numeric space fill MMDDYY	The beginning date of the claim. Only available for DPSS accounts
Forward Principal	97	106	10	Right numeric 0 fill decimal assumed	The collection amount forwards to OCA*
Forward Interest	107	116	10	Right numeric 0 fill decimal assumed	The interest amount forwards to OCA. Should be zero (0)
Filler	117	251	135	Zeros	
Charge Description	252	276	25	Left space fill	The brief description of the nature of the charges. Can be blank
Bill Date	277	284	8	Left numeric space fill MMDDYY	Blank
Filler	285	291	7	Zeros	

Filler	292	1881	1590	Spaces	
Name	1882	1906	25	Left space fill	The debtor's full name* Format: LAST, FIRST MI
Address 1	1907	1931	25	Left space fill	The debtor's address*
Address 2	1932	1956	25	Left space fill	The debtor's other address if available
City/State	1957	1980	24	Left space fill	The debtor's city/state* Format: City State
Filler	1981	1981	1	Zero	
Zip Code	1982	1987	6	Right numeric 0 fill	The debtor's zip code*
Filler	1988	1995	8	Zeros	
Phone	1996	2005	10	Right numeric 0 fill	The debtor's phone number if available
Date of Birth	2006	2015	10	Left numeric space fill MMDDYY	The debtor's date of birth if available
SSN	2016	2025	10	Left numeric 0 fill	The debtor's Social Security Number if available
Filler	2026	2030	5	Zeros	
Patient Name	2031	2055	25	Left space fill	The patient's name if the account is from DHS

Note: The fields with "*" are mandatory

OCA PAYMENT REMITTANCE FILE LAYOUT

Field Description	From position	To position	Length	Format /Type	Definition
Debtor Number	1	8	8	Right numeric 0 fill	TTC unique identification number*
Filler	9	12	4	Spaces	
Collecting Dept.	13	15	3	Spaces	
Trans Code	16	18	3	Right numeric 0 fill, use “011” for TTC commission due and “262” for OCA commission due.**	As described in Format/Type*
Trans Date	19	24	6	MMDDYY	Payment posting date in OCA*
Filler	25	26	2	Spaces	
Amount	27	33	7	Right numeric 0 fill Decimal assumed	Payment amount*
Batch Number	34	39	6	Right numeric space fill	OCA payment posting batch number*
Filler	40	72	33	Spaces	
Commission Rate	73	78	6	Right numeric 0 fill Decimal assumed	The OCA commission rate in contract*
Filler	79	257	179	Spaces	

Note: The fields with “*” are mandatory.

* *The payment transaction must be separated into 2 lines in the file, to represent the TTC commission and forward client commission due.

Sample:

```
10901878        011101411  0000430   122                                    001400
10901878        262101411  0000070   122                                    001400
```

TTC PAYMENT/ADJUSTMENT TO OCA FILE LAYOUT

Field Description	From position	To position	Length	Format /Type	Definition
Transaction ID	1	15	15	Alpha numeric	TTC unique transaction number*
Debtor Number	16	25	10	Right numeric 0 fill	TTC unique identification number*
Client Number	26	30	5	Right numeric 0 fill	TTC's client number It's the same as the combination of the left 3 digit of dept. number and the sub account in the referral file*
Amount	31	40	10	Right numeric 0 fill decimal assumed	The posted payment amount with the numeric signing in last position.* If the amount is positive the code is this: @ = 0 A = 1 B = 2 C = 3 D = 4 E = 5 F = 6 G = 7 H = 8 I = 9 If the amount is negative the code is this: P = 0 Q = 1 R = 2 S = 3 T = 4 U = 5 V = 6 W = 7 X = 8 Y = 9
Transaction Code	41	43	3	Right numeric 0 fill	TTC's payment transaction codes*

Transaction Date	44	49	6	MMDDYY	TTC's payment posting date*
Debtor Name	50	74	25	Alpha numeric	Debtor's name Format: LAST, FIRST MI
DRL#	75	84	10	Alpha numeric	Debtor's driver license number if available
Filler	85	90	6	Spaces	

Note: The fields with "*" are mandatory.

Sample:

```
15983527X95    00112814371408000000273A535100411GAXXXXX, XXX          TXXX716   000
15983527X65    00112830571408000002320G535100411SASSSSSS, MXXXX        B343432   000
15983527X19    00112836821408000000390@535100411MAAAA, ARDDDDD         TDWWC01   000
15983527X4     00121119061408000000492H535100411TQQQQQ, SCCCCC         B0JJJ72   000
15983527X38    00123140531408000000542F535100411KNNNNNNNNNNNN, DFFFF    B099921   000
15983514X2     00124599801408000000003450P059100411SOOOO, SUUUU         S222CFB   000
```

TTC RECALL FILE LAYOUT

Field Description	From position	To position	Length	Format /Type	Definition
Filler	1	80	80	Spaces	
Debtor Number	81	88	8	Numeric right justified	TTC unique identification number*
Filler	89	92	4	Spaces	
Collecting Department	93	95	3	Spaces	
Transaction Code	96	98	3	Spaces	
Transaction Date	99	104	6	MMDDYY	TTC recall date of the account*
Account Balance	105	113	9	Numeric right justified, assumed decimal of 2 places, space fill to the left	Leave blank
Description	114	127	14	Alpha numeric left justified	Brief description of the nature of the recall*
Return Code	128	129	2	Alpha numeric	Leave blank
Status Code	130	132	3	Alpha numeric	TTC status code*
Filler	133	154	22	Spaces	
Batch Number	155	160	6	Numeric right justified zero fill	TTC's recall batch number*
Filler	161	240	80	Space	

OCA RETURN REFERRAL FILE LAYOUT

Field Description	From position	To position	Length	Format /Type	Definition
Filler	1	80	80	Spaces	
Debtor Number	81	88	8	Numeric right justified	TTC unique identification number*
Filler	89	92	4	Spaces	
Collecting Department	93	95	3	Numeric right justified	Should be 000*
Transaction Code	96	98	3	Numeric right justified	Should be 261*
Transaction Date	99	104	6	MMDDYY	The date OCA process the account to be returned to TTC*
Account Balance	105	113	9	Numeric right justified, assumed decimal of 2 places, zero fill to the left	The remaining balance of the account in OCA*
Description	114	127	14	Alpha numeric left justified	The description of the nature of the return*
Return Code	128	129	2	Alpha numeric	The OCA return code*
Filler	130	154	25	Spaces	
Batch Number	155	160	6	Numeric right justified zero fill	The TTC's batch number in TTC's recall file*
Filler	161	170	10	Spaces	
Address	171	205	35	Alpha numeric left justified	The debtor's updated address in OCA*
City	206	225	20	Alpha numeric left justified	The debtor's updated city in OCA*
State	226	227	2	Alpha numeric	The debtor's updated state in OCA*
Zip	228	237	10	Alpha numeric left justified	The debtor's updated zip in OCA*
Filler	238	238	1	Space	
Telephone	239	248	10	Alpha numeric left justified space fill	The debtor's updated phone number in OCA*
Status Code	249	251	3	Alpha numeric	The latest status code in OCA*
Filler	252	331	80	Spaces	

Note: The fields with "*" are mandatory.

OCA MAINTENANCE INVENTORY FILE LAYOUT

Field Description	From position	To position	Length	Format /Type	Definition
Debtor Number	1	8	8	Numeric right justified	TTC unique identification number*
Filler	9	12	4	Spaces	
Filler	13	36	24	Spaces	
Agency Code	37	37	1	Alpha numeric	Leave blank
Debtor Name	38	66	29	Alpha numeric, left justified space fill	Debtor's full name in upper case* Format: LAST,FIRST MI
Filler	67	67	1	Spaces	
Date of Acknowledgement	68	73	6	MMDDYY	The cutoff date in OCA*
Original Principal	74	82	9	Numeric right justified, assumed decimal of 2 places, zero fill to the left	The account's beginning owing amount*
Adjustment to Principal	83	91	9	Numeric right justified, assumed decimal of 2 places, zero fill to the left	Adjustment amount made to the owing amount* The last digit is a signed numeric character. "{" represents a positive 0 and the "}" represents a negative 0
Last Payment Date	92	97	6	MMDDYY	Last payment received date in OCA*
Total Payments	98	106	9	Numeric right justified, assumed decimal of 2 places, zero fill to the left	Payment amount*
Balance	107	115	9	Numeric right justified, assumed decimal of 2 places, zero fill to the left	Balance in OCA* Positive number:0123456789 Sign {ABCDEFGHI Negative number:0123456789 Sign }JKLMNOPQR
Filler	116	116	1	Space	

Note: The fields with "*" is mandatory.

Sample:

```
11001850    CXXXXX,JXXX    0408090000300000000000{    00000000000003000{
11001851    DXXXXX,IXXX    0408090000300090000000{    00000000000003000I
```

PAYMENT FILE LAYOUT

Field No.	Field Name	Length of Field	Format	Instructions
1.	Payer No./Account No.	8	9(8)	Account Number
2.	Categories Code	2	X(2)	'03' Always
3.	Sub Account	2	9(2)	'16' Always
4.	Department Number	3	X(3)	'053' Always
5.	Transaction Code	3	X(3)	IVR = '355' ONL = '365' Cash = '011' Wausau = '035' Credit Card Refund = '396'
6.	TXNS Date	6	9(6)	Effective Date 'MMDDYY'
7.	Filler	1	X(1)	Space Always
8.	Amount	8	9(8)	Always positive
9.	Batch No./Receipt Ref	6	9(6)	'000000' Always
10.	Confirmation Number	10	9(10)	Credit Card confirmation number/Original confirmation Number for refunds, spaces otherwise
11.	Refund Confirmation Number	10	9(10)	Credit Card refund confirmation number, spaces otherwise
12.	Filler	16	X(16)	Spaces
13.	Organization Dept	3	9(3)	'000' Always
14.	Sub Acc	2	9(2)	'00' Always

PAYMENT FILE LAYOUT

RECORD LAYOUT SHEET	RECORD NAME		RECORD SIZE	COUNTY OF LOS ANGELES TREASURER TAX COLLECTOR, SYSTEMS DIVISION		[ ] NEW [*] REVISED PAGE 1 OF 1
	Payment Output File		80			
	FILE NAME		INPUT [ ] OUTPUT [ ]	SYSTEM NAME L2G	SYSTEM NUMBER	DATE DOCUMENTED 04/16/08
	RETENTION	FILE MEDIA	BLOCK SIZE	PROGRAM NAME	PROGRAM NUMBER	ANALYST Anand

COMMENTS	

DATA ELEMENT NAME	Payer No./Account Number	Cat Code	Sub Acc	Dept No.	TXN Code	TXNS Date	Filler	Amount	Batch No./Receipt Ref	
SIZE & DATA	9(8)	X(2)	X(2)	9(3)	X(3)	9(6)	X	9(8)	9(6)	
CONFIG										
BYTE NUMBER	001 002 003 004 005 006 007 008	009 010	011 012	013 014 015	016 017 018	019 020 021 022 023 024	025	026 027 028 029 030 031 032 033	034 035 036 037 038 039	040

DATA ELEMENT NAME	Confirm. Number/Orig. Confirm No(Refunds)	Credit Card Refund Confirmation Number	Filler	Org Dept	Sub Acc
SIZE & DATA	9(10)	X(10)	X(16)	9(3)	9(2)
CONFIG					
BYTE NUMBER	041 042 043 044 045 046 047 048 049	050 051 052 053 054 055 056 057 058 059	060 061 062 063 064 065 066 067 068 069 070 071 072 073 074 075	076 077 078	079 080

PAYMENT FILE LAYOUT

```
1153680403160533550416080 00002500086552111111111                          00000
1153724403160533550416080 00002500086552111111111                          00000
1146796103160533550416080 00002500086552111111111                          00000
1146804103160533550416080 00002500086552222222222                          00000
1153702403160533550416080 00002500086552333333333                          00000
1158191503160533550416080 00026500086552333333333                          00000
1142446803160533550416080 00019200086552333333333                          00000
1152353103160533650416080 00010264086552444444444                          00000
1153633103160533650416080 00005000086552555555555                          00000
1155320503160533650416080 00016200086553555555555                          00000
1155980703160533650416080 00009200086553666666666612123434 23              00000
1144601603160533650416080 00010000086553777777777                          00000
1142476603160533650416080 00022400086553888888888                          00000
1142111903160533650416080 00005000286553888888888                          00000
```

PAYMENT/ADJUSTMENT FROM CLIENT TO TTC
FILE LAYOUT

Field Number	Business Description	Map to CARS	Data Type	Length
1	Debtor ID	P1	9(8)	8
2	Client Number	A1	X(5)	5
3	Amount	P4	9(10)	10
4	Transaction Code	P2	X(3)	3
5	Transaction Date	P5 MM/DD/YYYY	X(10)	10
6	Debtor's Name	A2	X(25)	25
7	Client Reference Number	A11	X(15)	15

PAYMENT/ADJUSTMENT REPORT TO CLIENT
FILE LAYOUT

Field Number	Business Description	Map to CARS	Data Type	Length
1	Transaction ID	T0	X(15)	15
2	Debtor ID	T1	9(8)	8
3	Client Number	T7	X(5)	5
4	Amount	T4	9(10)	10
5	Transaction Code	T2	X(3)	3
6	Transaction Date	T5 MM/DD/YYYY	X(10)	10
7	Debtor's Name	A2	X(25)	25
8	Client Reference Number	A11	X(15)	15
9	Posting Date	T22.4 MM/DD/YYYY	X(10)	10
10	Status	A23	X(3)	3

CRITERIA AND RECORD LAYOUTS

Criteria:
The criteria to retrieve the data in the preliminary process should be same as the calculation of disbursement step.

The file is sorted by debtor's name, victim's name, and posting date.

THE ELECTRONIC FILE LAYOUT:

Business Description/ Header	Map to File	Data Description
ACCOUNT	VICTIM- DNUM	The debtor's account number
VICTIM ACCOUNT	VICTIM-V0	The victim's account number
ACCOUNT NAME	VICTIM-DNAME	The debtor's full name
VICTIM NAME	VICTIM-NAME1	The victim's full name
PYMT AGE		This information is currently listed in the Disbursements report under "PYMT AGE" column
PYMT PRTY	VICTIM-V9	The payment priority
PYMT TYPE	VICTIM-V10	The payment type
POSTING DATE	TRANS/TRANS-HISTORY-22.4	The payment posting date in system
TRANS CODE	TRANS/TRANS-HISTORY-P2	The transaction code of the payments
PYMT AMOUNT		The to-be-disbursed amount
SOURCE		The batch number of the payment process. This information is currently listed in the disbursement report under the "SOURCE" column

This file is in tab delimited text format.

File naming convention will be PRE.DISBURSE.TXT

Inbound Interface Design Document for Trailer Records

Prepared for

County of Los Angeles eCAPS Project

APRIL 22, 2005
Version 2.0

Revision Log

Version / Date	Summary of Changes	Author	Reviewers
V1.0 – 3/24/05	Initial draft of trailer records for all inbound interfaces.	Theron Fox	James Colbert & Ben Thompson
V2.0 – 4/22/05	Added attribute File Name.	Theron Fox	

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1 Overview

1.1 Introduction

The eCAPS team has identified a requirement to create a reconciliation trailer record on all interface files. The requirement is for the departments to list a record count and where appropriate the total number of documents on your file, as well as the total dollars to be accounted for in the file, on a trailer record.

1.2 Logical Document Component Structure

For the purposes of all inbound interfaces, the documents are comprised of multiple components:

1. **AMS Document (AMS_DOCUMENT):** Identifies the Document Type and other information that is unique for the given record.
2. **Header (HDR):** Describes "header" information about the record, e.g. Fiscal Year, Record Date and Document ID.
3. **Vendor (VEND):** Describes the vendor information for the given record. (This is a component of most interface records.)
4. **Line Group (LNGRP):** Describes the grouping of accounting lines on journal voucher records. (This component replaces VEND for journal vouchers.)
5. **Accounting Lines (ACTG):** Identifies the accounting information for the given record.
6. **Trailer (TRL):** Describes reconciliation information about the file.

2 Document Specification

2.1 Trailer Record Layout

Attribute	Caption	Description	R/C	Type	Size	eCAPS Comments
TRAILER_ID	Trailer ID	This value identifies the flat file record as the trailer record. The value is TRL.	R	Text	3	"**TRL**"
FILE_NAME	File Name		R	Text	32	Example: ECAPS_AU_TWR_CARS_20050101
RECORD_COUNT	Record Count	The count of all records / record types in this file.	R	Numeric	10	Count of all records in the file. This includes all record types. Include the trailer record in the count.
HEADER_COUNT	Header Count	The count of all header (HDR) records in this file.	R	Numeric	10	Count of all HDR records in the file.
SUM_AMT1	Summary Amount 1	Summary total of dollar amounts.	R	Numeric	(16,2)	If not a JV, then the sum of all line amounts (LN_AM) from the ACTG records. If a JV, then the sum of all credit amounts (CR_AM) from the ACTG records.
SUM_AMT2	Summary Amount 2	Summary total of dollar amounts.	CR	Numeric	(16,2)	If not a JV, then leave blank. If a JV, then the sum of all debit amounts (DR_AM) from the ACTG records.

Technical Exhibit 1
Reference No. 15

Outbound Interface Design Document for Warrant Post Back Activity File

Prepared for

County of Los Angeles eCAPS Project

April 25, 2005
Version 2.1

Revision Log

Version / Date	Summary of Changes	Author	Reviewers
V1.0 - 03/07/05	Initial Version	County	Samira Mastali, Ben Thompson
V1.1 - 04/11/05	▪ Updated Check Number to be 10 characters in length. ▪ Combined the layouts into one to reduce confusion.	County	Jay Davidson, Steve Hostetler and Ben Thompson
V2.0 - 04/14/05	• Revised design so that only one component is provided. The component includes disbursement information and accounting information. • Added Cancellation Type, Cancellation Reason, and Cancellation Comment	County	Jay Davidson, Ben Thompson, and Steve Hostetler
V2.1 – 04/25/05	• Modified the eCAPS Comments for the field Bank_Acct_Cd, Vend_Disb_Cat and Leg_Src_Sys_Nm • Changed the Data Type for the field Chk_Am from Text to Numeric. • Updated the File Path and Name. • Added Assumptions 2-5.	County	Kunal Sachdeva, Doreen Sturgis and Jay Davidson

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1 Design Specification

1.1 Business Purpose/Usage

Various departmental systems require the current status of the disbursement instrument. This file is intended to convey changes in the status of a disbursement instrument (warrant, EFT or wire transfer) as they are posted in eCAPS. In order to simplify and ease the maintenance of the process only one warrant post back file layout will be used. Please use Section 2.2 to determine the layout for the warrant post back activity file.

1.1.1 Interface Frequency

Daily

1.1.2 Department(s)

The Auditor-Controller will generate the file for various departmental systems requesting disbursement information.

1.1.3 Filename

WarrantPostBack.asc

1.1.4 Assumptions

1. This document does not address the re-issuance of cancelled instruments.
2. The County does not require that trailer records be created as part of the outbound warrant post back activity file process.
3. Field lengths may have been reduced from the maximum baseline field lengths in order to help minimize the size of this outbound file.
4. The outbound interface process generates a file that reflects disbursement activity on a daily basis. This file may contain disbursement activity across multiple departments. ISD will create a separate sort process to sort and split the warrant post back activity file into separate files by department and will notify County departments when the separate files are available for testing.
5. ISD will provide to the County departments the path for accessing the test and production files for the UAT and production environments at a later date.

1.1.5 Technical Notes

The warrant post back activity file contains the accounting lines of the payment request. Each unique disbursement instrument (warrant, EFT or wire transfer) will have one or more accounting lines.

Please note that the size associated with each field in the layout may be larger than the actual value itself. This is due to the fact that eCAPS was designed to accommodate multiple clients. While there have been modifications to the software to accommodate LA County specific requirements, if a field size was equal to or larger than the required values, no modifications were made. The file will be formatted to the following specifications. The output file contains fixed length 712-byte records.

2 File Specification

2.1 Warrant Post Back Activity File Transaction Layout

	Component Name	Component Description
FILE COMPONENTS	Warrant Post Back Activity Accounting Line(s)	The Warrant Postback disbursement and accounting line information

2.2 Warrant Post Back Activity Accounting Line(s)

eCaps Table	eCaps Column	Attribute	Description	Data Type	Size	Comments
AD_DOC_ACTG MD_DOC_ACTG	DOC_CD	Document Code	Disbursement document alpha-numeric code that indicates the type of transaction.	Text	8	Disbursement document code such as AD, MD, MDFWR, MDFTR or EFT.
AD_DOC_ACTG MD_DOC_ACTG	DOC_DEPT_CD	Document Department	Disbursement document department code assigned to this document.	Text	4	Disbursement document department Code. This will always be 'AU' for AD and EFT documents This field can reflect other department codes if the disbursement document (e.g., MDFWR, MDFTR, MD) is entered online by a department other than 'AU'.
AD_DOC_ACTG MD_DOC_ACTG	DOC_UNIT_CD	Document Unit Code	Disbursement document unit code associated with this document for security and workflow purposes.	Text	5	Disbursement document unit code
AD_DOC_ACTG MD_DOC_ACTG	DOC_ID	Document ID	Disbursement document identifier.	Text	20	

AD_DOC_ACTG MD_DOC_ACTG	DOC_VERS_NO	Document Version Number	Disbursement document version number. If the document is modified or cancelled with cancellation types (Reschedule, Hold, or Close) the version number will be 2 or greater.	Numeric	3	The field is right aligned with leading spaces. Format: 999
AD_DOC_ACTG MD_DOC_ACTG	DOC_ACTG_LN_NO	Document Accounting Line	Disbursement document accounting line number	Numeric	4	The field is right aligned with leading spaces. Format: 9999
ABS_DOC_ACTG	DOC_CD	Document Code	Payment request document alpha-numeric code that indicates the type of transaction.	Text	8	Payment request document code such as SWR, TWR, GAX, PYCY.
ABS_DOC_ACTG	DOC_DEPT_CD	Document Department	Payment request document department code assigned to this document.	Text	4	Payment request document department code such as SS, CH, or PW.
ABS_DOC_ACTG	DOC_UNIT_CD	Document Unit Code	Payment request document unit code associated with this document for security and workflow purposes.	Text	5	
ABS_DOC_ACTG	DOC_ID	Document ID	Payment request document identifier.	Text	20	
ABS_DOC_ACTG	DOC_ACTG_LN_NO	Document Accounting Line	Payment request document accounting line number	Numeric	4	The field is right aligned with leading spaces. Format: 9999
AD_DOC_HDR MD_DOC_HDR	CHK_NO	Check Number	Serial number assigned to check	Text	10	
AD_DOC_HDR MD_DOC_HDR	CHK_EFT_ISS_DT	Issue Date	Check Issue Date	Date	10	Date format: mm/dd/yyyy
AD_DOC_HDR MD_DOC_HDR	CHK_AM	Check Line Amount	Line amount on payee's check. Line amount can be aggregate by Check Number to get the total amount of	Numeric	(12,2)	Actual length is 15 bytes. The field is right aligned with leading spaces. Negative sign will display

			Check.			when there is a negative line amount. Format: 999999999999.99
AD_DOC_HDR MD_DOC_HDR	BANK_ACCT_CD	Bank Code	County bank account that disbursement was issued from.	Text	4	Defines bank account used to issue payment such as TS, W, WE, or GP. **See reference table on the eCAPS website for a complete list of values.**
AD_DOC_HDR MD_DOC_HDR	Derived element from disbursement DOC_CD	Disbursement Type	Field indicating if payment is by Electronic Funds Transfer, Wire, or Check/Warrant.	Text	3	Values: "WAR" – Warrant "EFT" – Direct Deposit "WIR" – Wire Transfer
AD_DOC_HDR MD_DOC_HDR DC_DOC_HDR	CAN_TYP	Cancellation Type	Cancellation type identifies the accounting treatment for the disbursement cancellation.	Text	20	**Values:** "Reschedule" "Hold" "Close" "Stale" "Escheat" "Cancel"
AD_DOC_HDR MD_DOC_HDR DC_DOC_HDR	CAN_REAS	Cancellation Reason	Reason why the cancellation was made.	Text	25	**Values:** "Stale" "Lost" "Stolen" "Never Received" "Destroyed"

						"Incorrect Information" "Escheat" "Cancel" "Warrant Reconciliation" "UREV Claim" "Post Office Return"
AD_DOC_HDR MD_DOC_HDR DC_DOC_HDR	CAN_CMNT	Cancellation Comment	Free form text describing the cancellation	Text	100	
AD_DOC_VEND MD_DOC_VEND	VEND_DISB_CAT	Disbursement Category	Disbursement Category identifies the location that requested the disbursement	Text	4	**See reference table on the eCAPS website for a complete list of values.**
AD_DOC_VEND MD_DOC_VEND	VEND_CUST_CD	Vendor Number	Number that uniquely identifies the vendor	Text	20	
AD_DOC_VEND MD_DOC_VEND	LEG_SRC_SYS_NM	Legacy Source System Name	External System's Name	Text	10	**Such as APPS, CAMIS, LDRP.** **See reference table on the eCAPS website for a complete list of values.**
AD_DOC_VEND MD_DOC_VEND	LEG_REF_NO	Legacy Reference Number	External System's unique vendor reference number	Text	20	
AD_DOC_HDR MD_DOC_HDR DC_DOC_HDR AP_PD_CHK	Derived element based on source of information and/or document function	Disbursement Status	Status of the disbursement	Text	1	Values are: "I" - Issued "C" - Canceled "S" - Stale Dated "P" - Paid
AD_DOC_HDR MD_DOC_HDR DC_DOC_HDR AP_PD_CHK	DOC_APPL_LAST_DT or LAST_ACTN_DT	Date of Disbursement Activity	Date the new status became effective	Date	10	Date format: mm/dd/yyyy

AD_DOC_ACTG MD_DOC_ACTG	ACTG_LN_DSCR	Accounting Line Description	The accounting description provided for the disbursement.	Text	100	
AD_DOC_ACTG MD_DOC_ACTG	BFY	BFY	The budget fiscal year the disbursement was recorded.	Numeric	4	The field is right aligned with leading spaces. Format: 9999
AD_DOC_ACTG MD_DOC_ACTG	FY_DC	FY_DC	The fiscal year the disbursement was recorded.	Numeric	4	The field is right aligned with leading spaces. Format: 9999
AD_DOC_ACTG MD_DOC_ACTG	PER_DC	PER_DC	The accounting period the disbursement was recorded.	Numeric	2	The field is right aligned with leading spaces. Format: 99
ABS_DOC_ACTG	VEND_INV_NO	VEND_INV_NO	The vendor invoice number that was specified on payment request.	Text	30	
ABS_DOC_ACTG	VEND_INV_LN_NO	VEND_INV_LN_NO	The vendor invoice line number that was specified on payment request.	Numeric	4	The field is right aligned with leading spaces. Format: 9999
ABS_DOC_ACTG	VEND_INV_DT	VEND_INV_DT	The date of the vendor invoice specified on payment request.	Date	10	Date format: mm/dd/yyyy
ABS_DOC_ACTG	TRKG_DT	TRKG_DT	Provides the ability to record or track any date related to the invoice or payment of goods and services.	Date	10	Date format: mm/dd/yyyy
ABS_DOC_ACTG	RFED_DOC_CD	RFED_DOC_CD	The document code from the referenced eCAPS document.	Text	8	Referenced encumbrance document code such as GAED, CNTR, and GAEBL.
ABS_DOC_ACTG	RFED_DOC_DEPT_CD	RFED_DOC_DEPT_CD	Department code that is part of the complete document identification of a referenced eCAPS document.	Text	4	

ABS_DOC_ACTG	RFED_DOC_ID	RFED_DOC_ID	The document identification code from the referenced eCAPS document.	Text	20	
ABS_DOC_ACTG	RFED_VEND_LN_NO	RFED_VEND_LN_NO	The vendor line number from the referenced eCAPS document.	Numeric	4	The field is right aligned with leading spaces. Format: 9999
ABS_DOC_ACTG	RFED_ACTG_LN_NO	RFED_ACTG_LN_NO	The accounting line number from the referenced eCAPS document.	Numeric	4	The field is right aligned with leading spaces. Format: 9999
AD_DOC_ACTG MD_DOC_ACTG	FUND_CD	FUND_CD	The identification code associated with a fund.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	SFUND_CD	SFUND_CD	The identification code associated with the sub-fund.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	DEPT_CD	DEPT_CD	An identification code associated with a department.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	UNIT_CD	UNIT_CD	An identification code associated with a Unit.	Text	5	
AD_DOC_ACTG MD_DOC_ACTG	SUNIT_CD	SUNIT_CD	Sub Unit is a means of breaking down a unit code into smaller measurements. It is the lowest level of organizational structure and is required or prohibited based on one or more sub unit requirement tables.	Text	5	
AD_DOC_ACTG MD_DOC_ACTG	APPR_CD	APPR_CD	The identification code associated to an appropriation unit.	Text	9	
AD_DOC_ACTG MD_DOC_ACTG	OBJ_CD	OBJ_CD	The identification code associated with an object of expenditure.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	SOBJ_CD	SOBJ_CD	The identification code associated with the sub-object.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	RSRC_CD	RSRC_CD	Revenue sources are used to track individual sources of revenue taken in.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	SRSRC_CD	SRSRC_CD	The identification code associated with the sub-revenue source.	Text	4	

AD_DOC_ACTG MD_DOC_ACTG	BSA_CD	BSA_CD	The identification code assigned to the balance sheet account.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	SBSA_CD	SBSA_CD	The identification code assigned to the sub-balance sheet account.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	OBSA_CD	OBSA_CD	The balance sheet account code to which the offset is posted. In most cases, there is a default established for this code; however, certain documents will allow users to manually enter a value to be used other than the default.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	OSBSA_CD	OSBSA_CD	The sub-balance sheet account to which the offset is posted.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	DOBJ_CD	DOBJ_CD	The identification code assigned to the Department object.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	DRSRC_CD	DRSRC_CD	The code assigned to the department revenue source.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	LOC_CD	LOC_CD	The identification code assigned to the location.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	SLOC_CD	SLOC_CD	The identification code associated with the sub-location.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	ACTV_CD	ACTV_CD	The identification code associated with the activity.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	SACTV_CD	SACTV_CD	The identification code associated with the sub-activity.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	FUNC_CD	FUNC_CD	The identification code associated with the function. Code is used for *Performance Counts!*	Text	10	
AD_DOC_ACTG MD_DOC_ACTG	SFUNC_CD	SFUNC_CD	The identification code associated with the sub-function.	Text	4	

AD_DOC_ACTG MD_DOC_ACTG	RPT_CD	RPT_CD	The reporting code element is used for tracking contract activity. The contract number will be entered in this field.	Text	10	
AD_DOC_ACTG MD_DOC_ACTG	SRPT_CD	SRPT_CD	Sub reporting codes define contract periods.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	TASK_CD	TASK_CD	The unique identification code assigned to the task.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	STASK_CD	STASK_CD	The sub task is a means of breaking down tasks into smaller components.	Text	4	
AD_DOC_ACTG MD_DOC_ACTG	TASK_ORD_CD	TASK_ORD_CD	The unique identification code assigned to the task order.	Text	6	
AD_DOC_ACTG MD_DOC_ACTG	PROG_CD	PROG_CD	The identification code assigned to the project. Project is a cost accounting Chart of Accounts element.	Text	10	
AD_DOC_ACTG MD_DOC_ACTG	PHASE_CD	PHASE_CD	The identification code assigned to the phase. Phase is a cost accounting Chart of Accounts element representing a phase of a project.	Text	6	
AD_DOC_ACTG MD_DOC_ACTG	PPC_CD	PPC_CD	The identification code assigned to the project period.	Text	6	
AD_DOC_ACTG MD_DOC_ACTG	SVC_FRM_DT	SVC_FRM_DT	The service from date from the Payment Request document.	Date	10	Date format: mm/dd/yyyy
AD_DOC_ACTG MD_DOC_ACTG	SVC_TO_DT	SVC_TO_DT	The service to date from the Payment Request document	Date	10	Date format: mm/dd/yyyy

TECHNICAL EXHIBIT 2

REPORTS/LETTERS

Reference No.	Report Description	Frequency	Statement of Work Reference
1	Work In Progress Summary for Desk Collector	Daily	3.2.2.B
2	Work In Progress Summary for All Desks	Daily	3.2.2.B
3	Verification Report of New Assignment	As Needed	3.2.3.D.11
4	Financial Distribution Priority List		3.2.3.E.3, 3.2.3.I.4, & 3.2.3.K.1
5	Collection Letter with payment stub	Daily, Weekly	3.2.3.G.3
6	Informational Letter	Daily, Weekly	3.2.3.G.3
7	Verification of Referred Accounts to Outside Collection Agency (OCA)	Weekly/Monthly	3.2.3.H.6.d
8	Recalled and Returned Account Reports	Weekly/As Needed	3.2.3.H.6.d
9	Overpayment Report	Daily/Monthly/Cumulative Amount	3.2.3.I.8
10	Overpayment Reports by Each Client and All Client Departments	Daily/Monthly/As Needed	3.2.3.I.8
11	NSF Fee Report	Daily/Monthly/As Needed	3.2.3.I.9
12	Exception Report for OCA Payment Posting	Weekly/As Needed	3.2.3.I.10
13	Exception Report	Daily/As Needed	3.2.3.I.13 & 3.2.3.J.5
14	Payment Transaction Reports for TTC and OCAs Accounts	Daily/Monthly/As Needed	3.2.3.I.15
15	Collector Performance	Monthly	3.2.3.I.15
16	Payment Adjustment Reports (TTC Accounts)	Daily/Monthly/As Needed	3.2.3.I.15
17	Report of Posted Payment Transactions	Daily/Monthly/As Needed	3.2.3.I.15
18	Payment and Adjustment Updates to OCAs and Client Departments and Payment Adjustment Report	Weekly/Monthly/As Needed	3.2.3.I.16
19	Client Departments and OCA Accounts Inventory (Detail and Summary), and Unequal Balances	Weekly/Monthly/As Needed	3.2.3.I.16
20	Verification Report of Posted Payment Adjustments	Daily/As Needed	3.2.3.I.17
21	Verification Report of Posted Payment	Daily/As Needed	3.2.3.I.17
22	Verification Report of Posted Adjustments	Daily/As Needed	3.2.3.I.17
23	Verification Report of Payment and Adjustment Updates	Daily/Monthly/As Needed	3.2.3.I.17
24	Exception Report for Rejected Financial Adjustment Transactions	Weekly/As Needed	3.2.3.J.5
25	Posted Financial Adjustment Report	Weekly/As Needed	3.2.3.J.6
26	Verification Report of Posted Financial Adjustment, by Batch and User	Weekly/As Needed	3.2.3.J.7
27	Preliminary and Final Reports of Calculated Restitution Disbursements	Monthly/As Needed	3.2.3.K.5
28	Restitution Disbursement Reports (For Warrant Issuance or For Transfer to County Departments)	Monthly/As Needed	3.2.3.K.7

TECHNICAL EXHIBIT 2

REPORTS/LETTERS

Reference No.	Report Description	Frequency	Statement of Work Reference
29	Restitution Warrant Information (Import Report from A-C)	Monthly/As Needed	3.2.3.K.9
30	Undisbursed Restitutions	Monthly/As Needed	3.2.3.K.11
31	Monthly Collection Reports – Accident Account Desks	Monthly	3.2.3.M.1
32	Monthly Collection Reports – General Account Desks	Monthly	3.2.3.M.1
33	Agency Performance By Client	Monthly	3.2.3.M.1
34	Amount Collected Per Client	Monthly	3.2.3.M.1
35	Amount Collected Per Letter/Notice	Monthly	3.2.3.M.1
36	Desk Assignment Summary	Monthly	3.2.3.M.1
37	TTC-DPSS AFDC Payments	Monthly	3.2.3.M.1
38	Collectors Goal Report (Summary)	Monthly	3.2.3.M.1
39	Month-To-Date Paids & Unworkable for June	Monthly	3.2.3.M.1
40	New Assignment Summary	Monthly	3.2.3.M.1
41	PIF Files to Pull	Monthly	3.2.3.M.1
42	Tax Intercept Payments	Monthly	3.2.3.M.1
43	Yearly Goal Report –Collector	Monthly	3.2.3.M.1
44	Yearly Goal Report	Monthly	3.2.3.M.1
45	Stair Step History Analysis For: Agency Totals	Monthly	3.2.3.M.1
46	Stair Step History Analysis For: DPSS CalFresh Overpayment TAE	Monthly	3.2.3.M.1
47	Collector CF- Activity Report by Desk	Daily	3.2.3.M.1
48	New Assignment Report	As Needed	3.2.3.M.1
49	Comprehensive Collection Report of Cash and Non-Cash Transactions	Daily/Monthly/YTD/ITD/ As Needed	3.2.3.M.1
50	Detailed and Summary Reports of TTC Posted Payments	Daily/Monthly/As Needed	3.2.3.M.1
51	Summary and Detailed Reports of Posted and Deposited OCA Remittances	Weekly/Monthly/As Needed	3.2.3.M.1
52	CARS Summary Report of Cash and Non-Cash Transactions	Daily/Monthly/As Needed	3.2.3.M.1
53	Client Department Collection Detailed Reports by Account Type, e.g. TTC, Secondary and Tertiary OCAs	Monthly/As Needed	3.2.3.M.1
54	Referral and Collection Statistical Report by Client Department	Daily/Monthly/As Needed	3.2.3.M.1
55	Account Inventory Reports by TTC and OCAs	Weekly/Monthly/As Needed	3.2.3.M.1
56	New Assignment Statistical Reports	Daily/Monthly/As Needed	3.2.3.M.1
57	Comprehensive Gross Collection, Commission, and Net Collection Reports for all Client Departments	Monthly/As Needed	3.2.3.M.1
58	Confirmation of Transmitted Payment and Adjustment Transactions to Client Departments and OCAs	Weekly/Monthly/As Needed	3.2.3.M.1

TECHNICAL EXHIBIT 2

REPORTS/LETTERS

Reference No.	Report Description	Frequency	Statement of Work Reference
59	Client and Other Established Tracking Codes	Daily/Monthly/As Needed	3.2.3.M.1
60	Direct Payments and Corresponding Commissions for OCA Accounts	Daily/Weekly/Monthly/As Needed	3.2.3.M.1
61	TTC/OCA Statistics	Monthly/As Needed	3.2.3.M.1
62	Comprehensive Collection Report	Monthly/As Needed	3.2.3.M.1
63	Probation Account Inventory Report	Monthly/As Needed	3.2.3.M.1
64	Detailed and Summary Reports of Adult and Juvenile Collections	Monthly/As Needed	3.2.3.M.1
65	Disbursed and Undisbursed Restitutions	Monthly/As Needed	3.2.3.M.1
66	Accounts Receivable Monthly Summary by Area Office	Monthly/As Needed	3.2.3.M.1
67	Delinquent/Non-Delinquent Report Adult/Juvenile	Monthly/As Needed	3.2.3.M.1
68	Collection Summary of Adult Payments, By Week	Weekly/As Needed	3.2.3.M.1
69	Audit Accounts Receivable by Probation Status	Monthly/As Needed	3.2.3.M.1
70	Payments Posted by Facility Code	Monthly/As Needed	3.2.3.M.1
71	Referral Adjustment/Cancellation/Write-Off Report	Daily/Weekly/Monthly/As Needed	3.2.3.N.3
72	Write-Off/Cancellation Report to Clients	Monthly/As Needed	3.2.3.N.3
73	Write-Off/Cancellation Reports by Client Department	Daily/Monthly/As Needed	3.2.3.N.3

Technical Exhibit 2
Reference No. 1

WIP SUMMARY FOR DESK: [redacted]

CATEGORY	START OF DAY	CURRENT
NEW BUSINESS	11	0
TODAY'S WORK	88	0
PRIOR DAY'S WORK	5	0
CONVERSION ACCOUNTS		
FUTURE WORK	500	493
PRIORITY 1		
REQUIRED WORK		
TIME LIST	1	0
	605	493

Press <CR> (CA)

Technical Exhibit 2
Reference No. 2

CATEGORY	DESK A10		DESK A16		DESK A18		DESK A2		DESK A20	
	DAY	NOW	DAY	NOW	DAY	NOW	DAY	NOW	DAY	NOW
NEW BUSINESS									3	3
TODAY'S WORK									3	3
PRIOR DAY'S									496	496
CONVERSION									9	9
FUTURE WORK									20	20
PRIORITY 1										
REQUIRED									1	1
TIME LIST										
TOTAL									532	532

Enter Screen Number ('TOT',/): Screen 1 of 21

1 Sess-1 10.48.158.147 1 24/32

Technical Exhibit 2
Reference No. 3

ACCOUNT UPDATE

ACCOUNT #	ACCOUNT NAME	CLIENT #	$ ASSIGN	# ASSIGN
12883751	[redacted]	22612	10980.00	
12883754		16012	125032.00	
12883756		16012	25445.00	
12883760		16012	6195.00	
12883761		16012	68757.00	
12883762		16012	91569.00	
12883763		16012	50917.00	
12883764		16012	20475.00	
ENTERED:	07-23-14 ON PORT522 BY LSC		399370.00	8
	TOTAL FOR BATCH '11'		399370.00	8

FINANCIAL DISTRIBUTION PRIORITY LIST

DISTRIBUTION PRIORITY	FACILITY CODE	FACILITY CODE DESCRIPTION	APS SYSTEM DESCRIPTION
1	RT	RESTITUTION	RESTITUTION
1	RI	RESTITUTION INTEREST	RESTITUTION INTEREST
2	SS	STATE SURCHARGE	STATE SURCHARGE
3	AE	AIDS EDUCATION PROGRAM	AIDS EDUCATION PRGRM
3	AA	ALCOHOL ABUSE	ALCOHOL ABUSE
3	AF	AUTOMATIC FINGERPRINT	IS UNDER PA
3	CH	COURT HOUSE TEMP. CONSTRUCTION FUND	IS UNDER PA
3	CP	CRIME PREVENTION FUND	CRIME PREVENTN FUND
3	DT	DETENTION TEMP. CONSTRUCTION FUND	IS UNDER PA
3	DO	DOMESTIC VIOLENCE FINE	DOMESTIC VIOLNC FUND
3	DU	DUI FINE	DUI FINE
3	DN	DNA IDENTIF PA FUND	DNA IDENTIF PA FUND
3	DP	DNA ADDITIONAL PENALTY ASSESSMENT	DNA ADDITIONAL PA
3	EM	EMERGENCY MEDICAL SERVICES FUND (OLD NOT USED IN APS)	IS UNDER PA
3	FI	FINE - 207.	FINE
3	FF	CRT FAC CONSTR FUND	CRT FAC CONSTR FUND
3	LF	LAB FEE - 207.	LAB FEE
3	MS	EMRG MED SRV 76000.5	EMRG MED SRV 76000.5
3	PA	PENALTY ASSESS TOTAL	PENALTY ASSESS TOTAL
		POST & DRIV. TRNG	N/A
		CT. HOUSE TEMP. CONST. FUND	N/A
		DETENTION TEMP. CONST. FUND	N/A
		EMER. MED. SERVG. FUND	N/A
		AUTO FINGERPRINT ID FUND	N/A
3	PD	POST AND DRIVER TRAINING	IS UNDER PA
3	PS	PROP36 ADMIN FEE	PROP36 ADMIN FEE
3	RS	RESTI FUND (STATE)	RESTI FUND (STATE)
3	RF	RESTITUTION FINE	RESTITUTION FINE
3	FG	CRT CONST FUND 70373	CRT CONST FUND 70373
4	BC	BAD CHECK CHARGE	BAD CHECK CHARGE
4	CE	COMMUNITY EDUCATION & TRAINING PROGRAM	COMM EDUC/TRNG PROGR
4	CF	COLLCTN INSTLMNT FEE	COLLCTN INSTLMNT FEE
4	CO	COPS	COPS
4	CT	CITATION PROCESSING FEE	CITATION PROCSNG FEE
4	DA	DRUG-ALCOHOL 1463.14	DRUG-ALCOHOL 1463.14
4	DB	DRUG-ALCOHOL 1463.16	DRUG-ALCOHOL 1463.16
4	DF	DIVERSION FEE - FEL	DIVERSION FEE - FEL
4	DM	DIVERSION FEE - MISD	DIVERSION FEE - MISD
4	DR	DRUG EDUCATION/REHAB	DRUG EDUCATION/REHAB
4	DV	DOMESTIC VIOLNC FUND	DOMESTIC VIOLNC FUND
4	FC	FINE SERVICE CHRG	FINE SERVICE CHRG
4	NC	NIGHT COURT	NIGHT COURT
4	PT	PRE-TRIAL SERVICES SUP REL PROG	NOT IN APS
4	RX	RESTI FINE SRVC CHRG	RESTI FINE SRVC CHRG
4	RC	RESTI SERVICE CHRG	RESTI SERVICE CHRG
4	RD	DIVERSION RESTI FEE	DIVERSION RESTI FEE
4	SF	COURT SECURITY FEE	COURT SECURITY FEE
4	SH	SRS HABITL OFFEN PRG	SRS HABITL OFFEN PRG
4	TRUST	UNABLE TO DETERMINE CHARGE	NOT IN APS
4	WF	WORK FURLOUGH	NOT IN APS
70	XX	CONVERSION CODE	NOT IN APS

COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR

Revenue and Enforcement Division
P.O. BOX 513191
LOS ANGELES, CALIFORNIA 90051-1191

(DATE)

Account Type: (Type of account)
Account No.: (Account number)
Balance: $

(ACCOUNT #) (DESK #)
(NAME)
(ADDRESS)
(CITY), (STATE) (ZIP)

FIRST NOTICE

Dear (NAME):

We recently mailed a bill notifying you of a debt you owe to the County of Los Angeles. You have failed to either pay this bill or contact this office. This letter is to advise you that if you do not pay this bill or contact this office within ten business days, your account may be referred for further action.

If you are unable to pay the balance in full, you may be eligible for a repayment plan. However, you must contact this office at 1 (888) 474-0244 or email us at ttccollections@ttc.lacounty.gov to set up a repayment plan. You may make a payment online at vcheck.ttc.lacounty.gov/, or mail your payment in the enclosed envelope with the attached payment stub, or pay in person at 225 North Hill Street, Room 109, Los Angeles, California, Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m., within ten business days from the date of this letter.

Para obtener información acerca de este aviso en español, por favor llame 1 (888) 474-0244.

Sincerely,
(Collector Name)
Delinquent Accounts Investigator
Revenue and Enforcement Division

SAMPLE

DETACH AND RETURN THIS STUB WITH YOUR PAYMENT
SEPARE Y DEVUELVA ESTA PARTE CON SU PAGO

DETACH HERE	NAME ADDRESS CITY, ST ZIP CODE		AMOUNT DUE 00.00 SALDO VENCIDO	AMOUNT ENCLOSED PLEASE FILL IN $
	USE THIS NUMBER ON ALL CHECKS AND CORRESPONDENCE	NEW BALANCE NUEVO BALANCE	00.00	ENTRE LA CANTIDAD DE SU PAGO AQUI
	ACCOUNT NUMBER/NUMERO DE CUENTA	NAME/NOMBRE		BILLING DATE/FECHA
	ACCT# 00000000	NAME		00-00-00
	USE ESTE NUMBERO EN TODA CORRESPONDENCIA Y CHEQUES	Make address corrections on the enclosed envelope. Haga cambios de comicilio en el sobre que esta incluido.		

0000000000000000000000000000000000000000000000000

CDL1

COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR

Revenue and Enforcement Division
P.O. BOX 513191
LOS ANGELES, CALIFORNIA 90051-1191

(DATE)

(NAME)
(ADDRESS)
(CITY), (STATE), (ZIP)

Account Type: DPSS CALWORKS OVERPAYMENT
Number: (Account number)
Balance: $

Dear (NAME):

The Treasurer and Tax Collector has received your dispute of the charges listed above and we have contacted the Department of Public Social Services (DPSS). In accordance with the provisions of the Fair Debt Collection Practices Act, we have suspended all future collection activity related to this account while your dispute is being investigated by DPSS.

If you have any questions, please contact the Department of Social Services' Fiscal Operations Section at 1 (213) 639-5709.

Para obtener información acerca de este aviso en español, por favor llame 1 (888) 474-0244.

Revenue and Enforcement Division
225 North Hill Street, Room 109
Los Angeles, CA 90012

Telephone: 1 (888) 474-0244

DRAFT

Technical Exhibit 2
Reference No. 7

TREASURER-TAX COLLECTOR
T2 REFERRALS
T2 COLLECT REFERRALS
FOR MONTH 07 DAY 23 YEAR 14

ACCOUNT	CLIENT	NAME	DATE	AMOUNT
12868892	02	[redacted]	05-22-14	153.00
12868893	02		05-22-14	153.00
12868896	08		05-22-14	500.00
12868897	02		05-22-14	53.00
12868898	08		05-22-14	500.00
12868899	02		05-22-14	113.00
12868900	02		05-22-14	136.00
12868902	08		05-22-14	500.00
12868905	02		05-22-14	193.00
12868906	02		05-22-14	83.00
12868907	02		05-22-14	173.00
12868910	02		05-22-14	193.00
12868912	02		05-22-14	169.00
12868914	02		05-22-14	73.00
12868915	02		05-22-14	153.00
12868916	02		05-22-14	113.00
12868917	02		05-22-14	133.00
12868918	02		05-22-14	193.00
12868919	02		05-22-14	73.00
12868920	02		05-22-14	113.00
12868921	02		05-22-14	113.00
12868922	02		05-22-14	233.00
12868923	02		05-22-14	113.00
12869053	02		05-23-14	134.00
12869054	02		05-23-14	169.00
12869056	02		05-23-14	140.00
12869057	02		05-23-14	133.00
12869058	02		05-23-14	553.00
12869059	02		05-23-14	89.00
12869060	02		05-23-14	193.00
12869061	02		05-23-14	193.00
12869063	02		05-23-14	113.00
12869064	02		05-23-14	148.00
12869066	02		05-23-14	83.00
12869067	66		05-23-14	250.00
12869071	02		05-23-14	231.00
12869073	70		05-23-14	126.00
12869074	02		05-23-14	193.00
12869078	02		05-23-14	133.00
12869080	02		05-23-14	88.00
12869082	02		05-23-14	153.00
12869084	02		05-23-14	69.00
12870117	40		06-04-14	485.00
12870655	40		06-04-14	323.00

197 Item(s) List

Total Amount 76197.45

Technical Exhibit 2
Reference No. 8

SECONDARY OCA RECALL REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	BATCH	DATE SENT	RECALL REASON	RECALL BY	STATUS CODE	DSK
14051	10000001	[redacted]	140813	8/13/2014	RFD	LSC	FWD	SE2
14052	10000002	[redacted]	140813	8/13/2014	BAL	AUTO08-13-14	FPF	SE2
14061	10000006	[redacted]	140813	8/13/2014	BAN	STC	FWD	SE2
14062	10000007	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
14062	10000010	[redacted]	140813	8/13/2014	BAL	AUTO08-13-14	FPF	SE2
14080	10000014	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
14080	10000016	[redacted]	140813	8/13/2014	BAL	AUTO08-13-14	FPF	SE2
14084	10000017	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
14084	10000021	[redacted]	140813	8/13/2014	BAL	AUTO08-13-14	FPF	SE2
29638	10000022	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
40845	10000023	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
46142	10000024	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
69035	10000025	[redacted]	140813	8/13/2014	BAL	AUTO08-13-14	FPF	SE2
6645	10000026	[redacted]	140813	8/13/2014	RLB	NY	FWD	SE2
14084	10000027	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
14084	12819422	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
16075	12450597	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
29550	12680551	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
29575	12712801	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
39069	12546903	[redacted]	140813	8/13/2014	RLB	NY	FWD	SE2
39069	12757875	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
39070	12549458	[redacted]	140813	8/13/2014	RLB	NY	FWD	SE2
41275	12848791	[redacted]	140813	8/13/2014	BAL	AUTO08-13-14	FPF	SE2
46142	12122670	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
46142	12817720	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
46142	12834801	[redacted]	140813	8/13/2014	BAL	AUTO08-13-14	FPF	SE2
46175	12697912	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
69075	12766422	[redacted]	140813	8/13/2014	RLB	NY	FWD	SE2
70038	12728215	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
70080	12680167	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
72045	12697659	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
77075	12768157	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2
77089	12756609	[redacted]	140813	8/13/2014	RLB	JW1	FWD	SE2

TOTAL COUNT **526**

Technical Exhibit 2
Reference No. 8

TERTIARY OCA RECALL REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	BATCH	DATE SENT	RECALL REASON	RECALL BY	STATUS CODE	DSK
14051	10000001	[redacted]	131120	11/20/2013	RFD	LSC	FWD	TE2
14052	10000002	[redacted]	131120	11/20/2013	BAL	AUTO08-13-14	FPF	TE2
14061	10000006	[redacted]	131120	11/20/2013	BAN	STC	FWD	TE2
14062	10000007	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
14062	10000010	[redacted]	131120	11/20/2013	BAL	AUTO08-13-14	FPF	TE2
14080	10000014	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
14080	10000016	[redacted]	131120	11/20/2013	BAL	AUTO08-13-14	FPF	TE2
14084	10000017	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
14084	10000021	[redacted]	131120	11/20/2013	BAL	AUTO08-13-14	FPF	TE2
29638	10000022	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
40845	10000023	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
46142	10000024	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
69035	10000025	[redacted]	131120	11/20/2013	BAL	AUTO08-13-14	FPF	TE2
6645	10000026	[redacted]	131120	11/20/2013	RLB	NY	FWD	TE2
14084	10000027	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
14084	12819422	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
16075	12450597	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
29550	12680551	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
29575	12712801	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
39069	12546903	[redacted]	131120	11/20/2013	RLB	NY	FWD	TE2
39069	12757875	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
39070	12549458	[redacted]	131120	11/20/2013	RLB	NY	FWD	TE2
41275	12848791	[redacted]	131120	11/20/2013	BAL	AUTO08-13-14	FPF	TE2
46142	12122670	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
46142	12817720	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
46142	12834801	[redacted]	131120	11/20/2013	BAL	AUTO08-13-14	FPF	TE2
46175	12697912	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
69075	12766422	[redacted]	131120	11/20/2013	RLB	NY	FWD	TE2
70038	12728215	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
70080	12680167	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
72045	12697659	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
77075	12768157	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2
77089	12756609	[redacted]	131120	11/20/2013	RLB	JW1	FWD	TE2

TOTAL COUNT **526**

Technical Exhibit 2
Reference No. 8

SECONDARY OCA RETURN REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	BATCH	DATE SENT	DATE RECEIVED	RECALL/RETURN REASON	RECALL BY	STATUS CODE	DSK
14051	10000001	[redacted]	140813	8/13/2014	8/15/2014	RFD	LSC	SUS	SE3
14052	10000002	[redacted]	140813	8/13/2014	8/15/2014	BAL	AUTO08-13-14	SUS	SE3
14061	10000006	[redacted]	140813	8/13/2014	8/15/2014	BAN	STC	SUS	SE3
14062	10000007	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	SUS	SE3
14062	10000010	[redacted]	140813	8/13/2014	8/15/2014	BAL	AUTO08-13-14	SUS	SE3
14080	10000014	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	SUS	SE3
14080	10000016	[redacted]	140813	8/13/2014	8/15/2014	BAL	AUTO08-13-14	SUS	SE3
14084	10000017	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	SUS	SE3
14084	10000021	[redacted]	140813	8/13/2014	8/15/2014	BAL	AUTO08-13-14	SUS	SE3
29638	10000022	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
40845	10000023	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
46142	10000024	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
69035	10000025	[redacted]	140813	8/13/2014	8/15/2014	BAL	AUTO08-13-14	FPF	SE3
6645	10000026	[redacted]	140813	8/13/2014	8/15/2014	RLB	NY	RCL	SE3
14084	10000027	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	SUS	SE3
14084	12819422	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	SUS	SE3
16075	12450597	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
29550	12680551	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
29575	12712801	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
39069	12546903	[redacted]	140813	8/13/2014	8/15/2014	RLB	NY	OCR	SE3
39069	12757875	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
39070	12549458	[redacted]	140813	8/13/2014	8/15/2014	RLB	NY	OCR	SE3
41275	12848791	[redacted]	140813	8/13/2014	8/15/2014	BAL	AUTO08-13-14	FPF	SE3
46142	12122670	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
46142	12817720	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	XAR	SE3
46142	12834801	[redacted]	140813	8/13/2014	8/15/2014	BAL	AUTO08-13-14	FPF	SE3
46175	12697912	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
69075	12766422	[redacted]	140813	8/13/2014	8/15/2014	RLB	NY	OCR	SE3
70038	12728215	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
70080	12680167	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
72045	12697659	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
77075	12768157	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3
77089	12756609	[redacted]	140813	8/13/2014	8/15/2014	RLB	JW1	OCR	SE3

TOTAL COUNT **526**

Technical Exhibit 2
Reference No. 8

TERTIARY OCA RETURN REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	BATCH	DATE SENT	DATE RECEIVED	RECALL/RETURN REASON	RECALL BY	STATUS CODE	DSK
14051	10000001	[redacted]	131120	11/20/2013	11/22/2013	RFD	LSC	SUS	TE3
14052	10000002	[redacted]	131120	11/20/2013	11/22/2013	BAL	AUTO08-13-14	SUS	TE3
14061	10000006	[redacted]	131120	11/20/2013	11/22/2013	BAN	STC	SUS	TE3
14062	10000007	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	SUS	TE3
14062	10000010	[redacted]	131120	11/20/2013	11/22/2013	BAL	AUTO08-13-14	SUS	TE3
14080	10000014	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	SUS	TE3
14080	10000016	[redacted]	131120	11/20/2013	11/22/2013	BAL	AUTO08-13-14	SUS	TE3
14084	10000017	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	SUS	TE3
14084	10000021	[redacted]	131120	11/20/2013	11/22/2013	BAL	AUTO08-13-14	SUS	TE3
29638	10000022	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
40845	10000023	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
46142	10000024	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
69035	10000025	[redacted]	131120	11/20/2013	11/22/2013	BAL	AUTO08-13-14	FPF	TE3
6645	10000026	[redacted]	131120	11/20/2013	11/22/2013	RLB	NY	RCL	TE3
14084	10000027	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	SUS	TE3
14084	12819422	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	SUS	TE3
16075	12450597	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
29550	12680551	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
29575	12712801	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
39069	12546903	[redacted]	131120	11/20/2013	11/22/2013	RLB	NY	OCR	TE3
39069	12757875	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
39070	12549458	[redacted]	131120	11/20/2013	11/22/2013	RLB	NY	OCR	TE3
41275	12848791	[redacted]	131120	11/20/2013	11/22/2013	BAL	AUTO08-13-14	FPF	TE3
46142	12122670	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
46142	12817720	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	XAR	TE3
46142	12834801	[redacted]	131120	11/20/2013	11/22/2013	BAL	AUTO08-13-14	FPF	TE3
46175	12697912	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
69075	12766422	[redacted]	131120	11/20/2013	11/22/2013	RLB	NY	OCR	TE3
70038	12728215	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
70080	12680167	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
72045	12697659	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
77075	12768157	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3
77089	12756609	[redacted]	131120	11/20/2013	11/22/2013	RLB	JW1	OCR	TE3

TOTAL COUNT 526

Technical Exhibit 2
Reference No. 9

OVERPAYMENT REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TRANS AMOUNT	BALANCE AFTER PAYMENT	BALANCE BEFORE PAYMENT	OVERPAYMENT	POSTED DATE	TRANS DATE	ST CD	DSK	ASSIGNED DATE	ASSIGNED AMOUNT
46142	12835460	[redacted]		35	25.00	(10.00)	15.00	(10.00)	09/08/14	09/05/14	PIF	SE4	12/23/13	459.83
46142	12875803	[redacted]		35	59.82	(14.00)	45.82	(14.00)	09/18/14	09/17/14	PIF	C3	06/17/14	119.64
TOTAL						**(24.00)**		**(24.00)**						
TOTAL COUNT						**2**								

Technical Exhibit 2
Reference No. 10

OVERPAYMENT REPORT FOR CLIENT DEPARTMENT

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TRANS AMOUNT	BALANCE AFTER PAYMENT	BALANCE BEFORE PAYMENT	OVERPAYMENT	POSTED DATE	TRANS DATE	ST CD	DSK	ASSIGNED DATE	ASSIGNED AMOUNT
46142	12835460	[redacted]		35	25.00	(10.00)	15.00	(10.00)	09/08/14	09/05/14	PIF	SE4	12/23/13	459.83
46142	12875803	[redacted]		35	59.82	(14.00)	45.82	(14.00)	09/18/14	09/17/14	PIF	C3	06/17/14	119.64
TOTAL						**(24.00)**		**(24.00)**						
TOTAL COUNT						**2**								

Technical Exhibit 2
Reference No. 10

OVERPAYMENT REPORT FOR LOS_ANGELES_COUNTY 07-01-14

CALCULATED ON ACCOUNT BALANCE

ACCOUNT #	ACCOUNT NAME	CLIENT NAME	AMOUNT OVER	STATUS	DESK
12853122	[redacted]	DPSS CALWORKS OVERPA	87.20	SUS	SE4
12855614	[redacted]	FIRESTONE	2558.00	PIF	L21
12855762	[redacted]	ACWM MISCELLANEOUS S	252.29	PIF	SE4
12855916	[redacted]	DPSS NSF CHECKS	30.00	PIF	C8
12857297	[redacted]	KENYON JUVENILE JUST	0.50	PIF	P1
12858597	[redacted]	DPSS CALFRESH OVERPA	5.00	PIF	LBR
12860196	[redacted]	DPSS CALFRESH OVERPA	40.00	FWD	SE2
12861699	[redacted]	RIVERVIEW	390.00	PIF	L6
12861930	[redacted]	RIVERVIEW	50.00	PIF	L21
12862258	[redacted]	ELA RP JUVENILE	11.00	PIF	P1
12863254	[redacted]	CRENSHAW JUVENILE	1.00	PIF	P1
12863938	[redacted]	DPSS CALWORKS OVERPA	25.00	PIF	C2
12865549	[redacted]	DPSS CALWORKS OVERPA	700.00	PIF	C7
12866711	[redacted]	DPSS CALFRESH OVERPA	1.00	PIF	C2
12866735	[redacted]	DPSS CALFRESH OVERPA	25.00	PIF	LBR
12867032	[redacted]	DPSS CALWORKS OVERPA	290.00	PIF	C4
12867449	[redacted]	FOOTHILL JUVENILE	27.50	PIF	P1
12867479	[redacted]	CRENSHAW JUVENILE	0.45	PIF	P1
12867651	[redacted]	SOUTH CENTRAL JUVENI	85.25	PIF	P1
12868093	[redacted]	DPSS NSF CHECKS	58.00	PIF	C8
12868561	[redacted]	ESFV JUVENILE	11.00	PIF	P1
12869065	[redacted]	ACWM MISCELLANEOUS S	300.00	PIF	C9
12869380	[redacted]	ELA RP JUVENILE	27.50	PIF	P1
12874031	[redacted]	FIRE CUPA	32.21	PIF	C3
12875733	[redacted]	LIBRARY FEES & MATER	284.13	PIF	C9

NUMBER OF ACCOUNTS: 343 TOTAL 62610.05

Technical Exhibit 2
Reference No. 11

NSF FEE REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	FEE	ACCT ID#	DT POSTED	ST CD	DSK	CURRENT BALANCE
14061	12872617	[redacted]		436	36.33	33.00	60	7/31/2014	PAY	C8	142.00
14084	12837130	[redacted]		436	60.00	33.00	60	7/16/2014	PAY	C11	675.00
34053	12855224	[redacted]		436	35.00	33.00	60	7/29/2014	PAY	C7	344.00
13001	10146446	[redacted]		436	50.00	33.00	60	7/17/2014	PAY	C16	3,665.00
13012	12867275	[redacted]		436	500.00	33.00	60	7/14/2014	ACT	A21	235.00
14084	12669330	[redacted]		436	175.00	33.00	60	7/14/2014	PAY	C7	200.00
14084	12669330	[redacted]		436	325.00	33.00	60	7/14/2014	PAY	C7	200.00
14084	12875446	[redacted]		436	500.00	33.00	60	7/7/2014	ACT	C7	2,302.00
14044	10618158	[redacted]		436	100.00	33.00	60	7/7/2014	PAY	SE2	1,298.34
14051	12866703	[redacted]		436	40.00	33.00	60	7/1/2014	PAY	SE2	193.00
14086	11653671	[redacted]		436	20.00	33.00	60	7/9/2014	PIF	C16	-
14089	12659542	[redacted]		436	50.00	33.00	60	7/3/2014	PAY	SE2	15,600.00
16001	10292168	[redacted]		436	25.00	33.00	60	7/1/2014	PAY	C16	3,188.00
16006	2241290	[redacted]		436	50.00	33.00	60	7/15/2014	PAY	C1	7,014.88
16075	12627894	[redacted]		436	126.00	33.00	60	7/22/2014	ACT	C16	27.00
39069	12815893	[redacted]		436	100.00	33.00	60	7/1/2014	PAY	TE2	3,240.40
TOTAL					**2,192.33**	**528.00**					
TOTAL COUNT					**16.00**						

Technical Exhibit 2
Reference No. 12

01:22:00pm 14 Oct 2014

ERROR REPORT FOR T3 PAYMENTS TO CARRS PAGE 1

DNUM....	TRANS	TRAN AMT....	FEE AMT.....	DESC.....
12436404	011	20.10		CANCELLED ACCT
12436404	262		9.90	CANCELLED ACCT
12668451	011	5.36		CANCELLED ACCT
12668451	262		2.64	CANCELLED ACCT
		25.46	12.54	

4 records listed.

10:16:29pm 15 Oct 2014

ERROR REPORT FOR County of Los Angeles TTC Transactions

TRANS DT	ACCOUNT #.	TRAN AMT....	ORGSUB....	RCPT#...	ERR MSG...
10-14-14	11261503	50.00	14080	632695	'CAN' ACCT
10-14-14	12402272	35.00	14080	633464	'CAN' ACCT
10-14-14	12402283	35.00	14080	633464	'CAN' ACCT
10-14-14	12617187	55.00	14080	633503	'CAN' ACCT
10-14-14	12678848	20.00	00000	633502	'CAN' ACCT
10-14-14	12857131	120.00	00000	633436	'CAN' ACCT
***		315.00			
		315.00			

6 records listed.

Technical Exhibit 2
Reference No. 14

TTC GROSS COLLECTIONS, COMMISSIONS, AND NET COLLECTIONS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	SOURCE	PN-ASSIGN	ASGN-DT
6038	11176043	[redacted]		35	100.00	73.00	27.00	60	7/1/2014	6/30/2014	PAY	C11	7,615.72		16,915.72	7/10/2006
6645	12882111	[redacted]		435	200.00	146.00	54.00	60	7/21/2014	7/21/2014	PIF	C11	-		200.00	7/11/2014
10036	12867273	[redacted]		459	300.00	219.00	81.00	60	7/24/2014	7/23/2014	PAY	C2	17,600.00		18,500.00	5/12/2014
10038	12773525	[redacted]		35	2,000.00	1,460.00	540.00	60	7/1/2014	6/30/2014	PAY	C7	4,215.00		25,215.00	6/13/2013
10040	10983427	[redacted]		459	200.00	146.00	54.00	60	7/11/2014	7/10/2014	PAY	C7	3,684.00		14,484.00	6/29/2005
13001	10146446	[redacted]		459	50.00	36.50	13.50	60	7/17/2014	7/16/2014	PAY	C16	3,665.00		8,515.00	2/5/1997
13012	12867275	[redacted]		435	500.00	365.00	135.00	60	7/14/2014	7/14/2014	ACT	A21	235.00		735.00	5/12/2014
14080	12840905	[redacted]		535	500.00	365.00	135.00	50	7/16/2014	7/14/2014	FWD	SE2	236.00		386.00	1/8/2014
14080	12840906	[redacted]		535	105.00	76.65	28.35	50	7/16/2014	7/14/2014	FWD	SE2	500.00			
14080	12840906	[redacted]		537	195.00	-	-	50	7/16/2014	7/14/2014	FWD	SE2	500.00			
14084	12669330	[redacted]		535	175.00	127.75	47.25	60	7/14/2014	7/14/2014	PAY	C7	200.00		453.00	7/23/2012
14084	12669330	[redacted]		537	325.00	-	-	60	7/14/2014	7/14/2014	PAY	C7	200.00		453.00	7/23/2012
14084	12875446	[redacted]		535	500.00	365.00	135.00	60	7/7/2014	7/3/2014	ACT	C7	2,302.00		2,602.00	6/16/2014
14044	10618158	[redacted]		435	100.00	86.00	14.00	50	7/7/2014	7/7/2014	FWD	SE2	1,298.34		8,098.34	2/21/2002
14051	12866703	[redacted]		35	40.00	34.40	5.60	50	7/1/2014	6/30/2014	FWD	SE2	193.00		233.00	5/8/2014
14086	11653671	[redacted]		435	20.00	14.60	5.40	60	7/9/2014	7/9/2014	PIF	C16	-		1,720.00	9/4/2008
14089	12659542	[redacted]		365	50.00	33.50	16.50	51	7/3/2014	7/1/2014	FWD	SE2	15,600.00		16,752.00	6/27/2012
16001	10292168	[redacted]		35	25.00	18.25	6.75	60	7/1/2014	6/30/2014	PAY	C16	3,188.00		7,938.00	6/20/1998
16006	2241290	[redacted]		35	50.00	36.50	13.50	60	7/15/2014	7/14/2014	PAY	C1	7,014.88		17,974.88	10/4/1995
16075	12627894	[redacted]		365	126.00	91.98	34.02	60	7/22/2014	7/18/2014	ACT	C16	27.00		153.00	3/20/2012
39069	12815893	[redacted]		35	100.00	67.00	33.00	51	7/1/2014	6/30/2014	FWD	TE2	3,240.40		3,640.40	10/21/2013
39069	11349003	[redacted]		35	50.00	33.50	16.50	51	7/3/2014	7/2/2014	FWD	TE2	3,234.66		6,909.66	3/15/2007
39070	1733667	[redacted]		35	40.00	26.80	13.20	51	7/3/2014	7/2/2014	FWD	TE2	3,165.65		10,295.65	10/4/1995
29638	12869773	[redacted]		35	2,100.00	1,407.00	693.00	51	7/1/2014	6/30/2014	FWD	TE2	14,281.55		16,381.55	6/3/2014
29689	12868555	[redacted]		365	2,757.35	2,012.87	744.48	60	7/8/2014	7/4/2014	PIF	C10	-		2,757.35	5/20/2014
34053	12875231	[redacted]		355	346.00	252.58	93.42	60	7/1/2014	6/30/2014	PIF	C3	-		346.00	6/12/2014
43589	12801339	[redacted]		35	50.00	43.00	7.00	50	7/17/2014	7/16/2014	FWD	SE2	480.71		655.71	9/4/2013
46142	12875730	[redacted]		459	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00		327.93	6/17/2014
46142	12875730	[redacted]		559	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00		327.93	6/17/2014
55928	12849266	[redacted]		465	350.00	301.00	115.50	50	7/11/2014	7/9/2014	FWD	SE2	7,087.93		8,587.93	2/24/2014
B1602	12545098	[redacted]		735	30.00	21.90	8.10	60	7/10/2014	7/10/2014	RTS	TE4	225.00		1,300.00	8/25/2011
B2001	11724420	[redacted]		35	50.00	36.50	13.50	60	7/7/2014	7/3/2014	PAY	C2	2,611.00		3,686.00	3/12/2009
B2252	12358537	[redacted]		735	12.50	9.13	3.38	60	7/31/2014	7/31/2014	WOR	LB3	862.50		900.00	1/12/2011
TOTAL					**13,612.77**											
TOTAL COUNT					**39**											

Technical Exhibit 2
Reference No. 14

SECONDARY OCA CASH COLLECTIONS AND COMMISSIONS REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
14080	12840906	[redacted]		535	105.00	-	-	50	7/16/2014	7/14/2014	FWD	SE2	-	805.00	6/17/2014
14080	12840906	[redacted]		537	281.75	-	-	50	7/16/2014	7/14/2014	FWD	SE2	-		6/17/2014
14044	10618158	[redacted]		435	100.00	86.00	14.00	50	7/7/2014	7/7/2014	FWD	SE2	1,298.34	8,098.34	2/21/2002
14051	12866703	[redacted]		35	40.00	34.40	5.60	50	7/1/2014	6/30/2014	FWD	SE2	193.00	233.00	5/8/2014
14089	12659542	[redacted]		365	50.00	43.00	7.00	50	7/3/2014	7/1/2014	FWD	SE2	15,600.00	16,752.00	6/27/2012
29638	12869773	[redacted]		35	2,100.00	1,806.00	294.00	50	7/1/2014	6/30/2014	FWD	SE2	14,281.55	16,381.55	6/3/2014
43589	12801339	[redacted]		35	50.00	43.00	7.00	50	7/17/2014	7/16/2014	FWD	SE2	480.71	655.71	9/4/2013
46142	12875730	[redacted]		459	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00	327.93	6/17/2014
14085	12768203	[redacted]		408	25.00	21.50	3.50	50	7/16/2014	7/14/2014	FWD	SE2	334.22	459.22	6/4/2013
14089	12580236	[redacted]		408	100.00	86.00	14.00	50	7/16/2014	7/14/2014	FWD	SE2	2,415.27	4,515.27	10/31/2011
14089	12580236	[redacted]		408	100.00	86.00	14.00	50	7/7/2014	7/7/2014	FWD	SE2	2,315.27	4,515.27	10/31/2011
39069	11702114	[redacted]		408	35.93	30.90	5.03	50	7/1/2014	6/30/2014	FWD	SE2	107.79	431.20	1/13/2009
39069	12757779	[redacted]		408	110.00	94.60	15.40	50	7/3/2014	7/1/2014	FWD	SE2	330.00	1,320.20	4/25/2013
39069	12757061	[redacted]		408	264.20	227.21	36.99	50	7/29/2014	7/29/2014	FWD	SE2	-	1,320.20	4/25/2013
41275	12867680	[redacted]		408	61.00	52.46	8.54	50	7/7/2014	7/3/2014	FPF	SE2	-	61.00	5/14/2014
69035	12856396	[redacted]		408	136.12	117.06	19.06	50	7/23/2014	7/21/2014	FPF	SE2	-	136.12	3/28/2014
70080	12730243	[redacted]		408	100.00	86.00	14.00	50	7/1/2014	6/30/2014	FWD	SE2	600.00	1,908.08	1/30/2013
TOTAL					**5,096.92**	**4,050.75**	**659.42**								
TOTAL COUNT					**17**										

Technical Exhibit 2
Reference No. 14

TERTIARY OCA CASH COLLECTIONS AND COMMISSIONS REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
6645	12822342	[redacted]		409	66.00	44.22	21.78	51	8/4/2014	7/25/2014	FPF	TE2	78.20	342.20	11/6/2013
14080	12840905	[redacted]		535	500.00	-	-	51	7/16/2014	7/14/2014	FWD	TE2	236.00	386.00	1/8/2014
14080	12840906	[redacted]		535	175.00	-	-	51	7/16/2014	7/14/2014	FWD	TE2	500.00	1,000.00	4/12/2014
14080	12840906	[redacted]		537	325.00	-	-	51	7/16/2014	7/14/2014	FWD	TE2	500.00	1,000.00	4/12/2014
14089	12659542	[redacted]		365	50.00	33.50	16.50	51	7/3/2014	7/1/2014	FWD	TE2	15,600.00	16,752.00	6/27/2012
39069	12815893	[redacted]		35	100.00	67.00	33.00	51	7/1/2014	6/30/2014	FWD	TE2	3,240.40	3,640.40	10/21/2013
39069	11349003	[redacted]		35	50.00	33.50	16.50	51	7/3/2014	7/2/2014	FWD	TE2	3,234.66	6,909.66	3/15/2007
39070	1733667	[redacted]		35	40.00	26.80	13.20	51	7/3/2014	7/2/2014	FWD	TE2	3,165.65	10,295.65	10/4/1995
14080	12763684	[redacted]		409	88.00	58.96	29.04	51	8/4/2014	7/25/2014	SUS	TE2	-	88.00	5/8/2013
14080	12795933	[redacted]		409	50.00	33.50	16.50	51	8/4/2014	7/25/2014	FWD	TE2	676.00	726.00	8/12/2013
14084	12742198	[redacted]		409	25.00	16.75	8.25	51	8/11/2014	8/8/2014	FWD	TE2	757.00	957.00	3/5/2013
14084	12673095	[redacted]		409	50.00	33.50	16.50	51	8/11/2014	8/8/2014	FWD	TE2	543.00	693.00	8/7/2012
14089	12580239	[redacted]		409	25.00	16.75	8.25	51	8/11/2014	8/8/2014	FWD	TE2	1,648.74	1,873.74	10/31/2011
28101	11199400	[redacted]		409	25.00	16.75	8.25	51	8/11/2014	8/8/2014	FWD	TE2	4,147.00	5,797.00	8/15/2006
46142	12809245	[redacted]		409	107.40	71.96	35.44	51	8/4/2014	7/25/2014	FPF	TE2	-	107.40	9/27/2013
46142	12834801	[redacted]		409	72.60	48.64	23.96	51	8/11/2014	8/8/2014	FPF	TE2	-	72.60	12/17/2013
70038	12759279	[redacted]		409	322.00	215.74	106.26	51	8/27/2014	8/20/2014	FWD	TE2	966.00	1,288.00	5/2/2013
70038	12628131	[redacted]		409	100.00	67.00	33.00	51	8/27/2014	8/20/2014	FWD	TE2	174.00	1,224.00	3/21/2012
77089	11691694	[redacted]		409	50.00	33.50	16.50	51	8/4/2014	7/25/2014	FWD	TE2	1,982.58	2,382.58	12/17/2008
77089	12165556	[redacted]		409	124.79	83.61	41.18	51	8/27/2014	8/20/2014	FWD	TE2	-	1,199.79	5/18/2010
TOTAL					**3,160.71**	**1,736.68**	**444.11**								
TOTAL COUNT					**24**										

Technical Exhibit 2
Reference No. 15

TREASURER AND TAX COLLECTOR
DATA AS OF 07:14:35 01 JUL 2014

COLLECTOR PERFORMANCE
[redacted]

RUN DATE 01 JUL 2014

	MONTH TO DATE # ASSIGNED	MONTH TO DATE AMT ASSIGNED	MONTH TO DATE RECOVERED	MONTH TO DATE PCT	YEAR TO DATE # ASSIGNED	YEAR TO DATE AMT ASSIGNED	YEAR TO DATE RECOVERED	YEAR TO DATE PCT
# ASSIGNED	393			5.11	973			2.81
$ ASSIGNED		447,394.03		3.03		2,597,753.83		1.93
AVERAGE ASSIGNMENT		1,138.41				2,669.84		
COURT EXPENDITURES		0.00				0.00		
ATTNY EXPENDITURES		0.00				0.00		
MISC EXPENDITURES		0.00				0.00		
AGN/AMT COLLECTED			31,031.52				568,061.23	
AGENCY'S PORTION			31,031.52				568,407.23	
CLIENT'S PORTION			0.00				-346.00	
FORWARDING FEES			0.00				0.00	
INTEREST COLLECTED			0.00				0.00	
AGENCY'S PORTION			0.00				0.00	
CLIENT'S PORTION			0.00				0.00	
FORWARDING FEES			0.00				0.00	
COURT COLLECTED			0.00				0.00	
AGENCY'S PORTION			0.00				0.00	
CLIENT'S PORTION			0.00				0.00	
FORWARDING FEES			0.00				0.00	
ATTORNEY COLLECTED			0.00				0.00	
AGENCY'S PORTION			0.00				0.00	
CLIENT'S PORTION			0.00				0.00	
FORWARDING FEES			0.00				0.00	
MISC COLLECTED			0.00				0.00	
AGENCY'S PORTION			0.00				0.00	
CLIENT'S PORTION			0.00				0.00	
FORWARDING FEES			0.00				0.00	
TOTAL COLLECTED			31,031.52				568,061.23	
LESS CLIENT'S PORTION			(0.00)				(-346.00)	
TOTAL AGENCY PORTION			31,031.52				568,407.23	
LESS FORWARDING FEES			(0.00)				(0.00)	
NET AGENCY PORTION			31,031.52				568,407.23	
PERCENT EARNED (NET AGY/TOT COLL)				100.00				100.06
PERCENT TOTAL EARNED (NET AGY/TOT NET AGY)				1.55				1.89
PERCENT RECOVERY				6.94				21.87
AVERAGE PAYMENT AMOUNT			65.74				72.76	
ACCOUNT PAID IN FULL			42				1006	

Technical Exhibit 2
Reference No. 16

TTC PAYMENT ADJUSTMENTS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	ST CD	DSK	CURRENT BALANCE	ASSIGN AMT	ASGN-DT
10038	12696174	[redacted]		536	1,383.00	1,009.59	373.41	60	7/31/2014	PAY	C7	20,743.00	25,000.00	10/12/2012
14061	12872617	[redacted]		436	36.33	26.52	9.81	60	7/31/2014	PAY	C8	142.00	200.00	6/4/2014
14084	12837130	[redacted]		436	60.00	43.80	16.20	60	7/16/2014	PAY	C11	675.00	700.00	1/7/2014
14084	12749742	[redacted]		436	25.00	18.25	6.75	60	7/23/2014	PAY	C7	123.00	200.00	4/9/2013
34053	12855224	[redacted]		436	35.00	25.55	9.45	60	7/29/2014	PAY	C7	344.00	450.00	3/18/2014
TOTAL					**1,539.33**	**1,123.71**	**415.62**							
TOTAL COUNT					**5**									

PROBATION PAYMENT TRANSACTIONS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT	SOURCE
ALH	12097050	[redacted]		465	15.00	7/7/2014	7/3/2014	PAY	L8	21,574.10	22,236.10	2/19/2010	BATCH #
ELA/RP	12875670	[redacted]		35	5.00	7/1/2014	6/30/2014	PAY	P1	-	88.00	6/17/2014	BATCH #
JUV_REM	11426583	[redacted]		35	25.00	7/29/2014	7/28/2014	PAY	JR3	2,853.92	3,453.92	11/27/2007	BATCH #
LAMAD	12591714	[redacted]		35	20.00	7/8/2014	7/7/2014	PAY	L22	3,860.00	1,538.00	12/6/2011	BATCH #
ALH	12097050	[redacted]		35	15.00	7/7/2014	7/3/2014	PAY	L8	21,574.10	22,236.10	2/19/2010	BATCH #
ELA	12783410	[redacted]		35	100.00	7/31/2014	7/30/2014	PAY	L1	2,891.00	3,691.00	6/26/2013	BATCH #
ELA/RP	12875670	[redacted]		35	5.00	7/1/2014	6/30/2014	PAY	P1	-	88.00	6/17/2014	BATCH #
ESFV	12413137	[redacted]		35	20.00	7/7/2014	7/3/2014	PAY	L3	5,614.00	6,256.00	3/14/2011	BATCH #
ESFV/AV	12882464	[redacted]		635	10.00	7/30/2014	7/23/2014	PIF	P1	-	110.00	7/15/2014	BATCH #
FIR	12783760	[redacted]		35	25.00	7/8/2014	7/7/2014	PAY	L9	4,866.00	5,166.00	7/1/2013	BATCH #
FOJ	12783497	[redacted]		635	27.50	7/18/2014	7/8/2014	PIF	P1	-	27.50	6/27/2013	BATCH #
JUV_REM	11426583	[redacted]		35	25.00	7/29/2014	7/28/2014	PAY	JR3	2,853.92	3,453.92	11/27/2007	BATCH #
KJJC	12883593	[redacted]		635	250.00	7/30/2014	7/23/2014	PIF	P1	-	250.00	7/22/2014	BATCH #
LAMAD	12591714	[redacted]		35	20.00	7/8/2014	7/7/2014	PAY	L22	3,860.00	1,538.00	12/6/2011	BATCH #
LB	12848902	[redacted]		355	356.59	7/3/2014	7/1/2014	PIF	L1	-	736.59	2/18/2014	BATCH #
TOTAL					**34,452.95**								
TOTAL COUNT					**15**								

Technical Exhibit 2
Reference No. 18

PAYMENT/ADJUSTMENT UPDATES TO CLIENTS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DATE	STATUS CODE	DSK	CURRENT BALANCE	ASSIGNED AMOUNT	ASSIGNED DATE
6038	11176043	[redacted]		35	100.00	73.00	27.00	60	07/01/14	06/30/14	PAY	C11	7,615.72	16,915.72	07/10/06
6645	12882111	[redacted]		435	200.00	146.00	54.00	60	07/21/14	07/21/14	PIF	C11	-	200.00	07/11/14
10036	12867273	[redacted]		459	300.00	219.00	81.00	60	07/24/14	07/23/14	PAY	C2	17,600.00	18,500.00	05/12/14
10038	12773525	[redacted]		35	2,000.00	1,460.00	540.00	60	07/01/14	06/30/14	PAY	C7	4,215.00	25,215.00	06/13/13
10040	10983427	[redacted]		459	200.00	146.00	54.00	60	07/11/14	07/10/14	PAY	C7	3,684.00	14,484.00	06/29/05
13001	10146446	[redacted]		459	50.00	36.50	13.50	60	07/17/14	07/16/14	PAY	C16	3,665.00	8,515.00	02/05/97
13012	12867275	[redacted]		435	500.00	365.00	135.00	60	07/14/14	07/14/14	ACT	A21	235.00	735.00	05/12/14
14080	12840905	[redacted]		535	500.00	365.00	135.00	50	07/16/14	07/14/14	FWD	SE2	236.00	386.00	01/08/14
14080	12840906	[redacted]		535	175.00	127.75	47.25	50	07/16/14	07/14/14	FWD	SE2	500.00		
14080	12840906	[redacted]		537	325.00	-	-	50	07/16/14	07/14/14	FWD	SE2	500.00		
14084	12669330	[redacted]		535	175.00	127.75	47.25	60	07/14/14	07/14/14	PAY	C7	200.00	453.00	07/23/12
14084	12669330	[redacted]		537	325.00	-	-	60	07/14/14	07/14/14	PAY	C7	200.00	453.00	07/23/12
14084	12875446	[redacted]		535	500.00	365.00	135.00	60	07/07/14	07/03/14	ACT	C7	2,302.00	2,602.00	06/16/14
14044	10618158	[redacted]		435	100.00	86.00	14.00	50	07/07/14	07/07/14	FWD	SE2	1,298.34	8,098.34	02/21/02
14051	12866703	[redacted]		35	40.00	34.40	5.60	50	07/01/14	06/30/14	FWD	SE2	193.00	233.00	05/08/14
14086	11653671	[redacted]		435	20.00	14.60	5.40	60	07/09/14	07/09/14	PIF	C16	-	1,720.00	09/04/08
14089	12659542	[redacted]		365	50.00	33.50	16.50	51	07/03/14	07/01/14	FWD	SE2	15,600.00	16,752.00	06/27/12
16001	10292168	[redacted]		35	25.00	18.25	6.75	60	07/01/14	06/30/14	PAY	C16	3,188.00	7,938.00	06/20/98
16006	2241290	[redacted]		35	50.00	36.50	13.50	60	07/15/14	07/14/14	PAY	C1	7,014.88	17,974.88	10/04/95
16075	12627894	[redacted]		365	126.00	91.98	34.02	60	07/22/14	07/18/14	ACT	C16	27.00	153.00	03/20/12
39069	12815893	[redacted]		35	100.00	67.00	33.00	51	07/01/14	06/30/14	FWD	TE2	3,240.40	3,640.40	10/21/13
39069	11349003	[redacted]		35	50.00	33.50	16.50	51	07/03/14	07/02/14	FWD	TE2	3,234.66	6,909.66	03/15/07
39070	1733667	[redacted]		35	40.00	26.80	13.20	51	07/03/14	07/02/14	FWD	TE2	3,165.65	10,295.65	10/04/95
29638	12869773	[redacted]		35	2,100.00	1,407.00	693.00	51	07/01/14	06/30/14	FWD	TE2	14,281.55	16,381.55	06/03/14
29689	12868555	[redacted]		365	2,757.35	2,012.87	744.48	60	07/08/14	07/04/14	PIF	C10	-	2,757.35	05/20/14
34053	12875231	[redacted]		355	346.00	252.58	93.42	60	07/01/14	06/30/14	PIF	C3	-	346.00	06/12/14
43589	12801339	[redacted]		35	50.00	43.00	7.00	50	07/17/14	07/16/14	FWD	SE2	480.71	655.71	09/04/13
46142	12875730	[redacted]		459	623.00	535.78	87.22	50	07/08/14	07/07/14	FWD	SE2	295.00	327.93	06/17/14
46142	12875730	[redacted]		559	623.00	535.78	87.22	50	07/08/14	07/07/14	FWD	SE2	295.00	327.93	06/17/14
55928	12849266	[redacted]		465	350.00	301.00	115.50	50	07/11/14	07/09/14	FWD	SE2	7,087.93	8,587.93	02/24/14
B1602	12545098	[redacted]		735	30.00	21.90	8.10	60	07/10/14	07/10/14	RTS	TE4	225.00	1,300.00	08/25/11
B2001	11724420	[redacted]		35	50.00	36.50	13.50	60	07/07/14	07/03/14	PAY	C2	2,611.00	3,686.00	03/12/09
B2252	12358537	[redacted]		735	12.50	9.13	3.38	60	07/31/14	07/31/14	WOR	LB3	862.50	900.00	01/12/11
TOTAL					**13,812.77**	**10,369.06**	**3,280.29**								
TOTAL COUNT					**34**										

PAYMENT/ADJUSTMENT UPDATES TO SECONDARY OCA

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DATE POSTED	TRANS DATE	STATUS CODE	DSK	CURRENT BALANCE	ASSIGNED AMOUNT	ASSIGNED DATE
14084	12845117	[redacted]		35	2,000.00	1,720.00	280.00	50	10/08/14	10/07/14	FWD	SE2	308.00	2,305.00	09/03/14
14062	12857898	[redacted]		59	200.00	-	-	50	10/09/14	10/09/14	FWD	SE2	966.64	3,000.00	06/18/14
14062	12866640	[redacted]		59	50.00	-	-	50	10/09/14	10/09/14	FWD	SE2	214.00	500.00	07/16/14
14062	12888697	[redacted]		59	500.00	-	-	50	10/09/14	10/09/14	FWD	SE2	2,993.00	3,500.00	09/05/14
14084	12828698	[redacted]		59	500.00	-	-	50	10/09/14	10/09/14	FWD	SE2	126.00	2,000.00	02/05/14
39069	12874159	[redacted]		59	195.00	-	-	50	10/10/14	10/08/14	FPF	SE2	200.00	600.00	08/13/14
39069	12874300	[redacted]		459	175.00	-	24.50	50	10/10/14	09/30/14	FPF	SE2	200.00	700.00	08/13/14
39069	12874907	[redacted]		459	325.00	279.50	45.50	50	10/10/14	09/30/14	FPF	SE2	200.00	700.00	08/13/14
46142	12834514	[redacted]		35	500.00	430.00	70.00	50	10/10/14	10/09/14	FWD	SE2	(11.23)	(11.23)	04/30/14
46142	12878209	[redacted]		559	100.00	86.00	14.00	50	10/10/14	10/05/14	FWD	SE2	55.00	55.00	09/10/14
46142	12882648	[redacted]		559	40.00	34.40	5.60	50	10/10/14	10/07/14	FWD	SE2	200.00	700.00	09/17/14
46142	12884727	[redacted]		459	20.00	17.20	2.80	50	10/10/14	10/07/14	FPF	SE2	20.00	40.00	10/01/14
46142	12884727	[redacted]		559	50.00	43.00	7.00	50	10/10/14	10/07/14	FPF	SE2	50.00	100.00	10/01/14
46142	12884898	[redacted]		559	25.00	21.50	3.50	50	10/10/14	10/04/14	FWD	SE2	25.00	50.00	10/01/14
46142	12884921	[redacted]		559	50.00	43.00	7.00	50	10/10/14	10/08/14	FPF	SE2	50.00	100.00	10/01/14
46142	12884921	[redacted]		559	126.00	108.36	17.64	50	10/10/14	10/06/14	FPF	SE2	126.00	252.00	10/01/14
46142	12884921	[redacted]		559	100.00	86.00	14.00	50	10/10/14	10/04/14	FPF	SE2	300.00	400.00	10/01/14
46142	12885557	[redacted]		559	50.00	43.00	7.00	50	10/10/14	10/07/14	FWD	SE2	15.00	65.00	10/08/14
46142	12885582	[redacted]		459	40.00	34.40	5.60	50	10/10/14	10/03/14	FWD	SE2	15.00	55.00	10/08/14
46142	12885582	[redacted]		559	514.92	442.83	72.09	50	10/10/14	10/03/14	FWD	SE2	-	514.92	10/08/14
TOTAL					**6,160.92**	**3,905.19**	**660.23**								
TOTAL COUNT					**23**										

Technical Exhibit 2
Reference No. 18

PAYMENT/ADJUSTMENT UPDATES TO TERTIARY OCA

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DATE POSTED	TRANS DATE	STATUS CODE	DSK	CURRENT BALANCE	ASSIGNED AMOUNT	ASSIGNED DATE
14044	10048426	[redacted]		35	100.00	86.00	14.00	51	10/08/14	10/07/14	FWD	TE2	100.26	626.26	04/30/14
14051	12852267	[redacted]		35	200.00	172.00	28.00	51	10/08/14	10/07/14	FWD	TE2	262.00	662.00	05/07/14
14052	12850463	[redacted]		35	300.00	258.00	42.00	51	10/08/14	10/07/14	FWD	TE2	201.00	501.00	09/03/14
46142	12884921	[redacted]		559	100.00	86.00	14.00	51	10/10/14	10/04/14	FPF	TE2	-	100.00	10/01/14
46142	12885557	[redacted]		559	50.00	43.00	7.00	51	10/10/14	10/07/14	FWD	TE2	15.00	65.00	10/08/14
46142	12885582	[redacted]		459	40.00	34.40	5.60	51	10/10/14	10/03/14	FWD	TE2	15.00	55.00	10/08/14
46142	12885582	[redacted]		559	514.92	442.83	72.09	51	10/10/14	10/03/14	FWD	TE2	1,000.00	1,514.92	10/08/14
46142	12885601	[redacted]		459	100.00	67.00	33.00	51	10/10/14	10/08/14	FPF	TE2	-	100.00	10/08/14
46142	12885601	[redacted]		559	200.00	134.00	66.00	51	10/10/14	10/07/14	FPF	TE2	-	200.00	10/08/14
14051	12864017	[redacted]		365	346.00	231.82	114.18	51	10/14/14	09/19/14	FWD	TE2	274.00	600.00	07/16/14
14051	12864028	[redacted]		365	50.00	33.50	16.50	51	10/14/14	09/19/14	FWD	TE2	327.00	477.00	07/16/14
14051	12864598	[redacted]		365	623.00	417.41	205.59	51	10/14/14	09/15/14	FWD	TE2	754.00	2,000.00	07/16/14
14052	12850965	[redacted]		35	623.00	417.41	205.59	51	10/14/14	09/18/14	FWD	TE2	829.00	2,000.00	05/07/14
14052	12851302	[redacted]		35	350.00	234.50	115.50	51	10/14/14	09/18/14	FWD	TE2	36.00	1,436.00	04/30/14
14052	12864075	[redacted]		735	35.00	23.45	11.55	51	10/14/14	09/19/14	FWD	TE2	240.75	310.75	07/16/14
14061	12860253	[redacted]		535	30.00			51	10/14/14	09/16/14	FWD	SE2	2.00	122.00	06/18/14
14062	12852143	[redacted]		537	12.50				10/14/14	10/14/14	FWD	SE2	330.35	380.35	06/11/14
TOTAL					**3,674.42**	**2,681.32**	**950.60**								
TOTAL COUNT					**17**										

Technical Exhibit 2
Reference No. 19

CLIENT DEPARTMENT INVENTORY

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF#	ASSIGNED DATE	ASSIGNED AMOUNT	PAYMENT	CANCELLED AMOUNT	BALANCE	STATUS CODE
43506	10710620	[redacted]		03/27/03	594.00		594.00		WOS
43506	11676413			11/07/08	140.00			140.00	ACT
43506	11183451			07/18/06	1,815.60		1,815.60		WOS
43506	11306531			01/05/07	917.00			917.00	ACT
43506	11396876			07/17/07	349.20			349.20	ACT
43506	12405735			03/03/11	372.00			372.00	ACT
43506	10700024			02/11/03	89.00		89.00		WOS
43529	10861364			09/15/04	451.98		451.98		WOR
43506	10715010			04/04/03	574.00		574.00		WOS
43506	10858581			09/03/04	413.65		413.65		WOS
43506	11183452			07/18/06	249.60		249.60		WOS
43506	12380195			02/07/11	763.20			763.20	ACT
43506	10710345			03/26/03	1,192.56		1,192.56		WOS
43506	10800583			02/12/04	298.00		298.00		WOS
43506	11195047			08/09/06	89.00		89.00		WOS
43506	12405456			03/02/11	127.00	127.00			PIF
43506	12166815			05/26/10	177.00	50.00		127.00	SUY
43506	11387188			06/25/07	261.00	160.00		101.00	PAY
43506	11428913			12/11/07	94.00	54.00		40.00	ACT
43506	11420450			11/09/07	393.00			393.00	ACT
43506	1406959			10/04/95	109.00		109.00		WOS
43506	12084177			02/10/10	89.00			89.00	ACT
43506	10715425			04/07/03	690.50		690.50		WOS
43506	10715312			04/07/03	1,080.00		1,080.00		WOS
43506	11146570			05/19/06	343.00		343.00		WOS
43506	11807017			05/21/09	60.00			60.00	ACT
43506	12138349			04/29/10	63.00			63.00	ACT
43506	12065968			01/27/10	325.00	75.00		250.00	PAY
43506	12131070			03/31/10	1,407.00	120.00		1,287.00	PAY
43506	11129149			04/26/06	445.50		445.50		WOS
43506	11608604			05/15/08	80.00			80.00	ACT
43506	12001785			10/19/09	549.00			549.00	ACT
43506	11797984			05/11/09	226.00			226.00	ACT
43506	10781489			01/05/04	443.10		443.10		WOS
43506	12267710			09/24/10	392.00			392.00	ACT
43506	11094268			02/24/06	155.00		155.00		WOS
43506	11402584			08/15/07	100.00			100.00	PAY
TOTAL						**586.00**	**9,033.49**		
TOTAL COUNT						**39**			

Technical Exhibit 2
Reference No. 19

OCA ACCOUNT INVENTORY

CLIENT#	DEBTOR#	DEBTOR NAME	FORWARD DATE	REFFERED AMOUNT	OCA BALANCE	CARS BALANCE	VARIANCE	CARS STATUS CODE
14044	10048426	[redacted]	04/30/14	594.00	100.00	150.00	(50.00)	FWD
14051	12852267	[redacted]	05/07/14	140.00	40.00	80.00	(40.00)	FWD
14052	12850463	[redacted]	09/03/14	1,815.60	1,510.00	1,510.00	-	FWD
14084	12845117	[redacted]	09/03/14	917.00	917.00	917.00	-	FWD
14062	12857898	[redacted]	06/18/14	349.20	349.20	349.20	-	FWD
14062	12866640	[redacted]	07/16/14	372.00	372.00	372.00	-	FWD
14062	12864714	[redacted]	10/15/14	89.00	59.00	59.00	-	FWD
39069	12874159	[redacted]	08/13/14	451.98	60.00	391.98	(331.98)	FWD
39069	12874300	[redacted]	08/13/14	574.00	574.00	450.00	124.00	FWD
39069	12874907	[redacted]	08/13/14	413.65	413.65	413.65	-	FWD
46142	12834514	[redacted]	04/30/14	249.60	100.00	149.60	(49.60)	FWD
46142	12878209	[redacted]	09/10/14	763.20	763.20	763.20	-	FWD
46142	12882648	[redacted]	09/17/14	1,192.56	1,192.56	1,192.56	-	FWD
46142	12884727	[redacted]	10/01/14	298.00	298.00	298.00	-	FWD
46142	12884727	[redacted]	10/01/14	89.00	89.00	89.00	-	FWD
46142	12884898	[redacted]	10/01/14	127.00	127.00	127.00	-	FWD
46142	12884921	[redacted]	10/01/14	177.00	127.00	127.00	-	FWD
46142	12884921	[redacted]	10/01/14	261.00	101.00	101.00	-	FWD
46142	12884921	[redacted]	10/01/14	94.00	40.00	40.00	-	FWD
46142	12885557	[redacted]	10/08/14	393.00	393.00	393.00	-	FWD
46142	12885582	[redacted]	10/08/14	109.00	109.00	109.00	-	FWD
46142	12885582	[redacted]	10/08/14	89.00	89.00	89.00	-	FWD
46142	12885601	[redacted]	10/08/14	690.50	690.50	690.50	-	FWD
46142	12885601	[redacted]	10/08/14	1,080.00	1,080.00	1,080.00	-	FWD
14051	12852236	[redacted]	05/07/14	343.00	343.00	343.00	-	FWD
14051	12859152	[redacted]	07/30/14	60.00	60.00	60.00	-	FWD
14051	12864017	[redacted]	07/16/14	63.00	63.00	63.00	-	FWD
14051	12864028	[redacted]	07/16/14	325.00	250.00	250.00	-	FWD
14051	12864598	[redacted]	07/16/14	1,407.00	1,287.00	1,287.00	-	FWD
14052	12850965	[redacted]	05/07/14	445.50	250.00	140.00	110.00	FWD
14052	12851302	[redacted]	04/30/14	80.00	20.00	20.00	-	FWD
14052	12864075	[redacted]	07/16/14	549.00	549.00	549.00	-	FWD
14061	12851655	[redacted]	08/20/14	226.00	226.00	226.00	-	FWD
14061	12851655	[redacted]	08/20/14	443.10	443.10	443.10	-	FWD
14061	12858277	[redacted]	06/18/14	392.00	100.00	100.00	-	FWD
14061	12860253	[redacted]	06/18/14	155.00	25.00	25.00	-	FWD
TOTAL				**17,795.19**	**15,187.51**	**15,425.09**		
TOTAL COUNT				**38**				

Technical Exhibit 2
Reference No. 19

12:45:31 10 OCT 2014 TREASURER TAX COLLECTOR
T2-INVENTORY STATISTICS

		OCA	CARRS
NBR/DOLLAR NON-NUMERIC :		0.00	
NBR/DOLLAR EQUAL BALANCES :	17202	13297445.60	
NBR/DOLLAR UNEQUAL BALANCES:	282	123968.11	106270.36
NBR/DOLLAR UNMATCH OCA CODE:		0.00	0.00
NBR/DOLLAR NOT ON CARRS :		0.00	

Technical Exhibit 2
Reference No. 19

T2 TO CARRS RECONCILIATION
UNEQUAL BALANCE DETAIL

DEBTOR ID.	OCA NAME.....	OCA. CODE	CARRS BAL.	OCA BAL...	DIFF.....
12874907	[redacted]		0.00	1320.20	-1320.20
12875351	[redacted]		250.00	0.00	250.00
12878209	[redacted]		55.00	152.76	-97.76
12879027	[redacted]		378.00	324.00	54.00
12879248	[redacted]		189.00	0.00	189.00
12879313	[redacted]		88.00	44.00	44.00
12879323	[redacted]		165.00	82.50	82.50
12881825	[redacted]		81.00	0.00	81.00
12881931	[redacted]		135.00	0.00	135.00
12882648	[redacted]		118.53	140.24	-21.71
12884727	[redacted]		0.00	104.99	-104.99
12884898	[redacted]		15.30	37.41	-22.11
12884921	[redacted]		0.00	115.83	-115.83
12885493	[redacted]		173.95	163.95	10.00
12885494	[redacted]		112.35	-0.14	112.49
12885508	[redacted]		54.00	-10.87	64.87
12885551	[redacted]		73.29	-25.66	98.95
12885557	[redacted]		15.00	134.71	-119.71
12885582	[redacted]		15.00	125.00	-110.00
12885601	[redacted]		0.00	115.00	-115.00
12885630	[redacted]		87.74	-8.20	95.94
12885634	[redacted]		85.00	62.50	22.50
			106270.36	123968.11	-17697.75

282 records listed.

Technical Exhibit 2
Reference No. 20

TRANS#	ACCOUNT#	CLIENT#	TC	CASH	DTR-ADJ	A/R-PMTS	A/R-ADJ	--PAID PAYMENT	AGENCY-- NSF	--PAID PAYMENT	DIRECT-- NSF	-PAID PAYMENT	FORWARDER- NSF
17069510X1	12844081	14084	635	-25.00	.	.	.	-25.00	.	.	.	.	.
17069510X2	12864081	14051	635	25.00	.	.	.	25.00	.	.	.	.	.
POSTED 09-24-14 ON PORT 510 BY				0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL FOR BATCH '98'				0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Technical Exhibit 2
Reference No. 21

TRANS#	ACCOUNT#	CLIENT#	TC	CASH	DTR-ADJ	A/R-PMTS	A/R-ADJ	--PAID PAYMENT	AGENCY-- NSF	--PAID PAYMENT	DIRECT-- NSF	-PAID PAYMENT	FORWARDER- NSF
17075502X1	12880822	14051	436	-50.00	.	.	.	-50.00	.	.	.	.	.
17075502X3	12858063	14062	436	-58.00	.	.	.	-58.00	.	.	.	.	.
POSTED 09-30-14 ON PORT 502 BY DL				-108.00		0.00		-108.00		0.00		0.00	
					0.00		0.00		0.00		0.00		0.00
TOTAL FOR BATCH '129'				-108.00		0.00		-108.00		0.00		0.00	
					0.00		0.00		0.00		0.00		0.00

Technical Exhibit 2
Reference No. 22

TRANS#	ACCOUNT#	CLIENT#	TC	CASH	DTR-ADJ	A/R-PMTS	A/R-ADJ	--PAID PAYMENT	AGENCY-- NSF	--PAID PAYMENT	DIRECT-- NSF	-PAID PAYMENT	FORWARDER- NSF
17106322X13	12886226	14062	59	.	-60.00	.	.	.	.	.	.	.	.
17106322X14	12886104	14062	59	.	-245.00	.	.	.	.	.	.	.	.
17106322X15	12682991	14084	59	.	-494.00	.	.	.	.	.	.	.	.
17106322X16	11516377	14084	59	.	-270.00	.	.	.	.	.	.	.	.
POSTED 10-31-14 ON PORT 322 BY LSC				0.00		0.00		0.00		0.00		0.00	
					-1069.00		0.00		0.00		0.00		0.00
TOTAL FOR BATCH '128'				0.00		0.00		0.00		0.00		0.00	
					-1069.00		0.00		0.00		0.00		0.00

Technical Exhibit 2
Reference No. 23

TREASURER-TAX COLLECTOR
Tier 2 Payments/adjustments sent
T2 COLLECT REFERRALS
FOR MONTH 10 YEAR 14 DAY 29

ACCOUNT	CLIENT	NAME	DATE	AMOUNT	TRAN CODE
12847603	14080	[redacted]	10-22-14	60.00	365
12847293	14080		10-22-14	15.00	365
12847287	14080		10-22-14	15.00	365
12847281	14080		10-22-14	15.00	365
12888838	14061		10-22-14	25.00	035
12884754	46142		10-22-14	32.00	559
12889354	46142		10-22-14	15.00	459
12889354	46142		10-22-14	72.00	559
12890257	46142		10-22-14	168.76	559
12877706	46142		10-22-14	169.16	559
12884708	46142		10-22-14	23.65	559
12889490	46142		10-22-14	16.50	459
12882590	46142		10-22-14	72.95	559
12884965	46142		10-22-14	30.00	459
12882670	46142		10-22-14	16.07	559
12889366	46142		10-22-14	71.00	559
12889490	46142		10-22-14	96.00	559
12885502	46142		10-22-14	131.82	559
12882544	46142		10-22-14	21.74	559
12889388	46142		10-22-14	15.00	559
12878139	46142		10-22-14	19.04	559
12890298	46142		10-22-14	15.00	459
12890298	46142		10-22-14	103.87	559
12879283	14051		10-23-14	44.62	535
12870044	70038		10-23-14	646.00	435
12865313	14061		10-23-14	98.35	535
12858896	14062		10-23-14	99.40	535
12853203	14062		10-23-14	104.13	537
12860639	14062		10-23-14	237.25	537
12853203	14062		10-23-14	56.07	535
12852220	14062		10-23-14	81.80	537
12865313	14061		10-23-14	182.65	537
12858896	14062		10-23-14	184.60	537
12860639	14062		10-23-14	127.75	535
12852220	14062		10-23-14	44.05	535
12832859	14080		10-24-14	100.00	365
12644279	14080		10-24-14	200.00	365
12887050	14051		10-24-14	40.00	035
12852009	14062		10-24-14	25.00	035
12828381	14084		10-27-14	20.00	035
12864465	14051		10-28-14	20.00	365
12886772	14051		10-28-14	508.00	365
12868548	25089		10-28-14	98.81	035
12848841	41275		10-28-14	20.00	035
12839968	14080		10-28-14	25.00	035
12839959	14080		10-28-14	25.00	035
12839968	14080		10-28-14	100.00	035
12839959	14080		10-28-14	100.00	035

48 Item(s) Liste Total Amount 4408.04

Technical Exhibit 2
Reference No. 24

```
                                                    -200.00  RF
                                                   2,700.00  RT  15000000153

  COUNT=37              11:15:48 18 AUG 2014

15000000153 VOUCHER TOTAL FOR RT = 32958.85
SORT TAPE-LOAD-ERROR-LOG BY ID ID MESSAGE  ID-SUPP LPTR 11:15:50am  18 Aug 2014  PAGE    1
ID... MESSAGE.............................................................

    1 RULE: 19 12869684 To FACILITY RT amt cannot be more than the bala
      nce owing for the facility

1 records listed.
```

Technical Exhibit 2
Reference No. 25

11:15:50 18 AUG 2014 TREASURER TAX COLLECTOR
PROB-FAC ADJ STATISTICS

START TIME : 11:14:34 18 AUG 2014
DATASET : /ui/prob-in/PROB_FIN_DIST_ADJ_RT_081414.TXT
NBR RECORDS: 37
NBR ACCTS :
NBR ERRORS : 1
END TIME : 11:15:50 18 AUG 2014
MESSAGE : JOB COMPLETED

Technical Exhibit 2
Reference No. 25

11:15:47 18 AUG 2014

TREASURER TAX COLLECTOR
PROBATION FACILITY ADJUSTMENTS

REC#	DEBTOR ID	NAME	AMT ADJUSTED	FACILITY ADJ	VOUCHER
1	12748640	[redacted]	-2.14	FG	
			-0.72	CP	
			-17.14	RF	
			20.00	RT	15000000153
2	12030696		-19.72	CO	
			-0.28	CF	
			20.00	RT	15000000153
3	12812368		-10.00	FG	
			10.00	RT	15000000153
4	12715494		-66.66	RF	
			-8.34	FG	
			75.00	RT	15000000153
5	12836300		-2,615.42	CO	
			-35.88	CF	
			-28.70	SF	
			-30.00	FG	
			-10.00	CP	
			-280.00	RF	
			3,000.00	RT	15000000153
6	12863103		-45.45	RF	
			-4.55	FG	
			50.00	RT	15000000153
7	12689097		-8.89	FG	
			-71.11	RF	
			80.00	RT	15000000153
8	12031070		-211.95	CO	
			-1.93	CF	
			-1.12	SF	
			-30.00	FG	
			245.00	RT	15000000153
9	12875166		-67.77	CO	
			-0.93	CF	
			-0.74	SF	
			-30.00	FG	
			-300.00	RF	
			-0.56	RX	
			400.00	RT	15000000153
10	12768008		-6.71	FG	
			-31.29	RF	
			38.00	RT	15000000153
11	12790377		-225.71	CO	
			-2.38	CF	
			-1.91	SF	
			-30.00	FG	
			-240.00	RF	
			500.00	RT	15000000153
12	12698431		-221.64	CO	
			-3.68	CF	
			-2.93	SF	
			-30.00	FG	
			-240.00	RF	
			-1.75	RX	

Technical Exhibit 2
Reference No. 26

TRANS#	ACCOUNT#	CLIENT#	TC	CASH	DTR-ADJ	A/R-PMTS	A/R-ADJ	--PAID PAYMENT	AGENCY-- NSF	--PAID PAYMENT	DIRECT-- NSF	-PAID PAYMENT	FORWARDER- NSF
17102517X24	12621808	LAMAD	635	-715.15	.	.	.	-715.15	.	.	.	.	.
17102517X25	12731116	LAMAD	635	-12.29	.	.	.	-12.29	.	.	.	.	.
17102517X26	12731116	LAMAD	635	175.00	.	.	.	175.00	.	.	.	.	.
17102517X27	12481745	LAMAD	635	-343.67	.	.	.	-343.67	.	.	.	.	.
17102517X28	12481745	LAMAD	635	-2.84	.	.	.	-2.84	.	.	.	.	.
17102517X29	12481745	LAMAD	635	-2.33	.	.	.	-2.33	.	.	.	.	.
17102517X30	12481745	LAMAD	635	-30.00	.	.	.	-30.00	.	.	.	.	.
17102517X31	12481745	LAMAD	635	-200.00	.	.	.	-200.00	.	.	.	.	.
17102517X32	12481745	LAMAD	635	-1.16	.	.	.	-1.16	.	.	.	.	.
17102517X33	12481745	LAMAD	635	580.00	.	.	.	580.00	.	.	.	.	.
17102517X34	12278994	LAMAD	635	-1.25	.	.	.	-1.25	.	.	.	.	.
17102517X35	12621808	LAMAD	635	-9.99	.	.	.	-9.99	.	.	.	.	.
17102517X36	12278994	LAMAD	635	-0.42	.	.	.	-0.42	.	.	.	.	.
17102517X37	12278994	LAMAD	635	-8.33	.	.	.	-8.33	.	.	.	.	.
17102517X38	12278994	LAMAD	635	10.00	.	.	.	10.00	.	.	.	.	.
17102517X39	12571085	LAMAD	635	-1.30	.	.	.	-1.30	.	.	.	.	.
17102517X40	12571085	LAMAD	635	-8.70	.	.	.	-8.70	.	.	.	.	.
17102517X41	12571085	LAMAD	635	10.00	.	.	.	10.00	.	.	.	.	.
17102517X42	12795619	LAMAD	635	-22.58	.	.	.	-22.58	.	.	.	.	.
17102517X43	12795619	LAMAD	635	22.58	.	.	.	22.58	.	.	.	.	.
17102517X44	10619992	LAMAD	635	-2971.00	.	.	.	-2971.00	.	.	.	.	.
17102517X45	10619992	LAMAD	635	-50.00	.	.	.	-50.00	.	.	.	.	.
17102517X46	12621808	LAMAD	635	-240.00	.	.	.	-240.00	.	.	.	.	.
17102517X47	10619992	LAMAD	635	-200.00	.	.	.	-200.00	.	.	.	.	.
17102517X48	10619992	LAMAD	635	-20.00	.	.	.	-20.00	.	.	.	.	.
17102517X49	10619992	LAMAD	635	-33.00	.	.	.	-33.00	.	.	.	.	.
17102517X50	10619992	LAMAD	635	3274.00	.	.	.	3274.00	.	.	.	.	.
17102517X51	12621808	LAMAD	635	-4.86	.	.	.	-4.86	.	.	.	.	.
17102517X52	12621808	LAMAD	635	970.00	.	.	.	970.00	.	.	.	.	.
17102517X53	12731116	LAMAD	635	-156.56	.	.	.	-156.56	.	.	.	.	.
17102517X54	12731116	LAMAD	635	-2.56	.	.	.	-2.56	.	.	.	.	.
17102517X55	12731116	LAMAD	635	-2.05	.	.	.	-2.05	.	.	.	.	.
17102517X56	12731116	LAMAD	635	-1.54	.	.	.	-1.54	.	.	.	.	.
POSTED 10-27-14 ON PORT 517 BY STL				0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL FOR BATCH '104'				0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

PRELIMINARY RESTITUTION DISBURSEMENT REPORT

ACCOUNT #	ACCOUNT NAME	VICTIM NAME	PYMT AGE	PYMT PRIORITY	PYMT TYPE	POSTING DATE	T-C	PYMT AMOUNT
123XXXXX	[redacted]		60	10	T	4/25/2014	365	11,741.32
123XXXXX			7	10	T	5/16/2014	365	100.00
123XXXXX			32	10	T	5/23/2014	365	50.00
123XXXXX			6	10	T	5/21/2014	35	12.99
123XXXXX			6	10	T	5/21/2014	35	17.21
123XXXXX			61	10	T	4/24/2014	35	10.00
123XXXXX			43	10	T	5/12/2014	35	25.00
123XXXXX			48	10	T	5/7/2014	35	50.00
123XXXXX			33	10	T	5/22/2014	35	30.46
123XXXXX			19	10	T	5/15/2014	365	54.00
123XXXXX			21	10	T	5/8/2014	365	25.00
123XXXXX			6	10	T	5/21/2014	35	14.37
123XXXXX			55	10	T	4/30/2014	35	10.00
123XXXXX			35	10	T	5/20/2014	355	75.00
123XXXXX			33	10	T	5/22/2014	355	150.00
123XXXXX			8	10	T	5/15/2014	35	27.20
123XXXXX			26	10	T	4/29/2014	35	50.00
123XXXXX			26	10	T	4/25/2014	35	23.11
123XXXXX			18	10	T	5/2/2014	35	100.00
123XXXXX			48	10	T	5/7/2014	635	55.62
123XXXXX			48	10	T	5/7/2014	635	444.38
123XXXXX			32	10	T	5/23/2014	355	30.00
123XXXXX			11	10	T	5/12/2014	35	20.00
123XXXXX			14	10	T	5/7/2014	35	20.00
123XXXXX			12	10	T	5/9/2014	35	16.15
123XXXXX			41	0	T	5/14/2014	35	100.00
123XXXXX			46	10	T	5/9/2014	35	75.00
123XXXXX			15	10	T	5/15/2014	365	60.00
123XXXXX			7	10	T	5/1/2014	35	300.00
123XXXXX			15	10	T	5/8/2014	35	50.00
TOTAL								**13,736.81**
TOTAL ACCOUNT								**30**

Technical Exhibit 2
Reference No. 27

ACCOUNT#	ACCOUNT NAME	VICTIM NAME	PYMT AGE	PYMT PRIO	PYMT TYPE	POSTING DATE	TRANS CODE	PAYMENT AMOUNT	SOURCE
10985380	[redacted]		44	000	T	07-14-14	35	10.00	BATCH# :618111
							TOTAL	10.00	
12854491			50	000	T	07-08-14	35	30.00	BATCH# :617810
							TOTAL	30.00	
12689018			36	000	T	07-22-14	35	81.00	BATCH# :619286
							TOTAL	81.00	
12836422			40	000	T	07-18-14	35	756.50	BATCH# :619204
							TOTAL	756.50	
							CLIENT TOTAL	877.50	
							GRAND TOTAL	255098.16	

Technical Exhibit 2
Reference No. 28

VNUM.....	VICTIM NAME.....	VICTIM ADDRESS.....	VICTIM CSZ.....	DEBTOR NAME.....	REF.....	DISB AMT...
5323424*1	[redacted]					150.00
11807175*2						29.15
12841694*3						13.18
12849909*2						28.06
11418316*2						16.70
11744699*2						12.71
12065169*2						14.31
12096666*2						34.71
12248133*2						15.27
12324064*2						11.79
12324065*2						11.79
12327626*1						12.45
12402699*2						11.15
12412298*2						10.44
12430426*2						18.42
12548546*2						21.00
12581674*3						12.46
12642607*2						11.06
12849554*2						44.90
11575293*2						92.74
12705024*1						17.75
12254513*4						14.04
10473247*2						32.15
11966919*1						100.00
TOTAL						========== 7902.37

132 records listed.

2496787*1	CARR1404637	25.00
2661269*1	CARR1404638	20.00
2765318*1	CARR1404639	50.00
0730971*1	CARR1404640	50.00
2579241*1	CARR1404641	40.00
2221154*1	CARR1404642	88.49
2221154*2	CARR1404643	11.51
2591862*1	CARR1404644	40.00
2861657*1	CARR1404645	25.00
2616306*1	CARR1404646	40.00
2165633*1	CARR1404647	100.00
2590452*1	CARR1404648	115.00
2728518*1	CARR1404649	25.00
1372687*1	CARR1404650	28.04
1372687*2	CARR1404651	56.22
1372687*3	CARR1404652	15.74
2683997*1	CARR1404653	50.00
2808294*2	CARR1404654	29.47
1375909*1	CARR1404655	25.00
2303040*1	CARR1404656	65.00
2742634*1	CARR1404657	16.92
2696858*1	CARR1404658	100.00
2849577*1	CARR1404659	50.00
2712616*1	CARR1404660	100.00
1339779*1	CARR1404661	600.00
0983343*1	CARR1404662	25.00
2779411*1	CARR1404663	50.00
2398949*1	CARR1404664	200.00
2528805*1	CARR1404665	19.00
1862936*1	CARR1404666	170.22
1862936*2	CARR1404667	19.78
2326583*1	CARR1404668	100.00
2857201*1	CARR1404669	50.00
2841986*1	CARR1404670	25.00
2572102*1	CARR1404671	25.00
2720420*1	CARR1404672	25.00
2541305*1	CARR1404673	10.00
2596766*1	CARR1404674	11.94
2596766*2	CARR1404675	11.94
0740220*1	CARR1404676	100.00
2800951*1	CARR1404677	25.00
2628288*1	CARR1404678	51.59
2628288*2	CARR1404679	198.41
2610426*1	CARR1404680	120.00
2221390*1	CARR1404681	20.00
2505900*1	CARR1404682	300.00
2766556*1	CARR1404683	40.00
2429267*1	CARR1404684	340.92
2766558*1	CARR1404685	40.00
2810291*1	CARR1404686	396.00
2696462*1	CARR1404687	144.00
2696463*1	CARR1404688	149.00
2696464*1	CARR1404689	144.00
2457862*1	CARR1404690	100.00
2405501*2	CARR1404691	198.28
0796228*1	CARR1404692	25.00

TOTAL COUNT = 2576 TOTAL AMOUNT = 247195.79

Technical Exhibit 2
Refernce No. 28

09:57:44 27 AUG 2014 TREASURER-TAX COLLECTOR
WARRANT FILE STATISTICS

```
START TIME                  : 09:57:10 27 AUG 2014
DATASET                     : /ul/ftp/ecaps/archive/inbound/warrant_20140827.dat
FOR BATCH                   : 082792
A THRU E RECORD CNT         : 9890
F RECORD CNT                : 13
WARRANTS                    : 1978
AMOUNT                      :   180,660.88

FOR BATCH                   : 082793
A THRU E RECORD CNT         : 2990
F RECORD CNT                : 4
WARRANTS                    : 2576
AMOUNT                      :    66,534.91

FOR ALL BATCHES:
TOTAL BATCHES : 2
TOTAL WARRANTS: 2576
TOTAL AMOUNT  :   247,195.79
END TIME      : 09:57:49 27 AUG 2014
MESSAGE       : JOB COMPLETED SUCCESSFULLY
```

Technical Exhibit 2
Reference No. 29

12496787*1	CARR1404637	0020703812	08/28/2014	25.00
12661269*1	CARR1404638	0020703958	08/28/2014	20.00
12765318*1	CARR1404639	0020704405	08/28/2014	50.00
10730971*1	CARR1404640	0020703822	08/28/2014	50.00
12579241*1	CARR1404641	0020703167	08/28/2014	40.00
12221154*1	CARR1404642	0020704007	08/28/2014	88.49
12221154*2	CARR1404643	0020705362	08/28/2014	11.51
12591862*1	CARR1404644	0020705418	08/28/2014	40.00
12861657*1	CARR1404645	0020703358	08/28/2014	25.00
12616306*1	CARR1404646	0020704450	08/28/2014	40.00
12165633*1	CARR1404647	0020703216	08/28/2014	100.00
12590452*1	CARR1404648	0020703542	08/28/2014	115.00
12728518*1	CARR1404649	0020703209	08/28/2014	25.00
11372687*1	CARR1404650	0020704284	08/28/2014	28.04
11372687*2	CARR1404651	0020704593	08/28/2014	56.22
11372687*3	CARR1404652	0020704594	08/28/2014	15.74
12683997*1	CARR1404653	0020703320	08/28/2014	50.00
12808294*2	CARR1404654	0020705354	08/28/2014	29.47
11375909*1	CARR1404655	0020705074	08/28/2014	25.00
12303040*1	CARR1404656	0020703491	08/28/2014	65.00
12742634*1	CARR1404657	0020703310	08/28/2014	16.92
12696858*1	CARR1404658	0020705073	08/28/2014	100.00
12849577*1	CARR1404659	0020703944	08/28/2014	50.00
12712616*1	CARR1404660	0020703632	08/28/2014	100.00
11339779*1	CARR1404661	0020703853	08/28/2014	600.00
10983343*1	CARR1404662	0020705406	08/28/2014	25.00
12779411*1	CARR1404663	0020705091	08/28/2014	50.00
12398949*1	CARR1404664	0020705088	08/28/2014	200.00
12528805*1	CARR1404665	0020704035	08/28/2014	19.00
11862936*1	CARR1404666	0020703313	08/28/2014	170.22
11862936*2	CARR1404667	0020704548	08/28/2014	19.78
12326583*1	CARR1404668	0020705288	08/28/2014	100.00
12857201*1	CARR1404669	0020705439	08/28/2014	50.00
12841986*1	CARR1404670	0020704407	08/28/2014	25.00
12572102*1	CARR1404671	0020705438	08/28/2014	25.00
12720420*1	CARR1404672	0020705382	08/28/2014	25.00
12541305*1	CARR1404673	0020705163	08/28/2014	10.00
12596766*1	CARR1404674	0020703340	08/28/2014	11.94
12596766*2	CARR1404675	0020703750	08/28/2014	11.94
10740220*1	CARR1404676	0020703156	08/28/2014	100.00
12800951*1	CARR1404677	0020704937	08/28/2014	25.00
12628288*1	CARR1404678	0020703710	08/28/2014	51.59
12628288*2	CARR1404679	0020703186	08/28/2014	198.41
12610426*1	CARR1404680	0020703259	08/28/2014	120.00
12221390*1	CARR1404681	0020703884	08/28/2014	20.00
12505900*1	CARR1404682	0020704270	08/28/2014	300.00
12766556*1	CARR1404683	0020703721	08/28/2014	40.00
12429267*1	CARR1404684	0020703104	08/28/2014	340.92
12766558*1	CARR1404685	0020703722	08/28/2014	40.00
12810291*1	CARR1404686	0020704231	08/28/2014	396.00
12696462*1	CARR1404687	0020704945	08/28/2014	144.00
12696463*1	CARR1404688	0020704946	08/28/2014	149.00
12696464*1	CARR1404689	0020704947	08/28/2014	144.00
12457862*1	CARR1404690	0020703714	08/28/2014	100.00
12405501*2	CARR1404691	0020704563	08/28/2014	198.28
10796228*1	CARR1404692	0020705079	08/28/2014	25.00

TOTAL RECORDS = 2576
TOTAL CHECK AMOUNT = 247195.79

ACCOUNT#	ACCOUNT NAME	VICTIM NAME	PYMT AGE	PYMT PRIO	PYMT TYPE	POSTING DATE	TRANS CODE	PAYMENT AMOUNT	SOURCE
12854491	[redacted]		32	000	T	07-30-14	35	25.00	BATCH# :618412
							TOTAL	25.00	
						CLIENT TOTAL		25.00	
						GRAND TOTAL		1592997.73	

Technical Exhibit 2
Reference No. 31

01 Jul 2014 MONTHLY COLLECTIONS REPORT PAGE 1
ACCIDENT ACCOUNT DESKS

UNIT/DESK	MTD # ASGN	MTD AMT ASGN	MTD # PMTS	MTD-COLLECTIONS	MTD # PIF
A2					
A20					
A21	46	739181.36	16	212497.30	2
A22					
A23	47	1603953.98	16	135031.91	5
A24					
	93	2343135.34	32	347529.21	7

6 records listed.

Technical Exhibit 2
Reference No. 32

MONTHLY COLLECTIONS REPORT
GENERAL ACCOUNTS DESKS

UNIT/DESK	MTD # ASGN	MTD AMT ASGN	MTD # PMTS	MTD-COLLECTIONS	MTD # PIF
C1	88	577897.89	502	40110.29	45
C2	339	224360.11	368	38682.84	41
C3	339	203342.15	280	31263.34	50
C4	309	181738.17	189	30369.27	30
C5	312	194909.58	353	49622.55	72
C6	89	71520.52	13	993.50	4
C7	285	240153.13	505	77769.64	84
C8	279	166163.07	403	44722.44	71
C9	239	202949.11	221	47380.75	47
C10	230	233911.79	132	30620.23	31
C11	263	189802.64	509	77979.17	77
C12	219	149254.63	51	19420.28	25
C15	226	127980.72	283	34955.29	48
C16	228	192062.82	420	102163.20	40
C17	0		3	170.00	0
C18			2	220.95	0
C26					
C27					
C30					
C38					
C40					
C88					
C99					
CAH					
CAN					
CAP	20	39164.10	27	7132.62	4
CCL					

Technical Exhibit 2
Reference No. 33

MONTH END 06-30-14 TREASURER AND TAX COLLECTOR — AGENCY PERFORMANCE BY CLIENT — PAGE 14

CLIENT	NAME		ASSIGNED #	ASSIGNED AMOUNT	ASSIGNED PCT	COLLECTED #	COLLECTED AMOUNT	COLLECTED PCT	COMMISSIONS AMOUNT	COMMISSIONS PCT	AVERAGE ASGN	AVERAGE COMM%	AVERAGE YIELD	CANCELLED #	CANCELLED AMOUNT	OPEN ACCOUNTS #	OPEN ACCOUNTS AMOUNT
14042	DPSS EMPLOYEE RECI			0			0		0		0		0		0		0
					0			0		0		0				0	
L/ASGN 11-20-96		YTD		0			0		0		0		0		0		0
					0			0		0		0				0	
BUS/CL MSC		TTD		7396			7396		3585		672		326		0		0
			11		0	11		100		0		48				0	
14043	DPSS EARNING CLEAR			0			0		0		0		0		0		0
					0			0		0		0				0	
L/ASGN 03-06-98		YTD		0			7314		0		0		0		0		-7314
					0	1		0		0		0				-1	
BUS/CL MSC		TTD		1011481			660571		118788		1470		173		356223		-5312
			688		0	890		65		1		18		63		-265	
14044	DPSS GEN RELIEF			0			8172		0		0		0		892640		-900812
					0	2		0		0		0		177		-179	
L/ASGN 10-04-13		YTD		938			30717		0		938		0		1273644		-1303423
			1		0	5		3273		0		0		253		-257	
BUS/CL MSC		TTD		19313924			2772290		116819		3620		22		6302226		10239408
			5336		0	1106		14		1		4		1614		2616	
14045	DPSS MISCELLANEOUS			0			0		0		0		0		0		0
					0			0		0		0				0	
L/ASGN 07-25-12		YTD		0			2980		0		0		0		0		-2980
					0	1		0		0		0				-1	
BUS/CL MSC		TTD		90748			13908		0		6050		0		300		76540
			15		0	5		15		0		0		1		9	
14051	DPSS CALWORKS OVER			601405			69049		781		595		1		45255		487101
			1010		4	103		11		2		1		46		861	
L/ASGN 06-04-14		YTD		3061846			169140		781		589		0		53699		2839007
			5202		2	267		6		0		0		62		4873	
BUS/CL		TTD		3061846			169140		781		589		0		53699		2839007
			5202		0	267		6		0		0		62		4873	
14052	DPSS CALWORKS OVER			290036			18713		562		887		2		8749		262574
			327		2	25		6		2		3		5		297	
L/ASGN 06-04-14		YTD		1378443			40250		562		872		0		10072		1328121
			1581		1	55		3		0		1		7		1519	
BUS/CL		TTD		1378443			40250		562		872		0		10072		1328121
			1581		0	55		3		0		1		7		1519	
14061	DPSS CALFRESH OVER			121735			19148		291		237		1		998		101589
			514		1	81		16		1		2		5		428	
L/ASGN 06-04-14		YTD		572641			47342		291		238		0		4345		520954
			2406		0	216		8		0		1		13		2177	

Technical Exhibit 2
Reference No. 34

01 Jul 2014 AMOUNT COLLECTED PER CLIENT PAGE 1

CLIENT	CLIENT NAME	#LTRS	PMTS	COLLECTED
04075	ASSESSOR NSF CHECKS	1	0	
05089	AC SALARY OVERPAYMENT	3	0	
05545	B&H MISCELLANEOUS SERVICES	4	1	408.50
05580	B&H RENT CONCESSION	2	0	
06038	CEO INSURANCE OVERPAYMENTS	12	2	125.00
06080	CEO ACCUM OUTSTANDING RENT	1	0	
06645	ACWM MISCELLANEOUS SERVICES	33	5	670.00
06675	ACWM NSF CHECKS	2	0	
10036	DCFS MSW TRAINEE TUITION	1	1	300.00
10038	DCFS OVERPAYMENT	5	6	6629.94
10040	DCFS MSW TRAINEE TUITION	1	2	1037.00
11054	DHS EMS ADMINISTRATIVE FINES	3	0	
11055	DHS EMS EMT CERTIFICATION FEE	2	0	
13001	DHS HIGH DESERT MIRA LOMA	1	1	50.00
14038	DCFS RATE OVERPAYMENT	2	0	
14040	DCFS FOSTER OVERPAYMENT	76	2	4237.07
14044	DPSS GEN RELIEF	12	10	410.00
14045	DPSS MISCELLANEOUS SERVICES	1	0	
14051	DPSS CALWORKS OVERPAYMNT FAE	5680	425	41257.90
14052	DPSS CALWORKS OVERPAYMNT FIHE	1799	126	13244.00
14061	DPSS CALFRESH OVERPAYMNT TAE	2174	146	10759.27
14062	DPSS CALFRESH OVERPAYMNT TIHE	4122	296	23652.43
14075	DPSS NSF CHECKS	17	4	252.00
14076	DPSS CALWORKS OCA INTERCEPT	1	0	
14080	DPSS CALWORKS OVERPAYMENT	2386	1015	48133.00
14081	DPSS GR SPONSORED ALIEN	4	1	40.00
14083	DPSS GEN RELIEF VENDOR O/P	5	0	

01 Jul 2014 AMOUNT COLLECTED PER LETTER/NOTICE

TEXTNAME	CLIENT	CLIENT NAME	#LTRS	PMTS	COLLECTED
15 DAY	05580	B&H RENT CONCESSION	1		
15 DAY	06645	ACWM MISCELLANEOUS SERVICES	1		
15 DAY	14040	DCFS FOSTER OVERPAYMENT	2		
15 DAY	14051	DPSS CALWORKS OVERPAYMNT FAE	8		
15 DAY	14052	DPSS CALWORKS OVERPAYMNT FIHE	6		
15 DAY	14062	DPSS CALFRESH OVERPAYMNT TIHE	9	2	150.00
15 DAY	14080	DPSS CALWORKS OVERPAYMENT	25	13	1884.00
15 DAY	14084	DPSS CALFRESH OVERPAYMENT	5	4	2573.00
15 DAY	14085	DPSS GEN RELIEF RECOUPMENT	4		
15 DAY	14086	DPSS CAPI RECOUPMENT	2	1	140.00
15 DAY	16089	DHS LAC USC SALARY OVERPAYMENT	1	1	300.00
15 DAY	24089	DHS OLIVE VIEW SALARY OVERPMT	1		
15 DAY	29575	DPH NSF CHECKS	1		
15 DAY	29638	DPH CONTRACT OVERPAYMENT	15		
15 DAY	39069	FIRE CUPA	2		
15 DAY	40845	FIRE MISC SERVICES		1	500.00
15 DAY	43589	MENTAL HEALTH SAL OVERPAYMENT	1	1	40.00
15 DAY	55928	CEO LTD OVERPAYMENT	3	1	100.00
15 DAY	64089	PROBATION SALARY OVERPAYMENT	1		
15 DAY	69097	DPW MISC SERVICES	2		
15 DAY	70038	CDC HOUSING ASSISTANCE OVERPMT	5		
15 DAY	72045	REGIONAL PLANNING MISC SVS	2		
15 DAY	75045	REGIONAL PLANNING ZE NONCOM FEE	1		
15 DAY	79287	LACERA RETIREMENT BENEFIT OPMT	3		
15 DAY	A16001	DHS LAC USC INPATIENT	5		
15 DAY	A20093	DHS HARBOR HOSP CHRGS	1	1	60.00
15 DAY	A24001	DHS OLIVE VIEW IP S/PAY	1		
***			108	25	5747.00
AC08	16012	DHS LAC USC IP PER INJ/IA	6		
AC08	20012	DHS HARBOR IP PER INJ/IA	6		
AC08	24012	DHS OLIVE VIEW IP PER INJ/IA	1		
***			13	0	
AC44	20012	DHS HARBOR IP PER INJ/IA	2		
***			2	0	
ACCL	16012	DHS LAC USC IP PER INJ/IA	54		
ACCL	16212	DHS EL MONTE/CHC	2		
ACCL	16312	DHS H CLAUDE HUDSON/CHC	1		
ACCL	20012	DHS HARBOR IP PER INJ/IA	45		
ACCL	22512	DHS MLK IP PER INJ/IA	2		
ACCL	22612	DHS H HUMPHREY IP/OP	2		
ACCL	24012	DHS OLIVE VIEW IP PER INJ/IA	11		
***			117	0	
ACCOMP	16012	DHS LAC USC IP PER INJ/IA	16		
ACCOMP	20012	DHS HARBOR IP PER INJ/IA	19		
ACCOMP	22512	DHS MLK IP PER INJ/IA	4		

Technical Exhibit 2
Referenc No. 36

DESK ASSIGNMENT SUMMARY 01 Jul 2014

DSK	COLLECTOR NAME	#AGN	AGN/AMT	INTEREST
RTD	VACANT	23	478.68	
SE4	USCB RTN INVES	15	16,484.31	
SUN	DPSS ACCOUNT W	3	1,794.00	
TE2	ASSIGNED TO LI	1	492.00	
TE4	LINEBARGER RTN	5	3,622.35	
TEH	LBR BALANCE LE	1	258.00	
WIO	WELFARE INTERC	127	4,437.27	
		5355	7,483,045.13	

5355 records listed.

Technical Exhibit 2
Reference No. 37

DPSS AFDC PAYMENTS
FOR MONTH 06 YEAR 2014

ACCOUNT.	ADMIT.....	TRAN AMT	DEBIT AMT	CREDIT AMT	COMM AMT	NET AMT
[redacted]	B0YV069	0.00	0.00	0.00	0.00	0.00
	B0PZ093	100.00	0.00	0.00	0.00	100.00
	B1R0N49	0.00	0.00	0.00	0.00	0.00
	B19G145	25.00	0.00	0.00	0.00	25.00
	B0Z5678	0.00	0.00	0.00	0.00	0.00
	B1JJS96	0.00	0.00	0.00	0.00	0.00
	B1R4R35	0.00	0.00	0.00	0.00	0.00
	B1JJS96	0.00	0.00	0.00	0.00	0.00
	B1JOS07	0.00	0.00	0.00	0.00	0.00
	B1JOS07	0.00	0.00	0.00	0.00	0.00
	B1JOS07	0.00	0.00	0.00	0.00	0.00
	U44694A	0.00	0.00	0.00	0.00	0.00
	B0PZT76	1,197.00	0.00	0.00	0.00	1,197.00
	B0S2J95	25.00	0.00	0.00	0.00	25.00
	B07T718	10.00	0.00	0.00	0.00	10.00
	U55D43C	50.00	0.00	0.00	0.00	50.00
	B0SG585	0.00	0.00	0.00	0.00	0.00
	B1SSY35	0.00	0.00	0.00	0.00	0.00
	U5B8C73	0.00	0.00	0.00	0.00	0.00
	B1BDP41	0.00	0.00	0.00	0.00	0.00
	B0SSB16	0.00	0.00	0.00	0.00	0.00
	B11ZB03	0.00	0.00	0.00	0.00	0.00
	B09PM96	0.00	0.00	0.00	0.00	0.00
	061737	1,169.50	0.00	0.00	0.00	1,169.50
		204,471.52	0.00	0.00	0.00	204,471.52

3734 records listed.

Technical Exhibit 2
Reference No. 38

07:24:53 COLLECTOR GOAL REPORT (SUMMARY) 01 JUL 2014

DSK	COLLECTOR NAME	$ COLLECTED	GOAL AMT	DIFFERENCE	PCT
C1	[redacted]	31031.52	0.00	31031.52	
C2		35100.18	0.00	35100.18	
C3		17961.05	0.00	17961.05	
C4		16957.11	0.00	16957.11	
C5		22347.05	0.00	22347.05	
C7		54125.41	0.00	54125.41	
C8		52878.01	0.00	52878.01	
C9		20142.66	0.00	20142.66	
C10		10972.51	0.00	10972.51	
C11		65375.76	0.00	65375.76	
C12		2956.80	0.00	2956.80	
C15		25225.17	0.00	25225.17	
C16		39328.07	0.00	39328.07	
C18		170.99	0.00	170.99	
CAP		1445.80	0.00	1445.80	
CWO		106.35	0.00	106.35	
FSI		3850.00	0.00	3850.00	
		399974.44	0.00	399974.44	

Technical Exhibit 2
Reference No. 39

07-01-14

MONTH-TO-DATE PAIDS & UNWORKABLES FOR JUNE
CLIENT: 05545

ACCOUNT#	DESK	REASON FOR REMOVAL	REMOVED	PACKET	BALANCE	STS	SCORING BREAKDOWN
[redacted]	C7	CANCELLED	06-06-14		0.00	WCT	
	SE4	ZERO BALANCE	06-24-14		0.00	FPF	
	C15	STATUS	06-20-14		0.00	PIF	

SUMMARY BY REASON CODE

CANCELLED	1
ZERO BALANCE	1
STATUS	1
SUMMARY TOTAL	3

CLIENT: 06645

[redacted]	C7	CANCELLED	06-06-14		0.00	WOE
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR
	TE4	CANCELLED	06-13-14		0.00	WOR

NEW ASSIGNMENT SUMMARY
LOS ANGELES COUNTY TREASURER AND TAX COLLECTOR
COLLECTION AND ACCOUNTS RECEIVABLE SYSTEM

CLIENT#.	NAME.....	MTD #ASN	MTD AMT ASN	LST AGN DT
43506	MENTAL HEALTH OUTPATIENT SVS	37	20581.53	06-24-14
46142	LIBRARY FEES & MATERIALS	271	52077.47	06-24-14
55928	CEO LTD OVERPAYMENT CHIEF EXECUTIVE OFFICE	5	37392.75	06-16-14
67089	PUBLIC DEFENDER SALARY OVERPMT	4	2947.92	06-16-14
67589	AD SALARY OVERPAYMENT	1	362.91	06-16-14
69097	DPW MISC SERVICES	6	19631.51	06-26-14
70038	CDC HOUSING ASSISTANCE OVERPMT	13	14010.00	06-16-14
72045	REGIONAL PLANNING MISC SVS	27	65890.00	06-11-14
76789	MILITARY & VET AFRS SAL OVPMT	1	542.88	06-16-14
		5355	7483045.13	

35 records listed.

Technical Exhibit 2
Reference No. 41

LAST2	ATT COLL	DEBTOR#.	COURT COLL	NAME1.....	CLIENT#...	ST CD
01		[redacted]		[redacted]	[redacted]	PIF
01						PIF
01						PIF
01						PIF
***						
02						PIF
***						
04						FPF
04						PIF
04						PIF
***						
05						PIF
***						
06						PIF
06						PIF
***						
07						PIF
07						FPF
07						PIF
***						
08						FPF
08						PIF
08						PIF
08						PIF
08						PIF
***						
09						PIF
09						FPF
***						
10						FPF
***						
11						PIF
11						FPF
11						PIF
***						

Technical Exhibit 2
Reference No. 42

DEBTOR#..	CLIENT#...	DNAME.....	TRANS DT	SIGNED-TRANS-AMT	BALANCE AFTER PMT	STAT	DSK
[redacted]	[redacted]		06-20-14	17.50	210.50	RTS	SE4
			06-20-14	-536.03	1886.03	FWD	TE2
			06-20-14	43.31	872.14	RTS	C16
			06-20-14	46.93	122.27	FWD	SE2
			06-20-14	48.72	134.68	FWD	SE2
			06-20-14	37.10	312.90	FWD	SE2
			06-20-14	42.37	1206.63	FWD	SE2
			06-20-14	28.12	53.15	FWD	SE2
			06-20-14	43.10	253.60	FWD	SE2
			06-20-14	205.80	382.20	FWD	SE2
			06-20-14	44.42	591.88	FWD	SE2
			06-20-14	49.19	740.76	FWD	SE2
			06-20-14	9.10	28.90	FWD	SE2
			06-20-14	24.25	45.05	SUS	C15
			06-20-14	461.65	857.35	PIF	C7
				12310.17			
			06-04-14	11.00	9717.07	PAY	SUY
				11.00			
			06-03-14	39.20	3475.19	SUS	C11
			06-03-14	144.55	269.03	ACT	FSI
			06-03-14	1151.85	2139.15	ACT	FSI
			06-03-14	51.10	291.90	ACT	FSI
			06-20-14	39.20	3363.19	SUS	C11
				1425.90			
			06-05-14	221.00	1155.00	WOR	WOF
			06-05-14	33.00	654.00	SUS	SUP
				254.00			
			06-05-14	384.00	492.67	PAY	SUP
				384.00			
			06-25-14	263.00	200.46	LPF	C11
				263.00			
			06-05-14	1800.00	50180.44	LEG	C16
				1800.00			
			06-05-14	2289.00	0.00	LEG	C8
				2289.00			
				94765.35			

Technical Exhibit 2
Reference No. 43

15:18:06

YEARLY GOAL REPORT
LAST 12 MONTHS
[redacted]

01 JUL 2014

MTH	$ COLLECTED	GOAL AMT	DIFFERENCE	PCT
JUL	47985.67	0.00	47985.67	
AUG	46548.44	0.00	46548.44	
SEP	45663.39	0.00	45663.39	
OCT	32530.37	0.00	32530.37	
NOV	29839.12	0.00	29839.12	
DEC	43376.83	0.00	43376.83	
JAN	41438.48	0.00	41438.48	
FEB	46559.33	0.00	46559.33	
MAR	92680.61	0.00	92680.61	
APR	65632.03	0.00	65632.03	
MAY	44775.44	0.00	44775.44	
JUN	31031.52	0.00	31031.52	
	568061.23	0.00	568061.23	

Technical Exhibit 2
Reference No. 44

15:17:22 YEARLY GOAL REPORT 01 JUL 2014
LAST 12 MONTHS

DSK	COLLECTOR NAME	$ COLLECTED	GOAL AMT	DIFFERENCE	PCT
*AR	[redacted]	0.00	0.00	0.00	
*F1		0.00	0.00	0.00	
*R1		0.00	0.00	0.00	
*R2		0.00	0.00	0.00	
*R3		0.00	0.00	0.00	
*R4		0.00	0.00	0.00	
*R5		0.00	0.00	0.00	
*R6		0.00	0.00	0.00	
*R7		0.00	0.00	0.00	
*R8		0.00	0.00	0.00	
*RA		0.00	0.00	0.00	
A2		0.00	0.00	0.00	
A5		0.00	0.00	0.00	
A10		0.00	0.00	0.00	
A16		0.00	0.00	0.00	
A18		0.00	0.00	0.00	
A20		0.00	0.00	0.00	
A21		3008833.15	0.00	3008833.15	
A22		0.00	0.00	0.00	
A23		1091920.18	0.00	1091920.18	
A24		0.00	0.00	0.00	
AGJ		122.00	0.00	122.00	
C1		568061.23	0.00	568061.23	
C2		180346.62	0.00	180346.62	
C3		435387.74	0.00	435387.74	
C4		26188.56	0.00	26188.56	
C5		128567.56	0.00	128567.56	
C6		13728.97	0.00	13728.97	
C7		791863.34	0.00	791863.34	
C8		557634.25	0.00	557634.25	
C9		76118.55	0.00	76118.55	
C10		19946.26	0.00	19946.26	
C11		1004764.32	0.00	1004764.32	
C12		2956.80	0.00	2956.80	
C15		109049.38	0.00	109049.38	
C16		649085.37	0.00	649085.37	
C17		59819.61	0.00	59819.61	
C18		3425.56	0.00	3425.56	
C26		4.00	0.00	4.00	
C27		50.00	0.00	50.00	
C30		0.00	0.00	0.00	
C38		0.00	0.00	0.00	
C40		0.00	0.00	0.00	
C88		0.00	0.00	0.00	
CAN		0.00	0.00	0.00	
CAP		70893.33	0.00	70893.33	
CD		0.00	0.00	0.00	
CLP		0.00	0.00	0.00	
CWI		1689.24	0.00	1689.24	
CWO		1392.95	0.00	1392.95	
D1		702.00	0.00	702.00	

Technical Exhibit 2
Reference No. 44

15:17:22 YEARLY GOAL REPORT 01 JUL 2014
LAST 12 MONTHS

DSK	COLLECTOR NAME	$ COLLECTED	GOAL AMT	DIFFERENCE	PCT
D2	[redacted]	0.00	0.00	0.00	
DIP		714.02	0.00	714.02	
F1		0.00	0.00	0.00	
F2		0.00	0.00	0.00	
F3		1388.93	0.00	1388.93	
FSI		48270.25	0.00	48270.25	
H1		0.00	0.00	0.00	
HLD		0.00	0.00	0.00	
HU		0.00	0.00	0.00	
IO1		0.00	0.00	0.00	
L10		50.00	0.00	50.00	
L11		0.00	0.00	0.00	
L12		8913.83	0.00	8913.83	
L13		0.00	0.00	0.00	
L14		2068.00	0.00	2068.00	
L15		289.00	0.00	289.00	
L16		47595.00	0.00	47595.00	
LB1		325.00	0.00	325.00	
LB2		0.00	0.00	0.00	
LB3		44566.11	0.00	44566.11	
LB8		0.00	0.00	0.00	
LB9		100.00	0.00	100.00	
LBD		118186.52	0.00	118186.52	
LBH		2080.00	0.00	2080.00	
LBP		0.00	0.00	0.00	
LBR		196261.88	0.00	196261.88	
NUA		0.00	0.00	0.00	
PIF		7904.03	0.00	7904.03	
Q1		503.00	0.00	503.00	
Q3		69405.00	0.00	69405.00	
Q4		0.00	0.00	0.00	
QB		8497.08	0.00	8497.08	
QP		0.00	0.00	0.00	
RSH		0.00	0.00	0.00	
RTA		0.00	0.00	0.00	
RTC		0.00	0.00	0.00	
RTD		829.93	0.00	829.93	
SE1		30296.04	0.00	30296.04	
SE2		2550157.17	0.00	2550157.17	
SE3		1787.82	0.00	1787.82	
SE4		-28760.16	0.00	-28760.16	
SEH		734.00	0.00	734.00	
SRD		0.00	0.00	0.00	
SUN		25233.20	0.00	25233.20	
SUP		409220.09	0.00	409220.09	
SUY		106728.58	0.00	106728.58	
TE2		2680583.82	0.00	2680583.82	
TE3		129.00	0.00	129.00	
TE4		882113.38	0.00	882113.38	
TEH		3542.62	0.00	3542.62	
UCA		0.00	0.00	0.00	

Technical Exhibit 2
Reference No. 45

AGE 1
REASURER AND TAX COLLECTOR

STAIR STEP HISTORY ANALYSIS FOR: AGENCY TOTALS

MONTH ENDING 07-31-14

D YR	ASSIGNMENTS #	AMT-PLACED	ADJUST	NET-PLACED	AVERAGE	1MO	2MO	3MO	4MO	5MO	6MO	7MO	8MO	9MO	10MO	11MO	12MO	OVER 12MO
7-14	4,627	5,609,945	1,155	5,611,100	1,213	0.4												
6-14	5,353	7,505,420	-61,529	7,443,891	1,391	0.8	4.9											
5-14	4,394	8,585,948	-56,194	8,529,754	1,941	0.5	1.8	2.6										
4-14	3,640	2,960,323	-382,541	2,577,782	708	0.3	3.3	4.8	5.8									
3-14	4,231	4,367,700	-9,423	4,358,277	1,030	0.9	2.6	3.6	4.3	4.9								
2-14	3,984	12,646,246	6,447,733	6,198,513	1,556	0.7	1.9	2.5	3.1	3.5	3.8							
1-14	5,185	5,787,829	-171,319	5,616,510	1,083	0.7	1.9	3.0	3.5	4.0	4.4	4.9						
2-13	5,609	12,774,462	393,148	13,167,609	2,348	0.3	0.7	1.0	1.5	1.8	2.2	2.3	2.5					
1-13	9,159	14,373,418	3,386,134	17,759,553	1,939	0.5	1.9	2.5	2.9	3.3	3.8	4.2	4.4	4.5				
0-13	5,065	5,211,076	-45,964	5,165,111	1,020	0.5	1.5	2.9	4.1	4.7	7.6	10.8	12.0	12.3	12.6			
9-13	6,135	4,975,379	-98,525	4,876,854	795	0.4	1.8	2.8	3.7	4.1	4.8	8.3	12.1	13.1	15.4	15.7		
8-13	6,823	4,510,122	-142,218	4,367,904	640	1.2	3.1	4.2	5.0	6.2	6.7	7.3	11.1	16.4	17.3	17.9	18.2	
7-13	5,614	5,294,116	-96,436	5,197,680	926	0.9	2.5	3.2	3.6	14.7	15.2	15.6	16.0	19.4	22.5	23.4	23.6	23.8
6-13	13,431	10,926,951	-393,170	10,533,780	784	0.2	0.8	1.4	1.7	2.1	2.5	3.1	3.5	3.7	5.1	9.5	8.6	8.8
5-13	6,422	4,071,102	-140,271	3,930,831	612	1.2	2.8	3.8	4.7	5.4	5.8	6.3	6.8	7.2	7.6	10.8	14.7	15.5
4-13	7,726	13,783,386	-580,198	13,203,189	1,709	0.3	1.7	2.7	3.4	3.9	4.4	4.7	5.0	5.3	5.5	5.8	7.0	8.7
3-13	6,652	4,130,206	-300,146	3,830,060	576	1.5	3.7	5.0	5.7	6.5	7.5	8.0	9.0	9.6	10.0	10.5	12.2	21.2
2-13	6,685	3,533,494	-316,453	3,217,041	481	1.1	4.3	6.4	7.8	8.7	9.7	10.4	11.1	11.8	12.2	12.7	13.2	23.8
1-13	6,834	5,617,336	-623,621	4,993,716	731	0.9	2.4	4.0	5.2	6.6	7.2	7.9	8.8	9.2	10.0	10.4	10.6	18.3
2-12	6,435	3,374,896	-152,868	3,222,028	501	0.9	3.3	5.0	6.3	8.2	9.2	10.2	11.3	11.8	12.4	12.8	13.2	25.3
1-12	10,567	5,771,402	-291,995	5,479,407	519	1.8	6.4	8.9	10.1	11.1	13.1	15.9	17.1	17.5	17.8	18.1	18.4	23.9
0-12	6,013	4,114,767	-252,873	3,861,894	642	0.8	2.5	3.7	4.5	5.3	6.6	14.7	17.0	18.0	18.4	18.9	19.3	22.8
9-12	6,693	6,416,895	1,162,404	5,254,491	785	0.3	1.8	2.7	3.3	3.9	5.0	5.7	12.8	14.6	15.4	15.7	16.0	20.4
8-12	6,804	6,304,490	-477,785	5,826,704	856	0.7	1.7	2.5	3.0	3.6	4.2	4.7	5.5	11.8	13.6	14.6	14.8	20.4
				TOTAL AVERAGE RATIOS:		0.7	2.6	3.6	4.4	5.6	6.5	8.1	9.8	11.6	13.1	14.1	14.6	19.4

Technical Exhibit 2
Reference No. 46

TREASURER AND TAX COLLECTOR

STAIR STEP HISTORY ANALYSIS FOR: 14061 - DPSS CALFRESH OVERPAYMNT TAE

MONTH ENDING 09-30-14

By Client

MO YR	ASSIGNMENTS #	AMT-PLACED	ADJUST	NET-PLACED	AVERAGE	1MO	2MO	3MO	4MO	5MO	6MO	7MO	8MO	9MO	10MO	11MO	12MO	OVER 12MO
9-14	390	134,983	0	134,983	346	1.5												
8-14	415	142,945	-142	142,804	344	3.2	7.6											
7-14	538	123,702	0	123,702	230	1.9	8.5	12.1										
6-14	514	121,735	33	121,768	237	3.2	7.1	10.3	12.7									
5-14	630	149,448	0	149,448	237	1.3	5.8	10.2	12.6	14.1								
4-14	644	153,550	-710	152,840	237	0.1	5.1	8.9	11.5	12.9	14.1							
3-14	618	147,890	17	147,907	239	2.7	9.4	12.5	14.4	15.7	17.2	18.3						
2-14	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					
1-14	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0				
12-13	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0			
11-13	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
10-13	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
			TOTAL AVERAGE RATIOS:			2.0	7.3	10.8	12.8	14.2	15.7	18.3	0.0	0.0	0.0	0.0	0.0	0.0

Technical Exhibit 2
Reference No. 47

AGE 6 TREASURER AND TAX COLLECTOR COLLECTOR CF-ACTIVITY REPORT BY DESK 22:15:38 01 JUL 2014

NDRE FORTE (AF)

SK	CLIENT #	ACCOUNT NAME	ACCOUNT #	PACKET	BALANCE	TM ON	TM OFF	E-T	ACTIVITY CODE	ACTIVITY CODE	DEAD TM
11	[redacted]	[redacted]			881.00	8:13	8:14am	1:15	ACCOUNT UPDATE		
11					243.00	8:18	8:18am	0:36	ACCOUNT UPDATE		3:36
11					162.00	8:24	8:24am	0:11	ACCOUNT UPDATE		5:20
C5				277971	455.00	8:33	8:33am	0:18	ACCOUNT UPDATE		9:03
C5					630.50	8:37	8:38am	0:44	ACCOUNT UPDATE		3:50
C7					77.00	8:38	8:39am	0:30	ACCOUNT UPDATE		0:30
11					567.00	8:40	8:40am	0:20	ACCOUNT UPDATE	STP NTC	1:04
C5					221.00	8:41	8:42am	0:16	ACCOUNT UPDATE		1:17
C7					231282.04	8:45	8:46am	1:05			3:35
C5					149.00	8:47	8:47am	0:17	ACCOUNT UPDATE		0:47
10					143.60	8:50	8:57am	7:34	ACCOUNT UPDATE	STP NTC	2:23
									ADD 2 NOTE(S)	ADD 2 NOTE(S)	
15					2430.40	9:00	9:00am	0:54			2:16
E1					360.00	9:04	9:14am	9:57	ACCOUNT UPDATE	REF BCK:	1:14
C5					128.20	9:32	9:34am	2:34	ACCOUNT UPDATE		17:11
C8					0.00	9:34	9:48am	00:13:31	ACCOUNT UPDATE	ADD 2 NOTE(S)	0:18
UN					189.00	9:54	9:57am	2:19	ACCOUNT UPDATE		6:34
UN					826.00	9:58	10:03am	5:04	ACCOUNT UPDATE		0:54
UN					189.00	10:03	10:03am	0:07			
C5					2419.00	11:09	11:13am	3:54	ADD 5 NOTE(S)	ACCOUNT UPDATE	
									STP NTC	ADD 2 NOTE(S)	
15					1548.00	11:17	11:19am	1:12	ACCOUNT UPDATE		4:41
C7					108.00	11:26	11:26am	0:14	ACCOUNT UPDATE		7:41
C7					150.00	11:27	11:27am	0:09	ACCOUNT UPDATE		0:23
C4					220.00	11:33	11:33am	0:14	ACCOUNT UPDATE		5:57
C4					228.00	11:33	11:33am	0:10	ACCOUNT UPDATE		
11					346.00	11:46	11:46am	0:10			4:53
C7					55849.68	2:56	2:57pm	0:26			3:15:34
11					1180.00	3:01	3:02pm	0:17			4:30

OLLECTOR: *R2 NUMBER OF ACCOUNTS 27 TOTAL TIME WORKED 0:54:18 TOTAL DEAD TIME 4:43:31
NDRE FORTE
AVERAGE TIME / ACCOUNT 2:01
MAXIMUM TIME / ACCOUNT 13:31
MINIMUM TIME / ACCOUNT 0:07

	CATEGORY	WGT0	WGT1	WGT2	WGT3	SCORE
T	DTR CALL TLK/DBTR	0	0	0	0	0
S	DTR CALL TLK/SPOU	0	0	0	0	0
O	DTR CALL TLK/OTHR	0	0	0	0	0
N	DTR CALL DISPUTE	0	0	0	0	0
P	DTR CALL PROM PYMT	0	0	0	0	0
M	TEL/RES LEFT MSG	0	0	0	0	0
R	TEL RES REFU PYMT	0	0	0	0	0
A	TEL/RES DISP/HRNG	0	0	0	0	0
D	DTR/OFFIC TLK/DBTR	0	0	0	0	0
C	TEL/RES TLK/DBTR	0	0	0	0	0
		0	0	0	0	0

Technical Exhibit 2
Reference No. 48

 LOS_ANGELES_COUNTY .... NEW ASSIGNMENTS 02:02:18pm 29 Jul 2014

DEBTOR#.	DEBTOR.....	ADDRESS.....	CITY.....	ST	DT ASSIGN	DSK	CLIENT#...	C.D.#.....	AMOUNT..	INTRST.
12884459	[redacted]				07-29-14	C5	35089	264076	1300.00	
12884464					07-29-14	C15	35089	535404	3926.69	
12884469					07-29-14	C9	35089	603233	619.84	
12884460					07-29-14	C7	35089	415099	2485.88	
12884462					07-29-14	C8	35089	451118	809.06	
12884470					07-29-14	C12	35089	610076	3039.87	
			*** DCFS SALARY OVERPAYMENT					6	12181.34	
								6	12181.34	

6 records listed.

Technical Exhibit 2
Reference No. 49

TTC CASH AND NON-CASH TRANSACTIONS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
6038	11176043	[redacted]	[redacted]	35	100.00	73.00	27.00	60	7/1/2014	6/30/2014	PAY	C11	7,615.72	16,915.72	7/10/2006
6645	12882111	[redacted]	[redacted]	435	200.00	146.00	54.00	60	7/21/2014	7/21/2014	PIF	C11	-	200.00	7/11/2014
10036	12867273	[redacted]	[redacted]	459	300.00	219.00	81.00	60	7/24/2014	7/23/2014	PAY	C2	17,600.00	18,500.00	5/12/2014
10038	12773525	[redacted]	[redacted]	35	2,000.00	1,460.00	540.00	60	7/1/2014	6/30/2014	PAY	C7	4,215.00	25,215.00	6/13/2013
10040	10983427	[redacted]	[redacted]	459	200.00	146.00	54.00	60	7/11/2014	7/10/2014	PAY	C7	3,684.00	14,484.00	6/29/2005
13001	10146446	[redacted]	[redacted]	459	50.00	36.50	13.50	60	7/17/2014	7/16/2014	PAY	C16	3,665.00	8,515.00	2/5/1997
13012	12867275	[redacted]	[redacted]	435	500.00	365.00	135.00	60	7/14/2014	7/14/2014	ACT	A21	235.00	735.00	5/12/2014
14084	12669330	[redacted]	[redacted]	535	175.00	127.75	47.25	60	7/14/2014	7/14/2014	PAY	C7	200.00	453.00	7/23/2012
14084	12669330	[redacted]	[redacted]	537	325.00	-	-	60	7/14/2014	7/14/2014	PAY	C7	200.00	453.00	7/23/2012
14084	12875446	[redacted]	[redacted]	535	500.00	365.00	135.00	60	7/7/2014	7/3/2014	ACT	C7	2,302.00	2,602.00	6/16/2014
14086	11653671	[redacted]	[redacted]	435	20.00	14.60	5.40	60	7/9/2014	7/9/2014	PIF	C16	-	1,720.00	9/4/2008
16001	10292168	[redacted]	[redacted]	35	25.00	18.25	6.75	60	7/1/2014	6/30/2014	PAY	C16	3,188.00	7,938.00	6/20/1998
16006	2241290	[redacted]	[redacted]	35	50.00	36.50	13.50	60	7/15/2014	7/14/2014	PAY	C1	7,014.88	17,974.88	10/4/1995
16075	12627894	[redacted]	[redacted]	365	126.00	91.98	34.02	60	7/22/2014	7/18/2014	ACT	C16	27.00	153.00	3/20/2012
29689	12868555	[redacted]	[redacted]	365	2,757.35	2,012.87	744.48	60	7/8/2014	7/4/2014	PIF	C10	-	2,757.35	5/20/2014
34053	12875231	[redacted]	[redacted]	355	346.00	252.58	93.42	60	7/1/2014	6/30/2014	PIF	C3	-	346.00	6/12/2014
B1602	12545098	[redacted]	[redacted]	735	30.00	21.90	8.10	60	7/10/2014	7/10/2014	RTS	TE4	225.00	1,300.00	8/25/2011
B2001	11724420	[redacted]	[redacted]	35	50.00	36.50	13.50	60	7/7/2014	7/3/2014	PAY	C2	2,611.00	3,686.00	3/12/2009
B2252	12358537	[redacted]	[redacted]	735	12.50	9.13	3.38	60	7/31/2014	7/31/2014	WOR	LB3	862.50	900.00	1/12/2011
6038	11176043	[redacted]	[redacted]	35	100.00	73.00	27.00	60	7/1/2014	6/30/2014	PAY	C11	7,615.72	16,915.72	7/10/2006
6645	12882111	[redacted]	[redacted]	435	200.00	146.00	54.00	60	7/21/2014	7/21/2014	PIF	C11	-	200.00	7/11/2014
10036	12867273	[redacted]	[redacted]	35	300.00	219.00	81.00	60	7/24/2014	7/23/2014	PAY	C2	17,600.00	18,500.00	5/12/2014
10038	12773525	[redacted]	[redacted]	35	2,000.00	1,460.00	540.00	60	7/1/2014	6/30/2014	PAY	C7	4,215.00	25,215.00	6/13/2013
10040	10983427	[redacted]	[redacted]	35	200.00	146.00	54.00	60	7/11/2014	7/10/2014	PAY	C7	3,684.00	14,484.00	6/29/2005
13001	10146446	[redacted]	[redacted]	35	50.00	36.50	13.50	60	7/17/2014	7/16/2014	PAY	C16	3,665.00	8,515.00	2/5/1997
13012	12867275	[redacted]	[redacted]	435	500.00	365.00	135.00	60	7/14/2014	7/14/2014	ACT	A21	235.00	735.00	5/12/2014
14040	12875446	[redacted]	[redacted]	35	300.00	219.00	81.00	60	7/7/2014	7/3/2014	ACT	C7	2,302.00	2,602.00	6/16/2014
14044	10618158	[redacted]	[redacted]	435	100.00	73.00	27.00	60	7/7/2014	7/7/2014	PAY	Q3	1,298.34	8,098.34	2/21/2002
16075	12627894	[redacted]	[redacted]	365	126.00	91.98	34.02	60	7/22/2014	7/18/2014	ACT	C16	27.00	153.00	3/20/2012
16089	12815893	[redacted]	[redacted]	35	100.00	73.00	27.00	60	7/1/2014	6/30/2014	PAY	C7	3,240.40	3,640.40	10/21/2013
16189	11349003	[redacted]	[redacted]	35	50.00	36.50	13.50	60	7/3/2014	7/2/2014	PAY	C11	3,234.66	6,909.66	3/15/2007
20001	1733667	[redacted]	[redacted]	35	40.00	29.20	10.80	60	7/3/2014	7/2/2014	PAY	C1	3,165.65	10,295.65	10/4/1995
90189	1617712	[redacted]	[redacted]	435	35.00	25.55	9.45	60	7/8/2014	7/8/2014	PIF	PIF	(130,563.93)	6,507.12	10/4/1995
A13001	11101389	[redacted]	[redacted]	35	50.00	36.50	13.50	60	7/22/2014	7/21/2014	PAY	C11	2,793.00	6,268.00	3/3/2006
A24001	11078446	[redacted]	[redacted]	35	20.00	14.60	5.40	60	7/31/2014	7/30/2014	PAY	C1	4,573.00	5,888.00	1/11/2006
10038	12696174	[redacted]	[redacted]	536	(1,383.00)	(1,009.59)	(373.41)	60	7/31/2014	7/25/2014	PAY	C7	20,743.00	25,000.00	10/12/2012
14061	12872617	[redacted]	[redacted]	436	(36.33)	(26.52)	(9.81)	60	7/31/2014	7/26/2014	PAY	C8	142.00	200.00	6/4/2014
14084	12837130	[redacted]	[redacted]	436	(60.00)	(43.80)	(16.20)	60	7/16/2014	7/14/2014	PAY	C11	675.00	700.00	1/7/2014
34053	12855224	[redacted]	[redacted]	436	(35.00)	(25.55)	(9.45)	60	7/29/2014	7/15/2014	PAY	C7	344.00	450.00	3/18/2014
TOTAL					**11,343.44**	**8,711.92**	**2,726.60**								
TOTAL COUNT					**47**										

Technical Exhibit 2
Reference No. 49

SECONDARY OCA CASH AND NON-CASH TRANSACTIONS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
14044	10618158	[redacted]		435	100.00	86.00	14.00	50	7/7/2014	7/7/2014	FWD	SE2	1,298.34	8,098.34	2/21/2002
14051	12866703	[redacted]		35	40.00	34.40	5.60	50	7/1/2014	6/30/2014	FWD	SE2	193.00	233.00	5/8/2014
43589	12801339	[redacted]		408	50.00	43.00	7.00	50	7/17/2014	7/16/2014	FWD	SE2	480.71	655.71	9/4/2013
46142	12875730	[redacted]		459	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00	327.93	6/17/2014
46142	12875730	[redacted]		559	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00	327.93	6/17/2014
55928	12849266	[redacted]		465	350.00	301.00	49.00	50	7/11/2014	7/9/2014	FWD	SE2	7,087.93	8,587.93	2/24/2014
14051	12857600	[redacted]		59	(10.00)	-	-	50	7/3/2014	6/30/2014	FWD	SE2	-	300.00	4/10/2014
14051	12859200	[redacted]		59	(40.00)	-	-	50	7/3/2014	6/30/2014	FWD	SE2	-	300.00	4/10/2014
14061	12872617	[redacted]		436	(36.33)	(31.24)	(11.99)	60	7/31/2014	7/25/2014	FWD	SE2	142.00	200.00	6/4/2014
14084	12837130	[redacted]		436	(60.00)	(51.60)	(19.80)	60	7/16/2014	8/25/2014	FWD	SE2	675.00	700.00	1/7/2014
TOTAL					**1,639.67**	**1,453.12**	**218.25**								
TOTAL COUNT					**10**										

Technical Exhibit 2
Reference No. 49

TERTIARY OCA CASH AND NON-CASH TRANSACTIONS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
14051	12866703	[redacted]		35	40.00	26.80	13.20	51	7/1/2014	6/30/2014	FWD	TE2	193.00	233.00	5/8/2014
43589	12801339			35	50.00	33.50	16.50	51	7/17/2014	7/16/2014	FWD	TE2	480.71	655.71	9/4/2013
46142	12875730			459	623.00	417.41	205.59	51	7/8/2014	7/7/2014	FWD	TE2	295.00	327.93	6/17/2014
46142	12875730			559	623.00	417.41	205.59	51	7/8/2014	7/7/2014	FWD	TE2	295.00	327.93	6/17/2014
55928	12849266			465	350.00	234.50	115.50	51	7/11/2014	7/9/2014	FWD	TE2	7,087.93	8,587.93	2/24/2014
14051	12857600			59	(10.00)	-	-	51	7/3/2014	6/30/2014	FWD	TE2	-	-	4/10/2014
14051	12859200			59	(40.00)	-	-	51	7/3/2014	6/30/2014	FWD	TE2	-	-	4/10/2014
14089	12659542			365	50.00	33.50	16.50	51	7/3/2014	7/1/2014	FWD	TE2	15,600.00	16,752.00	6/27/2012
39069	12815893			409	100.00	67.00	33.00	51	7/1/2014	6/30/2014	FWD	TE2	3,240.40	3,640.40	10/21/2013
39069	11349003			409	50.00	33.50	16.50	51	7/3/2014	7/2/2014	FWD	TE2	3,234.66	6,909.66	3/15/2007
39070	1733667			35	40.00	26.80	13.20	51	7/3/2014	7/2/2014	FWD	TE2	3,165.65	10,295.65	10/4/1995
29638	12869773			35	2,100.00	1,407.00	693.00	51	7/1/2014	6/30/2014	FWD	TE2	14,281.55	16,381.55	6/3/2014
14080	12696174			536	(1,383.00)	(926.61)	(456.39)	60	7/31/2014	7/25/2014	FWD	TE2	20,743.00	25,000.00	10/12/2012
14080	12872617			436	(36.33)	(24.34)	(11.99)	60	7/31/2014	7/25/2014	FWD	TE2	142.00	200.00	6/4/2014
14084	12837130			436	(60.00)	(40.20)	(19.80)	60	7/16/2014	7/9/2014	FWD	TE2	675.00	700.00	1/7/2014
34053	12855224			436	(35.00)	(23.45)	(11.55)	60	7/29/2014	7/25/2014	FWD	TE2	344.00	450.00	3/18/2014
TOTAL					**2,461.67**	**1,682.82**	**828.85**								
TOTAL COUNT					**16.00**										

Technical Exhibit 2
Reference No. 50

TREASURER AND TAX COLLECTOR
COLLECTION ACCOUNTING
DAILY PAYMENT POSTING REPORT

08/14/2014 10:17pm

PAYMENT DETAIL

TRANSACTION TYPE: CREDIT CARD-IVR | 355

TRAN DT.	DEBTOR#..	NAME.....	CLIENT#	CC-CONF#.....	.....AMOUNT	BATCH#
08-12-14	11934395	[redacted]		3621573175	250	000000
08-12-14	12064854			3621586523	50	000000
08-12-14	12194261			3621639187	150	000000
08-12-14	12305276			3621643011	189	000000
08-12-14	12449482			3621602321	150	000000
08-12-14	12472324			3621641657	25	000000
08-12-14	12572482			3621602468	50	000000
08-12-14	12609112			3621637912	60	000000
08-12-14	12643612			3621638275	76	000000
08-12-14	12651132			3621622013	35	000000
08-12-14	12678074			3621598176	25	000000
08-12-14	12696058			3621639057	25	000000
08-12-14	12711021			3621624409	40	000000
08-12-14	12711318			3621594373	25	000000
08-12-14	12765486			3621607069	50	000000
08-12-14	12767848			3621632934	20	000000
08-12-14	12784277			3621628162	50	000000
08-12-14	12834941			3621635373	25	000000
08-12-14	12835727			3621641620	25	000000
08-12-14	12849725			3621634983	20	000000
08-12-14	12853860			3621643126	40	000000
08-12-14	12856712			3621583516	50	000000
08-12-14	12861825			3621627246	50	000000
08-12-14	12862160			3621633991	75	000000
08-12-14	12882026			3621635701	25	000000
08-12-14	12885922			3621619359	25	000000
	26				1605.00	
SUBTOTAL:	26				1605.00	

TRANSACTION TYPE: CREDIT CARD-WEB | 365

TRAN DT.	DEBTOR#..	NAME.....	CLIENT#	CC-CONF#.....	.....AMOUNT	BATCH#
08-12-14	11975886	[redacted]		3621593806	219	000000
08-12-14	11975923			3621625916	100	000000
08-12-14	12037219			3621630980	119.5	000000
08-12-14	12065822			3621612408	100	000000
08-12-14	12099070			3621627392	50	000000
08-12-14	12131184			3621632550	100	000000
08-12-14	12165644			3621562924	100	000000
08-12-14	12166060			3621568877	100	000000
08-12-14	12368543			3621562885	50	000000
08-12-14	12380152			3621633835	20	000000
08-12-14	12570621			3621586394	200	000000

Technical Exhibit 2
Reference No. 50

TREASURER AND TAX COLLECTOR
COLLECTION ACCOUNTING
DAILY PAYMENT POSTING REPORT

08/14/2014 10:17pm PAGE: 1

PAYMENT SUMMARY

TRANSACTION TYPE: CREDIT CARD-IVR | 355

SUBTOTAL: 26 1605.00

TRANSACTION TYPE: CREDIT CARD-WEB | 365

TRAN DT.	DEBTOR#..	NAME.....	CLIENT#	CC-CONF#.....	.....AMOUNT	BATCH#
SUBTOTAL:	115				10250.53	

TRANSACTION TYPE: REI | 35

TRAN DT.	DEBTOR#..	NAME.....	CLIENT#	CC-CONF#.....	.....AMOUNT	BATCH#
SUBTOTAL:	1109				49098.78	

TRANSACTION TYPE: CASH | 435

TRAN DT.	DEBTOR#..	NAME.....	CLIENT#	CC-CONF#.....	.....AMOUNT	BATCH#
SUBTOTAL:	19				3457.20	

TRANSACTION TYPE: ECHECK | 465

TRAN DT.	DEBTOR#..	NAME.....	CLIENT#	CC-CONF#.....	.....AMOUNT	BATCH#
SUBTOTAL:	1				200.00	

TOTAL: 1270 64611.51

T2 PAYMENTS TO CARRS STATISTICS

Technical Exhibit 2
Reference No. 51

```
START TIME : 15:03:02 08 SEP 2014
DATASET    : /u1/oca/collect/T2/T2_payments
VALID TRANS: 68
BAD RECORDS: 0
VALID AMT  :      4618.34
BAD AMT    :         0.00
VALID FEE  :       751.82
BAD FEE    :         0.00
END TIME   :
MESSAGE    : TRANSACTIONS POSTED
```

Technical Exhibit 2
Reference No. 51

POSTINGS FOR T2 PAYMENTS TO CARRS

ACCOUNT.	NAME.....	TRAN AMT....	FEE AMT.....	DATE....	TRANS.....
12859886	[redacted]	21.50	0.00	08-11-14	011
12859886		0.00	3.50	08-11-14	262
12860253		104.06	0.00	08-13-14	011
12860253		0.00	16.94	08-13-14	262
12860319		125.13	0.00	08-08-14	011
12860319		0.00	20.37	08-08-14	262
12864028		43.00	0.00	08-11-14	011
12864028		0.00	7.00	08-11-14	262
12864205		58.48	0.00	08-13-14	011
12864205		0.00	9.52	08-13-14	262
12864598		121.69	0.00	08-15-14	011
12864598		0.00	19.81	08-15-14	262
12864913		162.54	0.00	08-07-14	011
12864913		0.00	26.46	08-07-14	262
12865985		69.66	0.00	08-15-14	011
12865985		0.00	11.34	08-15-14	262
12866100		59.34	0.00	08-08-14	011
12866100		0.00	9.66	08-08-14	262
12866217		86.00	0.00	08-07-14	011
12866217		0.00	14.00	08-07-14	262
12866578		43.00	0.00	08-13-14	011
12866578		0.00	7.00	08-13-14	262
12867014		126.42	0.00	08-07-14	011
12867014		0.00	20.58	08-07-14	262
12871695		91.16	0.00	08-08-14	011
12871695		0.00	14.84	08-08-14	262
12871701		17.20	0.00	08-08-14	011
12871701		0.00	2.80	08-08-14	262
12872235		59.34	0.00	08-14-14	011
12872235		0.00	9.66	08-14-14	262
		4618.34	751.82		

136 records listed.

Technical Exhibit 2
Reference No. 52

DATE	CLIENT#...	ACCOUNT#..	ACCOUNT-NAME....	100%	TC	RATE%	AGN/AMT	INTEREST	OTHER	DUE-CLIENT	COMMISSION	DSK	FWD-FEES
GRAND TOTAL							66118.02	0.00	0.00	0.00	0.00		0.00 A
GRAND TOTAL FOR COLUMN							[66118.02]	[0.00]	[0.00]	[0.00]	[0.00]	[	0.00]A
GRAND TOTAL FOR SHARED							0.00*	0.00*	0.00*				

		CASH	NON-CASH
PRIN chg/adj	3		-565,120.36
PRIN pmt-pd agency	35	49,098.78	
PRIN pmt-pd agency NSF	36		120.00
AMISC1 chg/adj	59		-3,361.35
PRIN pmt-pd IVR Credit Card	355	1,605.00	
PRIN pmt-pd WEB Credit Card	365	10,250.53	
PRIN pmt-pd cash	435	3,457.20	
PRIN pmt-pd eCHECK	465	200.00	
PRIN pmt-pd TINT	535	1,526.51	
PRIN pmt-adj agency	735	100.00	
BANK DEPOSIT:		66,238.02	

AVAILABLE REVENUE

TOTAL COMMISSIONS	0.00
LESS 100% REMITS	0.00
LESS D/P COMM	0.00
PLUS CLIENT REMIT	0.00
PLUS NON-SHD AGN/AMT	66,118.02
PLUS NON-SHD INTEREST	0.00
PLUS NON-SHD OTHER	0.00
TOTAL	66,118.02

SYMBOL KEY ----------

{ } AMOUNT NOT INCLUDED IN ANY COLUMN TOTAL - MEMO ONLY
[ ] AMOUNT INCLUDED IN BRACKETED TOTAL ONLY
* AMOUNT REPRESENTS CLIENT PARTICIPATION SHARED AMOUNT

--------NOTE----------
CROSS FOOTING MAY BE DONE BY MATCHING THE 'AGN/AMT' COLUMN AND THE *'ED 'INTEREST' & 'OTHER' COLUMN TO THE BRACKETED 'DUE CLIENT' AND BRACKETED 'COMMISSION' COLUMNS.

TRUE 'AGN/AMT' CAN BE FOUND BY ADDING 'AGN/AMT' AND 'AGN/AMT FWD-FEES'.
TRUE 'INTEREST' CAN BE FOUND BY ADDING 'INTEREST' AND 'INTEREST FWD-FEES'.
TRUE 'OTHER' CAN BE FOUND BY ADDING 'OTHER' AND 'OTHER FWD-FEES'.

Technical Exhibit 2
Reference No. 52

GROSS COLLECTION STATISTICS

		FOR THE MONTH OF SEPT 2014			FISCAL YEAR-TO-DATE		
CASH TRANSACTIONS		**TTC ACCOUNTS**	**PROBATION ACCTS**	**TOTAL**	**TTC ACCOUNTS**	**PROBATION ACCTS**	**TOTAL**
35	Mailed in Payments	$ 260,935.36	$ 710,952.96	$ 971,888.32	$ 847,168.09	$ 2,279,063.77	$ 3,126,231.86
355	IVR Credit Card Payments		$ 76,363.08	$ 76,363.08	$ -	$ 231,855.16	$ 231,855.16
365	WEB Credit Card Payments	$ 116,395.24	$ 202,693.88	$ 319,089.12	$ 358,879.10	$ 604,769.52	$ 963,648.62
408	Secondary OCA Remittances	$ 24,031.13		$ 24,031.13	$ 55,701.65	$ -	$ 55,701.65
409	Tertiary OCA Remittances	$ 8,917.85		$ 8,917.85	$ 31,062.61	$ -	$ 31,062.61
435	Window Payments	$ 138,031.85	$ 59,574.64	$ 197,606.49	$ 514,870.70	$ 151,288.35	$ 666,159.05
436	Returned NSF Checks	$ (1,480.21)		$ (1,480.21)	$ (4,450.74)	$ -	$ (4,450.74)
465	eCHECK Returns	$ 9,806.00		$ 9,806.00	$ 46,606.85	$ -	$ 46,606.85
535	Tax Intercept Payments	$ 3,531.49		$ 3,531.49	$ 28,268.91	$ -	$ 28,268.91
635	Cash Adjustments	$ (56.00)	$ 8,326.15	$ 8,270.15	$ (124.00)	$ 20,133.30	$ 20,009.30
735	Suspense Payment Postings	$ 1,207.00	$ 16,550.23	$ 17,757.23	$ 3,503.00	$ 18,042.42	$ 21,545.42
835	Juvenile Reimbursements			$ -	$ -	$ 100.00	$ 100.00
		$ 561,319.71	**$ 1,074,460.94**	**$ 1,635,780.65**	**$ 1,881,486.17**	**$ 3,305,252.52**	**$ 5,186,738.69**
NON-CASH TRANSACTIONS							
537	Tax Intercept CommissionS	$ (298.10)		$ (298.10)	$ 10,650.73	$ -	$ 10,650.73
36	Returned NSF Checks		$ (2,290.10)	$ (2,290.10)	$ -	$ (14,011.10)	$ (14,011.10)
376	Debit/Credit Card Chargebacks	$ (901.00)		$ (901.00)	$ (951.00)	$ -	$ (951.00)
408	Secondary OCA Commission	$ 3,912.00		$ 3,912.00	$ 9,067.58	$ -	$ 9,067.58
409	Tertiary OCA Commission	$ 4,392.37		$ 4,392.37	$ 15,299.52	$ -	$ 15,299.52
459	Clients' Direct Payments	$ 30,558.37		$ 30,558.37	$ 239,347.08	$ -	$ 239,347.08
536	eCHECK Returns	$ (60.00)		$ (60.00)	$ (2,955.15)	$ -	$ (2,955.15)
559	Library Returned Materials	$ 2,858.32		$ 2,858.32	$ 41,356.03	$ -	$ 41,356.03
634	Non-Cash Adjustments	$ (14.00)		$ (14.00)	$ (21.00)	$ -	$ (21.00)
		$ 40,447.96	**$ (2,290.10)**	**$ 38,157.86**	**$ 311,793.79**	**$ (14,011.10)**	**$ 297,782.69**
TOTAL CASH & NON-CASH TRANSACTIONS		**$ 601,767.67**	**$ 1,072,170.84**	**$ 1,673,938.51**	**$ 2,193,279.96**	**$ 3,291,241.42**	**$ 5,484,521.38**

Technical Exhibit 2
Reference No. 53

COLLECTION DETAILS SEPTEMBER 2014
FIRE - CUPA

CLIENT	ACCOUNT	DEBTOR	CLIENT REF	COLLECTION AMOUNT	CNT	TC	DATE POSTED	COMMISSION (OFFSET)	BILLABLE COMMISSION	TRANSFER
TTC ACCOUNTS										
39069	12758012	[redacted]		594.00	1	635	9/17/2014	-	160.38	594.00
39069	12877013			(861.00)	1	376	9/19/2014	-	(232.47)	(861.00)
								-	-	-
TOTAL TTC COLLECTIONS				**30,180.29**	**89**			**-**	**8,148.70**	**30,180.29**
39069	12547293	[redacted]		2,710.60	1	459	09/09/14	-	731.86	-
39069	12757237			1,093.00	1	459	09/09/14	-	295.11	-
39069	12660149			1,090.20	1	459	09/09/14	-	294.35	-
39069	12874051			140.00	1	459	09/09/14	-	37.80	-
39069	12874792			60.01	1	459	09/09/14	-	16.20	-
39069	12873792			232.40	1	459	09/09/14	-	62.75	-
39069	12874947			282.94	1	459	09/09/14	-	76.39	-
39069	12874421			684.80	1	459	09/09/14	-	184.90	-
39069	12874674			292.18	1	459	09/09/14	-	78.89	-
39069	12875041			150.00	1	459	09/25/14	-	40.50	-
39069	12874792			60.01	1	459	09/25/14	-	16.20	-
39069	12874406			277.20	1	459	09/25/14	-	74.84	-
39069	12874829			150.00	1	459	09/25/14	-	40.50	-
39069	12874881			1,320.20	1	459	09/25/14	-	356.45	-
								-	-	-
TOTAL FIRE DEPT DIRECT PAYMENTS ON TTC ACCOUNTS				**8,543.54**	**9**			**-**	**2,306.74**	**-**
SECONDARY OCA ACCOUNTS										
39069	12875003	[redacted]		351.40	1	408	09/15/14	49.20	-	302.20
39069	12757779			110.00	1	408	09/15/14	15.40	-	94.60
39069	11702114			35.93	1	408	09/15/14	5.03	-	30.90
										-
TOTAL SECONDARY OCA COLLECTIONS				**497.33**	**3**			**69.63**	**-**	**427.70**
39069	12874114	[redacted]		783.60	1	35	09/26/14	109.70	-	673.90
39069	12874211			1,320.20	1	465	09/29/14	184.83	-	1,135.37
39069	12874414			660.10	1	35	09/29/14	92.41	-	567.69
39069	12874760			362.60	1	35	09/16/14	50.76	-	311.84
39069	12874796			500.00	1	35	09/02/14	70.00	-	430.00
39069	12875025			861.00	1	35	09/05/14	120.54	-	740.46
39069	12875092			623.00	1	35	09/30/14	87.22	-	535.78
39069	12876998			1,320.20	1	365	09/04/14	184.83	-	1,135.37
TOTAL TTC DIRECT PAYMENTS ON SECONDARY OCA ACCOUNTS (TC-459)				**6,430.70**	**8**			**900.29**	**-**	**5,530.41**
39069	12546947	[redacted]		1,334.20	1	459	09/25/14	186.79	-	(186.79)
39069	12874748			953.00	1	459	09/09/14	133.42	-	(133.42)
										-
TOTAL FIRE DIRECT PAYMENTS ON SECONDARY OCA ACCOUNTS (TC-459)				**14,820.20**	**9**			**2,074.83**	**-**	**(2,074.83)**
TERTIARY OCA ACCOUNTS										
39069	12660894	[redacted]		454.40	1	409	09/15/14	149.95	-	304.45
39069	12757757			100.00	1	409	09/29/14	33.00	-	67.00
39069	12661023			100.00	1	409	09/29/14	33.00	-	67.00
								-	-	-
TOTAL TERTIARY OCA COLLECTIONS				**654.40**	**3**			**215.95**	**-**	**438.45**
				-	-			-	-	-
				-	-			-	-	-
TOTAL TTC DIRECT PAYMENTS ON TERTIARY OCA ACCOUNTS				**-**	**-**			**-**	**-**	**-**
39069	12660522	[redacted]		48.03	1	459	09/09/14	15.85	-	(15.85)
39069	12757231			530.00	1	459	09/09/14	174.90	-	(174.90)
39069	12801621			1,320.20	1	459	09/25/14	435.67	-	(435.67)
TOTAL FIRE DIRECT PAYMENTS ON TERTIARY OCA ACCOUNTS (TC-459)				**1,898.23**	**3**			**626.42**	**-**	**(626.42)**

TOTAL TRANSFER AMOUNT **33,875.60**
JVATT15*

Technical Exhibit 2
Reference No. 53

COUNTY OF LOS ANGELES - TREASURER AND TAX COLLECTOR
PUBLIC LIBRARY COLLECTION ANALYSIS
FOR THE MONTH OF SEPTEMBER 2014

FY 2014 - 2015	TTC ACCOUNTS					SECONDARY OCA ACCOUNTS					TERTIARY OCA ACCOUNTS					GRAND TOTAL
		LIBRARY DIRECT PAYMENTS					LIBRARY DIRECT PAYMENTS					LIBRARY DIRECT PAYMENTS				
	TTC COLLECTIONS	(TC-459) DIRECT PAYMENTS	(TC-559) RETURNED MATERIALS	TOTAL LIBRARY DIRECT PAYMENTS	TOTAL COLLECTIONS	OCA COLLECTIONS AND TTC DIRECT PAYMENTS	(TC-459) DIRECT PAYMENTS	(TC-559) RETURNED MATERIALS	TOTAL LIBRARY DIRECT PAYMENTS	TOTAL COLLECTIONS	OCA COLLECTIONS AND TTC DIRECT PAYMENTS	(TC-459) DIRECT PAYMENTS	(TC-559) RETURNED MATERIALS	TOTAL LIBRARY DIRECT PAYMENTS	TOTAL COLLECTIONS	
	A	*B*	*C*	*D=B+C*	*E=A+D*	*F*	*G*	*H*	*I=G+H*	*J=F+I*	*K*	*L*	*M*	*N=L+M*	*O=K+N*	*P=E+J+O*
GROSS COLLECTIONS	$ 2,333.85	$ 1,457.43	$ 2,858.32	$ 4,315.75	$ 6,649.60	$ 319.82	$ -	$ -	$ -	$ 319.82	$ 1,016.75	$ -	$ -	$ -	$ 1,016.75	$ 7,986.17
LESS: OVERPAYMENTS	$ (29.00)	$ -	$ -	$ -	$ (29.00)	$ -	$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ (29.00)
COMISSIONABLE AMOUNT	$ 2,304.85	$ 1,457.43	$ 2,858.32	$ 4,315.75	$ 6,620.60	$ 319.82	$ -	$ -	$ -	$ 319.82	$ 1,016.75	$ -	$ -	$ -	$ 1,016.75	$ 7,957.17
COMMISSION	$ (622.31)	$ (393.51)	$ (771.75)	$ (1,165.26)	$ (1,787.57)	$ (44.77)	$ -	$ -	$ -	$ (44.77)	$ (335.53)	$ -	$ -	$ -	$ (335.53)	$ (2,167.87)
NET COLLECTIONS	**$ 1,682.54**	**$ 1,063.92**	**$ 2,086.57**	**$ 3,150.49**	**$ 4,833.03**	**$ 275.05**	**$ -**	**$ -**	**$ -**	**$ 275.05**	**$ 681.22**	**$ -**	**$ -**	**$ -**	**$ 681.22**	**$ 5,789.30**

COUNTY OF LOS ANGELES - TREASURER AND TAX COLLECTOR
PUBLIC LIBRARY COLLECTION ANALYSIS
FISCAL YEAR-TO-DATE, MONTH ENDING SEPTEMBER 30, 2014

FY 2014 - 2015	TTC ACCOUNTS					SECONDARY OCA ACCOUNTS					TERTIARY OCA ACCOUNTS					GRAND TOTAL
		LIBRARY DIRECT PAYMENTS					LIBRARY DIRECT PAYMENTS					LIBRARY DIRECT PAYMENTS				
	TTC COLLECTIONS	(TC-459) DIRECT PAYMENTS	(TC-559) RETURNED MATERIALS	TOTAL LIBRARY DIRECT PAYMENTS	TOTAL COLLECTIONS	OCA COLLECTIONS AND TTC DIRECT PAYMENTS	(TC-459) DIRECT PAYMENTS	(TC-559) RETURNED MATERIALS	TOTAL LIBRARY DIRECT PAYMENTS	TOTAL COLLECTIONS	OCA COLLECTIONS AND TTC DIRECT PAYMENTS	(TC-459) DIRECT PAYMENTS	(TC-559) RETURNED MATERIALS	TOTAL LIBRARY DIRECT PAYMENTS	TOTAL COLLECTIONS	
	A	*B*	*C*	*D=B+C*	*E=A+D*	*F*	*G*	*H*	*I=G+H*	*J=F+I*	*K*	*L*	*M*	*N=L+M*	*O=K+N*	*P=E+J+O*
JULY 2014	$ 2,830.49	$ 1,658.25	$ 7,351.77	$ 9,010.02	$ 11,840.51	$ 25.00	$ 105.00	$ 19.02	$ 124.02	$ 149.02	$ 308.15	$ 157.00	$ 1,216.36	$ 1,373.36	$ 1,681.51	$ 13,671.04
AUGUST 2014	$ 2,096.08	$ 4,214.28	$ 24,246.47	$ 28,460.75	$ 30,556.83	$ -	$ -	$ 747.94	$ 747.94	$ 747.94	$ 1,023.55	$ 398.05	$ 4,916.15	$ 5,314.20	$ 6,337.75	$ 37,642.52
SEPTEMBER 2014	$ 2,333.85	$ 1,457.43	$ 2,858.32	$ 4,315.75	$ 6,649.60	$ 319.82	$ -	$ -	$ -	$ 319.82	$ 1,016.75	$ -	$ -	$ -	$ 1,016.75	$ 7,986.17
OCTOBER 2014				$ -	$ -				$ -	$ -				$ -	$ -	$ -
NOVEMBER 2014				$ -	$ -				$ -	$ -				$ -	$ -	$ -
DECEMBER 2014				$ -	$ -				$ -	$ -				$ -	$ -	$ -
JANUARY 2015				$ -	$ -				$ -	$ -				$ -	$ -	$ -
FEBRUARY 2015				$ -	$ -				$ -	$ -				$ -	$ -	$ -
MARCH 2015				$ -	$ -				$ -	$ -				$ -	$ -	$ -
APRIL 2015				$ -	$ -				$ -	$ -				$ -	$ -	$ -
MAY 2015				$ -	$ -				$ -	$ -				$ -	$ -	$ -
JUNE 2015				$ -	$ -				$ -	$ -				$ -	$ -	$ -
GROSS COLLECTIONS	**$ 7,260.42**	**$ 7,329.96**	**$ 34,456.56**	**$ 41,786.52**	**$ 49,046.94**	**$ 344.82**	**$ 105.00**	**$ 766.96**	**$ 871.96**	**$ 1,216.78**	**$ 2,348.45**	**$ 555.05**	**$ 6,132.51**	**$ 6,687.56**	**$ 9,036.01**	**$ 59,299.73**
LESS: OVERPAYMENTS	$ (444.07)	$ (346.56)	$ (1,132.68)	$ (1,479.24)	$ (1,923.31)	$ -	$ (90.00)	$ -	$ (90.00)	$ (90.00)	$ -	$ (85.50)	$ (286.00)	$ (371.50)	$ (371.50)	$ (2,384.81)
COMISSIONABLE AMOUNT	$ 6,816.35	$ 6,983.40	$ 33,323.88	$ 40,307.28	$ 47,123.63	$ 344.82	$ 15.00	$ 766.96	$ 781.96	$ 1,126.78	$ 2,348.45	$ 469.55	$ 5,846.51	$ 6,316.06	$ 8,664.51	$ 56,914.92
COMMISSION	$ (1,840.41)	$ (1,885.52)	$ (8,997.45)	$ (10,882.97)	$ (12,723.38)	$ (48.27)	$ (2.10)	$ (107.37)	$ (109.47)	$ (157.74)	$ (774.99)	$ (154.95)	$ (1,929.35)	$ (2,084.30)	$ (2,859.29)	$ (15,740.41)
NET COLLECTIONS	**$ 4,975.94**	**$ 5,097.88**	**$ 24,326.43**	**$ 29,424.31**	**$ 34,400.25**	**$ 296.55**	**$ 12.90**	**$ 659.59**	**$ 672.49**	**$ 969.04**	**$ 1,573.46**	**$ 314.60**	**$ 3,917.16**	**$ 4,231.76**	**$ 5,805.22**	**$ 41,174.51**

Technical Exhibit 2
Reference No. 54

Los Angeles County Treasurer and Tax Collector
Stair Step Performance Report for Client: 3-3558
Client Description: COMBINED
Reporting Period: 7/31/2014

Month	Dollars Assigned Number Assigned	Dollars Adjusted Number Adjusted	Net Dollars Assigned Net Number Assigned	Month1	Month 2	Month3	Month4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Month 13+	Total
September-13	$1,591,989.98	($188,627.27)	$1,403,362.71	$9,303.66	$15,470.18	$7,448.37	$5,263.75	$2,760.68	$2,739.91	$1,625.75	$1,375.00	$908.04	$663.75	$770.25	$333.50		$48,662.84
	4,105	668	3,437	0.66%	1.10%	0.53%	0.38%	0.20%	0.20%	0.12%	0.10%	0.06%	0.05%	0.05%	0.02%		3.47%
October-13	$2,150,765.49	($240,523.03)	$1,910,242.46	$10,670.34	$9,319.69	$19,862.17	$8,641.73	$6,524.56	$3,133.15	$3,159.68	$1,617.68	$1,071.68	$835.68	$404.60			$65,240.96
	5,261	823	4,438	0.56%	0.49%	1.04%	0.45%	0.34%	0.16%	0.17%	0.08%	0.06%	0.04%	0.02%			3.42%
November-13	$1,995,022.21	($198,693.77)	$1,796,328.44	$6,253.28	$19,992.10	$8,131.58	$8,882.58	$7,778.37	$1,907.75	$2,166.24	$1,593.00	$1,141.50	$863.50				$58,709.90
	4,432	708	3,724	0.35%	1.11%	0.45%	0.49%	0.43%	0.11%	0.12%	0.09%	0.06%	0.05%				3.27%
December-13	$1,479,484.59	($106,948.08)	$1,372,536.51	$2,861.56	$9,267.61	$6,107.56	$2,707.77	$5,637.58	$2,164.85	$1,252.83	$660.58	$520.37					$31,180.71
	3,625	565	3,060	0.21%	0.68%	0.44%	0.20%	0.41%	0.16%	0.09%	0.05%	0.04%					2.27%
January-14	$2,446,574.85	($77,363.15)	$2,369,211.70	$41,966.26	$44,342.63	$14,076.54	$8,221.84	$16,187.10	$2,849.82	$768.13	$897.00						$129,309.32
	6,002	316	5,686	1.77%	1.87%	0.59%	0.35%	0.68%	0.12%	0.03%	0.04%						5.46%
February-14	$4,441,480.67	($29,657.28)	$4,411,823.39	$14,969.00	$25,044.35	$5,643.47	$29,562.46	$3,210.99	$4,163.60	$310.00							$82,903.87
	4,172	200	3,972	0.34%	0.57%	0.13%	0.67%	0.07%	0.09%	0.01%							1.88%
March-14	$7,624,708.93	$135,578.35	$7,760,287.28	$9,561.00	$12,645.62	$3,303.48	$2,395.25	$2,178.32	$1,283.00								$31,366.67
	3,346	33	3,313	0.12%	0.16%	0.04%	0.03%	0.03%	0.02%								0.40%
April-14	$1,950,638.19	($4,268.60)	$1,946,369.59	$9,307.38	$7,392.24	$2,840.03	$2,689.53	$1,573.09									$23,802.27
	2,750	13	2,737	0.48%	0.38%	0.15%	0.14%	0.08%									1.22%
May-14	$2,038,697.72	$3,322.49	$2,042,020.21	$6,832.14	$4,869.32	$1,846.10	$1,608.00										$15,155.56
	2,631	9	2,622	0.33%	0.24%	0.09%	0.08%										0.74%
June-14	$2,547,455.14	($1,906.69)	$2,545,548.45	$5,306.52	$5,499.06	$3,271.91											$14,077.49
	2,853	12	2,841	0.21%	0.22%	0.13%											0.55%
July-14	$1,509,222.71	($359.93)	$1,508,862.78	$9,341.73	$5,030.40												$14,372.13
	2,888	5	2,883	0.62%	0.33%												0.95%
August-14	$3,987,285.77	($2,923.80)	$3,984,361.97	$47,038.24													$47,038.24
	3,381	4	3,377	1.18%													1.18%
Total Assigned by Month	$33,763,326.25	($712,370.76)	$33,050,955.49	$33,050,955.49	$29,066,593.52	$27,557,730.74	$25,012,182.29	$22,970,162.08	$21,023,792.49	$13,263,505.21	$8,851,681.82	$6,482,470.12	$5,109,933.61	$3,313,605.17	$1,403,362.71	$86,500,783.77	
Total Collections by Month			$585,622.23	$173,411.11	$158,873.20	$72,531.21	$69,972.91	$45,850.69	$18,242.08	$9,282.63	$6,143.26	$3,641.59	$2,362.93	$1,174.85	$333.50	$43,149.05	$585,622.23
Average RCV% by Month			1.77%	0.52%	0.55%	0.26%	0.28%	0.20%	0.09%	0.07%	0.07%	0.06%	0.05%	0.04%	0.02%	0.05%	1.77%
Inception to Date	$91,592,141.30	($5,091,357.53)	$86,500,783.77														
	166,591	16,629	149,962	$475,334.87	$557,641.75	$333,769.71	$235,013.32	$201,384.27	$129,121.21	$82,896.39	$58,998.82	$330,780.25	$24,418.65	$19,079.99	$13,371.30	$43,149.05	$2,504,959.58

Recovery Rate Averages

3-Month Avg.	0.77%	0.25%	0.12%	0.06%	0.05%	0.06%	0.03%	0.06%	0.05%	0.05%
6-Month Avg.	0.44%	0.30%	0.15%	0.24%	0.19%	0.08%	0.07%			
9-Month Avg.	0.53%	0.52%	0.25%	0.28%						

Technical Exhibit 2
Reference No. 54

REFERRAL AND COLLECTION STATISTICS

REGULAR DHS ACCOUNTS

CLIENT NUMBER	FACILITY	SEPTEMBER			YEAR-TO-DATE		
		REFERRALS		COLLECTIONS	REFERRALS		COLLECTIONS
		COUNT	AMOUNT		COUNT	AMOUNT	
20001	DHS HARBOR IP S/PAY	5	$ 50,000.00	$ 20,000.00	-	$ -	$ -
20012	DHS HARBOR IP PER INJ / IA	5	$ 50,000.00	$ 20,000.00	-	$ -	$ -
20091	DHS HARBOR HOSP CHRGS/TTC	5	$ 50,000.00	$ 20,000.00	-	$ -	$ -
20093	DHS HARBOR HOSP CHRGS NON TTC	2	$ 20,000.00	$ 10,000.00	-	$ -	$ -
A20093	DHS HARBOR HOSP CHRGS	2	$ 28,772.00	$ 6,738.08	-	$ -	$ -
	SUB TOTAL: HARBOR GENERAL HOSPITAL	**19**	**198,772.00**	**$ 76,738.08**	**60**	**$ 1,220,163.00**	**$ 225,798.68**
13001	DHS HIGH DESERT MIRA LOMA	-	-	$ 100.00			
13003	DHS HIGH DESERT IP MDCARE S/P	-	-	$ -			
13004	DHS HIGH DESERT MIRA LOMA W/I	-	-	$ -			
	SUB TOTAL: HIGH DESERT	**-**	**-**	**$ 100.00**	**-**	**$ -**	**$ 850.00**
16001	DHS LAC USC INPATIENT	10	2,000,000.00	$ 50,000.00	100	$ 5,000,000.00	$ 100,000.00
16002	DHS LAC USC IP W/ INS	10	200,000.00	$ 9,000.00	20	$ 580,000.00	$ 40,000.00
16006	DHS LAC USC OP S/PAY	10	200,000.00	$ 90.00	20	$ 3,000.00	$ 500.00
A16001	DHS LAC USC INPATINENT	24	426,695.00	$ 0.54	4	$ 813.96	$ 19.05
	SUB TOTAL: LAC/USC Medical Center	**54**	**2,826,895.00**	**$ 59,090.54**	**144**	**$ 5,583,813.96**	**$ 140,519.05**
22001	DHS LNG BEACH IP S/PAY	-	-	$ 733.00	1	$ 12,845.00	$ -
22003	DHS LNG BEACH IP MEDICARE S/P	-	-	$ -	-	$ -	$ -
22005	DHS LNG BEACH SHARE OF COST	-	-	$ -	-	$ -	$ -
	SUB TOTAL: LB HOSPITAL (AMBULATORY CARE)	**-**	**-**	**$ -**	**1**	**$ 12,845.00**	**$ -**
22500	DHS MLK MEDICAL CENTER	-	-	$ 700.00	5	$ 20,000.00	$ 8,000.00
22501	DHS MLK IP S/PAY	-	-	$ 30.00	1	$ 700.00	$ 300.00
22502	DHS MLK IP W/ INS	-	-	$ 3.00	1	$ 90.00	$ 39.00
	SUB TOTAL: MARTIN LUTHER KING HOSPITAL	**-**	**-**	**$ 733.00**	**7**	**$ 20,790.00**	**$ 8,339.00**
24001	DHS OLIVE VIEW IP S/ PAY	8	160,000.00	$ 6,000.00	10	$ 300,000.00	$ 20,000.00
24002	DHS OLIVE VIEW IP W/ INS	2	5,000.00	$ 500.00	10	$ 80,000.00	$ 900.00
24003	DHS OLIVE VIEW IP MDCARE S /PA	3	833.49	$ 35.71	9	$ 3,247.81	$ 13.26
	SUB TOTAL: Olive View Medical Center	**13**	**165,833.19**	**$ 6,535.71**	**29**	**$ 383,247.81**	**$ 20,913.26**
26001	DHS RANCHO IP S/PAY	-	-	$ 60.00	-	$ -	$ 500.00
26002	DHS RANCHO IP W/INS	-	-	$ 5.00	-	$ -	$ 30.00
26003	DHS RANCHO IP MEDICARE S/PAY	-	-	$ -	-	$ -	$ 6.00
	SUB TOTAL: RANCHO LOS AMIGOS HOSPITAL	**-**	**-**	**$ 65.00**	**-**	**$ -**	**$ 536.00**
B2001	DHS HARBOR HOSPITAL IP USCB	-	-	$ 20.00	-	$ -	$ 50.00
B2002	DHS HARBOR HOSPITAL OP USCB	-	-	$ 30.00	-	$ -	$ 100.00
	SUB TOTAL: HARBOR GENERAL HOSPITAL	**-**	**-**	**$ 50.00**	**-**	**$ -**	**$ 150.00**
B1301	DHS HIGH DESERT IP USCB	-	-	$ -	-	$ -	$ -
B1302	DHS HIGH DESERT OP USCB	-	-	$ -	-	$ -	$ -
	SUB TOTAL: HIGH DESERT	**-**	**-**	**$ -**	**-**	**$ -**	**$ -**
B1601	DHS LAC USC MC IP USCB	-	-	$ 20.00	-	$ -	$ 500.00
B1602	DHS LAC USC MC OP USCB	-	-	$ 10.00	-	$ -	$ 90.00
	SUB TOTAL: LAC/USC MEDICAL CENTER	**-**	**-**	**$ 30.00**	**-**	**$ -**	**$ 590.00**
	DHS MLK IP USCB	-	-	$ -	-	$ -	$ 40.00
	DHS MLK OP USCB	-		$ -	-	$ -	$ 10.00
	SUB TOTAL: MARTIN LUTHER KING HOSPITAL	**-**	**-**	**$ -**	**-**	**$ -**	**$ 50.00**
B2401	DHS OLIVE VIEW IP USCB			$ 80.00			$ 200.00
B2402	DHS OLIVE VIEW OP USCB			$ 20.00			$ 30.00
	SUB TOTAL: OLIVE VIEW MEDICAL CENTER	**-**	**-**	**$ 100.00**	**-**	**$ -**	**$ 230.00**
B2601	DHS RANCHO L AMIGOS IP USCB	-	-	$ -	-	$ -	$ -
B2602	DHS RANCHO L AMIGOS OP USCB	-	-	$ -	-	$ -	$ -
B1313	HIGH DESERT/MACC	-	-	$ -	-	$ -	$ -
B1323	ANTELOPE VALLEY/HC	-	-	$ -	-	$ -	$ -
B1333	LAKE LOS ANGELES CLNC	-	-	$ -	-	$ -	$ -
B1343	SOUTH VALLEY/HC	-	-	$ -	-	$ -	$ -
B1613	EDWARD R. ROYBAL/CHC	-	-	$ -	-	$ -	$ -
B1623	EL MONTE/CHC	-	-	$ -	-	$ -	$ -
B1633	H. CLAUDE HUDSON/CHC	-	-	$ -	-	$ -	$ -
B1643	LA PUENTE/HC	-	-	$ -	-	$ -	$ -
B2013	LONG BEACH/CHC	-	-	$ -	-	$ -	$ -
B2023	BELLFLOWER/HC	-	-	$ -	-	$ -	$ -
B2033	WILMINGTON/HC-USCB	-	-	$ -	-	$ -	$ -
B2263	HUBERT HUMPHREY/CHC	-	-	$ -	-	$ -	$ -
B2273	DOLLARHIDE/HC	-	-	$ -	-	$ -	$ -
B2413	MID-VALLEY/CHC	-	-	$ -	-	$ -	$ -
B2423	GLENDALE/HC	-	-	$ -	-	$ -	$ -
B2433	SAN FERNANDO/HC	-	-	$ -	-	$ -	$ -
TOTAL CLINIC CHARGES		**-**	**$ -**	**$ -**	**-**	**$ -**	**$ -**
GRAND TOTAL		**86**	**$ 3,191,500.19**	**$ 143,442.33**	**241**	**$ 7,220,859.77**	**$ 397,975.99**

Technical Exhibit 2
Reference No. 55

TTC ACCOUNT INVENTORY

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF#	ASSIGNED DATE	ASSIGNED AMOUNT	PAYMENT	CANCELLED AMOUNT	BALANCE	STATUS CODE
6038	10710620	[redacted]		03/27/03	594.00		594.00		WOS
6645	11676413			11/07/08	140.00			140.00	ACT
10036	11183451			07/18/06	1,815.60		1,815.60		WOS
10038	11306531			01/05/07	917.00			917.00	ACT
10040	11396876			07/17/07	349.20			349.20	ACT
13001	12405735			03/03/11	372.00			372.00	ACT
14080	10700024			02/11/03	89.00		89.00		WOS
14080	10861364			09/15/04	451.98		451.98		WOR
14084	10715010			04/04/03	574.00		574.00		WOS
14084	10858581			09/03/04	413.65		413.65		WOS
14084	11183452			07/18/06	249.60		249.60		WOS
14044	12380195			02/07/11	763.20			763.20	ACT
14051	10710345			03/26/03	1,192.56		1,192.56		WOS
14086	10800583			02/12/04	298.00		298.00		WOS
14089	11195047			08/09/06	89.00		89.00		WOS
16001	12405456			03/02/11	127.00	127.00			PIF
16006	12166815			05/26/10	177.00	50.00		127.00	SUY
16075	11387188			06/25/07	261.00	160.00		101.00	PAY
39069	11428913			12/11/07	94.00	54.00		40.00	ACT
39069	11420450			11/09/07	393.00			393.00	ACT
39070	1406959			10/04/95	109.00		109.00		WOS
20012	12084177			02/10/10	89.00			89.00	ACT
20089	10715425			04/07/03	690.50		690.50		WOS
20091	10715312			04/07/03	1,080.00		1,080.00		WOS
29638	11146570			05/19/06	343.00		343.00		WOS
29689	11807017			05/21/09	60.00			60.00	ACT
34053	12138349			04/29/10	63.00			63.00	ACT
43589	12065968			01/27/10	325.00	75.00		250.00	PAY
46142	12131070			03/31/10	1,407.00	120.00		1,287.00	PAY
46142	11129149			04/26/06	445.50		445.50		WOS
55928	11608604			05/15/08	80.00			80.00	ACT
90189	12001785			10/19/09	549.00			549.00	ACT
A13001	11797984			05/11/09	226.00			226.00	ACT
A24001	10781489			01/05/04	443.10		443.10		WOS
B1602	12267710			09/24/10	392.00			392.00	ACT
B2001	11094268			02/24/06	155.00		155.00		WOS
B2252	11402584			08/15/07	100.00			100.00	PAY
TOTAL					**17,895.19**				
TOTAL COUNT					**39**				

Technical Exhibit 2
Reference No. 55

OCA ACCOUNT INVENTORY

CLIENT#	DEBTOR#	DEBTOR NAME	FORWARD DATE	REFFERED AMOUNT	OCA BALANCE	CARS BALANCE	VARIANCE	CARS STATUS CODE
14044	10048426	[redacted]	04/30/14	594.00	100.00	150.00	(50.00)	FWD
14051	12852267	[redacted]	05/07/14	140.00	40.00	80.00	(40.00)	FWD
14052	12850463	[redacted]	09/03/14	1,815.60	1,510.00	1,510.00	-	FWD
14084	12845117	[redacted]	09/03/14	917.00	917.00	917.00	-	FWD
14062	12857898	[redacted]	06/18/14	349.20	349.20	349.20	-	FWD
14062	12866640	[redacted]	07/16/14	372.00	372.00	372.00	-	FWD
14062	12864714	[redacted]	10/15/14	89.00	59.00	59.00	-	FWD
39069	12874159	[redacted]	08/13/14	451.98	60.00	391.98	(331.98)	FWD
39069	12874300	[redacted]	08/13/14	574.00	574.00	450.00	124.00	FWD
39069	12874907	[redacted]	08/13/14	413.65	413.65	413.65	-	FWD
46142	12834514	[redacted]	04/30/14	249.60	100.00	149.60	(49.60)	FWD
46142	12878209	[redacted]	09/10/14	763.20	763.20	763.20	-	FWD
46142	12882648	[redacted]	09/17/14	1,192.56	1,192.56	1,192.56	-	FWD
46142	12884727	[redacted]	10/01/14	298.00	298.00	298.00	-	FWD
46142	12884727	[redacted]	10/01/14	89.00	89.00	89.00	-	FWD
46142	12884898	[redacted]	10/01/14	127.00	127.00	127.00	-	FWD
46142	12884921	[redacted]	10/01/14	177.00	127.00	127.00	-	FWD
46142	12884921	[redacted]	10/01/14	261.00	101.00	101.00	-	FWD
46142	12884921	[redacted]	10/01/14	94.00	40.00	40.00	-	FWD
46142	12885557	[redacted]	10/08/14	393.00	393.00	393.00	-	FWD
46142	12885582	[redacted]	10/08/14	109.00	109.00	109.00	-	FWD
46142	12885582	[redacted]	10/08/14	89.00	89.00	89.00	-	FWD
46142	12885601	[redacted]	10/08/14	690.50	690.50	690.50	-	FWD
46142	12885601	[redacted]	10/08/14	1,080.00	1,080.00	1,080.00	-	FWD
14051	12852236	[redacted]	05/07/14	343.00	343.00	343.00	-	FWD
14051	12859152	[redacted]	07/30/14	60.00	60.00	60.00	-	FWD
14051	12864017	[redacted]	07/16/14	63.00	63.00	63.00	-	FWD
14051	12864028	[redacted]	07/16/14	325.00	250.00	250.00	-	FWD
14051	12864598	[redacted]	07/16/14	1,407.00	1,287.00	1,287.00	-	FWD
14052	12850965	[redacted]	05/07/14	445.50	250.00	140.00	110.00	FWD
14052	12851302	[redacted]	04/30/14	80.00	20.00	20.00	-	FWD
14052	12864075	[redacted]	07/16/14	549.00	549.00	549.00	-	FWD
14061	12851655	[redacted]	08/20/14	226.00	226.00	226.00	-	FWD
14061	12851655	[redacted]	08/20/14	443.10	443.10	443.10	-	FWD
14061	12858277	[redacted]	06/18/14	392.00	100.00	100.00	-	FWD
14061	12860253	[redacted]	06/18/14	155.00	25.00	25.00	-	FWD
TOTAL				**17,795.19**	**15,187.51**	**15,425.09**		
TOTAL COUNT				**38**				

Technical Exhibit 2
Reference No. 55

12:45:31 10 OCT 2014 TREASURER TAX COLLECTOR
T2-INVENTORY STATISTICS

		OCA	CARRS
NBR/DOLLAR NON-NUMERIC :		0.00	
NBR/DOLLAR EQUAL BALANCES :	17202	13297445.60	
NBR/DOLLAR UNEQUAL BALANCES:	282	123968.11	106270.36
NBR/DOLLAR UNMATCH OCA CODE:		0.00	0.00
NBR/DOLLAR NOT ON CARRS :		0.00	

Technical Exhibit 2
Reference No. 55

T2 TO CARRS RECONCILIATION
UNEQUAL BALANCE DETAIL

DEBTOR ID.	OCA NAME.....	OCA. CODE	CARRS BAL.	OCA BAL...	DIFF.....
12874907	[redacted]		0.00	1320.20	-1320.20
12875351			250.00	0.00	250.00
12878209			55.00	152.76	-97.76
12879027			378.00	324.00	54.00
12879248			189.00	0.00	189.00
12879313			88.00	44.00	44.00
12879323			165.00	82.50	82.50
12881825			81.00	0.00	81.00
12881931			135.00	0.00	135.00
12882648			118.53	140.24	-21.71
12884727			0.00	104.99	-104.99
12884898			15.30	37.41	-22.11
12884921			0.00	115.83	-115.83
12885493			173.95	163.95	10.00
12885494			112.35	-0.14	112.49
12885508			54.00	-10.87	64.87
12885551			73.29	-25.66	98.95
12885557			15.00	134.71	-119.71
12885582			15.00	125.00	-110.00
12885601			0.00	115.00	-115.00
12885630			87.74	-8.20	95.94
12885634			85.00	62.50	22.50
			106270.36	123968.11	-17697.75

282 records listed.

Technical Exhibit 2
Reference No. 56

NEW ASSIGNMENT REPORT

CLIENT CODE	ACCOUNT #	DEBTOR NAME	ADDRESS	CITY	ST	ASSIGNED DATE	DSK	C.D.#	ASSIGNED AMOUNT	INTEREST	MONTH	DEPT NAME
35089	[redacted]					7/29/2014	C5	XXXXXX	1,300.00		1-Jul	DCFS
35089						7/29/2014	C15	XXXXXX	3,926.69		1-Jul	DCFS

TOTAL COUNT 2

Technical Exhibit 2
Reference No. 57

TTC GROSS COLLECTIONS, COMMISSIONS, AND NET COLLECTIONS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	SOURCE	PN-ASSIGN	ASGN-DT
6038	11176043	[redacted]	[redacted]	35	100.00	73.00	27.00	60	7/1/2014	6/30/2014	PAY	C11	7,615.72		16,915.72	7/10/2006
6645	12882111	[redacted]	[redacted]	435	200.00	146.00	54.00	60	7/21/2014	7/21/2014	PIF	C11	-		200.00	7/11/2014
10036	12867273	[redacted]	[redacted]	459	300.00	219.00	81.00	60	7/24/2014	7/23/2014	PAY	C2	17,600.00		18,500.00	5/12/2014
10038	12773525	[redacted]	[redacted]	35	2,000.00	1,460.00	540.00	60	7/1/2014	6/30/2014	PAY	C7	4,215.00		25,215.00	6/13/2013
10040	10983427	[redacted]	[redacted]	459	200.00	146.00	54.00	60	7/11/2014	7/10/2014	PAY	C7	3,684.00		14,484.00	6/29/2005
13001	10146446	[redacted]	[redacted]	459	50.00	36.50	13.50	60	7/17/2014	7/16/2014	PAY	C16	3,665.00		8,515.00	2/5/1997
13012	12867275	[redacted]	[redacted]	435	500.00	365.00	135.00	60	7/14/2014	7/14/2014	ACT	A21	235.00		735.00	5/12/2014
14080	12840905	[redacted]	[redacted]	535	500.00			50	7/16/2014	7/14/2014	FWD	SE2	236.00		386.00	1/8/2014
14080	12840906	[redacted]	[redacted]	535	105.00			50	7/16/2014	7/14/2014	FWD	SE2	500.00			
14080	12840906	[redacted]	[redacted]	537	195.00			50	7/16/2014	7/14/2014	FWD	SE2	500.00			
14084	12669330	[redacted]	[redacted]	535	175.00	127.75	47.25	60	7/14/2014	7/14/2014	PAY	C7	200.00		453.00	7/23/2012
14084	12669330	[redacted]	[redacted]	537	325.00			60	7/14/2014	7/14/2014	PAY	C7	200.00		453.00	7/23/2012
14084	12875446	[redacted]	[redacted]	535	500.00	365.00	135.00	60	7/7/2014	7/3/2014	ACT	C7	2,302.00		2,602.00	6/16/2014
14044	10618158	[redacted]	[redacted]	435	100.00	86.00	14.00	50	7/7/2014	7/7/2014	FWD	SE2	1,298.34		8,098.34	2/21/2002
14051	12866703	[redacted]	[redacted]	35	40.00	34.40	5.60	50	7/1/2014	6/30/2014	FWD	SE2	193.00		233.00	5/8/2014
14086	11653671	[redacted]	[redacted]	435	20.00	14.60	5.40	60	7/9/2014	7/9/2014	PIF	C16	-		1,720.00	9/4/2008
14089	12659542	[redacted]	[redacted]	365	50.00	33.50	16.50	51	7/3/2014	7/1/2014	FWD	SE2	15,600.00		16,752.00	6/27/2012
16001	10292168	[redacted]	[redacted]	35	25.00	18.25	6.75	60	7/1/2014	6/30/2014	PAY	C16	3,188.00		7,938.00	6/20/1998
16006	2241290	[redacted]	[redacted]	35	50.00	36.50	13.50	60	7/15/2014	7/14/2014	PAY	C1	7,014.88		17,974.88	10/4/1995
16075	12627894	[redacted]	[redacted]	365	126.00	91.98	34.02	60	7/22/2014	7/18/2014	ACT	C16	27.00		153.00	3/20/2012
39069	12815893	[redacted]	[redacted]	35	100.00	67.00	33.00	51	7/1/2014	6/30/2014	FWD	TE2	3,240.40		3,640.40	10/21/2013
39069	11349003	[redacted]	[redacted]	35	50.00	33.50	16.50	51	7/3/2014	7/2/2014	FWD	TE2	3,234.66		6,909.66	3/15/2007
39070	1733667	[redacted]	[redacted]	35	40.00	26.80	13.20	51	7/3/2014	7/2/2014	FWD	TE2	3,165.65		10,295.65	10/4/1995
29638	12869773	[redacted]	[redacted]	35	2,100.00	1,407.00	693.00	51	7/1/2014	6/30/2014	FWD	TE2	14,281.55		16,381.55	6/3/2014
29689	12868555	[redacted]	[redacted]	365	2,757.35	2,012.87	744.48	60	7/8/2014	7/4/2014	PIF	C10	-		2,757.35	5/20/2014
34053	12875231	[redacted]	[redacted]	355	346.00	252.58	93.42	60	7/1/2014	6/30/2014	PIF	C3	-		346.00	6/12/2014
43589	12801339	[redacted]	[redacted]	35	50.00	43.00	7.00	50	7/17/2014	7/16/2014	FWD	SE2	480.71		655.71	9/4/2013
46142	12875730	[redacted]	[redacted]	459	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00		327.93	6/17/2014
46142	12875730	[redacted]	[redacted]	559	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00		327.93	6/17/2014
55928	12849266	[redacted]	[redacted]	465	350.00	301.00	115.50	50	7/11/2014	7/9/2014	FWD	SE2	7,087.93		8,587.93	2/24/2014
B1602	12545098	[redacted]	[redacted]	735	30.00	21.90	8.10	60	7/10/2014	7/10/2014	RTS	TE4	225.00		1,300.00	8/25/2011
B2001	11724420	[redacted]	[redacted]	35	50.00	36.50	13.50	60	7/7/2014	7/3/2014	PAY	C2	2,611.00		3,686.00	3/12/2009
B2252	12358537	[redacted]	[redacted]	735	12.50	9.13	3.38	60	7/31/2014	7/31/2014	WOR	LB3	862.50		900.00	1/12/2011
TOTAL					**13,612.77**											
TOTAL COUNT					**39**											

Technical Exhibit 2
Reference No. 57

SECONDARY OCA CASH COLLECTIONS AND COMMISSIONS REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
14080	12840906	[redacted]		535	105.00	-	-	50	7/16/2014	7/14/2014	FWD	SE2	-	805.00	6/17/2014
14080	12840906	[redacted]		537	281.75	-	-	50	7/16/2014	7/14/2014	FWD	SE2	-		6/17/2014
14044	10618158	[redacted]		435	100.00	86.00	14.00	50	7/7/2014	7/7/2014	FWD	SE2	1,298.34	8,098.34	2/21/2002
14051	12866703	[redacted]		35	40.00	34.40	5.60	50	7/1/2014	6/30/2014	FWD	SE2	193.00	233.00	5/8/2014
14089	12659542	[redacted]		365	50.00	43.00	7.00	50	7/3/2014	7/1/2014	FWD	SE2	15,600.00	16,752.00	6/27/2012
29638	12869773	[redacted]		35	2,100.00	1,806.00	294.00	50	7/1/2014	6/30/2014	FWD	SE2	14,281.55	16,381.55	6/3/2014
43589	12801339	[redacted]		35	50.00	43.00	7.00	50	7/17/2014	7/16/2014	FWD	SE2	480.71	655.71	9/4/2013
46142	12875730	[redacted]		459	623.00	535.78	87.22	50	7/8/2014	7/7/2014	FWD	SE2	295.00	327.93	6/17/2014
14085	12768203	[redacted]		408	25.00	21.50	3.50	50	7/16/2014	7/14/2014	FWD	SE2	334.22	459.22	6/4/2013
14089	12580236	[redacted]		408	100.00	86.00	14.00	50	7/16/2014	7/14/2014	FWD	SE2	2,415.27	4,515.27	10/31/2011
14089	12580236	[redacted]		408	100.00	86.00	14.00	50	7/7/2014	7/7/2014	FWD	SE2	2,315.27	4,515.27	10/31/2011
39069	11702114	[redacted]		408	35.93	30.90	5.03	50	7/1/2014	6/30/2014	FWD	SE2	107.79	431.20	1/13/2009
39069	12757779	[redacted]		408	110.00	94.60	15.40	50	7/3/2014	7/1/2014	FWD	SE2	330.00	1,320.20	4/25/2013
39069	12757061	[redacted]		408	264.20	227.21	36.99	50	7/29/2014	7/29/2014	FWD	SE2	-	1,320.20	4/25/2013
41275	12867680	[redacted]		408	61.00	52.46	8.54	50	7/7/2014	7/3/2014	FPF	SE2	-	61.00	5/14/2014
69035	12856396	[redacted]		408	136.12	117.06	19.06	50	7/23/2014	7/21/2014	FPF	SE2	-	136.12	3/28/2014
70080	12730243	[redacted]		408	100.00	86.00	14.00	50	7/1/2014	6/30/2014	FWD	SE2	600.00	1,908.08	1/30/2013
TOTAL					**5,096.92**	**4,050.75**	**659.42**								
TOTAL COUNT					**17**										

Technical Exhibit 2
Reference No. 57

TERTIARY OCA CASH COLLECTIONS AND COMMISSIONS REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
6645	12822342	[redacted]		409	66.00	44.22	21.78	51	8/4/2014	7/25/2014	FPF	TE2	78.20	342.20	11/6/2013
14080	12840905			535	500.00	-	-	51	7/16/2014	7/14/2014	FWD	TE2	236.00	386.00	1/8/2014
14080	12840906			535	175.00	-	-	51	7/16/2014	7/14/2014	FWD	TE2	500.00	1,000.00	4/12/2014
14080	12840906			537	325.00	-	-	51	7/16/2014	7/14/2014	FWD	TE2	500.00	1,000.00	4/12/2014
14089	12659542			365	50.00	33.50	16.50	51	7/3/2014	7/1/2014	FWD	TE2	15,600.00	16,752.00	6/27/2012
39069	12815893			35	100.00	67.00	33.00	51	7/1/2014	6/30/2014	FWD	TE2	3,240.40	3,640.40	10/21/2013
39069	11349003			35	50.00	33.50	16.50	51	7/3/2014	7/2/2014	FWD	TE2	3,234.66	6,909.66	3/15/2007
39070	1733667			35	40.00	26.80	13.20	51	7/3/2014	7/2/2014	FWD	TE2	3,165.65	10,295.65	10/4/1995
14080	12763684			409	88.00	58.96	29.04	51	8/4/2014	7/25/2014	SUS	TE2	-	88.00	5/8/2013
14080	12795933			409	50.00	33.50	16.50	51	8/4/2014	7/25/2014	FWD	TE2	676.00	726.00	8/12/2013
14084	12742198			409	25.00	16.75	8.25	51	8/11/2014	8/8/2014	FWD	TE2	757.00	957.00	3/5/2013
14084	12673095			409	50.00	33.50	16.50	51	8/11/2014	8/8/2014	FWD	TE2	543.00	693.00	8/7/2012
14089	12580239			409	25.00	16.75	8.25	51	8/11/2014	8/8/2014	FWD	TE2	1,648.74	1,873.74	10/31/2011
28101	11199400			409	25.00	16.75	8.25	51	8/11/2014	8/8/2014	FWD	TE2	4,147.00	5,797.00	8/15/2006
70038	12759279			409	322.00	215.74	106.26	51	8/27/2014	8/20/2014	FWD	TE2	966.00	1,288.00	5/2/2013
70038	12628131			409	100.00	67.00	33.00	51	8/27/2014	8/20/2014	FWD	TE2	174.00	1,224.00	3/21/2012
77089	11691694			409	50.00	33.50	16.50	51	8/4/2014	7/25/2014	FWD	TE2	1,982.58	2,382.58	12/17/2008
77089	12165556			409	124.79	83.61	41.18	51	8/27/2014	8/20/2014	FWD	TE2	-	1,199.79	5/18/2010
TOTAL					**2,980.71**	**1,616.08**	**384.71**								
TOTAL COUNT					**18**										

Technical Exhibit 2
Reference No. 57

TREASURER AND TAX COLLECTOR - DPSS COLLECTION REPORT
FY2014-2015, MONTH ENDED AUGUST 2014

MONTH ENDING JULY 31, 2014

DESCRIPTION	DESCRIPTION	TTC ACCOUNTS			SECONDARY OCA ACCOUNTS				TERTIARY OCA ACCOUNTS			
		TTC Collection	DPSS Direct Payment	Total	OCA Collection	TTC Direct Payment	DPSS Direct Payment	Total	OCA Collection	TTC Direct Payment	DPSS Direct Payment	Total
14061/62/74/84/88	CalFresh	$ 91,641.36	$ -	$ 91,641.36	$ 5,462.09	$ 3,459.40	$ -	$ 8,921.49	$ 3,399.74	$ 123.00	$ -	$ 3,522.74
14051/52/76/80/87	CalWORKs	$ 129,724.14	$ -	$ 129,724.14	$ 9,013.34	$ 3,615.30	$ -	$ 12,628.64	$ 9,118.66	$ 392.00	$ -	$ 9,510.66
14086	CAPI Recoupment	$ 23,937.84	$ 6,168.00	$ 30,105.84	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14012/44/81/83/85	General Relief	$ 3,615.94	$ -	$ 3,615.94	$ 79.87	$ 50.00	$ -	$ 129.87	$ -	$ -	$ -	$ -
14029/41/43/45/82	Miscellaneous Services	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14075	NSF Checks	$ 513.00	$ -	$ 513.00	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14089	Salary Overpayment	$ 1,513.00	$ -	$ 1,513.00	$ 100.00	$ -	$ -	$ 100.00	$ 25.00	$ -	$ -	$ 25.00
14079	State Aid Miscellaneous	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Gross Collections		**$ 250,945.28**	**$ 6,168.00**	**$ 257,113.28**	**$ 14,655.30**	**$ 7,124.70**	**$ -**	**$ 21,780.00**	**$ 12,543.40**	**$ 515.00**	**$ -**	**$ 13,058.40**
Commission		**$ 67,755.23**	**$ 1,665.36**	**$ 69,420.59**	**$ 2,051.74**	**$ 997.46**	**$ -**	**$ 3,049.20**	**$ 4,139.32**	**$ 169.95**	**$ -**	**$ 4,309.27**
Net Collections		**$ 183,190.05**	**$ 4,502.64**	**$ 187,692.69**	**$ 12,603.56**	**$ 6,127.24**	**$ -**	**$ 18,730.80**	**$ 8,404.08**	**$ 345.05**	**$ -**	**$ 8,749.13**

Billable Commission	**$ 67,755.23**	**$ 1,665.36**	**$ 69,420.59**

FOR THE MONTH OF AUGUST 2014

CLIENT NUMBER	DESCRIPTION	TTC ACCOUNTS			SECONDARY OCA ACCOUNTS				TERTIARY OCA ACCOUNTS			
		TTC Collection	DPSS Direct Payment	Total	OCA Collection	TTC Direct Payment	DPSS Direct Payment	Total	OCA Collection	TTC Direct Payment	DPSS Direct Payment	Total
14061/62/74/84/88	CalFresh	$ 95,962.59	$ -	$ 95,962.59	$ 6,241.53	$ 3,361.76	$ -	$ 9,603.29	$ 5,677.66	$ 148.00	$ -	$ 5,825.66
14051/52/76/80/87	CalWORKs	$ 132,090.47	$ -	$ 132,090.47	$ 10,242.23	$ 831.00	$ -	$ 11,073.23	$ 5,077.33	$ 536.00	$ -	$ 5,613.33
14086	CAPI Recoupment	$ 26,023.30	$ 7,475.31	$ 33,498.61	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14012/44/81/83/85	General Relief	$ 6,991.53	$ -	$ 6,991.53	$ 25.00	$ -	$ -	$ 25.00	$ -	$ -	$ -	$ -
14029/41/43/45/82	Miscellaneous Services	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14075	NSF Checks	$ 237.00	$ 58.00	$ 295.00	$ -	$ 83.00	$ -	$ 83.00	$ -	$ -	$ -	$ -
14089	Salary Overpayment	$ 980.00	$ -	$ 980.00	$ 200.00	$ -	$ -	$ 200.00	$ 25.00	$ -	$ -	$ 25.00
14079	State Aid Miscellaneous	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Gross Collections		**$ 262,284.89**	**$ 7,533.31**	**$ 269,818.20**	**$ 16,708.76**	**$ 4,275.76**	**$ -**	**$ 20,984.52**	**$ 10,779.99**	**$ 684.00**	**$ -**	**$ 11,463.99**
Commission		**$ 70,816.92**	**$ 2,033.99**	**$ 72,850.91**	**$ 2,339.23**	**$ 598.61**	**$ -**	**$ 2,937.83**	**$ 3,557.40**	**$ 225.72**	**$ -**	**$ 3,783.12**
Net Collections		**$ 191,467.97**	**$ 5,499.32**	**$ 196,967.29**	**$ 14,369.53**	**$ 3,677.15**	**$ -**	**$ 18,046.69**	**$ 7,222.59**	**$ 458.28**	**$ -**	**$ 7,680.87**

Billable Commission	**$ 70,816.92**	**$ 2,033.99**	**$ 72,850.91**

FISCAL YEAR-TO-DATE MONTH ENDING AUGUST 31, 2014

DESCRIPTION	DESCRIPTION	TTC ACCOUNTS			SECONDARY OCA ACCOUNTS				TERTIARY OCA ACCOUNTS			
		TTC Collection	DPSS Direct Payment	Total	OCA Collection	TTC Direct Payment	DPSS Direct Payment	Total	OCA Collection	TTC Direct Payment	DPSS Direct Payment	Total
14061/62/74/84/88	CalFresh	$ 187,603.95	$ -	$ 187,603.95	$ 11,703.62	$ 6,821.16	$ -	$ 18,524.78	$ 9,077.40	$ 271.00	$ -	$ 9,348.40
14051/52/76/80/87	CalWORKs	$ 261,814.61	$ -	$ 261,814.61	$ 19,255.57	$ 4,446.30	$ -	$ 23,701.87	$ 14,195.99	$ 928.00	$ -	$ 15,123.99
14086	CAPI Recoupment	$ 49,961.14	$ 13,643.31	$ 63,604.45	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14012/44/81/83/85	General Relief	$ 10,607.47	$ -	$ 10,607.47	$ 104.87	$ 50.00	$ -	$ 154.87	$ -	$ -	$ -	$ -
14029/41/43/45/82	Miscellaneous Services	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14075	NSF Checks	$ 750.00	$ 58.00	$ 808.00	$ -	$ 83.00	$ -	$ 83.00	$ -	$ -	$ -	$ -
14089	Salary Overpayment	$ 2,493.00	$ -	$ 2,493.00	$ 300.00	$ -	$ -	$ 300.00	$ 50.00	$ -	$ -	$ 50.00
14079	State Aid Miscellaneous	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Gross Collections		**$ 513,230.17**	**$ 13,701.31**	**$ 526,931.48**	**$ 31,364.06**	**$ 11,400.46**	**$ -**	**$ 42,764.52**	**$ 23,323.39**	**$ 1,199.00**	**$ -**	**$ 24,522.39**
Commission		**$ 138,572.15**	**$ 3,699.35**	**$ 142,271.50**	**$ 4,390.97**	**$ 1,596.07**	**$ -**	**$ 5,987.03**	**$ 7,696.72**	**$ 395.67**	**$ -**	**$ 8,092.39**
Net Collections		**$ 374,658.02**	**$ 10,001.96**	**$ 384,659.98**	**$ 26,973.09**	**$ 9,804.39**	**$ -**	**$ 36,777.49**	**$ 15,626.67**	**$ 803.33**	**$ -**	**$ 16,430.00**

Technical Exhibit 2
Reference No. 58

PAYMENT/ADJUSTMENT UPDATES TO CLIENTS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DT POSTED	TRANS DATE	STATUS CODE	DSK	CURRENT BALANCE	ASSIGNED AMOUNT	ASSIGNED DATE
6038	11176043	[redacted]		35	100.00	73.00	27.00	60	07/01/14	06/30/14	PAY	C11	7,615.72	16,915.72	07/10/06
6645	12882111	[redacted]		435	200.00	146.00	54.00	60	07/21/14	07/21/14	PIF	C11	-	200.00	07/11/14
10036	12867273	[redacted]		459	300.00	219.00	81.00	60	07/24/14	07/23/14	PAY	C2	17,600.00	18,500.00	05/12/14
10038	12773525	[redacted]		35	2,000.00	1,460.00	540.00	60	07/01/14	06/30/14	PAY	C7	4,215.00	25,215.00	06/13/13
10040	10983427	[redacted]		459	200.00	146.00	54.00	60	07/11/14	07/10/14	PAY	C7	3,684.00	14,484.00	06/29/05
13001	10146446	[redacted]		459	50.00	36.50	13.50	60	07/17/14	07/16/14	PAY	C16	3,665.00	8,515.00	02/05/97
13012	12867275	[redacted]		435	500.00	365.00	135.00	60	07/14/14	07/14/14	ACT	A21	235.00	735.00	05/12/14
14080	12840905	[redacted]		535	500.00			50	07/16/14	07/14/14	FWD	SE2	236.00	386.00	01/08/14
14080	12840906	[redacted]		535	175.00			50	07/16/14	07/14/14	FWD	SE2	500.00		
14080	12840906	[redacted]		537	325.00			50	07/16/14	07/14/14	FWD	SE2	500.00		
14084	12669330	[redacted]		535	175.00	127.75	47.25	60	07/14/14	07/14/14	PAY	C7	200.00	453.00	07/23/12
14084	12669330	[redacted]		537	325.00			60	07/14/14	07/14/14	PAY	C7	200.00	453.00	07/23/12
14084	12875446	[redacted]		535	500.00			60	07/07/14	07/03/14	ACT	C7	2,302.00	2,602.00	06/16/14
14044	10618158	[redacted]		435	100.00	86.00	14.00	50	07/07/14	07/07/14	FWD	SE2	1,298.34	8,098.34	02/21/02
14051	12866703	[redacted]		35	40.00	34.40	5.60	50	07/01/14	06/30/14	FWD	SE2	193.00	233.00	05/08/14
14086	11653671	[redacted]		435	20.00	14.60	5.40	60	07/09/14	07/09/14	PIF	C16	-	1,720.00	09/04/08
14089	12659542	[redacted]		365	50.00	33.50	16.50	51	07/03/14	07/01/14	FWD	SE2	15,600.00	16,752.00	06/27/12
16001	10292168	[redacted]		35	25.00	18.25	6.75	60	07/01/14	06/30/14	PAY	C16	3,188.00	7,938.00	06/20/98
16006	2241290	[redacted]		35	50.00	36.50	13.50	60	07/15/14	07/14/14	PAY	C1	7,014.88	17,974.88	10/04/95
16075	12627894	[redacted]		365	126.00	91.98	34.02	60	07/22/14	07/18/14	ACT	C16	27.00	153.00	03/20/12
39069	12815893	[redacted]		35	100.00	67.00	33.00	51	07/01/14	06/30/14	FWD	TE2	3,240.40	3,640.40	10/21/13
39069	11349003	[redacted]		35	50.00	33.50	16.50	51	07/03/14	07/02/14	FWD	TE2	3,234.66	6,909.66	03/15/07
39070	1733667	[redacted]		35	40.00	26.80	13.20	51	07/03/14	07/02/14	FWD	TE2	3,165.65	10,295.65	10/04/95
29638	12869773	[redacted]		35	2,100.00	1,407.00	693.00	51	07/01/14	06/30/14	FWD	TE2	14,281.55	16,381.55	06/03/14
29689	12868555	[redacted]		365	2,757.35	2,012.87	744.48	60	07/08/14	07/04/14	PIF	C10	-	2,757.35	05/20/14
34053	12875231	[redacted]		355	346.00	252.58	93.42	60	07/01/14	06/30/14	PIF	C3	-	346.00	06/12/14
43589	12801339	[redacted]		35	50.00	43.00	7.00	50	07/17/14	07/16/14	FWD	SE2	480.71	655.71	09/04/13
46142	12875730	[redacted]		459	623.00	535.78	87.22	50	07/08/14	07/07/14	FWD	SE2	295.00	327.93	06/17/14
46142	12875730	[redacted]		559	623.00	535.78	87.22	50	07/08/14	07/07/14	FWD	SE2	295.00	327.93	06/17/14
55928	12849266	[redacted]		465	350.00	301.00	115.50	50	07/11/14	07/09/14	FWD	SE2	7,087.93	8,587.93	02/24/14
B1602	12545098	[redacted]		735	30.00	21.90	8.10	60	07/10/14	07/10/14	RTS	TE4	225.00	1,300.00	08/25/11
B2001	11724420	[redacted]		35	50.00	36.50	13.50	60	07/07/14	07/03/14	PAY	C2	2,611.00	3,686.00	03/12/09
B2252	12358537	[redacted]		735	12.50	9.13	3.38	60	07/31/14	07/31/14	WOR	LB3	862.50	900.00	01/12/11
TOTAL					**13,812.77**	**9,511.31**	**2,963.04**								
TOTAL COUNT					**34**										

Technical Exhibit 2
Reference No. 58

PAYMENT/ADJUSTMENT UPDATES FOR SECONDARY OCA

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DATE POSTED	TRANS DATE	STATUS CODE	DSK	TERTIARY OCA RETURN DATE TO TTC	CURRENT BALANCE
14051	12852267	[redacted]		35	200.00	172.00	28.00	50	10/08/14	10/07/14	FWD	SE2		262.00
14052	12850463	[redacted]		35	300.00	258.00	42.00	50	10/08/14	10/07/14	FWD	SE2		501.00
14084	12845117	[redacted]		35	2,000.00	1,720.00	280.00	50	10/08/14	10/07/14	FWD	SE2		308.00
14062	12857898	[redacted]		59	200.00	-	-	50	10/09/14	10/09/14	FWD	SE2		966.64
14062	12866640	[redacted]		59	50.00	-	-	50	10/09/14	10/09/14	FWD	SE2		214.00
14062	12888697	[redacted]		59	500.00	-	-	50	10/09/14	10/09/14	FWD	SE2		2,993.00
14084	12828698	[redacted]		59	500.00	-	-	50	10/09/14	10/09/14	FWD	SE2		126.00
39069	12874159	[redacted]		59	195.00	-	-	50	10/10/14	10/08/14	FPF	SE2		
39069	12874300	[redacted]		459	175.00	150.50	24.50	50	10/10/14	09/30/14	FPF	SE2		
39069	12874907	[redacted]		459	325.00	279.50	45.50	50	10/10/14	09/30/14	FPF	SE2		
46142	12834514	[redacted]		35	500.00	430.00	70.00	50	10/10/14	10/09/14	FPF	SE2		(11.23)
46142	12878209	[redacted]		559	100.00	86.00	14.00	50	10/10/14	10/05/14	FWD	SE2		55.00
46142	12885601	[redacted]		559	200.00	134.00	28.00	50	10/10/14	10/07/14	FPF	SE2		
14051	12864017	[redacted]		559	346.00	231.82	48.44	50	10/14/14	09/19/14	FWD	SE2		274.00
14051	12864028	[redacted]		559	50.00	33.50	7.00	50	10/14/14	09/19/14	FWD	SE2		477.00
14051	12864598	[redacted]		559	623.00	417.41	87.22	50	10/14/14	09/15/14	FWD	SE2		283.00
14052	12850965	[redacted]		635	623.00	417.41	87.22	50	10/14/14	09/18/14	FWD	SE2		829.00
14052	12851302	[redacted]		559	350.00	234.50	49.00	50	10/14/14	09/18/14	FWD	SE2		1,436.00
14052	12864075	[redacted]		735	35.00	23.45	4.90	50	10/14/14	09/19/14	FWD	SE2		240.75
14061	12860253	[redacted]		535	30.00	20.10	-	50	10/14/14	09/16/14	FWD	SE2		122.00
14062	12852143	[redacted]		537	12.50	10.75	-	50	10/14/14	10/14/14	FPF	SE2		
TOTAL					**7,314.50**									
TOTAL COUNT					**17**									

Technical Exhibit 2
Reference No. 58

PAYMENT/ADJUSTMENT UPDATES FOR TERTIARY OCA

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	NET AMT	COMM	ACCT ID#	DATE POSTED	TRANS DATE	STATUS CODE	DSK	SECONDARY OCA RETURN DATE TO TTC	CURRENT BALANCE
14051	12852267	[redacted]		35	200.00	172.00	66.00	51	10/08/14	10/07/14	FWD	TE2	09/12/14	262.00
14052	12850463			35	300.00	258.00	99.00	51	10/08/14	10/07/14	FWD	TE2	09/12/14	501.00
14084	12845117			35	2,000.00	1,720.00	660.00	51	10/08/14	10/07/14	FWD	TE2	07/25/14	308.00
14062	12857898			59	200.00	-	-	51	10/09/14	10/09/14	FWD	TE2	09/19/14	966.64
39069	12874159			59	195.00	-	-	51	10/10/14	10/08/14	FPF	TE2	09/12/14	2,993.00
39069	12874300			459	175.00	150.50	57.75	51	10/10/14	09/30/14	FPF	TE2	01/13/14	1,000.00
39069	12874907			459	325.00	279.50	107.25	51	10/10/14	09/30/14	FPF	TE2	01/13/14	1,000.00
46142	12834514			35	500.00	430.00	165.00	51	10/10/14	10/09/14	FWD	TE2	02/07/14	(11.23)
46142	12878209			559	100.00	86.00	33.00	51	10/10/14	10/05/14	FWD	TE2	04/04/14	55.00
46142	12885601			559	200.00	134.00	66.00	51	10/10/14	10/07/14	FPF	TE2	04/04/14	155.00
14052	12850965			635	623.00	417.41	205.59	51	10/14/14	09/18/14	FWD	TE2	04/04/14	829.00
14052	12851302			35	350.00	234.50	115.50	51	10/14/14	09/18/14	FWD	TE2	04/04/14	1,436.00
14052	12864075			735	35.00	23.45	11.55	51	10/14/14	09/19/14	FWD	TE2	04/04/14	240.75
14062	12852143			537	12.50	10.75	-	51	10/14/14	10/14/14	FWD	TE2	04/04/14	560.00
TOTAL					**5,215.50**									
TOTAL COUNT					**14**									

Technical Exhibit 2
Reference No. 59

--CLIENT--	---------CLIENT NAME---------	----------ADDRESS----------	-------CITY-------	ST	----ZIP---	-INT-	COMM	B-C	----PHONE---
	Added by Media Load 11-18-09	[redacted]							[redacted]
09036	AC SS AFFIRMATIVE ACTION					1		MSC	
09024	AC SS HUMAN RESOURCES					1		MSC	
09032	AC SS MILITARY & VETERANS					1		MSC	
09033	AC SS MUSEUM OF ART					1		MSC	
09038	AC SS OFFICE OF PUBLIC SAFETY					0		MSC	
09037	AC SS OMBUDSMAN					1		MSC	
09039	AC SS PUBLIC DEFENDER					1		MSC	
09040	AC SS REGIONAL PLANNING					1		MSC	
05087	AC DUP WARRANT OVERPAYMENT					0	1	MSC	
05038	AC ERRONEOUS REFUND					0	1	MSC	
05045	AC MISCELLANEOUS SERVICES					0	1	MSC	
05089	AC SALARY OVERPAYMENT					0		MSC	
13089	AC SALARY OVERPAYMENT					0		MSC	
17089	AC SALARY OVERPAYMENT					0		MSC	
17589	AC SALARY OVERPAYMENT					0		MSC	
24189	AC SALARY OVERPAYMENT					0	1	MSC	
51689	AC SALARY OVERPAYMENT					0		MSC	
51789	AC SALARY OVERPAYMENT					0		MSC	
09020	AC SS ACWM					0	1		
09022	AC SS ANIMAL CARE & CONTROL					0	1	MSC	
09005	AC SS BEACHES & HARBORS					0	1	MSC	
09026	AC SS CHIEF EXECUTIVE OFFICE					0		MSC	
09027	AC SS CHIEF INFORMATION OFFIC					0	1	MSC	
09028	AC SS COMMUNITY & SENIOR SVS					0	1	MSC	
09029	AC SS CONSUMER AFFAIRS					0	1	MSC	
09030	AC SS CORONER					0	1	MSC	
09031	AC SS COUNTY COUNSEL					0	1	MSC	
09034	AC SS MUSEUM OF NATURAL HIST					0	1	MSC	
09021	AC SS PUBLIC DEFENDER					0	1	MSC	
09023	AC SS SHARED SERVICES					0	1	MSC	
06657	ACWM DEVICE REGISTRATION FEE					0	1	MSC	
76057	ACWM DEVICE REGISTRATION FEES					0	1	MSC	
06645	ACWM MISCELLANEOUS SERVICES					0	1	MSC	
06675	ACWM NSF CHECKS					0	1	MSC	
06689	ACWM SALARY OVERPAYMENT					0	1	MSC	
67589	AD SALARY OVERPAYMENT					0		MSC	
ALH	ALHAMBRA					0			
40245	ANIMAL CARE & CONTROL MISC SV					0	1		
40275	ANIMAL CARE & CONTROL NSF CKS					0	1	MSC	
40475	ANIMAL CARE & CONTROL NSF CKS					0	1	MSC	
62089	ANIMAL CONTROL SALARY OVERPMT					0	1	MSC	
04045	ASSESSOR MISCELLANEOUS SERVIC					0	1	MSC	
04075	ASSESSOR NSF CHECKS					0			
04089	ASSESSOR SALARY OVERPAYMENT					0	1	MSC	
04036	ASSESSOR TRAINING REIMBURSEME					0	1	MSC	
34054	Added by Media Load 03-07-14					0		MSC	
A1	Added by Media Load 09-30-09								
A131	Added by Media Load 10-07-10								
A132	Added by Media Load 10-07-10								
A161	Added by Media Load 10-07-10								
A163	Added by Media Load 10-07-10								
A164	Added by Media Load 10-07-10								

collector desks

A10	Vacant
A16	F Castellanos
A18	Vacant
A2	A Sanchez
A20	Vacant
A21	Steven Salgado
A22	Vacant
A23	Roland Salariosa
A24	Vacant
A5	Vacant
AGJ	Agency Judgements
ARD	Accounting Recall Desk
ATG	Accounting Hold Desk
C1	E. De La Cruz
C10	J. Stallworth
C11	E. Tahmazian
C12	D. Miles-browning
C15	B. Zaldana
C16	F. Castellanos
C17	D Lucas
C18	H. Panosian
C2	P. Andry
C26	Library W/o
C27	Vacant
C3	J. Morris
C38	Vacant
C4	L. Baltierra
C5	V. Zamora
C6	Vacant
C7	M. Kirch
C8	E. Hernandez
C88	John Blake (c. Hernandez)
C9	M. Chavez
CAN	Cancelled Accounts
CAP	A Sanchez
CD	Collector Dump Desk
CLP	Public County Library
CWI	Calworks Intercept
CWO	Collector Write-off
D1	Dump
DIP	Dispute Desk
F1	Oca Referrals
F2	Assigned To Oca
F3	Oca Returns
FG	Leatrice Barnes
FSI	Food Stamps Intercept
H1	House
HLD	Hld
HU	House Uscb (c. Hernandez)
IO1	Welfare Intercept Only
JL1	Latrice Valentin (lgb Collecti
JR1	Maria C. Patron
JR2	Britney Nguyen
JR3	Elizabeth Perez
KK	Test
L1	Maricela Melchor
L10	Vacant
L11	S Barrow
L12	Linda Ramos
L13	Vacant
L14	Vacant
L15	Vacant
L16	S Barrow

status codes

1	=	ACC	ACCIDENT
2	=	ACT	ACTIVE ACCOUNT
3	=	ADJ	ADJUSTMENT REQUESTS USCB
4	=	ATT	ATTORNEY CONTACT ONLY LB
5	=	BAD	BAD ADDRESS LB
6	=	BAN	BANKRUPTCY
7	=	BKR	BANKRUPTCY LB
8	=	BPS	BROKEN PROMISE LB
9	=	BWI	REVOKED BWI
10	=	CAD	CEASE AND DESIST DEMAND LB
11	=	CAN	ACCOUNT CANCELLED BY CLIENT REQUEST.
12	=	CCI	CANCELLED BY CLIENT - INACTIVE ACCOUNT
13	=	COM	COMPROMISE
14	=	DCD	AWAIT DEATH CERTIFICATE LB
15	=	DCN	DEBTOR CONTACT NO RESULTS LB
16	=	DEC	DECEASED. NO ESTATE OR BEYOND CLAIM
17	=	DEF	DECEASED.CONTACTING ESTATE LB
18	=	DIS	DISPUTED
19	=	DOC	AWAITING DOCUMENTATION LB
20	=	DOT	CLOSED,DEED OF TRUST IDENTIFIED USCB
21	=	DUP	DUPLICATE LISTING LB
22	=	ESP	SPANISH SPEAKING TAXPAYER LB
23	=	FWD	FORWARDED TO OCA
24	=	FPF	FORWARDED PAID IN FULL
25	=	GDN	GOOD NUMBER LB
26	=	HDL	HOLD DELINQUENT ACCOUNT
27	=	HLD	TEMPORARY HOLD
28	=	HSE	HOUSE
29	=	INC	INCARCERATED LB
30	=	JUV	JUVENILE LB
31	=	LCU	WITH LYNWOOD COLLECTOR
32	=	LEG	LEGAL ACTION TAKEN.
33	=	LJA	LEGAL JUDGEMENT AGENCY
34	=	LJC	LEGAL JUDGMENT CONCLUDED
35	=	LEX	LEGAL EXECUTION ON ASSETS STARTED
36	=	LPD	LEGAL PENDING
37	=	LPF	LEGAL PAID IN FULL.
38	=	LSF	LEGAL SETTLED IN FULL.
39	=	MAL	MAIL ONLY LB
40	=	NEW	NEW BUSINESS LB
41	=	NLR	DO NOT MAIL LETTER TO CLIENT
42	=	NOC	DO NOT SEND OUTSIDE COLLECTION
43	=	NRP	DEBTOR IS A MINOR. NO RESPONSIBLE PARTY. LB
44	=	NSF	PAYMENT REVERSAL PROCESSED LB
45	=	OCR	RETURNED FROM OUTSIDE COLLECTION AGENCY
46	=	PAY	PAYMENT PLAN IN EFFECT.
47	=	PEN	HOLD FROM OCA REFERRAL
48	=	PIF	PAID IN FULL
49	=	PMT	PAYMENT VERIFIED/PENDING POSTING USCB
50	=	PPA	PARTIAL PAYMENT AGREEMENT SIGNED LB
51	=	PPC	PAID PRIOR TO CLIENT USCB
52	=	PRM	PROMISE PAYMENT LB
53	=	RCI	RETURN COMPROMISE INTERNAL
54	=	RCL	RECALLED BY CLIENT LB
55	=	RCO	RETURN COMPROMISE OUTSIDE COLLECTION AGENCY
56	=	REF	REFUSE TO PAY LB
57	=	RSH	RETURN STATE HEARING
58	=	RST	RESTRICTED STATE LB
59	=	RTM	RETURN FOR MED/INS BILLING
60	=	RTS	RETURN TO SENDER
61	=	SEC	SUSPENDED WITH SECURITY
62	=	SIF	SETTLED IN FULL
63	=	SIP	SETTLE IN PROCESS LB

TRANSACTION CODES

Transaction Code (TC)	Description
3	Correction of assigned amount entered incorrectly
7	Linebarger payment remittances - expired 12-31-11
35	Payments received through TTC mail
36	Non-sufficient fund (NSF) payments - Probation
59	Adjustments to assigned amounts
355	Interactive Voice Response (IVR) credit card payments - Probation
365	Debit/Credit card online payments - TTC and Probation
376	Credit card chargebacks
386	Adjustments to debit/credit card payment transactions (i.e., misapplied debit/credit card payments)
396	Debit/Credit card refunds
408	USCB payment remittances
409	Linebarger payment remittances
435	Payments received at TTC cashier
436	Non-sufficient fund (NSF) payments - TTC
459	Direct payments (e.g., payments received by the client department for accounts referred to TTC or OCA)
465	eCheck payments
486	Adjustments on eCheck payment transactions (i.e., misapplied eCheck payments)
496	eCheck refunds
535	Treasury Offset Program (TOP) tax intercept payments (eff. 11/3/14)
536	eCheck cancellation/returns (equivalent to posting NSF check)
537	Commission withheld by Treasury Offset Program (TOP) Tax Intercept
538	Franchise Tax Board (FTB) tax intercept payments (effective 11/3/14)
559	Public Library materials returned
634	Adjustments on non-cash payment transactions (i.e., OCA commissions)
635	Adjustments on cash payment transactions (i.e, misapplied payments)
735	Posted suspense payments
835	Payment collected by Linebarger for Probation Juvenile Reimbursement accounts
836	Payment collected by Linebarger for Probation Juvenile Reimbursement accounts reversal

Technical Exhibit 2
Reference No. 59

Include Amt Field in Stmt Comment: ..NO
Attr to Update in Financial Record: .
Amt to Add/Sub to Financial Record: .
Field to Update in Misc Routines: ...ASSIGNED AMOUNT
Statement Break Group Code: .....
Statement Payment Code: .....PN
Affects Bank Balance: .....YES
Charge Sales Tax: .....YES
Overpayment Transaction Code: .....NO

Trans Code= 34

Description: .....PRIN pmt-pd client FWD agency NSF
Short Description to Notes: .....AP-CF-N
Update Owing or Received Column: ....RECEIVED
Field to Update: .....ASSIGNED AMOUNT -- PRINCIPAL
NSF Transaction: .....YES
Paid To: .....CLIENT
Forward Transaction: .....YES
Cash/Non-Cash: .....NON-CASH
Appear on Statement: .....YES
Statement Comments: .....
Include Amt Field in Stmt Comment: ..NO
Attr to Update in Financial Record: .
Amt to Add/Sub to Financial Record: .
Field to Update in Misc Routines: ...ASSIGNED AMOUNT
Statement Break Group Code: .....
Statement Payment Code: .....PN
Affects Bank Balance: .....NO
Charge Sales Tax: .....YES
Overpayment Transaction Code: .....NO

Trans Code= 35

Description: .....PRIN pmt-pd agency
Short Description to Notes: .....AP-A
Update Owing or Received Column: ....RECEIVED
Field to Update: .....ASSIGNED AMOUNT -- PRINCIPAL
NSF Transaction: .....NO
Paid To: .....AGENCY
Forward Transaction: .....NO
Cash/Non-Cash: .....CASH
Appear on Statement: .....NO
Statement Comments: .....
Include Amt Field in Stmt Comment: ..NO
Attr to Update in Financial Record: .
Amt to Add/Sub to Financial Record: .
Field to Update in Misc Routines: ...ASSIGNED AMOUNT
Statement Break Group Code: .....
Statement Payment Code: .....
Affects Bank Balance: .....YES
Charge Sales Tax: .....NO
Overpayment Transaction Code: .....NO

Trans Code= 36

Description: .....PRIN pmt-pd agency NSF
Short Description to Notes: .....AP-A-N
Update Owing or Received Column: ....RECEIVED
Field to Update: .....ASSIGNED AMOUNT -- PRINCIPAL

Technical Exhibit 2
Reference No. 60

COMMISSION REMITTANCE TO SECONDARY OCA

CLIENT#	DEBTOR#	CLIENT REF #	T-C	DATE POSTED	ACCT ID#	TRANS AMOUNT	NET AMOUNT	COMMISSION	AMOUNT FOR REMITTANCE	CURRENT BALANCE	FWD DATE
14044	10048426	[redacted]	35	10/8/2014	50	100.00	86.00	14.00	14.00	626.26	4/30/2014
14051	12852267	[redacted]	365	10/8/2014	50	200.00	172.00	28.00	28.00	262.00	5/7/2014
14052	12850463	[redacted]	35	10/8/2014	50	300.00	258.00	42.00	42.00	501.00	9/3/2014
14084	12845117	[redacted]	35	10/8/2014	50	2,000.00	1,720.00	280.00	280.00	308.00	9/3/2014
14062	12857898	[redacted]	35	10/10/2014	50	105.00	90.30	14.70	14.70	966.64	10/15/2014
14084	12828698	[redacted]	459	10/10/2014	50	500.00	430.00	70.00	70.00	126.00	4/30/2014
14051	12852236	[redacted]	459	10/10/2014	50	100.00	86.00	14.00	14.00	214.00	9/10/2014
14051	12859152	[redacted]	35	10/10/2014	50	40.00	34.40	5.60	5.60	212.00	9/17/2014
46142	12834514	[redacted]	559	10/10/2014	50	126.00	108.36	17.64	17.64	(11.23)	10/1/2014
46142	12878209	[redacted]	559	10/10/2014	50	100.00	86.00	14.00	14.00	(55.00)	10/1/2014
46142	12882648	[redacted]	559	10/10/2014	50	50.00	43.00	7.00	7.00	118.53	10/8/2014
46142	12885557	[redacted]	735	10/14/2014	50	20.00	17.20	2.80	2.80	15.00	8/20/2014
46142	12885582	[redacted]	459	10/14/2014	50	50.00	43.00	7.00	7.00	15.00	6/11/2014
46142	12885582	[redacted]	459	10/14/2014	50	25.00	21.50	3.50	3.50	15.00	6/11/2014
14051	12864017	[redacted]	35	10/10/2014	50	20.00	17.20	2.80	2.80	274.00	10/8/2014
14051	12864028	[redacted]	35	10/10/2014	50	50.00	43.00	7.00	7.00	477.00	10/8/2014
14051	12864598	[redacted]	35	10/10/2014	50	200.00	172.00	28.00	28.00	283.00	10/8/2014
14052	12864075	[redacted]	635	10/10/2014	50	200.00	172.00	28.00	28.00	240.75	8/20/2014
TOTAL						**4,186.00**	**3,599.96**	**586.04**	**586.04**		
TOTAL COUNT						**18**					

Technical Exhibit 2
Reference No. 60

COMMISSION REMITTANCE TO TERTIARY OCA

CLIENT#	DEBTOR#	CLIENT REF #	T-C	DATE POSTED	ACCT ID#	TRANS AMOUNT	NET AMOUNT	COMMISSION	AMOUNT FOR REMITTANCE	CURRENT BALANCE	FWD DATE
14044	10048426	[redacted]	35	10/8/2014	51	100.00	67.00	14.00	14.00	626.26	4/30/2014
14051	12852267	[redacted]	365	10/8/2014	51	200.00	134.00	28.00	28.00	262.00	5/7/2014
14052	12850463	[redacted]	35	10/8/2014	51	300.00	201.00	42.00	42.00	501.00	9/3/2014
14084	12845117	[redacted]	35	10/8/2014	51	2,000.00	1,340.00	280.00	280.00	308.00	9/3/2014
14062	12857898	[redacted]	35	10/10/2014	51	105.00	70.35	14.70	14.70	966.64	10/15/2014
14084	12828698	[redacted]	459	10/10/2014	51	500.00	335.00	70.00	70.00	126.00	4/30/2014
14051	12852236	[redacted]	459	10/10/2014	51	100.00	67.00	14.00	14.00	214.00	9/10/2014
39069	12874300	[redacted]	459	10/10/2014	51	25.00	16.75	3.50	3.50	900.00	10/1/2014
46142	12878209	[redacted]	559	10/10/2014	51	100.00	67.00	14.00	14.00	500.00	10/1/2014
46142	12884921	[redacted]	559	10/14/2014	51	40.00	26.80	5.60	5.60	500.00	8/20/2014
46142	12885557	[redacted]	735	10/14/2014	51	20.00	13.40	2.80	2.80	300.00	8/20/2014
46142	12885582	[redacted]	459	10/14/2014	51	50.00	33.50	7.00	7.00	200.00	6/11/2014
46142	12885582	[redacted]	459	10/14/2014	51	25.00	16.75	3.50	3.50	400.00	6/11/2014
46142	12885601	[redacted]	459	10/10/2014	51	50.00	33.50	7.00	7.00	300.00	10/8/2014
14051	12864017	[redacted]	35	10/10/2014	51	20.00	13.40	2.80	2.80	274.00	10/8/2014
14051	12864028	[redacted]	35	10/10/2014	51	50.00	33.50	7.00	7.00	477.00	10/8/2014
14051	12864598	[redacted]	35	10/10/2014	51	200.00	134.00	28.00	28.00	283.00	10/8/2014
14052	12864075	[redacted]	635	10/10/2014	51	200.00	134.00	28.00	28.00	240.75	8/20/2014
TOTAL						**4,085.00**	**2,736.95**	**571.90**	**571.90**		
TOTAL COUNT						**23**					

Technical Exhibit 2
Reference No. 61

TTC/OCA COLLECTION STATISTICS FOR ALL CLIENT DEPARTMENTS

CLIENT#	CLIENT NAME	REFERRALS		COLLECTIONS		COMMISSION	RETURNS		INVENTORY	
		#	AMOUNT	#	AMOUNT	AMOUNT	#	AMOUNT	#	AMOUNT
14080	DPSS CALWORKS OVERPAYMENT									
	MTD	10	500.00	4	200.00	28.00	0	-	10	500.00
	YTD	3000	60,000.00	0	-	-	0	-	0	-
	TOTAL	5000	30,000.00	30	5,000.00	700.00	30	5,000.00	66	29,570.00
14062	DPSS CALFRESH OVERPAYMENT TIHE									
	MTD	18	3,004.00	10	206.00	28.84	0	-	18	3,004.00
	YTD	38	6,502.00	18	606.00	84.84	0	-	38	6,502.00
	TOTAL	1500	70,000.00	330	28,000.00	3,920.00	30	5,000.00	66	29,570.00
46142	LIBRARY FEES AND MATERIALS									
	MTD	24	3,010.00	16	212.00	29.68	0	-	24	3,010.00
	YTD	38	6,502.00	18	606.00	84.84	0	-	38	6,502.00
	TOTAL	1280	308,000.00	230	24,000.00	3,360.00	30	5,000.00	66	29,570.00
39069	FIRE CUPA									
	MTD	30	3,016.00	22	218.00	30.52	0	-	30	3,016.00
	YTD	38	6,502.00	18	606.00	84.84	0	-	38	6,502.00
	TOTAL	160	70,000.00	30	5,000.00	700.00	30	5,000.00	94	54,000.00
14084	DPSS CALFRESH OVERPAYMENT									
	MTD	36	6,002.00	28	224.00	31.36	36	6,002.00	0	-
	YTD	38	6,502.00	18	606.00	84.84	0	-	38	6,502.00
	TOTAL	2280	230,000.00	30	5,000.00	700.00	30	5,000.00	66	29,570.00
29575	DPH NSF CHECKS									
	MTD	42	6,008.00	34	230.00	32.20	0	-	42	6,008.00
	YTD	38	6,502.00	18	606.00	84.84	0	-	38	6,502.00
	TOTAL	320	160,000.00	30	5,000.00	700.00	120	12,000.00	200	130,000.00
	CURRENT MONTH TOTAL	**160**	**21,540.00**	**114**	**1,500.00**	**180.60**	**36**	**1,500.00**	**124**	**1,500.00**
	YEAR TO DATE TOTAL	**3228**	**99,012.00**	**108**	**35,000.00**	**522.20**	**0**	**35,000.00**	**3228**	**99,012.00**
	INCEPTION TO DATE TOTAL	**10636**	**938,000.00**	**700**	**75,000.00**	**10,329.20**	**300**	**75,000.00**	**624**	**75,000.00**

Technical Exhibit 2
Reference No. 61

TTC/OCA COLLECTION STATISTICS BY INDIVIDUAL CLIENT DEPARTMENT

CLIENT#	CLIENT NAME	REFERRALS		COLLECTIONS		COMMISSION	RETURNS		INVENTORY	
		#	AMOUNT	#	AMOUNT	AMOUNT	#	AMOUNT	#	AMOUNT
14080	DPSS CALWORKS OVERPAYMENT									
	MTD	850	13,500	84	812	135	318	4,271	698	35,350
	YTD	3,190	159,000	209	2,303	380	170	9,460	1,369	40,000
	TOTAL TO DATE	9,100	30,000	515	13,500	2,365	5,300	70,000	11,700	148,000
14084	DPSS CALFRESH OVERPAYMENT									
	MTD	668	6,002	84	2,400	602	34	4,601	599	62,000
	YTD	1,709	16,001	350	12,000	2,060	170	16,460	38	39,000
	TOTAL TO DATE	4,540	230,000	515	20,000	4,890	860	26,000	3,000	155,000
14061	DPSS CALFRESH OVERPAYMENT TAE									
	MTD	209	3,004	85	4,100	878	360	2,770	129	37,502
	YTD	1,519	6,502	209	5,500	1,150	180	10,500	1,362	31,251
	TOTAL TO DATE	6,450	70,000	665	25,000	5,590	5,500	60,000	8,550	72,785
14062	DPSS CALFRESH OVERPAYMENT TIHE									
	MTD	1,250	6,002	28	3,000	705	78	4,501	559	18,202
	YTD	1,840	16,001	18	32,000	7,520	100	9,500	31	26,251
	TOTAL TO DATE	5,100	230,000	30	50,000	11,750	1,015	12,500	7,500	60,000
14051	DPSS CALWORKS OVERPAYMENT FAE									
	MTD	400	4,509	160	3,200	790	600	2,540	240	46,350
	YTD	3,000	16,001	400	4,000	940	300	16,000	2,700	56,000
	TOTAL TO DATE	11,400	150,000	1,000	22,000	5,170	9,000	100,000	11,000	1,250,000
14052	DPSS CALWORKS OVERPAYMENT FIHE									
	MTD	760	6,005	117	4,000	845	34	4,601	571	53,700
	YTD	400	16,001	209	2,600	744	220	22,000	38	50,000
	TOTAL TO DATE	2,150	195,000	515	48,500	8,880	75	8,500	255	255,000
CURRENT MONTH TOTAL		**4,137**	**39,022**	**558**	**17,512**	**3,955**	**1,424**	**23,284**	**2,796**	**253,104**
YEAR TO DATE TOTAL		**11,658**	**229,506**	**1,395**	**58,403**	**12,794**	**1,140**	**83,920**	**5,538**	**242,502**
INCEPTION TO DATE TOTAL		**38,740**	**905,000**	**3,240**	**179,000**	**38,645**	**21,750**	**277,000**	**42,005**	**1,940,785**

Technical Exhibit 2
Reference No. 61

TTC/SECONDARY COLLECTION STATISTICS FOR ALL CLIENT DEPARTMENTS

CLIENT#	CLIENT NAME	REFERRALS		COLLECTIONS		COMMISSION	RETURNS		INVENTORY	
		#	AMOUNT	#	AMOUNT	AMOUNT	#	AMOUNT	#	AMOUNT
14080	DPSS CALWORKS OVERPAYMENT									
	MTD	5	250.00	2	100.00	14	0	0.00	5	250.00
	YTD	1500	30,000.00	0	0.00	0	0	0.00	0	0.00
	TOTAL TO DATE	2500	15,000.00	15	2,500.00	350	15	2,500.00	33	14,785.00
14062	DPSS CALFRESH OVERPAYMENT TIHE									
	MTD	9	1,502.00	5	103.00	14.42	0	0.00	9	1,502.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	750	35,000.00	165	14,000.00	1960	15	2,500.00	33	14,785.00
46142	LIBRARY FEES AND MATERIALS									
	MTD	12	1,505.00	8	106.00	14.84	0	0.00	12	1,505.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	640	154,000.00	115	12,000.00	1680	15	2,500.00	33	14,785.00
39069	FIRE CUPA									
	MTD	15	1,508.00	11	109.00	15.26	0	0.00	15	1,508.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	80	35,000.00	15	2,500.00	350	15	2,500.00	47	27,000.00
14084	DPSS CALFRESH OVERPAYMENT									
	MTD	18	3,001.00	14	112.00	15.68	18	3,001.00	0	0.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	1140	115,000.00	15	2,500.00	350	15	2,500.00	33	14,785.00
29575	DPH NSF CHECKS									
	MTD	21	3,004.00	17	115.00	16.1	0	0.00	21	3,004.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	160	80,000.00	15	2,500.00	350	60	6,000.00	100	65,000.00
	CURRENT MONTH TOTAL	**85**	**11,020.00**	**59**	**745.00**	**104.30**	**18**	**3,001.00**	**67**	**8,019.00**
	YEAR TO DATE TOTAL	**1614**	**49,506.00**	**54**	**1,865.00**	**261.10**	**0**	**-**	**1614**	**49,506.00**
	INCEPTION TO DATE TOTAL	**5318**	**469,000.00**	**350**	**36,890.00**	**5,164.60**	**150**	**21,000.00**	**7000**	**165,925.00**

Technical Exhibit 2
Reference No. 61

TTC/SECONDARY COLLECTION STATISTICS BY INDIVIDUAL CLIENT DEPARTMENT

CLIENT#	CLIENT NAME	REFERRALS		COLLECTIONS		COMMISSION	RETURNS		INVENTORY	
		#	AMOUNT	#	AMOUNT	AMOUNT	#	AMOUNT	#	AMOUNT
14080	DPSS CALWORKS OVERPAYMENT									
	MTD	200	1,500	70	700	98.00	300	1,270	120	10,350
	YTD	1,500	75,000	200	2,000	280.00	150	8,000	1350	28,000
	TOTAL TO DATE	5,700	285,000	500	11,000	1,540.00	4500	50,000	5000	58,000
14084	DPSS CALFRESH OVERPAYMENT									
	MTD	650	12,000	14	1,000	140.00	18	3,001	578	25,000
	YTD	1,690	84,500	150	10,000	1,400.00	20	1,460	19	12,000
	TOTAL TO DATE	3,400	170,000	15	9,000	1,260.00	800	20,000	1,500	90,000
14061	DPSS CALFRESH OVERPAYMENT TAE									
	MTD	9	1,502	5	2,500	350.00	60	1,500	9	1,502
	YTD	19	3,251	9	3,500	490.00	30	2,500	12	3,251
	TOTAL TO DATE	750	35,000	165	14,000	1,960.00	1,000	10,000	550	14,785
14062	DPSS CALFRESH OVERPAYMENT TIHE									
	MTD	600	3,001	14	1,500	210.00	18	3,001	550	16,700
	YTD	150	62,000	9	16,000	2,240.00	70	7,000	19	23,000
	TOTAL TO DATE	1,700	90,000	15	25,000	3,500.00	15	2,500	3,500	190,000
14051	DPSS CALWORKS OVERPAYMENT FAE									
	MTD	200	1,500	70	1,400	196.00	300	1,270	120	36,000
	YTD	1,500	30,000	200	2,000	280.00	150	8,000	1350	28,000
	TOTAL TO DATE	5,700	67,000	500	11,000	1,540.00	4500	50,000	5000	58,000
14052	DPSS CALWORKS OVERPAYMENT FIHE									
	MTD	160	16,000	17	2,500	350.00	16	1,600	21	37,000
	YTD	250	12,500	9	600	84.00	150	15,000	19	27,000
	TOTAL TO DATE	450	22,500	15	37,500	5,250.00	60	6,000	100	65,000
CURRENT MONTH TOTAL		**1,819**	**35,503**	**190**	**9,600**	**1,344**	**712**	**11,642**	**1,398**	**126,552**
YEAR TO DATE TOTAL		**5,109**	**267,251**	**577**	**34,100**	**4,774**	**570**	**41,960**	**2,769**	**121,251**
INCEPTION TO DATE TOTAL		**17,700**	**669,500**	**1,210**	**107,500**	**15,050**	**10,875**	**138,500**	**15,650**	**475,785**

Technical Exhibit 2
Reference No. 61

TTC/TERTIARY COLLECTION STATISTICS FOR ALL CLIENT DEPARTMENTS

CLIENT#	CLIENT NAME	REFERRALS		COLLECTIONS		COMMISSION	RETURNS		INVENTORY	
		#	AMOUNT	#	AMOUNT	AMOUNT	#	AMOUNT	#	AMOUNT
14080	DPSS CALWORKS OVERPAYMENT									
	MTD	5	250.00	2	100.00	14	0	0.00	5	250.00
	YTD	1500	30,000.00	0	0.00	0	0	0.00	0	0.00
	TOTAL TO DATE	2500	15,000.00	15	2,500.00	350	15	2,500.00	33	14,785.00
14062	DPSS CALFRESH OVERPAYMENT TIHE									
	MTD	9	1,502.00	5	103.00	14.42	0	0.00	9	1,502.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	750	35,000.00	165	14,000.00	1960	15	2,500.00	33	14,785.00
46142	LIBRARY FEES AND MATERIALS									
	MTD	12	1,505.00	8	106.00	14.84	0	0.00	12	1,505.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	640	154,000.00	115	12,000.00	1680	15	2,500.00	33	14,785.00
39069	FIRE CUPA									
	MTD	15	1,508.00	11	109.00	15.26	0	0.00	15	1,508.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	80	35,000.00	15	2,500.00	350	15	2,500.00	47	27,000.00
14084	DPSS CALFRESH OVERPAYMENT									
	MTD	18	3,001.00	14	112.00	15.68	18	3,001.00	0	0.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	1140	115,000.00	15	2,500.00	350	15	2,500.00	33	14,785.00
29575	DPH NSF CHECKS									
	MTD	21	3,004.00	17	115.00	16.1	0	0.00	21	3,004.00
	YTD	19	3,251.00	9	303.00	42.42	0	0.00	19	3,251.00
	TOTAL TO DATE	160	80,000.00	15	2,500.00	350	60	6,000.00	100	65,000.00
	CURRENT MONTH TOTAL	**80**	**10,770.00**	**57**	**645.00**	**90.3**	**18**	**3,001.00**	**62**	**7,769.00**
	YEAR TO DATE TOTAL	**1595**	**46,255.00**	**45**	**1,515.00**	**212.1**	**0**	**-**	**1595**	**46,255.00**
	INCEPTION TO DATE TOTAL	**5270**	**434,000.00**	**340**	**36,000.00**	**5040**	**135**	**18,500.00**	**279**	**151,140.00**

Technical Exhibit 2
Reference No. 61

TTC/TERTIARY COLLECTION STATISTICS BY INDIVIDUAL CLIENT DEPARTMENT

CLIENT#	CLIENT NAME	REFERRALS		COLLECTIONS		COMMISSION	RETURNS		INVENTORY	
		#	AMOUNT	#	AMOUNT	AMOUNT	#	AMOUNT	#	AMOUNT
14080	DPSS CALWORKS OVERPAYMENT									
	MTD	650	12,000	14	112	36.96	18	3,001	578	25,000
	YTD	1,690	84,000	9	303	99.99	20	1,460	19	12,000
	TOTAL TO DATE	3,400	115,000	15	2,500	825.00	800	20,000	6,700	90,000
14084	DPSS CALFRESH OVERPAYMENT									
	MTD	18	3,001	70	1,400	462.00	16	1,600	21	37,000
	YTD	19	3,251	200	2,000	660.00	150	15,000	19	27,000
	TOTAL TO DATE	1,140	115,000	500	11,000	3,630.00	60	6,000	1,500	65,000
14061	DPSS CALFRESH OVERPAYMENT TAE									
	MTD	200	1,500	80	1,600	528.00	300	1,270	120	36,000
	YTD	1,500	30,000	200	2,000	660.00	150	8,000	1350	28,000
	TOTAL TO DATE	5,700	67,000	500	11,000	3,630.00	4500	50,000	8000	58,000
14062	DPSS CALFRESH OVERPAYMENT TIHE									
	MTD	650	12,000	14	1,500	495.00	60	1,500	9	1,502
	YTD	1,690	3,251	9	16,000	5,280.00	30	2,500	12	3,251
	TOTAL TO DATE	3,400	115,000	15	25,000	8,250.00	1,000	10,000	4,000	14,785
14051	DPSS CALWORKS OVERPAYMENT FAE									
	MTD	200	1,500	90	1,800	594.00	300	1,270	120	10,350
	YTD	1,500	30,000	200	2,000	660.00	150	8,000	1350	28,000
	TOTAL TO DATE	5,700	67,000	500	11,000	3,630.00	4500	50,000	6000	58,000
14052	DPSS CALWORKS OVERPAYMENT FIHE									
	MTD	600	3,001	100	1,500	495.00	18	3,001	550	16,700
	YTD	150	62,000	200	2,000	660.00	70	7,000	19	23,000
	TOTAL TO DATE	1,700	90,000	500	11,000	3,630.00	15	2,500	2,450	190,000
CURRENT MONTH TOTAL		**2,318**	**33,002**	**368**	**7,912**	**2,611**	**712**	**11,642**	**1,398**	**126,552**
YEAR TO DATE TOTAL		**6,549**	**212,502**	**818**	**24,303**	**8,020**	**570**	**41,960**	**2,769**	**121,251**
INCEPTION TO DATE TOTAL		**21,040**	**569,000**	**2,030**	**71,500**	**23,595**	**180**	**138,500**	**5,590**	**475,785**

PROBATION CASH AND NON-CASH TRANSACTIONS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	ACCT ID#	DT POSTED	TRANS DT	STATUS CODE	DSK	CURRENT BALANCE	PN-ASSIGN	ASGN-DT
ALH	12097050	[redacted]		465	15.00	61	7/7/2014	7/3/2014	PAY	L8	21,574.10	22,236.10	2/19/2010
ELA/RP	12875670			35	5.00	61	7/1/2014	6/30/2014	PAY	P1	-	88.00	6/17/2014
JUV_REM	11426583			35	25.00	61	7/29/2014	7/28/2014	PAY	JR3	2,853.92	3,453.92	11/27/2007
LAMAD	12591714			35	20.00	61	7/8/2014	7/7/2014	PAY	L22	3,860.00	1,538.00	12/6/2011
ELA	12783410			35	100.00	61	7/31/2014	7/30/2014	PAY	L1	2,891.00	3,691.00	6/26/2013
ELA/RP	12875670			35	5.00	61	7/1/2014	6/30/2014	PAY	P1	-	88.00	6/17/2014
ESFV	12413137			35	20.00	61	7/7/2014	7/3/2014	PAY	L3	5,614.00	6,256.00	3/14/2011
ESFV/AV	12882464			635	10.00	61	7/30/2014	7/23/2014	PIF	P1	-	110.00	7/15/2014
FIR	12783760			35	25.00	61	7/8/2014	7/7/2014	PAY	L9	4,866.00	5,166.00	7/1/2013
FOJ	12783497			635	27.50	61	7/18/2014	7/8/2014	PIF	P1	-	27.50	6/27/2013
JUV_REM	11426583			35	25.00	61	7/29/2014	7/28/2014	PAY	JR3	2,853.92	3,453.92	11/27/2007
KJJC	12883593			635	250.00	61	7/30/2014	7/23/2014	PIF	P1	-	250.00	7/22/2014
LAMAD	12591714			35	20.00	61	7/8/2014	7/7/2014	PAY	L22	3,860.00	1,538.00	12/6/2011
LB	12848902			355	356.59	61	7/3/2014	7/1/2014	PIF	L1	-	736.59	2/18/2014
PV	12790853			36	25.00	61	7/28/2014	7/25/2014	PAY	L6	3,211.00	3,600.00	7/22/2013
RIO	12719641			36	10.00	61	7/3/2014	7/3/2014	PAY	L2	8,754.28	11,000.00	12/17/2012
RIO	12835558			36	25.00	61	7/8/2014	7/8/2014	LCU	L6	6,096.00	6,096.00	12/23/2013
SMJ	12790339			36	55.00	61	7/11/2014	7/11/2014	PAY	P1	143.00	600.00	7/17/2013
TOTAL					**1,019.09**								
TOTAL COUNT					**14**								

PROBATION ACCOUNT INVENTORY

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF#	ASSIGNED DATE	ASSIGNED AMOUNT	PAYMENT	CANCELLED AMOUNT	BALANCE	STATUS CODE
ALH	10710620	[redacted]		03/27/03	594.00		594.00		PAY
ELA/RP	11676413			11/07/08	140.00			140.00	PAY
JUV REIM	11183451			07/18/06	1,815.60		1,815.60		PAY
LAMAD	11306531			01/05/07	917.00			917.00	PAY
ELA/RP	11396876			07/17/07	349.20			349.20	PAY
JUV_REM	12405735			03/03/11	372.00			372.00	PAY
ALH	10700024			02/11/03	89.00		89.00		PAY
ELA	10861364			09/15/04	451.98		451.98		PAY
ELA/RP	10715010			04/04/03	574.00		574.00		PAY
ESFV	10858581			09/03/04	413.65		413.65		PAY
ESFV/AV	11183452			07/18/06	249.60		249.60		PAY
FIR	12380195			02/07/11	763.20			763.20	PAY
FOJ	10710345			03/26/03	1,192.56		1,192.56		PAY
JUV-RM	10800583			02/12/04	298.00		298.00		PAY
KJJC	11195047			08/09/06	89.00		89.00		PAY
LAMAD	12405456			03/02/11	127.00	127.00			PIF
LAMAD	12166815			05/26/10	177.00	50.00		127.00	PIF
ALH	11387188			06/25/07	261.00	160.00		101.00	PAY
ELA/RP	11428913			12/11/07	94.00	54.00		40.00	PIF
JUV REIM	11420450			11/09/07	393.00			393.00	PIF
LAMAD	1406959			10/04/95	109.00		109.00		PAY
ELA/RP	12084177			02/10/10	89.00			89.00	PAY
JUV_REM	10715425			04/07/03	690.50		690.50		PAY
LAMAD	10715312			04/07/03	1,080.00		1,080.00		PAY
9030	11146570			05/19/06	343.00		343.00		PAY
ALH	11807017			05/21/09	60.00			60.00	PAY
ELA	12138349			04/29/10	63.00			63.00	PIF
ELA/RP	12065968			01/27/10	325.00	75.00		250.00	PIF
ESFV	12131070			03/31/10	1,407.00	120.00		1,287.00	PAY
ESFV/AV	11129149			04/26/06	445.50		445.50		PIF
FIR	11608604			05/15/08	80.00			80.00	PIF
FOJ	12001785			10/19/09	549.00			549.00	PAY
JUV-RM	11797984			05/11/09	226.00			226.00	PAY
KJJC	10781489			01/05/04	443.10		443.10		PAY
LAMAD	12267710			09/24/10	392.00			392.00	PAY
LAMAD	11094268			02/24/06	155.00		155.00		PAY
TOTAL					**17,795.19**	**586.00**	**9,033.49**		
TOTAL COUNT					**38**				

Technical Exhibit 2
Reference No. 64

TREASURER-TAX COLLECTOR
JUVENILE MONTHLY COLLECTIONS
FOR MONTH 8

FAC..	FACILITY NAME.....	PRE CURRENT.	CURRENT.....	POST CURRENT
BC	BAD CHECK CHARGE	7626.25		
CF	COLLCTN INSTLMNT FEE	53.54		
CO	COPS	88046.33		
DF	DIVERSION FEE - FEL	10955.00		
DM	DIVERSION FEE - MISD	20725.45		
DR	DRUG EDUCATION/REHAB	50.00		
DV	DOMESTC VIOLNC FUND	500.00		
FC	FINE SERVICE CHRG	468.94		
FI	FINE	77987.28		
INT		41.00		
LF	LAB FEE	516.32		
NC	NIGHT COURT	1.47		
PA	PENALTY ASSESS TOTAL	117493.18		
PR	PROBATION REFUND	220.00		
PT	PRE-TRIAL SERVICES SUP REL PRO	3597.00		
RC	RESTI SERVICE CHRG	91140.24	254.85	
RD	DIVERSION RESTI FEE	90694.00	57791.00	
RF	RESTITUTION FINE	5241743.07	17549.52	
RS	RESTI FUND (STATE)	14876.73		
RT	RESTITUTION	6282720.63	24932.92	
RX	RESTI FINE SRVC CHRG	485212.79	1609.30	
SF	COURT SECURITY FEE	313.33		
SS	STATE SURCHARGE	66.00		
TRUST	UNABLE TO DETERMINE CHARGE	332275.63	1074.78	
WF	WORK FURLOUGH	14929.18		
XX	CONVERSION CODE	36.50		
		12882289.86	103212.37	

26 records listed.

Technical Exhibit 2
Reference No. 64

08:11:34am 02 Sep 2014 TREASURER-TAX COLLECTOR
ADULT MONTHLY COLLECTIONS
FOR MONTH 8

FAC..	FACILITY NAME.....	PRE CURRENT.	CURRENT.....	POST CURRENT
AA	ALCOHOL ABUSE	67542.64	120.92	
AE	AIDS EDUCATION PROGRAM	1071.84	0.80	
AF	AUTOMATIC FINGERPRINT	1339.93		
BC	BAD CHECK CHARGE	155579.73	311.16	
CE	COMMUNITY EDUCATION & TRAINING	11792.55	340.43	
CF	COLLCTN INSTLMNT FEE	5883867.38	11331.32	
CH	COURT HOUSE TEMP. CONSTRUCTION	6084.12		
CO	COPS	136547944.88	464959.74	
CP	CRIME PREVENTN FUND	632714.10	2140.94	
CT	CITATION PROCESSING FEE	21746.90	9.48	
DA	DRUG-ALCOHOL 1463.14	5780.36	2.51	
DB	DRUG-ALCOHOL 1463.16	83211.28	0.78	
DF	DIVERSION FEE - FEL	2015806.62	42.12	
DM	DIVERSION FEE - MISD	1573403.22	83.71	
DN	DNA IDEN PA 76104.6	99634.10	183.23	
DO	DOMESTIC VIOLENCE FINE	553875.87	1085.84	
DP	DNA ADDL PA 76104.7	65163.02	481.09	
DR	DRUG EDUCATION/REHAB	5715.24	3.75	
DT	DETENTION TEMP. CONSTRUCTION F	6124.77		
DU	DUI FINE	60347.76	1.24	
DV	DOMESTC VIOLNC FUND	333554.78	372.53	
EM	EMERGENCY MEDICAL SERVICES FUN	4752.68		
FC	FINE SERVICE CHRG	68715.61	0.10	
FF	CRT FAC CONSTR FUND	100298.91	550.54	
FG	CRT CONST FUND 70373	1166275.86	16728.78	
FI	FINE	5094673.72	2696.59	
INT				
LF	LAB FEE	3247200.50	9217.49	
MS	EMRG MED SRV 76000.5	66988.91	365.65	
NC	NIGHT COURT	10994.90	2.60	
PA	PENALTY ASSESS TOTAL	10456258.53	15296.86	
PD	POST AND DRIVER TRAINING	23949.48		
PR	PROBATION REFUND	93961.29		
PS	PROP36 ADMIN FEE	3158445.49	5761.19	
RC	RESTI SERVICE CHRG	5024702.19	8870.23	
RD	DIVERSION RESTI FEE	967383.09	72.63	
RF	RESTITUTION FINE	31598525.50	146763.03	
RI	RESTITUTION INTEREST	18640.32	6.58	
RS	RESTI FUND (STATE)	1023451.51	697.32	
RT	RESTITUTION	91905561.71	293390.23	
RX	RESTI FINE SRVC CHRG	1335273.65	4098.67	
SF	COURT SECURITY FEE	1395071.93	7365.83	
SH	SRS HABITL OFFEN PRG	137332.50	858.71	
SS	STATE SURCHARGE	461574.39	941.07	
TRUST	UNABLE TO DETERMINE CHARGE	1500252.34	3360.82	
VV	VEHIC VIO PA(AB2173)	2186.70	72.17	
XX	CONVERSION CODE	446.00		
		306995218.80	998588.68	

47 records listed.

Technical Exhibit 2
Reference No. 65

09:57:44 27 AUG 2014 TREASURER-TAX COLLECTOR
WARRANT FILE STATISTICS

START TIME : 09:57:10 27 AUG 2014
DATASET : /ul/ftp/ecaps/archive/inbound/warrant_20140827.dat
FOR BATCH : 082792
A THRU E RECORD CNT : 9890
F RECORD CNT : 13
WARRANTS : 1978
AMOUNT : 180,660.88

FOR BATCH : 082793
A THRU E RECORD CNT : 2990
F RECORD CNT : 4
WARRANTS : 2576
AMOUNT : 66,534.91

FOR ALL BATCHES:
TOTAL BATCHES : 2
TOTAL WARRANTS: 2576
TOTAL AMOUNT : 247,195.79
END TIME : 09:57:49 27 AUG 2014
MESSAGE : JOB COMPLETED SUCCESSFULLY

Technical Exhibit 2
Reference No. 65

DISBURSEMENTS MADE FROM 08-15-14 THROUGH 08-27-14
FOR: SMJ SANTA MONICA JUVENILE

ACCOUNT#	ACCOUNT NAME	VICTIM NAME	PYMT AGE	PYMT PRIO	PYMT TYPE	POSTING DATE	TRANS CODE	PAYMENT AMOUNT	SOURCE
10985380	[redacted]		44	000	T	07-14-14	35	10.00	BATCH# :618111
							TOTAL	10.00	
12854491			50	000	T	07-08-14	35	30.00	BATCH# :617810
							TOTAL	30.00	
12689018			36	000	T	07-22-14	35	81.00	BATCH# :619286
							TOTAL	81.00	
12836422			40	000	T	07-18-14	35	756.50	BATCH# :619204
							TOTAL	756.50	
							CLIENT TOTAL	877.50	
							GRAND TOTAL	255098.16	

Technical Exhibit 2
Reference No. 65

VNUM.....	VICTIM NAME.....	VICTIM ADDRESS.....	VICTIM CSZ.....	DEBTOR NAME.....	REF.....	DISB AMT...
5323424*1	[redacted]					150.00
11807175*2						29.15
12841694*3						13.18
12849909*2						28.06
11418316*2						16.70
11744699*2						12.71
12065169*2						14.31
12096666*2						34.71
12248133*2						15.27
12324064*2						11.79
12324065*2						11.79
12327626*1						12.45
12402699*2						11.15
12412298*2						10.44
12430426*2						18.42
12548546*2						21.00
12581674*3						12.46
12642607*2						11.06
12849554*2						44.90
11575293*2						92.74
12705024*1						17.75
12254513*4						14.04
10473247*2						32.15
11966919*1						100.00
TOTAL						========== 7902.37

132 records listed.

Technical Exhibit 2
Reference No. 65

ACCOUNT#	ACCOUNT NAME	VICTIM NAME	PYMT AGE	PYMT PRIO	PYMT TYPE	POSTING DATE	TRANS CODE	PAYMENT AMOUNT	SOURCE
12854491	[redacted]		32	000	T	07-30-14	35	25.00	BATCH# :618412
							TOTAL	25.00	
						CLIENT TOTAL		25.00	
						GRAND TOTAL		1592997.73	

Technical Exhibit 2
Reference No. 66

Accounts Receivable Monthly Summary Report
For Area Office CAI

	DPO #	# of Cases	# of Payments	Net Payments	Remaining Balance
1	01W	15,767	4	295.00	29,217,829.91
2	02N	13	0.00	0.00	200019.86
3					
4					
5					
6					
7					
8					
9					
10					
11					
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40					
41					
42					
43					

CARS Adult, Juvenile and Juvenile Reimbursement

As of November 3, 2014

Number of 'Delinquent' Adult Accounts Count and Balance		*Number of 'Non-Delinquent' Adult Accounts Count and Balance*	
43,490	$196,692,512.92	23,475	$274,777,321.88

Number of 'Delinquent' Juvenile Accounts Count and Balance		*Number of 'Non-Delinquent' Juvenile Accounts Count and Balance*	
29,047	$27,807,623.63	1,207	$1,048,956.60

Number of 'Delinquent' Juv_Rem Accounts Count and Balance		*Number of 'Non-Delinquent' Juv_Rem Accounts Count and Balance*	
40,882	$83,806,136.35	63	$100,463.30

CAW001A

COLLECTION SUMMARY OF ADULT PAYMENTS BY WEEK POSTED
1st QUARTER, FY 2014/2015

WEEK POSTED	TOTAL PYMNTS	TOTAL AMOUNT	NSF PYMNTS	NSF AMOUNT	NET AMOUNT
07/01/2014 - 07/05/2014	2,184	$138,919.70	2	-$35.00	$138,884.70
07/06/2014 - 07/12/2014	4,776	$248,228.32	12	-$1,085.00	$247,143.32
07/13/2014 - 07/19/2014	4,352	$238,730.54	11	-$702.50	$238,028.04
07/20/2014 - 07/26/2014	2,917	$197,392.36	5	-$370.00	$197,022.36
07/27/2014 - 07/31/2014	1,872	$152,067.47	7	-$525.00	$151,542.47
Jul 2014 Totals	**16,101**	**$975,338.39**	**37**	**-$2,717.50**	**$972,620.89**
08/01/2014 - 08/02/2014	570	$31,411.35	0	$0.00	$31,411.35
08/03/2014 - 08/09/2014	4,224	$310,191.32	8	-$805.00	$309,386.32
08/10/2014 - 08/16/2014	4,431	$248,987.71	7	-$380.00	$248,607.71
08/17/2014 - 08/23/2014	3,480	$210,338.18	14	-$1,744.00	$208,594.18
08/24/2014 - 08/30/2014	2,924	$218,440.15	6	-$4,470.00	$213,970.15
08/31/2014 - 08/31/2014	0	$0.00	0	$0.00	$0.00
Aug 2014 Totals	**15,629**	**$1,019,368.71**	**35**	**-$7,399.00**	**$1,011,969.71**
09/01/2014 - 09/06/2014	2,911	$190,115.59	6	-$120.10	$189,995.49
09/07/2014 - 09/13/2014	4,590	$275,211.45	8	-$455.00	$274,756.45
09/14/2014 - 09/20/2014	3,701	$237,842.57	9	-$665.00	$237,177.57
09/21/2014 - 09/27/2014	3,390	$241,352.59	7	-$220.00	$241,132.59
09/28/2014 - 09/30/2014	1,029	$70,535.21	4	-$655.00	$69,880.21
Sep 2014 Totals	**15,621**	**$1,015,057.41**	**34**	**-$2,115.10**	**$1,012,942.31**
GRAND TOTALS	**47,351**	**$3,009,764.51**	**106**	**-$12,231.60**	**$2,997,532.91**

*NOTE: "Net Amount" does not reflect any refunds that Financial has made during the month.

SOURCE: CARS

ACT_QRTR1_2014-2015.XLS/sh7

CAW001A

COLLECTION SUMMARY OF ADULT PAYMENTS BY WEEK POSTED
FOR SEPTEMBER 2014

WEEK POSTED	TRANSACTION DATE	TOTAL PAYMENTS	TOTAL COLLECTED
09/01/2014 - 09/06/2014	09/05/2014	4	$321.34
	09/04/2014	1014	$55,273.74
	09/03/2014	436	$20,265.00
	09/02/2014	647	$55,460.80
	09/01/2014	94	$5,780.00
	08/31/2014	105	$8,553.85
	08/30/2014	78	$5,397.00
	08/29/2014	438	$24,936.46
	08/28/2014	95	$14,007.30
Net Week Total		*2,911*	*$189,995.49*
NSFs		*6*	*-$120.10*
09/07/2014 - 09/13/2014	09/12/2014	13	$572.34
	09/11/2014	627	$35,079.01
	09/10/2014	794	$56,149.82
	09/09/2014	923	$48,462.16
	09/08/2014	1054	$61,071.99
	09/07/2014	61	$5,708.00
	09/06/2014	44	$3,820.34
	09/05/2014	826	$40,973.18
	09/04/2014	101	$7,246.61
	09/03/2014	137	$15,368.00
	08/29/2014	10	$305.00
Net Week Total		*4,590*	*$274,756.45*
NSFs		*8*	*-$455.00*
09/14/2014 - 09/20/2014	09/19/2014	7	$1,473.29
	09/18/2014	531	$25,507.71
	09/17/2014	688	$39,998.16
	09/16/2014	748	$71,778.13
	09/15/2014	839	$50,226.50
	09/14/2014	50	$2,817.01
	09/13/2014	57	$4,785.77
	09/12/2014	666	$32,654.00
	09/11/2014	89	$7,167.00
	08/28/2014	1	$50.00
	08/27/2014	13	$360.00
	08/26/2014	5	$195.00
	08/25/2014	7	$165.00
Net Week Total		*3,701*	*$237,177.57*
NSFs		*9*	*-$665.00*

*NOTE: "Net Amount" does not reflect any refunds that Financial has made during the month.

SOURCE: CARS

ACT_QRTR1_2014-2015.XLS/sh8

CAW001A

COLLECTION SUMMARY OF ADULT PAYMENTS BY WEEK POSTED
FOR SEPTEMBER 2014

WEEK POSTED	TRANSACTION DATE	TOTAL PAYMENTS	TOTAL COLLECTED
09/21/2014 - 09/27/2014	09/26/2014	5	$105.00
	09/25/2014	464	$32,220.06
	09/24/2014	788	$53,889.51
	09/23/2014	309	$24,089.68
	09/22/2014	824	$55,091.80
	09/21/2014	79	$3,958.25
	09/20/2014	57	$7,475.40
	09/19/2014	725	$40,990.79
	09/18/2014	80	$20,106.60
	09/17/2014	18	$729.50
	09/16/2014	4	$65.00
	09/15/2014	6	$346.00
	09/12/2014	2	$65.00
	09/10/2014	20	$1,815.00
	09/09/2014	4	$55.00
	09/05/2014	5	$130.00
Net Week Total		*3,390*	*$241,132.59*
NSFs		*7*	*-$220.00*
09/28/2014 - 09/30/2014	09/30/2014	2	$310.00
	09/29/2014	523	$29,943.12
	09/28/2014	42	$8,729.52
	09/27/2014	33	$2,415.00
	09/26/2014	329	$20,826.77
	09/25/2014	100	$7,655.80
Net Week Total		*1,029*	*$69,880.21*
NSFs		*4*	*-$655.00*
SEPTEMBER 2014 TOTALS			
NET PAYMENTS POSTED		*15,621*	*$1,012,942.31*
NSFs		*34*	*-$2,115.10*

*NOTE: "Net Amount" does not reflect any refunds that Financial has made during the month.

SOURCE: CARS

ACT_QRTR1_2014-2015.XLS/sh8

By Probation Status

Collections Section
Adult Accounts
November 2014

Accounts with Overpayments					
Status	Code	Count	Assigned Amt	Collected Amt	Balance
Active Investigation	AI	4	691.54	880.00	(188.46)
Active Residential	AR	1	590.00	610.00	(20.00)
Active Supervision	AS	290	464,464.59	505,756.15	(41,291.56)
Closed Investigation	CI	65	14,541.31	30,673.64	(16,132.33)
Closed Residential	CR	1	364.53	400.00	(35.47)
Closed Supervision	CS	12,535	19,553,012.14	20,943,881.36	(1,390,869.22)
Inactive Investigation	II	1	1,893.00	1,893.22	(0.22)
Inactive Residential	IR	-	-	-	-
Inactive Supervision	IS	133	137,202.81	154,504.18	(17,301.37)
Pointer Consolidation	PC	-	-	-	-
Sealed	SE	-	-	-	-
Archived (+5 Years Old)	XX	-	-	-	-
None		63	29,138.09	44,353.56	(15,215.47)
TOTALS		13,093	20,201,898	21,682,952	(1,481,054)

Accounts with Zero Balances					
Status	Code	Count	Assigned Amt	Collected Amt	Balance
Active Investigation	AI	250	49,491.11	44,350.11	-
Active Residential	AR	3	950.00	950.00	-
Active Supervision	AS	2,639	4,018,198.37	3,513,642.93	-
Closed Investigation	CI	4,401	606,141.27	596,548.23	-
Closed Residential	CR	49	9,709.75	9,709.75	-
Closed Supervision	CS	288,494	185,581,373.28	185,561,444.35	-
Inactive Investigation	II	61	19,621.00	19,621.00	-
Inactive Residential	IR	-	-	-	-
Inactive Supervision	IS	6,554	2,228,986.36	2,170,303.36	-
Pointer Consolidation	PC	-	-	-	-
Sealed	SE	-	-	-	-
Archived (+5 Years Old)	XX	-	-	-	-
None		1,591	642,467.86	642,467.86	-
TOTALS		304,042	193,156,939	192,559,038	-

By Probation Status

Collections Section
Adult Accounts
November 2014

ALL Accounts					
Status	Code	Count	Assigned Amt	Collected Amt	Balance
Active Investigation	AI	1,109	4,541,070.09	133,984.87	4,401,944.22
Active Residential	AR	6	9,627.54	2,886.00	6,741.54
Active Supervision	AS	47,204	414,121,517.42	18,940,566.40	394,676,395.58
Closed Investigation	CI	5,778	5,099,712.31	890,405.30	4,199,713.97
Closed Residential	CR	70	59,235.98	12,165.75	47,070.23
Closed Supervision	CS	415,508	1,026,458,541.54	282,521,208.27	743,917,404.34
Inactive Investigation	II	199	211,976.48	30,031.24	181,945.24
Inactive Residential	IR	-	-	-	-
Inactive Supervision	IS	48,056	160,732,396.52	7,736,765.17	152,936,948.35
Pointer Consolidation	PC	-	-	-	-
Sealed	SE	-	-	-	-
Archived (+5 Years Old)	XX	-	-	-	-
None		4,044	2,955,061.92	960,522.53	1,994,539.39
TOTALS		521,974	1,614,189,140	311,228,536	1,302,362,703

Accounts with Balances					
Status	Code	Count	Assigned Amt	Collected Amt	Balance
Active Investigation	AI	855	4,490,887.44	88,754.76	4,402,132.68
Active Residential	AR	2	8,087.54	1,326.00	6,761.54
Active Supervision	AS	44,275	409,638,854.46	14,921,167.32	394,717,687.14
Closed Investigation	CI	1,312	4,479,029.73	263,183.43	4,215,846.30
Closed Residential	CR	20	49,161.70	2,056.00	47,105.70
Closed Supervision	CS	114,479	821,324,156.12	76,015,882.56	745,308,273.56
Inactive Investigation	II	137	190,462.48	8,517.02	181,945.46
Inactive Residential	IR	-	-	-	-
Inactive Supervision	IS	41,369	158,366,207.35	5,411,957.63	152,954,249.72
Pointer Consolidation	PC	-	-	-	-
Sealed	SE	-	-	-	-
Archived (+5 Years Old)	XX	-	-	-	-
None		2,390	2,283,455.97	273,701.11	2,009,754.86
TOTALS		204,839	1,400,830,303	96,986,546	1,303,843,757

Technical Exhibit 2
Refence No. 70

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ADULT MONTHLY COLLECTIONS
FOR MONTH 5

FAC..	FACILITY NAME.....	PRE CURRENT.	CURRENT.....	POST CURRENT
AA	ALCOHOL ABUSE	126409.36	133.32	
AE	AIDS EDUCATION PROGRAM	1067.12	4.03	
AF	AUTOMATIC FINGERPRINT	1639.03		
BC	BAD CHECK CHARGE	176787.73	362.50	
CE	COMMUNITY EDUCATION & TRAINING	17022.27	220.22	
CF	COLLCTN INSTLMNT FEE	7622042.21	12203.59	
CH	COURT HOUSE TEMP. CONSTRUCTION	8511.44		
CO	COPS	158776848.95	495389.34	
CP	CRIME PREVENTN FUND	681443.74	2314.34	
CT	CITATION PROCESSING FEE	26629.19	7.31	
DA	DRUG-ALCOHOL 1463.14	8528.31	23.32	
DB	DRUG-ALCOHOL 1463.16	138080.92	17.24	
DF	DIVERSION FEE - FEL	2933626.71	239.88	
DM	DIVERSION FEE - MISD	2192754.96	40.74	
DN	DNA IDEN PA 76104.6	99227.73	155.44	
DO	DOMESTIC VIOLENCE FINE	555417.82	615.85	
DP	DNA ADDL PA 76104.7	64028.08	419.10	
DR	DRUG EDUCATION/REHAB	6927.44	8.59	
DT	DETENTION TEMP. CONSTRUCTION F	8532.27		
DU	DUI FINE	90122.45	2.70	
DV	DOMESTC VIOLNC FUND	505024.45	581.75	
EM	EMERGENCY MEDICAL SERVICES FUN	6241.15		
FC	FINE SERVICE CHRG	109385.83	25.79	
FF	CRT FAC CONSTR FUND	99148.97	424.36	
FG	CRT CONST FUND 70373	1115122.51	15867.15	
FI	FINE	8135818.01	3082.79	
INT				
LF	LAB FEE	3825517.05	8677.26	
MS	EMRG MED SRV 76000.5	66219.77	284.18	
NC	NIGHT COURT	26222.42	1.40	
PA	PENALTY ASSESS TOTAL	14785846.46	14631.44	
PD	POST AND DRIVER TRAINING	33460.90		
PR	PROBATION REFUND	82285.29	4796.00	
PS	PROP36 ADMIN FEE	3339402.08	4898.56	
RC	RESTI SERVICE CHRG	5836629.43	3525.84	
RD	DIVERSION RESTI FEE	1427813.46	155.06	
RF	RESTITUTION FINE	36396715.53	140665.69	
RI	RESTITUTION INTEREST	18590.39	6.09	
RS	RESTI FUND (STATE)	1490391.72	754.97	
RT	RESTITUTION	100162021.15	214685.87	
RX	RESTI FINE SRVC CHRG	1582667.86	4165.87	
SF	COURT SECURITY FEE	1371156.37	7668.32	
SH	SRS HABITL OFFEN PRG	159678.83	645.41	
SS	STATE SURCHARGE	473939.28	666.35	
TRUST	UNABLE TO DETERMINE CHARGE	1491957.12	16985.94	
VV	VEHIC VIO PA(AB2173)	2013.48	44.06	
XX	CONVERSION CODE	446.00		
		356079363.24	955397.66	

47 records listed.

Technical Exhibit 2
Reference No. 70

08:04:55am 02 Jun 2014

JUVENILE MONTHLY COLLECTIONS
FOR MONTH 5

FAC..	FACILITY NAME.....	PRE CURRENT.	CURRENT.....	POST CURRENT
AA	ALCOHOL ABUSE	6.80		
BC	BAD CHECK CHARGE	8445.12	99.00	
CF	COLLCTN INSTLMNT FEE	53.54		
CO	COPS	89903.03		
DF	DIVERSION FEE - FEL	27762.00		
DM	DIVERSION FEE - MISD	56199.45		
DR	DRUG EDUCATION/REHAB	50.00		
DV	DOMESTC VIOLNC FUND	1100.00		
FC	FINE SERVICE CHRG	1385.94		
FI	FINE	135460.19		
INT		41.00		
LF	LAB FEE	850.64		
NC	NIGHT COURT	27.47		
PA	PENALTY ASSESS TOTAL	199651.52		
PR	PROBATION REFUND	220.00		
PT	PRE-TRIAL SERVICES SUP REL PRO	3597.00		
RC	RESTI SERVICE CHRG	104747.12	1118.08	
RD	DIVERSION RESTI FEE	40771.00		
RF	RESTITUTION FINE	6365585.99	17777.78	
RS	RESTI FUND (STATE)	26142.14	11.43	
RT	RESTITUTION	7000693.23	48667.09	
RX	RESTI FINE SRVC CHRG	589556.58	1599.79	
SF	COURT SECURITY FEE	313.33		
SS	STATE SURCHARGE	66.00		
TRUST	UNABLE TO DETERMINE CHARGE	329504.44	1690.01	
WF	WORK FURLOUGH	47903.88		
XX	CONVERSION CODE	37.04		
		15030074.45	70963.18	

27 records listed.

Technical Exhibit 2
Reference No. 71

WRITE-OFF/CANCELLATION REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	ASSIGNED AMOUNT	COLLECTED AMOUNT	CANCELLED AMOUNT	CANCELLED DATE	SERVICE DATE	STATUS CODE	DSK
5045	9692405	[redacted]	201.08		201.08	07/09/14		WOS	LBH
10040	10889732	[redacted]	300.00		300.00	07/22/14	10/21/04	RTS	LBD
10075	12679164	[redacted]	733.00		733.00	07/03/14		WOR	TE4
11075	11691688	[redacted]	44.00		44.00	07/10/14		WOE	C3
13001	2927424	[redacted]	129.00		129.00	07/17/14		WOS	LBH
13024	9298970	[redacted]	125.00		125.00	07/17/14		WOS	LBH
13034	10193003	[redacted]	1,196.00	650.00	546.00	07/09/14	04/11/97	WOS	QB
13034	10193005	[redacted]	276.00		276.00	07/09/14	03/31/97	WOS	SUP
14012	10171056	[redacted]	588.38		588.38	07/22/14		RTS	L16
14038	112061	[redacted]	695.00	229.00	466.00	07/22/14		RTS	SUN
14044	10030456	[redacted]	643.00	200.00	443.00	07/22/14	07/06/10	RTS	SUP
14044	10030457	[redacted]	14,540.60		14,540.60	07/22/14	07/07/10	RTS	SUP
14044	10030458	[redacted]	3,164.58		3,164.58	07/22/14	07/06/10	RTS	SUP
14075	10731354	[redacted]	43.00		43.00	07/17/14	03/13/03	WOS	SUP
14075	12678984	[redacted]	133.00		133.00	07/03/14		WOR	TE4
14084	10403457	[redacted]	231.00		231.00	07/22/14	08/13/99	RTS	PIF
14085	10181056	[redacted]	10,523.65		10,523.65	07/22/14		RTS	SUP
14085	10741066	[redacted]	4,640.36		4,640.36	07/03/14		RTS	SUP
14086	12220962	[redacted]	18,763.63	18,763.00	0.63	07/03/14		RTS	CAP
14088	12580055	[redacted]	281.65	281.00	0.65	07/31/14	04/04/03	RTS	FSI
14089	11419131	[redacted]	202.65		202.65	07/17/14		WOS	SUY
16001	52705	[redacted]	1,022.00		1,022.00	07/09/14		WOS	SUP
16003	10215511	[redacted]	760.00	700.00	60.00	07/09/14	05/06/97	WOS	SUP
16005	2109843	[redacted]	404.00		404.00	07/17/14		WOS	LBH
16012	11305	[redacted]	9,967.00		9,967.00	07/09/14		WOS	SUP
16020	10217706	[redacted]	3,774.00		3,774.00	07/17/14	08/01/97	WOS	SUP
16024	5516870	[redacted]	1,140.00		1,140.00	07/17/14		WOS	LBH
16030	11603	[redacted]	490.00		490.00	07/09/14		WOS	LBH
16034	10215106	[redacted]	1,716.00		1,716.00	07/09/14	10/14/96	WOS	SUP
22510	3602323	[redacted]	624.00		624.00	07/17/14		WOS	SUP
22512	10497825	[redacted]	2,400.00		2,400.00	07/17/14	04/20/99	WOS	A21
22530	213901	[redacted]	9,910.00		9,910.00	07/17/14		WOS	SUP
22534	10242080	[redacted]	536.00		536.00	07/17/14	08/27/97	WOS	SUP
24034	10247424	[redacted]	1,036.00		1,036.00	07/17/14	11/12/97	WOS	SUP
25016	8696206	[redacted]	692.00	471.00	221.00	07/09/14		WOS	SUP
TOTAL					**255,796.84**				
TOTAL COUNT					**212**				

Technical Exhibit 2
Reference No. 71

REFERRAL ADJUSTMENTS

CLIENT#	DEBTOR#	DEBTOR NAME	CLIENT REF #	T-C	TR AMT	ACCT ID#	DT POSTED	TRANS DATE	ST CD	DSK	ASGN-DT	FWD DATE
9030	12715403	[redacted]		59	(449.36)		7/24/2014		PIF	C7	12/7/2012	
11055	12867895	[redacted]		59	(105.00)		7/16/2014		ACT	C10	5/15/2014	
14040	12875470	[redacted]		59	10,288.00		7/8/2014		ACT	C12	6/16/2014	
14051	12857600	[redacted]		59	(10.00)		7/3/2014		FWD	SE2	4/10/2014	6/18/2014
14051	12859200	[redacted]		59	(40.00)		7/3/2014		FWD	SE2	4/10/2014	6/18/2014
14052	12866769	[redacted]		59	(20.00)		7/3/2014		PAY	C8	5/8/2014	
14061	12872617	[redacted]		59	33.00		7/31/2014		PAY	C8	6/4/2014	
14062	12852925	[redacted]		59	(176.00)		7/25/2014		FWD	TE2	3/5/2014	7/23/2014
14080	12780585	[redacted]		59	65.00		7/3/2014		PIF	C3	6/19/2013	
14080	12780252	[redacted]		59	100.00		7/3/2014		PIF	SE4	6/19/2013	
14080	12764782	[redacted]		59	26.00		7/3/2014		PIF	SUY	5/8/2013	
14080	12764771	[redacted]		59	131.00		7/3/2014		PIF	TE4	5/8/2013	
14080	12635573	[redacted]		59	6.00		7/3/2014		PIF	C16	4/9/2012	
14080	12703792	[redacted]		59	32.00		7/17/2014		PIF	TE4	11/7/2012	
14084	12751157	[redacted]		59	75.00		7/3/2014		PIF	C16	4/9/2013	
14084	12793633	[redacted]		59	30.00		7/17/2014		PIF	C11	8/9/2013	
14086	12843932	[redacted]		59	(856.40)		7/22/2014		ACT	C11	2/4/2014	
14087	10981728	[redacted]		59	150.00		7/17/2014		PIF	C16	6/20/2005	
14088	12580047	[redacted]		59	983.00		7/3/2014		PIF	FSI	10/28/2011	
16012	12815855	[redacted]		59	1,995.00		7/29/2014		ACT	A23	10/21/2013	
16075	12868476	[redacted]		59	(83.00)		7/16/2014		PIF	C5	5/20/2014	
20012	12616068	[redacted]		59	(4,305.00)		7/29/2014		ACT	A23	2/21/2012	
29638	12827963	[redacted]		59	(45,931.00)		7/24/2014		PIF	C16	11/26/2013	
34053	12855224	[redacted]		59	33.00		7/29/2014		PAY	C7	3/18/2014	
39069	12877031	[redacted]		59	(363.00)		7/16/2014		PIF	C11	6/27/2014	
39071	12875096	[redacted]		59	(861.00)		7/24/2014		PIF	C4	6/11/2014	
40845	12856034	[redacted]		59	(500.00)		7/8/2014		FPF	SE2	3/26/2014	
43506	12721014	[redacted]		59	(288.00)		7/29/2014		PIF	C4	12/31/2012	
TOTAL					**(40,040.76)**							
TOTAL COUNT					**28**							

Technical Exhibit 2
Reference No. 72

WRITE-OFF/CANCELLATION REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	ASSIGNED AMOUNT	COLLECTED AMOUNT	CANCELLED AMOUNT	CANCELLED DATE	SERVICE DATE	STATUS CODE	DSK
5045	9692405	[redacted]	201.08		201.08	07/09/14		WOS	LBH
10040	10889732	[redacted]	300.00		300.00	07/22/14	10/21/04	RTS	LBD
10075	12679164	[redacted]	733.00		733.00	07/03/14		WOR	TE4
11075	11691688	[redacted]	44.00		44.00	07/10/14		WOE	C3
13001	2927424	[redacted]	129.00		129.00	07/17/14		WOS	LBH
13024	9298970	[redacted]	125.00		125.00	07/17/14		WOS	LBH
13034	10193003	[redacted]	1,196.00	650.00	546.00	07/09/14	04/11/97	WOS	QB
13034	10193005	[redacted]	276.00		276.00	07/09/14	03/31/97	WOS	SUP
14012	10171056	[redacted]	588.38		588.38	07/22/14		RTS	L16
14038	112061	[redacted]	695.00	229.00	466.00	07/22/14		RTS	SUN
14044	10030456	[redacted]	643.00	200.00	443.00	07/22/14	07/06/10	RTS	SUP
14044	10030457	[redacted]	14,540.60		14,540.60	07/22/14	07/07/10	RTS	SUP
14044	10030458	[redacted]	3,164.58		3,164.58	07/22/14	07/06/10	RTS	SUP
14075	10731354	[redacted]	43.00		43.00	07/17/14	03/13/03	WOS	SUP
14075	12678984	[redacted]	133.00		133.00	07/03/14		WOR	TE4
14084	10403457	[redacted]	231.00		231.00	07/22/14	08/13/99	RTS	PIF
14085	10181056	[redacted]	10,523.65		10,523.65	07/22/14		RTS	SUP
14085	10741066	[redacted]	4,640.36		4,640.36	07/03/14		RTS	SUP
14086	12220962	[redacted]	18,763.63	18,763.00	0.63	07/03/14		RTS	CAP
14088	12580055	[redacted]	281.65	281.00	0.65	07/31/14	04/04/03	RTS	FSI
14089	11419131	[redacted]	202.65		202.65	07/17/14		WOS	SUY
16001	52705	[redacted]	1,022.00		1,022.00	07/09/14		WOS	SUP
16003	10215511	[redacted]	760.00	700.00	60.00	07/09/14	05/06/97	WOS	SUP
16005	2109843	[redacted]	404.00		404.00	07/17/14		WOS	LBH
16012	11305	[redacted]	9,967.00		9,967.00	07/09/14		WOS	SUP
16020	10217706	[redacted]	3,774.00		3,774.00	07/17/14	08/01/97	WOS	SUP
16024	5516870	[redacted]	1,140.00		1,140.00	07/17/14		WOS	LBH
16030	11603	[redacted]	490.00		490.00	07/09/14		WOS	LBH
16034	10215106	[redacted]	1,716.00		1,716.00	07/09/14	10/14/96	WOS	SUP
22510	3602323	[redacted]	624.00		624.00	07/17/14		WOS	SUP
22512	10497825	[redacted]	2,400.00		2,400.00	07/17/14	04/20/99	WOS	A21
22530	213901	[redacted]	9,910.00		9,910.00	07/17/14		WOS	SUP
22534	10242080	[redacted]	536.00		536.00	07/17/14	08/27/97	WOS	SUP
24034	10247424	[redacted]	1,036.00		1,036.00	07/17/14	11/12/97	WOS	SUP
25016	8696206	[redacted]	692.00	471.00	221.00	07/09/14		WOS	SUP
TOTAL					**255,796.84**				
TOTAL COUNT					**212**				

WRITE-OFF/CANCELLATION REPORT

CLIENT#	DEBTOR#	DEBTOR NAME	ASSIGNED AMOUNT	COLLECTED AMOUNT	CANCELLED AMOUNT	CANCELLED DATE	SERVICE DATE	STATUS CODE	DSK
5045	9692405	[redacted]	201.08		201.08	07/09/14		WOS	LBH
10040	10889732	[redacted]	300.00		300.00	07/22/14	10/21/04	RTS	LBD
10075	12679164	[redacted]	733.00		733.00	07/03/14		WOR	TE4
11075	11691688	[redacted]	44.00		44.00	07/10/14		WOE	C3
13001	2927424	[redacted]	129.00		129.00	07/17/14		WOS	LBH
13024	9298970	[redacted]	125.00		125.00	07/17/14		WOS	LBH
13034	10193003	[redacted]	1,196.00	650.00	546.00	07/09/14	04/11/97	WOS	QB
13034	10193005	[redacted]	276.00		276.00	07/09/14	03/31/97	WOS	SUP
14012	10171056	[redacted]	588.38		588.38	07/22/14		RTS	L16
14038	112061	[redacted]	695.00	229.00	466.00	07/22/14		RTS	SUN
14044	10030456	[redacted]	643.00	200.00	443.00	07/22/14	07/06/10	RTS	SUP
14044	10030457	[redacted]	14,540.60		14,540.60	07/22/14	07/07/10	RTS	SUP
14044	10030458	[redacted]	3,164.58		3,164.58	07/22/14	07/06/10	RTS	SUP
14075	10731354	[redacted]	43.00		43.00	07/17/14	03/13/03	WOS	SUP
14075	12678984	[redacted]	133.00		133.00	07/03/14		WOR	TE4
14084	10403457	[redacted]	231.00		231.00	07/22/14	08/13/99	RTS	PIF
14085	10181056	[redacted]	10,523.65		10,523.65	07/22/14		RTS	SUP
14085	10741066	[redacted]	4,640.36		4,640.36	07/03/14		RTS	SUP
14086	12220962	[redacted]	18,763.63	18,763.00	0.63	07/03/14		RTS	CAP
14088	12580055	[redacted]	281.65	281.00	0.65	07/31/14	04/04/03	RTS	FSI
14089	11419131	[redacted]	202.65		202.65	07/17/14		WOS	SUY
16001	52705	[redacted]	1,022.00		1,022.00	07/09/14		WOS	SUP
16003	10215511	[redacted]	760.00	700.00	60.00	07/09/14	05/06/97	WOS	SUP
16005	2109843	[redacted]	404.00		404.00	07/17/14		WOS	LBH
16012	11305	[redacted]	9,967.00		9,967.00	07/09/14		WOS	SUP
16020	10217706	[redacted]	3,774.00		3,774.00	07/17/14	08/01/97	WOS	SUP
16024	5516870	[redacted]	1,140.00		1,140.00	07/17/14		WOS	LBH
16030	11603	[redacted]	490.00		490.00	07/09/14		WOS	LBH
16034	10215106	[redacted]	1,716.00		1,716.00	07/09/14	10/14/96	WOS	SUP
22510	3602323	[redacted]	624.00		624.00	07/17/14		WOS	SUP
22512	10497825	[redacted]	2,400.00		2,400.00	07/17/14	04/20/99	WOS	A21
22530	213901	[redacted]	9,910.00		9,910.00	07/17/14		WOS	SUP
22534	10242080	[redacted]	536.00		536.00	07/17/14	08/27/97	WOS	SUP
24034	10247424	[redacted]	1,036.00		1,036.00	07/17/14	11/12/97	WOS	SUP
25016	8696206	[redacted]	692.00	471.00	221.00	07/09/14		WOS	SUP
TOTAL					**255,796.84**				
TOTAL COUNT					**35**				

TECHNICAL EXHIBIT 3

PROBATION ACCOUNTS – FILE LAYOUTS

Reference No.	Name	Statement of Work Reference
1	APS/CARS Interface APS Audit Record	3.2.3.D.3
2	APS/CARS Interface Send Victim Record Layout Field Mapping	3.2.3.D.3
3	APS/CARS Interface Send Defendant Record Layout Field Mapping	3.2.3.D.3
4	APS/CARS Interface Receive Data Record Layout By Record Type Code	3.2.3.D.12
5	APS/CARS Interface Receive Data Record Layout Field Mapping	3.2.3.D.12
6	APS/CARS Interface Send Financial Record Layout Field Mapping	3.2.3.I.4
7	Probation Financial Adjustment File Layout	3.2.3.J.2

APS/CARRS INTERFACE

APS AUDIT RECORD

FIELD NUMBER	FIELD NAME	TYPE	SIZE	POSITIONS
01	RUN-NUMBER	N	5.0	001 - 005
02	APS-SEND-CREATE-UPDT-STCK	N	14.0	006 - 019
03	APS-SEND-FTP-UPDT-STCK	N	14.0	020 - 033
04	APS-CARRS-UPDT-STCK	N	14.0	034 - 047
05	CARRS-SEND-FTP-UPDT-STCK	N	14.0	048 - 061
06	CARRS-APS-UPDT-STCK	N	14.0	062 - 075
07	DEF-SENT-NMBR	N	5.0	076 - 080
08	DEF-RECV-FTP-NMBR	N	5.0	081 - 085
09	DEF-CARRS-PRC-NMBR	N	5.0	086 - 090
10	DEF-CARRS-UPD-NMBR	N	5.0	091 - 095
11	DEF-CARRS-REJ-NMBR	N	5.0	096 - 100
12	FIN-SENT-NMBR	N	5.0	101 - 105
13	FIN-RECV-FTP-NMBR	N	5.0	106 - 110
14	FIN-CARRS-PRC-NMBR	N	5.0	111 - 115
15	FIN-CARRS-UPD-NMBR	N	5.0	116 - 120
16	FIN-CARRS-REJ-NMBR	N	5.0	121 - 125
17	VIC-SENT-NMBR	N	5.0	126 - 130
18	VIC-RECV-FTP-NMBR	N	5.0	131 - 135
19	VIC-CARRS-PRC-NMBR	N	5.0	136 - 140
20	VIC-CARRS-UPD-NMBR	N	5.0	141 - 145
21	VIC-CARRS-REJ-NMBR	N	5.0	146 - 150
22	CARRS-SEND-CREATE-NMBR	N	5.0	151 - 155
23	CARRS-SEND-FTP-NMBR	N	5.0	156 - 160
24	APS-RECV-PRC-NMBR	N	5.0	161 - 165
25	APS-RECV-UPD-NMBR	N	5.0	166 - 170
26	APS-RECV-REJ-NMBR	N	5.0	171 - 175
27	TOTAL-SEND-NMBR	N	5.0	176 - 180
28	TOTAL-RECV-FTP-NMBR	N	5.0	181 - 185
29	CARRS-TOTAL-PRC-NMBR	N	5.0	186 - 190
30	CARRS-TOTAL-UPD-NMBR	N	5.0	191 - 195
31	CARRS-TOTAL-REJ-NMBR	N	5.0	196 - 200
32	AUDIT-ERR-TEXT	A	45.0	201 - 245
33	RUN-COMP	N	5.0	246 - 250

APS/CARS INTERFACE
SEND VICTIM RECORD LAYOUT
FIELD MAPPING

FIELD NUMBER	BUSINESS DESCRIPTION	APS				CARS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
01	RECORD TYPE CODE	none (literal = "AV" or "JV")	A	2.0	001 - 002		n/a	
02	ACTION CODE	none (literal = "A" or "U" or "D")	A	1.0	003		n/a	
03	DATE & TIME STAMP	none	N	14.0	004 - 017		n/a	
04	PROBATION NUMBER (X-NUMBER)	DEF-X-NMBR	A	9.0	018 - 026	DEBTOR	DEBTOR REF LINE	29
05	COURT CASE NUMBER	CASE-CRT-CASE-NMBR	A	13.0	027 - 039	DEBTOR	CLIENT REF #	11
06	PAYOR NUMBER (DTTC ACCOUNT NUMBER)	FNCL-TTC-ACCT-NMBR	A	8.0	040 - 047	DEBTOR	DEBTOR #	0
07	BRANCH ID (Probation Department)	none (literal = "PRO")	A	3.0	048 - 050	CLIENT	AGENCY #	42
08	SUPERVISION AREA OFFICE ABBREVIATION	DEF-SUPRVN-AREA-OFC-CODE	A	8.0	051 - 058	DEBTOR	CLIENT #	1
09	VICTIM ID NUMBER	VCTM-ID-NMBR	N	4.0	059 - 062	VICTIM	CLAIM #	23
10	VICTIM NAME	VCTM-LST-NAME	A	20.0	063 - 082	VICTIM	NAME	1
		VCTM-FRST-NAME	A	15.0	083 - 097	VICTIM	NAME	1
		VCTM-MDL-NAME	A	12.0	098 - 109	VICTIM	NAME	1
		VCTM-SFX-CODE	A	3.0	110 - 112	VICTIM	NAME	1
11	VICTIM SOCIAL SECURITY NUMBER	VCTM-SSN-NMBR	N	9.0	113 - 121	VICTIM	SSN	21
12	VICTIM ADDRESS STREET	VCTM-ADDR-STR-NMBR	A	10.0	122 - 131	VICTIM	ADDRESS 1	2
		VCTM-ADDR-DRCTN-CODE	A	2.0	132 - 133	VICTIM	ADDRESS 1	2
		VCTM-ADDR-STR-NAME	A	15.0	134 - 148	VICTIM	ADDRESS 1	2
		VCTM-ADDR-STR-TYP-CODE	A	2.0	149 - 150	VICTIM	ADDRESS 1	2
		VCTM-ADDR-APT-NMBR	A	5.0	151 - 155	VICTIM	ADDRESS 1	2
13	VICTIM ADDRESS CITY	CITY NAME (table look-up)	A	20.0	156 - 175	VICTIM	CITY	3
14	VICTIM ADDRESS STATE	VCTM-ADDR-ST-CODE	A	2.0	176 - 177	VICTIM	STATE	4
15	VICTIM ADDRESS ZIP CODE	VCTM-ADDR-ZIP-CODE	A	9.0	178 - 186	VICTIM	ZIP	5
16	VICTIM DAY TELEPHONE NUMBER	VCTM-ADDR-DY-TEL-NMBR	N	10.0	187 - 196	VICTIM	PHONE1	6
17	VICTIM DAY TELEPHONE EXTENSION	VCTM-ADDR-DY-EXT-NMBR	N	4.0	197 - 200	VICTIM	PHONE1	6
18	VICTIM TELEPHONE NUMBER	VCTM-ADDR-TEL-NMBR	N	10.0	201 - 210	VICTIM	PHONE 2	7
19	VICTIM TELEPHONE EXTENSION	VCTM-ADDR-TEL-EXT-NMBR	N	4.0	211 - 214	VICTIM	PHONE 2	7
20	REFERENCE (VICTIM NOTES)	VCTM-REF-TEXT	A	50.0	215 - 264	VICTIM-MEMO	XMEMO	1

APS/CARS INTERFACE
SEND VICTIM RECORD LAYOUT
FIELD MAPPING

FIELD NUMBER	BUSINESS DESCRIPTION	APS				CARS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
21	VICTIM'S INSURANCE POLICY NO	VCTM-PLCY-NMBR	A	20.0	265 - 284	VICTIM	REFERENCE #	8
22	RESTITUTION AMOUNT APPROVED	VCTM-RSTTTN-APRVD-AMNT	N	11.2	285 - 297	VICTIM	AMT OWED	11
						DEBTOR	TOTAL AGN/AMT	15
23	VICTIM PAYMENT PRIORITY NUMBER	VCTM-PMNT-PRRTY-NMBR	N	3.0	298 - 300	VICTIM	PAYMENT PRIORITY	9
24	VICTIM'S INSURANCE COMPANY NAME	n/a	A	30.0	301 - 330	VICTIM	USER DEFINED	13.2
25	VICTIM'S INSURANCE CO. PHONE NUMBER	n/a	N	10.0	331 - 340	VICTIM	USER DEFINED	13.3
26	FILLER	n/a	A	394	341 - 734		n/a	
27	RUN NUMBER	RUN-NUMBER	N	5.0	735 - 739		n/a	

Technical Exhibit 3
Reference No. 3

APS/CARS INTERFACE
SEND DEFENDANT RECORD LAYOUT
FIELD MAPPING

FIELD NUMBER	BUSINESS DESCRIPTION	APS				CARS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
01	RECORD TYPE CODE	none (literal = "AD" or "JD")	A	2.0	001 - 002		n/a	
02	ACTION CODE	none (literal = "A" or "U" or "D")	A	1.0	003		n/a	
03	DATE & TIME STAMP	none	N	14.0	004 - 017		n/a	
04	PROBATION NUMBER (X-NUMBER)	DEF-X-NMBR	A	9.0	018 - 026	DEBTOR	DEBTOR REF LINE	29
05	COURT CASE NUMBER	CASE-CRT-CASE-NMBR	A	13.0	027 - 039	DEBTOR	CLIENT REF #	11
06	PAYOR NUMBER (DTTC ACCOUNT NUMBER)	FNCL-TTC-ACCT-NMBR	A	8.0	040 - 047	DEBTOR	DEBTOR #	0
07	BRANCH ID (Probation Department)	none (literal = "PRO")	A	3.0	048 - 050	CLIENT	AGENCY #	42
08	SUPERVISION AREA OFFICE ABBREVIATION	DEF-SUPRVN-AREA-OFC-CODE	A	8.0	051 - 058	DEBTOR	CLIENT #	1
09	SUPERVISION DPO CASELOAD NUMBER	DEF-SUPRVN-DPO-NMBR	A	4.0	059 - 062	DEBTOR	OPTIONAL FIELD 3	37
10	DEFENDANT NAME	DEF-LST-NAME	A	20.0	063 - 082	DEBTOR	DEBTOR NAME	2
		DEF-FRST-NAME	A	15.0	083 - 097	DEBTOR	DEBTOR NAME	2
		DEF-MDL-NAME	A	12.0	098 - 109	DEBTOR	DEBTOR NAME	2
		DEF-SFX-CODE	A	3.0	110 - 112	DEBTOR	DEBTOR NAME	2
11	DEFENDANT ADDRESS STREET	DEF-ADDR-STR-NMBR	A	10.0	113 - 122	DEBTOR	ADDRESS	3
						FISCAL	PR ADDRESS	2
		DEF-ADDR-DRCTN-CODE	A	2.0	123 - 124	DEBTOR	ADDRESS	3
						FISCAL	PR ADDRESS	2
		DEF-ADDR-STR-NAME	A	15.0	125 - 139	DEBTOR	ADDRESS	3
						FISCAL	PR ADDRESS	2
		DEF-ADDR-STR-TYP-CODE	A	2.0	140 - 141	DEBTOR	ADDRESS	3
						FISCAL	PR ADDRESS	2
		DEF-ADDR-APT-NMBR	A	5.0	142 - 146	DEBTOR	ADDRESS	3
						FISCAL	PR ADDRESS	2
12	DEFENDANT ADDRESS CITY	CITY NAME	A	20.0	147 - 166	DEBTOR	CITY	4
						FISCAL	PR CITY	9
13	DEFENDANT ADDRESS STATE	DEF-ADDR-ST-CODE	A	2.0	167 - 168	DEBTOR	STATE	5
						FISCAL	PR STATE	10

APS/CARS INTERFACE
SEND DEFENDANT RECORD LAYOUT
FIELD MAPPING

FIELD NUMBER	BUSINESS DESCRIPTION	APS				CARS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
14	DEFENDANT ADDRESS ZIP CODE	DEF-ADDR-ZIP-CODE	A	9.0	169 - 177	DEBTOR	ZIP	6
						FISCAL	PR ZIP	11
15	DEFENDANT PHONE NUMBER	DEF-ADDR-TEL-NMBR	N	10.0	178 - 187	DEBTOR	TELEPHONE	8
						FISCAL	PR TELEPHN	26
16	DEFENDANT SOCIAL SECURITY NUMBER	DEF-SSN-NMBR	N	9.0	188 - 196	DEBTOR	SOCIAL SECURITY #	20
17	DEFENDANT BIRTH DATE	DEF-DOB-DATX	N	8.0	197 - 204	DEBTOR	DATE OF BIRTH	9
18	DATE PLACED ON PROBATION	CASE-GRANT-DATX	N	8.0	205 - 212	FISCAL	PR PLDATE	152
19	CASE EXPIRATION DATE	CASE-EXPRTN-DATX	N	8.0	213 - 220	FISCAL	PR EXDATE	153
20	MONTHLY PAYMENT AMOUNT	FNCL-PMNT-PLN-AMNT	N	11.2	221 - 233	PAYPLAN	TOTAL PMT AMT	23
21	FIRST PAYMENT DUE DATE	FNCL-FRST-PMNT-DUE-DATX	N	8.0	234 - 241	PAYPLAN	1ST PAYMENT DUE	28
22	CASE CLOSING DISPOSITION DATE	CASE-SUPRVN-CLSNG-DATX	N	8.0	242 - 249	FISCAL	PR CCLDATE	154
23	CASE CLOSING DISPOSITION CODE	CASE-SUPRVN-CLSNG-DISPO-CODE	A	2.0	250 - 251	FISCAL	PR CCLOSCD	156
24	REQUESTED PURGE DATE	FNCL-TTC-PURGE-RQST-DATX	N	8.0	252 - 259	FISCAL	PR PURGEDT	157
25	MINOR LAST NAME	n/a	A	20.0	260 - 279	FISCAL	PT/MINOR	112
26	MINOR FIRST NAME	n/a	A	15.0	280 - 294	FISCAL	PT/MINOR	112
27	MINOR MIDDLE NAME	n/a	A	12.0	295 - 306	FISCAL	PT/MINOR	112
28	MINOR DOB	n/a	N	8.0	307 - 314	FISCAL	PT/M DOB	65
29	MINOR SOCIAL SECURITY NUMBER	n/a	N	9.0	315 - 323	FISCAL	PT/M SSN	66
30	HOLD DELINQUENT ACCOUNT CODE	FNCL-HOLD-DELINQ-ACCT-CODE	A	1.0	324	FISCAL	DLQHLDFLG	241
31	APS CASE STATUS CODE	CASE-STTS-CODE	A	2.0	325 - 326	FISCAL	APSSTATUS	243
32	APS CASE STATUS DATE	CASE-STTS-DATX	N	8.0	327 - 334	FISCAL	APSSTDATE	244
33	FILLER	n/a	A	400	335 - 734		n/a	
34	RUN NUMBER	RUN-NUMBER	N	5.0	735 - 739		n/a	

APS/CARS INTERFACE

RECEIVE DATA RECORD LAYOUT
BY RECORD TYPE CODE

Technical Exhibit 3
Reference No. 4

FIELD NUMBER	BUSINESS DESCRIPTION	TYPE	SIZE	POSITION	RECORD TYPE CODE									
					AD	BA	BD	CD	DF	DN	NM	PD	PY	SS
01	RECORD TYPE CODE ("AD", "BA", "BD", "CD", "DN", "NM", "PD", "PY", "SS", "JR", "JS"	A	2.0	001 - 002	X	X	X	X	X	X	X	X	X	X
02	DATE & TIME STAMP	N	14.0	003 - 016	X	X	X	X	X	X	X	X	X	X
03	PROBATION NUMBER (X-NUMBER / PDJ NUMBER)	A	9.0	017 - 025	X	X	X	X	X	X	X	X	X	X
04	COURT CASE NUMBER	A	13.0	026 - 038	X	X	X	X	X	X	X	X	X	X
05	TTC ACCOUNT NUMBER	A	8.0	039 - 046	X	X	X	X	X	X	X	X	X	X
06	TRANSACTION TYPE CODE	A	1.0	047									X	
07	TRANSACTION DATE	N	8.0	048 - 055									X	
08	TRANSACTION AMOUNT	N	11.2	056 - 068									X	
09	DEFENDANT ADDRESS STREET	A	34.0	069 - 102	X									
10	DEFENDANT ADDRESS CITY	A	20.0	103 - 122	X									
11	DEFENDANT ADDRESS STATE CODE	A	2.0	123 - 124	X									
12	DEFENDANT ADDRESS ZIP CODE	A	9.0	125 - 133	X									
13	DEFENDANT TELEPHONE NUMBER	N	10.0	134 - 143	X									
14	DEFENDANT NAME	A	53.0	144 - 196							X			
15	DEFENDANT SOCIAL SECURITY NUMBER	N	9.0	197 - 205										X
16	DEFENDANT DATE OF BIRTH	N	8.0	206 - 213			X							
17	DELINQUENT FLAG	A	1.0	214					X					
18	ACTUAL PURGE DATE	N	8.0	215 - 222								X		
19	CARS DEBTOR BALANCE AMOUNT	N	11.2	223 - 235		X				X			X	
20	CARS NEGATIVE BALANCE INDICATOR	A	1.0	236		X				X			X	
21	CARS STATUS CODE	A	3.0	237 - 239				X						
22	CARS STATUS DATE	N	8.0	240 - 247				X						
23	FACILITY CODE (01-31)	A	2.0	248 - 249		X							X	
24	FACILITY BALANCE AMOUNT (01-31)	N	11.2	250 - 262		X							X	
25	NEGATIVE FACILITY AMOUNT INDICATOR (01-31)	A	1.0	263		X							X	
116	FILLER	A	52	744 - 795										
117	RUN NUMBER	N	5.0	796 - 800	X	X	X	X	X	X	X	X	X	X

APS/CARS INTERFACE

RECEIVE DATA RECORD LAYOUT

FIELD MAPPING

Technical Exhibit 3
Reference No. 5

FIELD NUMBER	BUSINESS DESCRIPTION	TYPE	SIZE	POSITION	CARS			APS		
					FILE	FIELD	#	FIELD	TYPE	SIZE
01	RECORD TYPE CODE ("AD", "BA", "BD", "CD", "DN", "NM", "PD", "PY", "SS", "JR", "JS"	A	2.0	001 - 002		n/a		RECORD-TYPE-CODE	A	2.0
02	DATE & TIME STAMP	N	14.0	003 - 016		n/a		DATE-TIME-STAMP	N	14.0
03	PROBATION NUMBER (X-NUMBER / PDJ NUMBER)	A	9.0	017 - 025	DEBTOR	DEBTOR REF LINE	29	DEF-X-NMBR	A	9.0
04	COURT CASE NUMBER	A	13.0	026 - 038	DEBTOR	CLIENT REF #	11	CASE-CRT-CASE-NMBR	A	13.0
05	TTC ACCOUNT NUMBER	A	8.0	039 - 046	DEBTOR	DEBTOR #	0	FNCL-TTC-ACCT-NMBR	A	8.0
06	TRANSACTION TYPE CODE	A	1.0	047	TRANS	TRANSACTION CODE	2	FNCL-LST-PMNT-TYP-CODE	A	1.0
07	TRANSACTION DATE	N	8.0	048 - 055	TRANS	TRANS DATE	5	FNCL-LST-PMNT-DATX	P	7.0
08	TRANSACTION AMOUNT	N	11.2	056 - 068	TRANS	TRANS AMOUNT	4	FNCL-LST-PMNT-AMNT	P	11.2
09	DEFENDANT ADDRESS STREET	A	34.0	069 - 102	DEBTOR	ADDRESS	3	DEF-CARRS-ADDR-STREET	A	34.0
10	DEFENDANT ADDRESS CITY	A	20.0	103 - 122	DEBTOR	CITY	4	DEF-CARRS-ADDR-CTY	A	20.0
11	DEFENDANT ADDRESS STATE CODE	A	2.0	123 - 124	DEBTOR	STATE	5	DEF-CARRS-ADDR-ST-CODE	A	2.0
12	DEFENDANT ADDRESS ZIP CODE	A	9.0	125 - 133	DEBTOR	ZIP	6	DEF-CARRS-ADDR-ZIP-CODE	A	9.0
13	DEFENDANT TELEPHONE NUMBER	N	10.0	134 - 143	DEBTOR	TELEPHONE	8	DEF-CARRS-ADDR-TEL-NMBR	N	10.0
14	DEFENDANT NAME	A	53.0	144 - 196	DEBTOR	DEBTOR NAME	2	DEF-CARRS-DEBTOR-NAME	A	53.0
15	DEFENDANT SOCIAL SECURITY NUMBER	N	9.0	197 - 205	DEBTOR	SOCIAL SECURITY #	20	DEF-SSN-NMBR	N	9.0
								DEF-ALS-SSN-NMBR	N	9.0
16	DEFENDANT DATE OF BIRTH	N	8.0	206 - 213	DEBTOR	DATE OF BIRTH	9	DEF-ALS-DOB-DATX	P	7.0
17	DELINQUENT FLAG	A	1.0	214		derived		process for this field removed 8/98		
18	ACTUAL PURGE DATE	N	8.0	215 - 222		system date		FNCL-TTC-ACTL-PURGE-DATX	P	7.0
19	CARS DEBTOR BALANCE AMOUNT	N	11.2	223 - 235	DEBTOR	calculated		FNCL-CARRS-BLNC-AMNT	P	11.2
20	CARS NEGATIVE BALANCE INDICATOR	A	1.0	236	DEBTOR	calculated		n/a		
21	CARS STATUS CODE	A	3.0	237 - 239	DEBTOR	STATUS CODE	23	FNCL-CARRS-COLLECTR-DESK-NMBR	A	3.0
								FNCL-DELINQUENT-FLAG	A	1.0
22	CARS STATUS DATE	N	8.0	240 - 247		system date		FNCL-CARRS-COLLECTR-ASSGNMT-DATX	N	8.0
23	01 - FACILITY CODE	A	2.0	248 - 249	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
24	01 - FACILITY BALANCE AMOUNT	N	11.2	250 - 262	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
25	01 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	263	FAC-INVENTORY	calculated		n/a		
26	02 - FACILITY CODE	A	2.0	264 - 265	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
27	02 - FACILITY BALANCE AMOUNT	N	11.2	266 - 278	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
28	02 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	279	FAC-INVENTORY	calculated		n/a		

APS/CARS INTERFACE

RECEIVE DATA RECORD LAYOUT

FIELD MAPPING

Technical Exhibit 3
Reference No. 5

FIELD NUMBER	BUSINESS DESCRIPTION	TYPE	SIZE	POSITION	CARS			APS		
					FILE	FIELD	#	FIELD	TYPE	SIZE
29	03 - FACILITY CODE	A	2.0	280 - 281	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
30	03 - FACILITY BALANCE AMOUNT	N	11.2	282 - 294	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
31	03 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	295	FAC-INVENTORY	calculated		n/a		
32	04 - FACILITY CODE	A	2.0	296 - 297	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
33	04 - FACILITY BALANCE AMOUNT	N	11.2	298 - 310	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
34	04 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	311	FAC-INVENTORY	calculated		n/a		
35	05 - FACILITY CODE	A	2.0	312 - 313	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
36	05 - FACILITY BALANCE AMOUNT	N	11.2	314 - 326	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
37	05 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	327	FAC-INVENTORY	calculated		n/a		
38	06 - FACILITY CODE	A	2.0	328 - 329	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
39	06 - FACILITY BALANCE AMOUNT	N	11.2	330 - 342	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
40	06 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	343	FAC-INVENTORY	calculated		n/a		
41	07 - FACILITY CODE	A	2.0	344 - 345	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
42	07 - FACILITY BALANCE AMOUNT	N	11.2	346 - 358	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
43	07 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	359	FAC-INVENTORY	calculated		n/a		
44	08 - FACILITY CODE	A	2.0	360 - 361	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
45	08 - FACILITY BALANCE AMOUNT	N	11.2	362 - 374	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
46	08 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	375	FAC-INVENTORY	calculated		n/a		
47	09 - FACILITY CODE	A	2.0	376 - 378	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
48	09 - FACILITY BALANCE AMOUNT	N	11.2	379 - 390	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
49	09 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	391	FAC-INVENTORY	calculated		n/a		
50	10 - FACILITY CODE	A	2.0	392 - 393	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
51	10 - FACILITY BALANCE AMOUNT	N	11.2	394 - 406	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
52	10 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	407	FAC-INVENTORY	calculated		n/a		
53	11 - FACILITY CODE	A	2.0	408 - 409	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
54	11 - FACILITY BALANCE AMOUNT	N	11.2	410 - 422	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
55	11 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	423	FAC-INVENTORY	calculated		n/a		
56	12 - FACILITY CODE	A	2.0	424 - 425	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
57	12 - FACILITY BALANCE AMOUNT	N	11.2	426 - 438	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
58	12 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	439	FAC-INVENTORY	calculated		n/a		

APS/CARS INTERFACE

RECEIVE DATA RECORD LAYOUT

FIELD MAPPING

Technical Exhibit 3
Reference No. 5

FIELD NUMBER	BUSINESS DESCRIPTION	TYPE	SIZE	POSITION	CARS			APS		
					FILE	FIELD	#	FIELD	TYPE	SIZE
59	13 - FACILITY CODE	A	2.0	440 - 441	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
60	13 - FACILITY BALANCE AMOUNT	N	11.2	442 - 454	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
61	13 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	455	FAC-INVENTORY	calculated		n/a		
62	14 - FACILITY CODE	A	2.0	456 - 457	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
63	14 - FACILITY BALANCE AMOUNT	N	11.2	458 - 470	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
64	14 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	471	FAC-INVENTORY	calculated		n/a		
65	15 - FACILITY CODE	A	2.0	472 - 473	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
66	15 - FACILITY BALANCE AMOUNT	N	11.2	474 - 486	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
67	15 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	487	FAC-INVENTORY	calculated		n/a		
68	16 - FACILITY CODE	A	2.0	488 - 489	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
69	16 - FACILITY BALANCE AMOUNT	N	11.2	490 - 502	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
70	16 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	503	FAC-INVENTORY	calculated		n/a		
71	17 - FACILITY CODE	A	2.0	504 - 505	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
72	17 - FACILITY BALANCE AMOUNT	N	11.2	506 - 518	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
73	17 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	519	FAC-INVENTORY	calculated		n/a		
74	18 - FACILITY CODE	A	2.0	520 - 521	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
75	18 - FACILITY BALANCE AMOUNT	N	11.2	522 - 534	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
76	18 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	535	FAC-INVENTORY	calculated		n/a		
77	19 - FACILITY CODE	A	2.0	536 - 537	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
78	19 - FACILITY BALANCE AMOUNT	N	11.2	538 - 550	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
79	19 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	551	FAC-INVENTORY	calculated		n/a		
80	20 - FACILITY CODE	A	2.0	552 - 553	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
81	20 - FACILITY BALANCE AMOUNT	N	11.2	554 - 566	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
82	20 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	567	FAC-INVENTORY	calculated		n/a		
83	21 - FACILITY CODE	A	2.0	568 - 569	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
84	21 - FACILITY BALANCE AMOUNT	N	11.2	570 - 582	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
85	21 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	583	FAC-INVENTORY	calculated		n/a		
86	22 - FACILITY CODE	A	2.0	584 - 585	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
87	22 - FACILITY BALANCE AMOUNT	N	11.2	586 - 598	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
88	22 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	599	FAC-INVENTORY	calculated		n/a		

APS/CARS INTERFACE

RECEIVE DATA RECORD LAYOUT

FIELD MAPPING

Technical Exhibit 3
Reference No. 5

FIELD NUMBER	BUSINESS DESCRIPTION	TYPE	SIZE	POSITION	CARS			APS		
					FILE	FIELD	#	FIELD	TYPE	SIZE
89	23 - FACILITY CODE	A	2.0	600 - 601	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
90	23 - FACILITY BALANCE AMOUNT	N	11.2	602 - 614	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
91	23 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	615	FAC-INVENTORY	calculated		n/a		
92	24 - FACILITY CODE	A	2.0	616 - 617	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
93	24 - FACILITY BALANCE AMOUNT	N	11.2	618 - 630	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
94	24 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	631	FAC-INVENTORY	calculated		n/a		
95	25 - FACILITY CODE	A	2.0	632 - 633	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
96	25 - FACILITY BALANCE AMOUNT	N	11.2	634 - 646	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
97	25 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	647	FAC-INVENTORY	calculated		n/a		
98	26 - FACILITY CODE	A	2.0	648 - 649	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
99	26 - FACILITY BALANCE AMOUNT	N	11.2	650 - 662	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
100	26 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	663	FAC-INVENTORY	calculated		n/a		
101	27 - FACILITY CODE	A	2.0	664 - 665	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
102	27 - FACILITY BALANCE AMOUNT	N	11.2	666 - 678	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
103	27 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	679	FAC-INVENTORY	calculated		n/a		
104	28 - FACILITY CODE	A	2.0	680 - 681	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
105	28 - FACILITY BALANCE AMOUNT	N	11.2	682 - 694	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
106	28 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	695	FAC-INVENTORY	calculated		n/a		
107	29 - FACILITY CODE	A	2.0	696 - 697	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
108	29 - FACILITY BALANCE AMOUNT	N	11.2	698 - 710	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
109	29 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	711	FAC-INVENTORY	calculated		n/a		
110	30 - FACILITY CODE	A	2.0	712 - 713	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
111	30 - FACILITY BALANCE AMOUNT	N	11.2	714 - 726	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
112	30 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	727	FAC-INVENTORY	calculated		n/a		
113	31 - FACILITY CODE	A	2.0	728 - 729	FAC-INVENTORY	FACILITY CODE	2	FNCL-CATEGORY	A	2
114	31 - FACILITY BALANCE AMOUNT	N	11.2	730 - 742	FAC-INVENTORY	FACILITY BALANCE	3	FNCL-AMOUNT	P	11.2
115	31 - NEGATIVE FACILITY AMOUNT INDICATOR	A	1.0	743	FAC-INVENTORY	calculated		n/a		
116	FILLER	A	52	744 - 795		n/a		FILLER	A	60.0
117	RUN NUMBER	N	5.0	796 - 800		n/a		RUN-NUMBER	N	5.0

APS/CARRS INTERFACE
SEND FINANCIAL RECORD LAYOUT
FIELD MAPPING

FIELD NUMBR	BUSINESS DESCRIPTION	APS				CARRS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
01	RECORD TYPE CODE	none (literal = "AF" or "JF")	A	2.0	001 - 002		n/a	
02	ACTION CODE	none (literal = "A" or "U" or "D")	A	1.0	003		n/a	
03	DATE & TIME STAMP	none	N	14.0	004 - 017		n/a	
04	PROBATION NUMBER (X-NUMBER)	DEF-X-NMBR	A	9.0	018 - 026	DEBTOR	DEBTOR REF LINE	29
05	COURT CASE NUMBER	CASE-CRT-CASE-NMBR	A	13.0	027 - 039	DEBTOR	CLIENT REF #	11
06	PAYOR NUMBER (DTTC ACCOUNT NUMBER)	FNCL-TTC-ACCT-NMBR	A	8.0	040 - 047	DEBTOR	DEBTOR #	0
07	BRANCH ID (Probation Department)	none (literal = "PRO")	A	3.0	048 - 050	CLIENT	AGENCY #	42
08	SUPERVISION AREA OFFICE ABBREVIATION	DEF-SUPRVN-AREA-OFC-CODE	A	8.0	051 - 058	DEBTOR	CLIENT #	1
09	RESTITUTION STATUS CODE	FNCL-RSTTTN-STTS-CODE	A	1.0	059	FISCAL	PR RSCODE	158
10	01 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	060 - 061	DISTRIBUTION	FACILITY CODE	1
11	01 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	062 - 074	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	02 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	075 - 076	DISTRIBUTION	FACILITY CODE	1
11	02 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	077 - 089	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	03 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	090 - 091	DISTRIBUTION	FACILITY CODE	1
11	03 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	092 - 104	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	04 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	105 - 106	DISTRIBUTION	FACILITY CODE	1
11	04 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	107 - 119	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	05 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	120 - 121	DISTRIBUTION	FACILITY CODE	1
11	05 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	122 - 134	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	06 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	135 - 136	DISTRIBUTION	FACILITY CODE	1
11	06 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	137 - 149	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2

APS/CARRS INTERFACE
SEND FINANCIAL RECORD LAYOUT
FIELD MAPPING

FIELD NUMBR	BUSINESS DESCRIPTION	APS				CARRS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
10	07 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	150 - 151	DISTRIBUTION	FACILITY CODE	1
11	07 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	152 - 164	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	08 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	165 - 166	DISTRIBUTION	FACILITY CODE	1
11	08 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	167 - 179	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	09 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	180 - 181	DISTRIBUTION	FACILITY CODE	1
11	09 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	182 - 194	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	10 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	195 - 196	DISTRIBUTION	FACILITY CODE	1
11	10 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	197 - 209	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	11 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	210 - 211	DISTRIBUTION	FACILITY CODE	1
11	11 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	212 - 224	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	12 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	225 - 226	DISTRIBUTION	FACILITY CODE	1
11	12 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	227 - 239	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	13 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	240 - 241	DISTRIBUTION	FACILITY CODE	1
11	13 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	242 - 254	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	14 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	255 - 256	DISTRIBUTION	FACILITY CODE	1
11	14 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	257 - 269	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	15 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	270 - 271	DISTRIBUTION	FACILITY CODE	1
11	15 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	272 - 284	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2

APS/CARRS INTERFACE
SEND FINANCIAL RECORD LAYOUT
FIELD MAPPING

FIELD NUMBR	BUSINESS DESCRIPTION	APS				CARRS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
10	16 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	285 - 286	DISTRIBUTION	FACILITY CODE	1
11	16 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	287 - 299	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	17 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	300 - 301	DISTRIBUTION	FACILITY CODE	1
11	17 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	302 - 314	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	18 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	315 - 316	DISTRIBUTION	FACILITY CODE	1
11	18 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	317 - 329	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	19 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	330 - 331	DISTRIBUTION	FACILITY CODE	1
11	19 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	332 - 344	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	20 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	345 - 346	DISTRIBUTION	FACILITY CODE	1
11	20 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	347 - 359	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	21 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	360 - 361	DISTRIBUTION	FACILITY CODE	1
11	21 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	362 - 374	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	22 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	375 - 376	DISTRIBUTION	FACILITY CODE	1
11	22 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	377 - 389	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	23 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	390 - 391	DISTRIBUTION	FACILITY CODE	1
11	23 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	392 - 404	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2

APS/CARRS INTERFACE
SEND FINANCIAL RECORD LAYOUT
FIELD MAPPING

FIELD NUMBR	BUSINESS DESCRIPTION	APS				CARRS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
10	24 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	405 - 406	DISTRIBUTION	FACILITY CODE	1
11	24 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	407 - 419	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	25 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	420 - 421	DISTRIBUTION	FACILITY CODE	1
11	25 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	422 - 434	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	26 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	435 - 436	DISTRIBUTION	FACILITY CODE	1
11	26 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	437 - 449	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	27 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	450 - 451	DISTRIBUTION	FACILITY CODE	1
11	27 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	452 - 464	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	28 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	465 - 466	DISTRIBUTION	FACILITY CODE	1
11	28 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	467 - 479	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	29 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	480 - 481	DISTRIBUTION	FACILITY CODE	1
11	29 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	482 - 494	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	30 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	495 - 496	DISTRIBUTION	FACILITY CODE	1
11	30 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	497 - 509	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2
10	31 - FINANCIAL CATEGORY CODE	FNCL-CATEGORY	A	2.0	510 - 511	DISTRIBUTION	FACILITY CODE	1
11	31 - FINANCIAL CATEGORY AMOUNT	FNCL-AMOUNT	N	11.2	512 - 524	DEBTOR	TOTAL AGN/AMT	15
						DISTRIBUTION	ASSIGNED AMOUNT	2

APS/CARRS INTERFACE
SEND FINANCIAL RECORD LAYOUT
FIELD MAPPING

Technical Exhibit 3
Reference No. 6

FIELD NUMBR	BUSINESS DESCRIPTION	APS				CARRS		
		FIELD	TYPE	SIZE	POSITION	FILE	FIELD	ATTRB #
12	01 - REIMBURSEMENT CATEGORY ("01")	n/a	A	2.0	525 - 526		n/a	
13	01 - REIMBURSEMENT START DATE	n/a	N	8.0	527 - 534	FISCAL	PR REBSTDT-1	159
14	01 - REIMBURSEMENT END DATE	n/a	N	8.0	535 - 542	FISCAL	PR REBEDDT-1	160
15	01 - REIMBURSEMENT DESCRIPTION	n/a	A	11.0	543 - 553	FISCAL	PR REBDESC-1	161
16	01 - REIMBURSEMENT AMOUNT	n/a	N	11.2	554 - 566	DEBTOR	TOTAL AGN/AMT	15
12	02 - REIMBURSEMENT CATEGORY ("02")	n/a	A	2.0	567 - 568		n/a	
13	02 - REIMBURSEMENT START DATE	n/a	N	8.0	569 - 576	FISCAL	PR REBSTDT-2	170
14	02 - REIMBURSEMENT END DATE	n/a	N	8.0	577 - 584	FISCAL	PR REBEDDT-2	171
15	02 - REIMBURSEMENT DESCRIPTION	n/a	A	11.0	585 - 595	FISCAL	PR REBDESC-2	172
16	02 - REIMBURSEMENT AMOUNT	n/a	N	11.2	596 - 608	DEBTOR	TOTAL AGN/AMT	15
12	03 - REIMBURSEMENT CATEGORY ("03")	n/a	A	2.0	609 - 610		n/a	
13	03 - REIMBURSEMENT START DATE	n/a	N	8.0	611 - 618	FISCAL	PR REBSTDT-3	138
14	03 - REIMBURSEMENT END DATE	n/a	N	8.0	619 - 626	FISCAL	PR REBEDDT-3	139
15	03 - REIMBURSEMENT DESCRIPTION	n/a	A	11.0	627 - 637	FISCAL	PR REBDESC-3	140
16	03 - REIMBURSEMENT AMOUNT	n/a	N	11.2	638 - 650	DEBTOR	TOTAL AGN/AMT	15
12	04 - REIMBURSEMENT CATEGORY ("04")	n/a	A	2.0	651 - 652		n/a	
13	04 - REIMBURSEMENT START DATE	n/a	N	8.0	653 - 660	FISCAL	PR REBSTDT-4	142
14	04 - REIMBURSEMENT END DATE	n/a	N	8.0	661 - 668	FISCAL	PR REBEDDT-4	143
15	04 - REIMBURSEMENT DESCRIPTION	n/a	A	11.0	669 - 679	FISCAL	PR REBDESC-4	144
16	04 - REIMBURSEMENT AMOUNT	n/a	N	11.2	680 - 692	DEBTOR	TOTAL AGN/AMT	15
12	05 - REIMBURSEMENT CATEGORY ("05")	n/a	A	2.0	693 - 694		n/a	
13	05 - REIMBURSEMENT START DATE	n/a	N	8.0	695 - 702	FISCAL	PR REBSTDT-5	146
14	05 - REIMBURSEMENT END DATE	n/a	N	8.0	703 - 710	FISCAL	PR REBEDDT-5	147
15	05 - REIMBURSEMENT DESCRIPTION	n/a	A	11.0	711 - 721	FISCAL	PR REBDESC-5	148
16	05 - REIMBURSEMENT AMOUNT	n/a	N	11.2	722 - 734	DEBTOR	TOTAL AGN/AMT	15
17	RUN NUMBER	n/a	N	5.0	735 - 739		n/a	

File Layouts

	Probation Financial Adjustment File Layout				
Line#	Description	From	To	Length	Business Rules
1	Account Number	1	8	8	
2	Client Number	9	18	10	
3	From Facility 1	19	20	2	
4	From Facility 1 Amount	21	32	12	
5	From Facility 2	33	34	2	
6	From Facility 2 Amount	35	46	12	
7	From Facility 3	47	48	2	
8	From Facility 3 Amount	49	60	12	
9	From Facility 4	61	62	2	
10	From Facility 4 Amount	63	74	12	
11	From Facility 5	75	76	2	
12	From Facility 5 Amount	77	88	12	
13	From Facility 6	89	90	2	
14	From Facility 6 Amount	91	102	12	
15	From Facility 7	103	104	2	
16	From Facility 7 Amount	105	116	12	
17	From Facility 8	117	118	2	
18	From Facility 8 Amount	119	130	12	
19	From Facility 9	131	132	2	
20	From Facility 9 Amount	133	144	12	
21	From Facility 10	145	146	2	
22	From Facility 10 Amount	147	158	12	
23	From Facility 11	159	160	2	
24	From Facility 11 Amount	161	172	12	
25	From Facility 12	173	174	2	
26	From Facility 12 Amount	175	186	12	
27	From Facility 13	187	188	2	
28	From Facility 13 Amount	189	200	12	
29	From Facility 14	201	202	2	
30	From Facility 14 Amount	203	214	12	
31	From Facility 15	215	216	2	
32	From Facility 15 Amount	217	228	12	
33	From Facility 16	229	230	2	
34	From Facility 16 Amount	231	242	12	
35	From Facility 17	243	244	2	
36	From Facility 17 Amount	245	256	12	
37	From Facility 18	257	258	2	
38	From Facility 18 Amount	259	270	12	
39	From Facility 19	271	272	2	
40	From Facility 19 Amount	273	284	12	

41	From Facility 20	285	286	2	
42	From Facility 20 Amount	287	298	12	
43	From Facility 21	299	300	2	
44	From Facility 21 Amount	301	312	12	
45	From Facility 22	313	314	2	
46	From Facility 22 Amount	315	326	12	
47	From Facility 23	327	328	2	
48	From Facility 23 Amount	329	340	12	
49	From Facility 24	341	342	2	
50	From Facility 24 Amount	343	354	12	
51	From Facility 25	355	356	2	
52	From Facility 25 Amount	357	368	12	
53	From Facility Total	369	380	12	53 must equal (104 + 107) Must equal sum 'From Facility Amount' 1-25
54	To Facility 1	381	382	2	
55	To Facility 1 Amount	383	394	12	
56	To Facility 2	395	396	2	
57	To Facility 2 Amount	397	408	12	
58	To Facility 3	409	410	2	
59	To Facility 3 Amount	411	422	12	
60	To Facility 4	423	424	2	
61	To Facility 4 Amount	425	436	12	
62	To Facility 5	437	438	2	
63	To Facility 5 Amount	439	450	12	
64	To Facility 6	451	452	2	
65	To Facility 6 Amount	453	464	12	
66	To Facility 7	465	466	2	
67	To Facility 7 Amount	467	478	12	
68	To Facility 8	479	480	2	
69	To Facility 8 Amount	481	492	12	
70	To Facility 9	493	494	2	
71	To Facility 9 Amount	495	506	12	
72	To Facility 10	507	508	2	
73	To Facility 10 Amount	509	520	12	
74	To Facility 11	521	522	2	
75	To Facility 11 Amount	523	534	12	
76	To Facility 12	535	536	2	
77	To Facility 12 Amount	537	548	12	
78	To Facility 13	549	550	2	
79	To Facility 13 Amount	551	562	12	
80	To Facility 14	563	564	2	
81	To Facility 14 Amount	565	576	12	
82	To Facility 15	577	578	2	
83	To Facility 15 Amount	579	590	12	
84	To Facility 16	591	592	2	
85	To Facility 16 Amount	593	604	12	
86	To Facility 17	605	606	2	
87	To Facility 17 Amount	607	618	12	
88	To Facility 18	619	620	2	

89	To Facility 18 Amount	621	632	12	
90	To Facility 19	633	634	2	
91	To Facility 19 Amount	635	646	12	
92	To Facility 20	647	648	2	
93	To Facility 20 Amount	649	660	12	
94	To Facility 21	661	662	2	
95	To Facility 21 Amount	663	674	12	
96	To Facility 22	675	676	2	
97	To Facility 22 Amount	677	688	12	
98	To Facility 23	689	690	2	
99	To Facility 23 Amount	691	702	12	
100	To Facility 24	703	704	2	
101	To Facility 24 Amount	705	716	12	
102	To Facility 25	717	718	2	
103	To Facility 25 Amount	719	730	12	
104	To Facility Total	731	742	12	104 must equal sum To Facility Amount 1-25
105	To Facility RT Amount	743	754	12	
106	To Facility RT Voucher	755	769	15	If 105 is not null, 106 is not null
107	To Facility RT Total	770	781	12	

APPENDIX B2

STATEMENT OF WORK AND SAMPLE CONTRACT TECHNICAL EXHIBITS

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2 PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART 2

EXHIBIT 1

CONTRACT DISCREPANCY REPORT

TO:

FROM:

DATES: **Prepared:** _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS:_____

_____

_____

_____ _____

Signature of County Representative Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

_____

_____

_____ _____

Signature of Contractor Representative Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

_____

_____

_____ _____

Signature of Contractor Representative Date

COUNTY ACTIONS:_____

_____

_____

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

PERFORMANCE REQUIREMENTS SUMMARY CHART

SPECIFIC PERFORMANCE REFERENCE	SERVICE	MAXIMUM ALLOWED DEVIATION	MONITORING METHOD	DEDUCTIONS/FEES TO BE ASSESSED
Contract: Paragraph **7.0,** Administration of Contract-Contractor	Contractor shall notify the County of Los Angeles (County) in writing of any change in name or address of the Contract Manager.	None	Inspection and Observation.	$50 per occurrence.
Contract: Paragraph **7.2,** Contract Manager	Notify the Treasurer and Tax Collector (TTC) of changes, with resume, within five working days.	None	Complaints, inspection and observation.	$50 per day that notification is late.
Contract: Paragraph **7.0,** Administration of Contract	Replacement of unacceptable Contract personnel within one business day.	None	On-site inspection and observation, user complaint(s).	$100 per employee per occurrence of non-replacement/removal.
Contract: Paragraph **7.6,** Background and Security Investigation	Employee Background Checks.	None	Complaints, spot checks of assigned personnel.	$1,000 per incident of non-compliance.
Contract: Paragraph **7.7,** Confidentiality	Employee Acknowledgement and Confidentiality Agreement signed and provided to the TTC within three working days.	None	Review of reports; complaints.	$100 per day per employee when form is not signed. $1,000 per unauthorized release of information.

PERFORMANCE REQUIREMENTS SUMMARY CHART

SPECIFIC PERFORMANCE REFERENCE	SERVICE	MAXIMUM ALLOWED DEVIATION	MONITORING METHOD	DEDUCTIONS/FEES TO BE ASSESSED
Contract: Paragraph **8.24** and **8.25,** Insurance	Maintain required insurance policies.	None	Receipt and review of insurance information.	$100 per day; Contract termination at the TTC's option.
Contract: Paragraph **8.38**, Record Retention and Inspection/Audit Settlement	Contractor to maintain all required documents as specified in Paragraph **8.38**.	None	Inspection of files.	$50 per occurrence.
Contract: Paragraph **8.38,** Record Retention and Inspection/Audit Settlement	Provide required financial statements according to schedule.	One business day late.	Review of reports.	$50 per each day that report is late. Incomplete/inaccurate reports submitted will be considered late.
Contract: Paragraph **8.40,** Subcontracting	Contractor shall obtain County's written approval prior to subcontracting any work.	None	Inspection and Observation.	Possible termination for default of Contract.
Statement of Work (SOW): Attachment IV, Schedule D.2, Performance Requirements Summary/Correction of Deficiencies Severity Level I	System Availability	None	System Use Review of Incident Tracking System (ITS)	$500 per day for each day the Severity Level I Deficiency continues beyond the Problem Resolution Time Frame Allowed. (See Schedule D.2, Section 3)

PERFORMANCE REQUIREMENTS SUMMARY CHART

SOW: Attachment IV, Schedule D.2, Performance Requirements Summary/Correction of Deficiencies Severity Level II	System Response Time	None	System Use Review of ITS	$300 per day for each day the Severity Level II Deficiency continues beyond the Problem Resolution Time Frame Allowed, (See Schedule D.2, Section 3)
SOW: Attachment IV, Schedule D.2, Performance Requirements Summary/Correction of Deficiencies Severity Level III	System Performance	Two Deficiencies per month	System Use Review of ITS	If three or more Severity Level III Deficiencies per month are not resolved within the Problem Resolution Time Frame a Failure to Perform Assessment equal to $500 will be imposed. (See Schedule D.2, Section 3)
SOW: Attachment IV, Schedule D.2, Performance Requirements Summary/Correction of Deficiencies Severity Level IV	Provide training, data reports, software upgrades	Two Deficiencies per month	System Use, Inspection, Observation, Receipt of Reports Review of ITS	If three or more Severity Level IV Deficiencies per month are not resolved within the Problem Resolution Time Frame a Failure to Perform Assessment equal to $300 will be imposed. (See Schedule D.2, Section 3)

APPENDIX C

SAMPLE CONTRACT

CONTRACT

BY AND BETWEEN

COUNTY OF LOS ANGELES

AND

(CONTRACTOR)

FOR

COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS)

SAMPLE CONTRACT PROVISIONS
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E COUNTY'S ADMINISTRATION

F CONTRACTOR'S ADMINISTRATION

G FORM(S) REQUIRED AT THE TIME OF CONTRACT EXECUTION

H JURY SERVICE ORDINANCE

I SAFELY SURRENDERED BABY LAW

J DEFAULTED PROPERTY TAX PROGRAM

K BUSINESS ASSOCIATE AGREEMENT UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

THIS DOCUMENT IS A REQUIRED COUNTY CONTRACT WHICH INCLUDES MANY OF THE COUNTY'S REQUIREMENTS FOR CONTRACTING AS OF THE ISSUANCE OF THE RFP. THE COUNTY MAKES NO REPRESENTATION OR WARRANTY THAT ALL OF THE PROVISIONS IN THIS REQUIRED COUNTY CONTRACT WILL BE INCLUDED IN ANY RESULTANT CONTRACT, THAT SUCH PROVISIONS WILL NOT BE MODIFIED IN ANY RESULTANT CONTRACT, OR THAT OTHER PROVISIONS WILL NOT BE INCLUDED IN ANY RESULTANT CONTRACT.

Sample Contract

CONTRACT BETWEEN
COUNTY OF LOS ANGELES
AND
_____
FOR
COLLECTIONS AND ACCOUNTS RECEIVABLE SYSTEM (CARS)

This Contract and Exhibits made and entered into this ___ day of _____, 2015 by and between the County of Los Angeles, hereinafter referred to as County and _____, hereinafter referred to as Contractor, a _____, with its principal place of business at _____.

RECITALS

WHEREAS, pursuant to Government Code Section 31000 which authorizes the Board of Supervisors to contract for special services; and

WHEREAS, the Contractor is a private firm specializing in providing a Collections and Accounts Receivable System, as defined below; and

WHEREAS, Contractor has submitted a proposal to the County's Department of the Treasurer and Tax Collector (TTC) for provision of such services and based upon the Request For Proposal process, Contractor has been selected for recommendation for award of such Contract; and

WHEREAS, the Board of Supervisors has authorized the Treasurer and Tax Collector to administer this Contract;

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to the following:

1.0 APPLICABLE DOCUMENTS

Exhibits A, B, C, D, E, F, G, H, I, and J are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the terms and conditions of the Contract and then to the Exhibits according to the following priority.

Standard Exhibits:

1.1 EXHIBIT A - Statement of Work (SOW)

1.2 EXHIBIT B - Pricing Schedule

1.3 EXHIBIT C - Technical Exhibits

1.4 EXHIBIT D - Contractor's EEO Certification

1.5 EXHIBIT E - County's Administration

1.6 EXHIBIT F - Contractor's Administration

1.7 EXHIBIT G - Forms Required at the Time of Contract Execution

1.8 EXHIBIT H - Jury Service Ordinance

1.9 EXHIBIT I - Safely Surrendered Baby Law

1.10 EXHIBIT J - Defaulted Property Tax Reduction Program

This Contract constitutes the complete and exclusive statement of understanding between the parties, and supersedes all previous contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Subparagraph 8.1, Change Notices and Amendments, and signed by both parties.

2.0 DEFINITIONS

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

2.1 **Additional Software:** Any function or module that is (i) not included in the System Software marketed by Contractor as of the effective date of the Contract, (ii) not related to the primary function for which the System Software is used by the County, and (iii) not otherwise to be provided to the County under this Contract as an Update to the System Software, which Contractor may provide upon County's request therefor in the form of Additional Work in accordance with Subparagraph 8.1.1.

2.2 **Additional Work:** System Customizations and/or Professional Services, which may be provided by the Contractor to the County upon County's request and approval in accordance with Subparagraph 3.4.

2.3 **Client Department:** Client Department is an individual County department, which refers delinquent accounts to the TTC for collection.

2.4 **Contract:** This agreement executed between the County and Contractor. It sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, services, and other work including the SOW, Exhibit A.

2.5 **Contractor:** The sole proprietor, partnership, corporation or other person or entity that has entered into this Contract with the County.

2.6 **Contractor's Project Director:** The individual designated by the Contractor as principal officer to oversee contractual or administrative matters relating to this Contract that cannot be resolved by the Contractor's Project Manager.

2.7 **Contractor's Project Manager:** The individual designated by the Contractor to administer the Contract operations after the Contract Award.

2.8 **County:** County of Los Angeles.

2.9 **County Data:** All of the County confidential information, data, records, and information of the County to which Contractor has access, or otherwise provided to the Contractor under this Contract.

2.10 **County's Project Director:** Person designated by the County with authority for the County on contractual or administrative matters relating to this Contract that cannot be resolved by the County's Project Manager.

2.11 County's Project Manager: Person designated by County's Project Director to manage the operations under this Contract. An alternate Project Manager designated by the County shall be referred to as Alternate Project Manager.

2.12 County's Project Monitor: Person with responsibility to oversee the day-to-day activities of this Contract. Responsibility for inspections of any and all tasks, deliverables, goods, services, and other work provided by the Contractor.

2.13 Day(s): County business day(s), unless otherwise specified.

2.14 Deficiency: Defects in design, development, implementation, materials and/or workmanship, errors, omissions, deviations from published and/or mutually agreed upon standards or Specifications under this Contract which result in the System not performing in strict compliance with the provisions of this Contract and the Specifications.

2.15 Deliverable(s): Whether singular or plural, shall mean items and/or services provided or to be provided by the Contractor under this Contract identified as a deliverable, by designation, number, or context, in the SOW, Exhibit, Attachment, Schedule, or any document associated with the foregoing, including numbered Deliverable(s) in Exhibit A - SOW.

2.16 Documentation: All of Contractor's training course materials, system specifications and technical manuals, and all other user instructions regarding the capabilities, operation, and use of the System including, but not limited to, online help screens contained in the System, and any revisions, supplements, or updates thereto.

2.17 Dunning Notices: Demand for payment letters.

2.18 Final Acceptance: The County's written approval of the System as more fully described in Exhibit A – SOW.

2.19 Gross Collections: Total dollar amount received from debtor.

2.20 Interface: Either a computer program developed by, or licensed to, County or Contractor to (a) translate or convert data from a County or Contractor format into another format used at County as a standard format; or (b) translate or convert data in a format used by the County or a third-party to a format supported at County or vice versa.

2.21 Net Collections: Total dollars received from debtors minus commissions, fees, and any adjustments.

2.22 Outside Collection Agencies (OCA): Agencies with which the TTC has contracted to perform additional collection services as secondary and tertiary agents.

2.23 Performance Requirements Summary (PRS): Identifies the key performance indicators of the Contract that will be evaluated by the County to assure the Contractor (as specified in the SOW, Paragraph 21.0, Performance Requirements Summary) meets Contract performance standards.

2.24 Personal Data: Any information that identifies a person including, but not limited to, name, address, e-mail address, passwords, account numbers, social security numbers, credit card information, personal financial or healthcare information, personal preferences, demographic data, marketing data, credit data, or any other identification data. For the avoidance of doubt, Personal Data shall include, but not be limited to, all "nonpublic personal information," as defined under the Gramm-Leach-Bliley Act (15 United States Code (U.S.C.) §6801 et seq.).

2.25 Pool Dollars: Absent an Amendment in accordance with Subparagraph 8.1, Change Notices and Amendments, the maximum amount allocated under this Contract for the provision by Contractor of Additional Work approved by the County in accordance with the Terms of this Contract.

2.26 Pretty Good Privacy Encryption (PGP): A computer program used for encrypting and decrypting texts, e-mails, files, directories, and whole disk partitions to increase the security of e-mail communications over the Internet. It can also be used to send an encrypted digital signature that lets the receiver verify the sender's identity and know that the message was not changed in route.

2.27 Probation: County of Los Angeles Probation Department.

2.28 Production Use: The actual use of the System Software in the production environment to (a) process actual live data in County's day-to-day operations and (b) use the System.

2.29 Professional Services: Services including but not limited to, consulting services, additional training and/or customizations, which Contractor may provide upon County's request therefore in the form of Additional Work in accordance with Subparagraph 3.4.

2.30 Quality Control Program: All necessary measures taken by the Contractor to ensure that the quality of service will meet the Contract requirements regarding timelines, accuracy, appearance, completeness, consistency, and conformity to the requirements set forth in Exhibit A - SOW.

2.31 Queue: A group of accounts assigned to a specific Collector/Supervisor/OCA for which that Collector/Supervisor/OCA is responsible to work.

2.32 Secure Shell (SSH) File Transfer Protocol (SFTP): File transfer protocol to securely access and transfer files over a secure tunnel.

2.33 Services: Collectively, all functions, responsibilities, tasks, subtasks, deliverables, goods, and other services: (a) specifically identified in the SOW; (b) identified in this Contract as being Contractor's responsibility; and (c) otherwise necessary to comply with the Terms of this Contract. Without increasing the scope of the Services, if any component task, subtask, service, or function is: (i) an inherent or necessary part of the Services defined in subparts (a), (b), or (c) of this Subparagraph; or (ii) a customary part of the Services defined in subparts (a), (b), or (c) of this Subparagraph, and not in conflict with Contractor's established methods of providing services and as to a service(s) within either subpart (i) and (ii) of this sentence above, is not specifically described in this Contract, then such service or function shall be deemed to be part of the Services. Any hardware and/or software provided to the County by the Contractor pursuant to this Contract shall be deemed part of the Services.

2.34 Source Material: With respect to the System Software and Work Product, the source code of such software and all related compiler command files, build scripts, scripts relating to the operation and maintenance of such application, application programming interface (API), graphical user interface (GUI), object libraries, all relevant instructions on building the object code of such application, and all documentation relating to the foregoing, such that collectively the foregoing will be sufficient to enable a person possessing reasonable skill and expertise in computer software and information technology to build, load, and operate the machine-executable object code of such application; to maintain and support such application; and to effectively use all functions and features of such software. If any portion of the Source Material is encrypted, Contractor shall include the decryption tools and decryption keys with the Source Material.

2.35 Specifications: Any and/or all of the following: (i) all functional and operational requirements and/or features included in the SOW; (ii) all requirements set forth in this Contract; (iii) the Documentation, to the extent not inconsistent with any of the foregoing; (iv) all specifications provided or made available by the Contractor under this Contract, but only to the extent: (a) not inconsistent with any of the foregoing; and (b) acceptable to the County in its sole discretion; and (v) all written and/or electronic materials furnished or made available by or through Contractor regarding the System, including functionality, features, capacity, availability, response times, accuracy, or any other performance or other System criteria or any element of the System, but only to the extent not inconsistent with any of the foregoing.

2.36 System or CARS: The System Software and Services, including all components and Documentation, collectively comprising the collections and accounts receivable system, as specified in the Contract.

2.37 System Customizations: Collectively, System Enhancements, Additional Software and Programming Modifications.

2.38 System Software: Individually each, and collectively all, of the computer programs provided by the Contractor under this Contract, including as to each such program, the processes and routines used in the processing of data, the object code, Interfaces to be provided hereunder by the Contractor, Updates, and any and all programs otherwise provided by the Contractor under this Contract. All System Software and the components thereof shall be release versions, and shall not be test versions (e.g., alpha or beta test version), unless otherwise agreed to in writing by the County.

2.39 Third Party Software: All software and content licensed, leased or otherwise obtained by the Contractor from a third-party, and used with System or used for the performance of the Services.

2.40 Treasurer and Tax Collector: The Department Head of the County's Treasurer and Tax Collector, or his or her designee.

2.41 TTC: The County of Los Angeles Treasurer and Tax Collector as a department.

2.42 Update(s): Changes to the System Software including, but not limited to: (a) a bug fix, patch, or redistribution of the System Software that corrects an error as well as addresses common functional and

performance issues; (b) an aggregation of fixes, updates, or significant new features, functionality or performance improvements (sometimes accompanied by a change in the reference to the System Software such as a change in the number to the left of the period in the version numbering format X.XX); or (c) any modifications to the System Software designed to improve its operation, usefulness, or completeness that is made generally available by the Contractor to its other customers.

2.43 **Web Portal:** A web page by which the TTC shall access information pertaining to the TTC data/documents in PDF or other electronic format for the purpose of administering, viewing, printing, and approving all mail jobs, including duplicate tax bills constructed to meet the TTC format requirements sufficient to process a payment.

2.44 **Work Product:** All deliverables and all concepts, inventions (whether or not protected under patent laws), works of authorship, information, new or useful art, combinations, discoveries, formulae, algorithms, specifications, manufacturing techniques, technical developments, systems, computer architecture, artwork, software, programming, applets, scripts, designs, procedures, processes, and methods of doing business, and any other media, materials, plans, reports, project plans, work plans, documentation, training materials, and other tangible objects produced by the Contractor under this Contract. However, Work Product does not include (a) any intellectual property including, without limitation, concepts, ideas, methods, methodologies, procedures, processes, know-how, techniques, models, templates, the generalized features of the structure, sequence and organization of software, user interfaces and screen designs, utilities, routines, and tools, which may constitute or be contained in Work Product that was developed by the Contractor prior to performance or independent of this Contract (Background Intellectual Property); or (b) the System Software or any modifications thereto made by the Contractor.

3.0 WORK

3.1 Pursuant to the provisions of this Contract, the Contractor shall fully perform, complete and deliver on time, all tasks, deliverables, services, and other work as set forth herein including, but not limited to, Exhibit A – SOW.

3.2 The Contractor agrees that the performance of work and services pursuant to the requirements of this Contract shall conform to high

professional standards as exist in the Contractor's profession or field of practice.

3.3 If the Contractor provides any tasks, deliverables, goods, services, or other work other than as specified in this Contract, the same shall be deemed to be a gratuitous effort on the part of the Contractor, and the Contractor shall have no claim whatsoever against the County.

3.4 Upon County's written request and mutual approval pursuant to the Terms of this Contract, Contractor shall provide Additional Work, including System Customizations and Professional Services, in accordance with this Subparagraph and Exhibit A – SOW, at the applicable pricing terms set forth in Exhibit B (Pricing Schedule).

4.0 TERM OF CONTRACT

4.1 The Term of this Contract shall be five years commencing upon approval by the County's Board of Supervisors (Board) or January 1, 2016, whichever is later, unless sooner terminated or extended, in whole or in part, as provided in this Contract (Contract Term)

4.2 The County shall have the sole option to extend the Contract Term for up to two additional one-year periods and/or six month-to-month extensions, for a maximum total Contract Term of seven years and six months. Each such extension option may be exercised at the sole discretion of the Treasurer and Tax Collector as authorized by the Board. In the event the Treasurer and Tax Collector desires to renew the Contract by exercising an option term, the County shall provide Contractor with a written notice of intent to renew the Contract 30 calendar days prior to the expiration of the then current Term of the Contract. The option to renew shall be set forth in writing, as provided in Subparagraph 8.1, Change Notices and Amendments.

4.3 The County maintains databases that track/monitor Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a Contract Term extension option.

4.4 The Contractor shall notify the County's Project Director when this Contract is within six months of the expiration of the Contract Term as provided for hereinabove. Upon occurrence of this event, the Contractor shall send a written notification to the County's Project

Director at the address herein provided in Exhibit E - County's Administration.

5.0 CONTRACT SUM

5.1 The maximum Contract Sum under the Terms of this Contract shall be the total monetary amount payable by the County to the Contractor for provision of the Services specified herein in accordance with the Pricing Schedule - Exhibit B and shall not exceed **(to be determined upon execution of the Contract)**.

5.2 Contract rates specified in the Pricing Schedule - Exhibit B, shall remain firm and fixed for the Term of the Contract including all optional extensions.

5.3 The Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any person or entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall not occur except with the County's express prior written approval.

5.4 The maximum Contract Sum shown in Subparagraph 5.1 shall be deemed to include all amounts necessary for County to reimburse Contractor for all applicable California and other state and local sales/use taxes on all System Software provided by the Contractor to the County pursuant to or otherwise due as a result of this Contract including, but not limited to, the product of as-needed Services and enhancements or changes to the System Software, to the extent applicable. All California sales/use taxes shall be paid directly by the Contractor to the State or other taxing authority. Contractor shall be solely liable and responsible for, and shall indemnify, defend, and hold harmless the County from any and all such California and other state and local sales/use taxes. Further, Contractor shall be solely liable and responsible for, and shall indemnify, defend, and hold harmless the County from all applicable California and other state and local sales/use tax on all other items provided by the Contractor pursuant to this Contract and shall pay such tax directly to the State or other taxing authority. In addition, Contractor shall be solely responsible for all taxes based on Contractor's income or gross revenue, or personal

property taxes levied or assessed on Contractor's personal property to which the County does not hold title.

5.5 The Contractor shall maintain a system of record keeping that will allow the Contractor to determine when it has incurred 75% of the total Contract Sum under this Contract. Upon occurrence of this event, the Contractor shall send written notification to the County's Project Director at the address herein provided in Exhibit E - County's Administration.

5.6 NO PAYMENT FOR SERVICES PROVIDED FOLLOWING EXPIRATION/ TERMINATION OF CONTRACT

The Contractor shall have no claim against the County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by the Contractor after the expiration or other termination of this Contract. Should the Contractor receive any such payment it shall immediately notify the County and shall immediately repay all such funds to the County. Payment by the County for services rendered after expiration/termination of this Contract shall not constitute a waiver of County's right to recover such payment from the Contractor. This provision shall survive the expiration or other termination of this Contract.

5.7 INVOICES AND PAYMENTS

5.7.1 The Contractor shall invoice the County, monthly in arrears, only for providing the tasks, deliverables, goods, services, and other work specified in Exhibit A - SOW and elsewhere hereunder. The Contractor shall prepare invoices, which shall include the charges owed to the Contractor by the County under the Terms of this Contract. The Contractor's payments shall be as provided in the Pricing Schedule - Exhibit B and the Contractor shall be paid only for the tasks, deliverables, goods, services, and other work approved in writing by the County. If the TTC does not approve work in writing no payment shall be due to the Contractor for that work. The making of any payment or payment by the County, or receipt thereof by the Contractor, shall not imply Final Acceptance (as defined in Exhibit A – SOW) by the County of such items or the waiver of any warranties or requirements of this Contract.

5.7.2 The Contractor's invoices shall be priced in accordance with the Pricing Schedule - Exhibit C.

5.7.3 The Contractor's invoices shall be legible and contain the information set forth in Exhibit A - SOW describing the tasks, deliverables, goods, services, and/or other work for which payment is claimed. Each monthly invoice shall include, at a minimum, the following information:

- Invoice date, unique invoice number, and the month and year when the service(s) was delivered.
- Contractor's Tax Identification Number and remittance address.
- Contract Name and Contract Number
- The tasks, subtasks, deliverables, goods, services, or other work as described in Exhibit A – SOW, and Exhibit B – Pricing Schedule, for which payment is claimed.
- Each line item on the invoice should be numbered sequentially.

5.7.4 The Contractor shall submit the monthly invoices to the County by the 15th calendar day of the month following the month of service.

5.7.5 All invoices and supporting documentation shall be submitted to:

- E-mail Address: ttcbudget@ttc.lacounty.gov; or
- Two copies to the following address:
  Treasurer and Tax Collector
  Accounts Payable
  500 West Temple Street, Room 464
  Los Angeles, California 90012

5.7.6 The County's Project Manager shall contact the Contractor when a revised invoice is required. The Contractor shall notate "Revised" or "Corrected" on the corrected invoice, update the invoice date, and resubmit in accordance with Subparagraph 5.7.5. If the revised invoice uses a different invoice number, the revised invoice shall also reference the original invoice number.

5.7.7 Holdbacks

County will hold back 20% of the amount of each invoice submitted by the Contractor under this Contract and approved by the County pursuant to Subparagraph 5.7, Invoices and Payments. With respect to (i) the work completed and delivered by the Contractor prior to Final Acceptance in accordance with the project plan, the cumulative amount of such holdbacks shall be due and payable to the Contractor upon Final Acceptance, and (ii) the work completed and delivered by the Contractor via Change Notices or Amendments following Final Acceptance, the cumulative amount of the applicable holdbacks shall be due and payable to the Contractor upon County's Acceptance of such work, all subject to adjustment of any amounts arising under this Contract owed to the County by the Contractor including, but not limited to, any amount arising from Subparagraph 5.7.9, Invoice Discrepancies, and any partial termination of any Task or Deliverable set forth in Exhibit A - SOW provided herein.

5.7.8 County Approval of Invoices

All invoices submitted by the Contractor for payment must have the written approval of the County's Project Manager prior to any payment thereof. In no event shall the County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld, and in no instance will such approval take more than two weeks from receipt of properly prepared invoices by the County. The Contractor shall submit a revised invoice when requested by the County in accordance with Subparagraph 5.7.6.

5.7.9 Invoice Discrepancies

The County's Project Director will review each invoice for any discrepancies and will, within 30 calendar days of receipt thereof, notify Contractor in writing of any discrepancies found upon such review and submit a list of disputed charges. Contractor shall review the disputed charges and send a written explanation detailing the basis for the charges within 30 calendar days of receipt of County's notice of discrepancies and disputed charges. If the County's Project Director does not receive a written explanation for the charges within such 30 calendar day

period, Contractor shall be deemed to have waived its right to justify the original invoice amount, and County, in its sole discretion, shall determine the amount due, if any, to the Contractor and pay such amount in satisfaction of the disputed invoice, subject to the Dispute Resolution Procedure in Paragraph 8.31, Dispute Resolution Procedure.

5.7.10 Local Small Business Enterprises (SBEs) – Prompt Payment Program (if applicable)

Certified Local SBEs registered in the County's Prompt Payment Program will receive prompt payment for services they provide to County departments. Prompt payment is defined as 15 calendar days after receipt of an undisputed invoice. A Certified Local SBE vendor registered in the Prompt Payment Program must stamp all invoices with the "Prompt Pay" certification stamp.

6.0 ADMINISTRATION OF CONTRACT - COUNTY

COUNTY'S ADMINISTRATION

A listing of all County's Administration referenced in the following subparagraphs is designated in Exhibit E - County's Administration. The County will notify the Contractor in writing of any change in the names or addresses shown.

County Personnel

The TTC shall assign a Project Director and a Project Manager to provide overall management and coordination of the Contract and act as liaisons for the TTC. The County's Project Director shall provide information to the Contractor in areas relating to policy and procedural requirements and the County's Project Manager will monitor the Contractor's performance during the Term of the Contract. The TTC will inform the Contractor in writing of the name, address, and telephone number of the individuals designated to act as Project Director and Project Manager, or any alternate identified in Exhibit E - County's Administration, of this Contract at the time the Contract is executed and notify the Contractor as changes occur.

6.1 COUNTY'S PROJECT DIRECTOR

6.1.1 The County's Project Director is designated in Exhibit E – County's Administration. The County shall contact the Contractor in writing of any changes in the name or address of the County's Project Director.

6.1.2 The County's Project Director shall be responsible for ensuring that the objectives of this Contract are met and determining Contractor's compliance with the Contract and inspecting all tasks, deliverable, goods, services, or other work provided by or on behalf of the Contractor.

6.1.3 The County's Project Director is responsible for providing overall direction to Contractor in the areas relating to the County policy, information requirements, and procedural requirements.

6.1.4 The County's Project Director is not authorized to make any changes in any of the terms and conditions of this Contract, except as permitted in accordance with Subparagraph 8.1, Change Notices and Amendments, of this Contract and is not authorized to further obligate the County in any respect whatsoever.

6.2 COUNTY'S PROJECT MANAGER

6.2.1 The responsibilities of the County's Project Manager/Alternate Project Manager include:

- As needed, requesting meetings with the Contractor's Project Manager; and

- Inspecting any and all tasks, deliverables, goods, services, or other work provided by or on behalf of the Contractor.

6.2.2 The County's Project Manager is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate the County in any respect whatsoever.

6.3 COUNTY'S PROJECT MONITOR

The County's Project Monitor is responsible for overseeing the day-to-day administration of this Contract. The Project Monitor reports to the County's Project Manager.

6.4 COUNTY'S DEPARTMENTAL CHIEF INFORMATION OFFICER (DCIO)

The DCIO is responsible for managing the planning, design, coordination, development, implementation, and maintenance of the TTC's information systems.

6.5 COUNTY'S DEPARTMENTAL INFORMATION SECURITY OFFICER (DISO)

The DISO develops and implements Departmental Information Technology (IT) security application, policies, standards, and procedures intended to prevent the unauthorized use, release, modification, loss, or destruction of data and to ensure the integrity and security of the TTC's IT infrastructure.

7.0 ADMINISTRATION OF CONTRACT – CONTRACTOR

Contractor Personnel

The Contractor shall assign a sufficient number of employees to perform the required work. At least one employee on site shall be authorized to act for the Contractor in every detail and must speak and understand English.

The Contractor shall be required to background check its employees as set forth in Subparagraph 7.6, Background and Security Investigations, of this Contract.

7.1 CONTRACTOR'S PROJECT DIRECTOR

7.1.1 The Contractor's Project Director shall be a full-time employee of the Contractor. The Contractor's Project Director shall be the principal officer in the Contractor's office to service the Contract and to act as a liaison for the Contractor in coordinating the performance under the Contract. The TTC must be provided in writing with the name, address, and telephone number of the individual designated to act as the Project Director or any alternate identified in Exhibit F – Contractor's Administration, and provide a current copy of the person's resume at the time the Contract is executed and notify the TTC as changes occur.

7.1.2 The Contractor's Project Director shall be responsible for the Contractor's performance of all tasks, deliverables, goods,

services, or other work provided by or on behalf of the Contractor and ensuring Contractor's compliance with this Contract.

7.1.3 The Contractor's Project Director shall be available to meet and confer with the County's Project Director on an as needed basis, either in person or by telephone as mutually agreed by the parties, to review Contract performance and discuss Contract coordination. Such meetings shall be conducted at a time and place as mutually agreed by the parties.

7.2 CONTRACTOR'S PROJECT MANAGER

7.2.1 The Contractor's Project Manager is designated in Exhibit F - Contractor's Administration. The Contractor shall notify the County in writing of any change in the name or address of the Contractor's Project Manager.

7.2.2 The Contractor shall assign a Project Manager, and a designated alternate (Alternate Project Manager), to act as liaison for the Contractor and have full authority to act on behalf of the Contractor in all matters related to the daily operation of the Contract. The Project Manager, or the Alternate Project Manager, shall be available on a daily basis, Monday through Friday, during the hours of 7:00 a.m. and 4:00 p.m. (Pacific Time) for telephone contact and to meet with County personnel regarding the operation of the Contract.

7.3 NOTICE OF PERSONNEL CHANGES

The Contractor shall inform the County's Project Director in writing of the names, addresses, and telephone numbers of the individuals designated to act as Project Manager and Alternate Project Manager at the time the Contract is implemented and as changes occurs during the Term of the Contract. Such notification shall be made by the Contractor no later than five days after a change occurs and shall include a current resume for the new person. The County shall have the right to approve the assignment or replacement of any personnel recommended by the Contractor.

7.4 APPROVAL OF CONTRACTOR'S STAFF

The County has the absolute right to approve or disapprove all of the Contractor's staff performing work hereunder and any proposed

changes in the Contractor's staff including, but not limited to, the Contractor's Project Manager.

7.5 CONTRACTOR'S STAFF IDENTIFICATION

7.5.1 The Contractor shall provide adequate staff to complete the Services.

7.5.2 The Contractor shall provide all staff assigned to this Contract with a photo identification (ID) badge when on the County premises in accordance with the County specifications. Specifications may change at the discretion of the County and the Contractor will be provided new specifications as required. The format and content of the badge is subject to the TTC's approval prior to the Contractor implementing the use of the ID badge. The Contractor staff, while on duty or when entering a County facility or its grounds, shall prominently display the photo ID badge on the upper part of the body. Contractor personnel may be asked by a County representative to leave a County facility if they do not have the proper County ID badge on their person and Contractor personnel must immediately comply with such request.

7.5.3 The Contractor shall notify the TTC within one day when staff is terminated from working under this Contract. The Contractor shall retrieve and immediately destroy the staff's County photo ID badge at the time of removal from the Contract.

7.5.4 If the TTC requests the removal of the Contractor's staff, the Contractor is responsible to retrieve and immediately destroy the Contractor's staff's County photo ID badge at the time of removal from working on the Contract.

7.6 BACKGROUND AND SECURITY INVESTIGATIONS

7.6.1 All Contractor staff performing work under this Contract shall undergo and pass, to the satisfaction of the TTC, a background investigation as a condition of beginning and continuing to work under this Contract. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice (DOJ) to include state, local, and federal-level review which may include, but not limited to, criminal conviction information. Examples of disqualifying factors include, but are not limited

to, bribery, robbery, theft, fraud, embezzlement, forgery, extortion and perjury, or possession, sale or attempt to sell a controlled substance, and possession, sale or attempt to sell stolen property, or any felony conviction or conviction of a misdemeanor involving moral turpitude, and job-related misdemeanor convictions. The fees associated with the background investigation shall be at the expense of the Contractor, regardless if the member of the Contractor's staff passes or fails the background investigation.

7.6.2 A member of Contractor's staff shall not begin to perform services under the Contract until he/she has successfully passed a background investigation to the satisfaction of the TTC. During the Term of the Contract, if the TTC receives a subsequent disqualifying factor for a member of the Contractor's staff, the TTC shall request that the member of the Contractor's staff be immediately removed from performing services under the Contract. Contractor shall comply with County's request. The TTC will request the Contractor to advise the Contractor's staff member who did not pass the background investigation or who received a subsequent disqualifying factor to contact the TTC immediately to receive a copy of the Criminal Offender Record Information obtained from the DOJ through the TTC's background investigation.

7.6.3 The TTC may request that Contractor's employee(s) be immediately removed from working on this Contract at any time during the Term of the Contract.

7.6.4 The County, in its sole discretion, may immediately deny or terminate facility access to any member of the Contractor's staff that does not pass an investigation to the satisfaction of the County or whose background or conduct is incompatible with County facility access.

7.6.5 Disqualification of any member of the Contractor's staff pursuant to this Subparagraph 7.6 shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

7.6.6 The Contractor shall provide background investigation check updates for all employees in accordance with this Subparagraph 7.6 and when changes occur in staffing or as requested by the TTC. Contractor shall not allow employees to work on any job for the TTC prior to successfully passing

the background investigation. In addition, if the TTC finds that a member of the Contractor's staff, who has not passed the background investigation, is dispatched to perform services under the Contract, the Contractor shall immediately remove the staff member upon request of the TTC.

7.6.7 Following a Contractor staff's clearance, when applicable, the TTC will notify Contractor of any subsequent background results affecting the Contractor staff's ability to work under this Contract.

7.7 CONFIDENTIALITY

7.7.1 The Contractor shall maintain the confidentiality of all records and information including, but not limited to, billing and sensitive financial information, County records, data and information, Personal Data, County Data, any information relating to County's customers, users, patients, partners, or personnel, and any other data, records, and information received, obtained and/or produced under the provisions of this Contract (County Confidential Information) in accordance with all applicable federal, state, and local laws, rules, regulations, ordinances, directives, guidelines, policies, and procedures relating to confidentiality including, without limitation, the County policies concerning information technology security and the protection of confidential records and information.

7.7.2 The Contractor's employees may use data received from the County only to perform functions as defined by this Contract.

7.7.3 Disclosures which are required by law, such as a court order, or which are made with the explicit written authorization of the County are allowable. Any other use or disclosure of data received requires the express approval in writing from the County. No work shall duplicate, disseminate, or disclose any data except as allowed in this Contract.

7.7.4 Access to data received from the County shall be restricted only to workers who need the data to perform their official duties in the performance of this Contract.

7.7.5 Contractor employees who access, disclose, or use the data for a purpose not authorized by this Contract may be subject to civil and criminal sanctions contained in applicable federal and state statutes.

7.7.6 The Contractor shall indemnify, defend, and hold harmless the County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses including, without limitation, defense costs, and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by the Contractor, its officers, employees, agents, or subcontractors, to comply with this Subparagraph 7.7, as determined by the County in its sole judgment. Any legal defense pursuant to the Contractor's indemnification obligations under this Subparagraph 7.7 shall be conducted by the Contractor and performed by the Counsel selected by the Contractor and approved by the County. Notwithstanding the preceding sentence, the County shall have the right to participate in any such defense at its sole cost and expense, except that in the event the Contractor fails to provide the County with a full and adequate defense, as determined by the County in its sole judgment, the County shall be entitled to retain its own counsel including, without limitation, County Counsel and to reimbursement from the Contractor for all costs and expenses incurred by the County in doing so. The Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of the County without the County's prior written approval.

7.7.7 The Contractor shall inform all of its officers, employees, agents, and subcontractors providing services hereunder of the confidentiality provisions of this Contract.

7.7.8 The Contractor shall sign and adhere to the provisions of the "Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement", Exhibit G1-IT.

7.7.9 The Contractor shall cause each employee performing services covered by this Contract to sign and adhere to the provisions of the "Contractor Employee Acknowledgment, Confidentiality, and Copyright Assignment Agreement", Exhibit G2-IT.

7.7.10 The Contractor shall cause each non-employee performing services covered by this Contract to sign and adhere to the provisions of the "Contractor Non-Employee Acknowledgment, Confidentiality, and Copyright Assignment Agreement", Exhibit G3-IT.

7.7.11 During the Term of the Contract, the Contractor shall maintain an updated file of the signed forms and shall forward copies of all signed forms to the County's Project Director whenever changes in personnel occur.

7.7.12 In connection with this Contract and performance of the Services, Contractor may be provided or obtain, from County or otherwise, Personal Data, pertaining to County's current and prospective personnel, directors and officers, agents, subcontractors, patients, and customers and may need to process such Personal Data and/or transfer it, all subject to the restrictions set forth in this Contract and otherwise in compliance with all applicable foreign and domestic laws and regulations for the sole purpose of performing the Services. Without limiting any other warranty or obligation specified in this Contract, and in particular the confidentiality provisions of this Subparagraph 7.7, Confidentiality, during the Contract Term and thereafter in perpetuity, Contractor will not gather, store, log, archive, use, or otherwise retain any Personal Data in any manner and will not disclose, distribute, sell, share, rent, or otherwise transfer any Personal Data to any third party, except as expressly required to perform its obligations in this Contract or as Contractor may be expressly directed in advance in writing by the County. Contractor represents and warrants that Contractor will use and process Personal Data only in compliance with (a) this Contract, (b) County's then current privacy policy, and (c) all applicable local, state, and federal laws and regulations (including, but not limited to, current and future laws and regulations relating to spamming, privacy, confidentiality, data security, and consumer protection). Contractor will not retain any Personal Data for any period longer than necessary for Contractor to fulfill its obligations under this Contract. As soon as Contractor no longer needs to retain such Personal Data in order to perform its duties under this Contract, Contractor will promptly return or destroy or erase all originals and copies of such Personal Data.

8.0 STANDARD TERMS AND CONDITIONS

8.1 CHANGE NOTICES AND AMENDMENTS

8.1.1 The County reserves the right to initiate change notices that either (i) **do not affect** the Contract Term or Contract Sum or payments and do not materially alter the Contract or (ii) for any expenditure of Pool Dollars (Change Notice). All such changes shall be executed with a Change Notice to this Contract signed by the Contractor and by the County's Project Director. For any Additional Work requested by the County, following agreement on the scope of such Additional Work, a Change Notice shall be prepared and executed by each of: (a) the County's Project Director or designee, and (b) Contractor's authorized representative(s) provided that any Change Notice for Additional Work shall additionally require written approval of County's Chief Information Office and County Counsel. County is specifically authorized to execute Change Notices for expenditure of Pool Dollars for acquisition of Additional Work under the Contract. Any requests for the expenditure of Pool Dollars must be approved in writing by the County's Project Director.

8.1.2 For any change, which affects the Contract Sum and/or SOW that does not materially alter the Contract, an Amendment to this Contract shall be prepared and executed by the Contractor and by the Treasurer and Tax Collector or his/her designee, provided County Counsel approval is obtained prior to execution of such Amendment(s).

8.1.3 For any change which affects the Contract Term, the Contract Sum, and/or SOW under this Contract, that materially alters the Contract, an Amendment to this Contract shall be prepared and executed by the Contractor and by the Board or its authorized designee

8.1.4 For any change which affects the Term or Contract Sum under this Contract, an Amendment shall be prepared and executed by the Contractor, and thereafter by the County's Board, except that the TTC is expressly authorized to increase the Contract Sum set forth in Subparagraph 5.1 in an amount not to exceed 15% of the total Contract Sum for the applicable Contract year based on an increase in work volume. Any such change shall be in the form of a Change Notice and signed by the Contractor and the TTC.

8.1.5 The County's Board or Chief Executive Officer (CEO) or designee may require the addition and/or change of certain terms and conditions in the Contract during the Term of this Contract. The County reserves the right to add and/or change such provisions as required by the County's Board or CEO. To implement such changes, an Amendment to the Contract shall be prepared and executed by the Contractor and by the Treasurer and Tax Collector or his/her designee.

8.1.6 The Treasurer and Tax Collector or his/her designee, may at his/her sole discretion, authorize extensions of time as defined in Paragraph 4.0, Term of Contract. For the exercise of the TTC's additional optional one-year periods and/or six month-to-month extensions, a written notice shall be prepared and signed by the Treasurer and Tax Collector or his/her designee and delivered to the Contractor 30 calendar days prior to the expiration of the then current Contract Term. The Contractor agrees that such extensions of time shall not change any other term or condition of this Contract during the period of such extensions.

8.2 ASSIGNMENT AND DELEGATION

8.2.1 The Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of the County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this subparagraph, the County's consent shall require a written Amendment to the Contract, which is formally approved and executed by the parties. Any payments by the County to any approved delegatee or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County.

8.2.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Contract, such disposition is an assignment requiring the prior written

consent of the County in accordance with applicable provisions of this Contract.

8.2.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any person or entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by the Contractor.

8.3 WARRANTIES

8.3.1 The Contractor represents and warrants that the person executing this Contract for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition, and obligation of this Contract and that all requirements of the Contractor have been fulfilled to provide such actual authority.

8.3.2 The Services will be performed in a professional, competent, and timely manner by appropriately qualified Contractor personnel in accordance with this Contract and consistent with industry best practices.

8.3.3 The System shall conform to the Specifications and requirements set forth in this Contract without material deviations for the period commencing upon the effective date of the Contract and continuing through the expiration or termination of Maintenance and Support Services (Warranty Period). Contractor shall institute quality controls, including suitable testing procedures if any, to ensure that the System complies with the Specifications in a manner consistent with the highest applicable industry standards. Upon the County's reasonable request, the County shall have the right to review Contractor's quality controls in order to verify and/or improve the quality of the System. There is no existing pattern or repetition of customer complaints regarding the System Software, including functionality or performance issues, and that Contractor's engineers have not currently identified any repeating adverse impact on the System Software, including

functionality or performance, for which the root cause is believed to be a flaw or defect in the System Software.

8.3.4 Contractor represents and warrants that Contractor shall not intentionally cause any unplanned interruption of the operations of, or accessibility to the System or any component through any device, method, or means including, without limitation, the use of any "virus", "lockup", "time bomb", "key lock", "worm", "back door", or "Trojan Horse" device or program, or any disabling code, which has the potential or capability of compromising the security of County's Confidential Information or of causing any unplanned interruption of the operations of, or accessibility of the System or any component to the County or any user or which could alter, destroy, or inhibit the use of the System or any component, or the data contained therein (collectively, Disabling Device[s]), which could block access to or prevent the use of the System or any component by the County or users. Contractor represents, warrants, and agrees that it has not purposely placed, nor is it aware of, any Disabling Device in any System component provided to the County under this Contract, nor shall Contractor knowingly permit any subsequently delivered or provided System component to contain any Disabling Device. In addition, Contractor shall prevent viruses from being incorporated or introduced into the System or Updates thereto prior to the installation onto the System and shall prevent any viruses from being incorporated or introduced in the process of Contractor's performance of on-line support.

8.3.5 To the best of Contractor's knowledge, County's permitted use of the System will not infringe the intellectual property rights of any third party.

8.3.6 There is no pending or threatened litigation that would have a material adverse impact on its performance under the Contract. In addition, Contractor also represents and warrants that based on pending actions, claims, disputes, or other information, Contractor has no knowledge of a failure of the System Software to perform in accordance with the Specifications.

8.3.7 To the extent permissible under the applicable third party Contracts, Contractor hereby assigns and agrees to deliver to the County all representations and warranties received by

Contractor from its third party licensors and suppliers, including hardware vendors.

8.3.8 During the Contract Term, Contractor shall not subordinate this Contract or any of its rights hereunder to any third party without the prior written consent of the County, and without providing in such subordination instrument for non-disturbance of County's use of the System (or any part thereof) in accordance with this Contract. This Contract and the System Software licensed or acquired herein, are neither subject to any liens, encumbrances, or pledges nor subordinate to any right or claim of any third party, including Contractor's creditors. County is entitled to use the System without interruption. As of the date furnished, no statement contained in writing in the response to the request for proposals for the System contains any untrue statements about the prior experience or corporate description of Contractor, or omits any fact necessary to make such statement not misleading.

8.3.9 County's remedies under the Contract for the breach of the warranties set forth in this Contract will include, but not be limited to, the repair or replacement by Contractor, at its own expense, of the non-conforming System Software and other corrective measures afforded to the County by Contractor under this Contract.

8.4 BUDGET REDUCTIONS

In the event that the County's Board adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County contracts, the County reserves the right to reduce its payment obligation under this Contract correspondingly for that fiscal year and any subsequent fiscal year during the Term of this Contract (including any extensions), and the services to be provided by the Contractor under this Contract shall also be reduced correspondingly. The County's notice to the Contractor regarding said reduction in payment obligation shall be provided within 30 calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, the Contractor shall continue to provide all of the services set forth in this Contract.

8.5 COMPLAINTS

The Contractor shall develop, maintain, and operate procedures for receiving, investigating, and responding to complaints.

8.5.1 Within ten days after the Contract effective date, the Contractor shall provide the County with the Contractor's policy for receiving, investigating, and responding to user complaints.

8.5.2 The County will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.

8.5.3 If the County requests changes in the Contractor's policy, the Contractor shall make such changes and resubmit the plan within five days for County's approval.

8.5.4 If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor shall submit proposed changes to the County for approval before implementation.

8.5.5 The Contractor shall preliminarily investigate all complaints and notify the County's Contract Administrator of the status of the investigation within five days of receiving the complaint.

8.5.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.

8.5.7 Copies of all written responses shall be sent to the County's Contract Administrator within three days of mailing to the complainant.

8.6 COMPLIANCE WITH APPLICABLE LAW

8.6.1 In the performance of this Contract, Contractor shall comply with all applicable federal, state, and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Contract are hereby incorporated herein by reference.

8.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses including, without limitation,

defense and legal costs, accounting, and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures as determined by the County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Subparagraph 8.6 shall be conducted by the Contractor and performed by the Counsel selected by the Contractor and approved by the County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide the County with a full and adequate defense, as determined by the County in its sole judgment, County shall be entitled to retain its own counsel including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by the County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of the County without County's prior written approval.

8.7 COMPLIANCE WITH CIVIL RIGHTS LAWS

The Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 U.S.C. Sections 2000 (e) (1) through 2000 (e) (17), to the end that no person shall, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract. The Contractor shall comply with Exhibit D, Contractor's EEO Certification.

8.8 COMPLIANCE WITH THE COUNTY'S JURY SERVICE PROGRAM

8.8.1 Jury Service Program

This Contract is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service (Jury Service Program) as codified in Sections 2.203.010 through 2.203.090 of the County Code, a copy of which is attached

as Exhibit H and incorporated by reference into and made a part of this Contract.

8.8.2 Written Employee Jury Service Policy

1. Unless the Contractor has demonstrated to the County's satisfaction either that the Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that the Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), the Contractor shall have and adhere to a written policy that provides that its Employees shall receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the Employee's regular pay the fees received for jury service.

2. For purposes of this subparagraph, "Contractor" means a person, partnership, corporation, or other entity which has a Contract with the County or a subcontract with a County Contractor and has received or will receive an aggregate sum of $50,000 or more in any 12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full-time employee of the Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If the Contractor uses any Subcontractor to perform services for the County under the Contract, the Subcontractor shall also be subject to the provisions of this subparagraph. The provisions of this subparagraph shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.

3. If the Contractor is not required to comply with the Jury Service Program when the Contract commences, the Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and the Contractor shall immediately notify the County if the Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if the Contractor no longer qualifies for an exception to the Jury Service Program. In either event, the Contractor shall immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during the Contract and at its sole discretion, that the Contractor demonstrate, to the County's satisfaction that the Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that the Contractor continues to qualify for an exception to the Program.

4. Contractor's violation of this subparagraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract and/or bar the Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

8.9 CONFLICT OF INTEREST

8.9.1 No County employee whose position with the County enables such employee to influence the award of this Contract or any competing Contract, and no spouse or economic dependent of such employee, shall be employed in any capacity by the Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder shall in any way participate in the County's approval, or ongoing evaluation of such work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such work.

8.9.2 The Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the Term of this Contract. The Contractor warrants that it is not now aware of any facts that create a

conflict of interest. If the Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to the County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this subparagraph shall be a material breach of this Contract.

8.10 CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFF/OR RE-EMPLOYMENT LIST

Should the Contractor require additional or replacement personnel after the effective date of this Contract to perform the services set forth herein, the Contractor shall give first consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

8.11 CONSIDERATION OF HIRING GAIN/GROW PROGRAM PARTICIPANTS

8.11.1 Should the Contractor require additional or replacement personnel after the effective date of this Contract, the Contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet the Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that the Contractor will interview qualified candidates. The County will refer GAIN/GROW participants by job category to the Contractor. Contractors shall report all job openings with job requirements to: GAINGROW@dpss.lacounty.gov to obtain a list of qualified GAIN/GROW job candidates.

8.11.2 In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

8.12 CONTRACTOR RESPONSIBILITY AND DEBARMENT

8.12.1 Responsible Contractor

A responsible Contractor is a Contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the Contract. It is the County's policy to conduct business only with responsible Contractors.

8.12.2 Chapter 2.202 of the County Code

The Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not responsible, the County may, in addition to other remedies provided in the Contract, debar the Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five years but may exceed five years or be permanent if warranted by the circumstances, and terminate any or all existing contracts the Contractor may have with the County.

8.12.3 Non-responsible Contractor

The County may debar a Contractor if the Board finds, in its discretion, that the Contractor has done any of the following: (1) violated a Term of a Contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Contractor's quality, fitness, or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.

8.12.4 Contractor Hearing Board

1. If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the

Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

2. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.

3. After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board. The Board shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

4. If a Contractor has been debarred for a period longer than five years, that Contractor may after the debarment has been in effect for at least five years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.

5. The Contractor Hearing Board will consider a request for review of a debarment determination only where: (1) the Contractor has been debarred for a period longer than five years; (2) the debarment has been in effect for at least five years; and (3) the request is in

writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

6. The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board. The Board shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.5 Subcontractors of Contractor

These terms shall also apply to Subcontractors of the County Contractors.

8.13 CONTRACTOR'S ACKNOWLEDGEMENT OF COUNTY'S COMMITMENT TO THE SAFELY SURRENDERED BABY LAW

The Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The Contractor understands that it is the County's policy to encourage all County Contractors to voluntarily post the County's "Safely Surrendered Baby Law" poster in a prominent position at the Contractor's place of business. The Contractor will also encourage its Subcontractors, if any, to post this poster in a prominent position in the Subcontractor's place of business. The County's Department of Children and Family Services will supply the Contractor with the poster to be used. Information on how to receive the poster can be found on the Internet at www.babysafela.org.

8.14 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

8.14.1 The Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from the County through contracts are in compliance with their court-ordered child, family, and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

8.14.2 As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under this Contract to comply with all applicable provisions of law, the Contractor warrants that it is now in compliance and shall during the Term of this Contract maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family, or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

8.15 COUNTY'S QUALITY ASSURANCE PLAN

The County or its agent will evaluate the Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing the Contractor's compliance with all Contract Terms and conditions and performance standards. The Contractor deficiencies which the County determines are severe or continuing and that may place performance of the Contract in jeopardy if not corrected will be reported to the Board.

The report will include improvement/corrective action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Contract or impose other penalties as specified in this Contract.

8.16 DAMAGE TO COUNTY FACILITIES, BUILDINGS, OR GROUNDS

8.16.1 The Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or

grounds caused by the Contractor, employees, or agents of the Contractor. Such repairs shall be made immediately after the Contractor has become aware of such damage, but in no event later than 30 calendar days after the occurrence.

8.16.2 If the Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by the County, for such repairs shall be repaid by the Contractor by cash payment upon demand.

8.17 EMPLOYMENT ELIGIBILITY VERIFICATION

8.17.1 The Contractor warrants that it fully complies with all federal and state statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirements set forth in federal and state statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal and state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by law.

8.17.2 The Contractor shall indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any federal or state statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

8.18 FACSIMILE REPRESENTATIONS

The County and the Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments and/or Change Notices prepared pursuant to Subparagraph 8.1, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to Amendments and/or Change Notices to this Contract, such that the parties need not follow up facsimile transmissions of such

documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

8.19 FAIR LABOR STANDARDS

The Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

8.20 FORCE MAJEURE

8.20.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this subparagraph as "force majeure event(s)").

8.20.2 Notwithstanding the foregoing, a default by a subcontractor of the Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this subparagraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

8.20.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the

damages and reduce the delay caused by such force majeure event.

8.20.4 In the event a force majeure event continues for more than five days, County may terminate this Contract by providing written notice to Contractor. Notwithstanding the foregoing, a force majeure event will not relieve Contractor of its obligations under Attachment II to Exhibit A - SOW (Information Security and Privacy Requirements) and Subparagraph 7.7, Confidentiality.

8.21 GOVERNING LAW, JURISDICTION, AND VENUE

This Contract shall be governed by, and construed in accordance with, the laws of the state of California. The Contractor agrees and consents to the exclusive jurisdiction of the courts of the state of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County.

8.22 INDEPENDENT CONTRACTOR STATUS

8.22.1 This Contract is by and between the County and the Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and the Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

8.22.2 The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Contract all compensation and benefits. The County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, federal, state, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.

8.22.3 The Contractor understands and agrees that all persons performing work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of the Contractor and not employees of the County. The Contractor shall be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work

performed by or on behalf of the Contractor pursuant to this Contract.

8.22.4 The Contractor shall adhere to the provisions stated in Subparagraph 7.7, Confidentiality.

8.23 INDEMNIFICATION

8.23.1 The Contractor shall indemnify, defend, and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents, and volunteers (County Indemnitees) from and against any and all liability including, but not limited to, demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from and/or relating to this Contract, except for such loss or damage arising from the sole negligence or willful misconduct of the County Indemnitees.

8.23.2 The Contractor shall indemnify, hold harmless, and defend County from and against any and all liability, damages, costs, and expenses including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of the Contractor's System and/or Services under this Contract. County shall inform the Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and shall support the Contractor's defense and settlement thereof.

8.23.3 In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, the Contractor, at its sole expense, and providing that County's continued use of the system is not materially impeded, shall either: (a) Procure for County all rights to continued use of the questioned equipment, part, or software product; or (b) Replace the questioned equipment, part, or software product with a non-questioned item; or (c) Modify the questioned equipment, part, or software so that it is free of claims.

8.23.4 The Contractor shall have no liability if the alleged infringement or unauthorized disclosure is based upon a use

of the questioned product, either alone or in combination with other items not supplied by the Contractor, in a manner for which the questioned product was not designed nor intended as set forth in the Documentation.

8.24 GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE

Without limiting Contractor's indemnification of the County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in Subparagraphs 8.24 and 8.25 of this Contract. These minimum insurance coverage terms, types, and limits (the Required Insurance) also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Contract.

8.24.1 Evidence of Coverage and Notice to County

- Certificate(s) of insurance coverage (Certificate) satisfactory to the County, and a copy of an Additional Insured endorsement confirming the County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to the County at the address shown below and provided 15 days prior to commencing services under this Contract.

- Renewal Certificates shall be provided to the County not less than ten days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or Subcontractor insurance policies at any time.

- Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of the Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance

Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding $50,000.00, and list any County required endorsement forms.

- Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

Certificates and copies of any required endorsements shall be sent to:

County of Los Angeles
Treasurer and Tax Collector
Contracts Section
500 West Temple Street, Room 464
Los Angeles, California 90012

Contractor also shall promptly report to the County any injury, or property damage accident, or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies, or securities entrusted to the Contractor.

The Contractor also shall promptly notify the County of any third party claim or suit filed against the Contractor or any of its Subcontractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against the Contractor and/or the County.

8.24.2 Additional Insured Status and Scope of Coverage

The County, its Special Districts, Elected Officials, Officers, Agents, Employees, and Volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County and its Agents additional insured status shall apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the

Contractor or to the County. The full policy limits and scope of protection also shall apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

8.24.3 Cancellation of or Changes in Insurance

The Contractor shall provide the County with, or the Contractor's insurance policies shall contain a provision that the County shall receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage, or policy period. The written notice shall be provided to the County at least ten days in advance of cancellation for non-payment of premium and 30 days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Contract.

8.24.4 Failure to Maintain Insurance

The Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Contract, upon which the County immediately may withhold payments due to the Contractor, and/or suspend or terminate this Contract. The County, at its sole discretion, may obtain damages from the Contractor resulting from said breach. Alternatively, the County may purchase the Required Insurance, and without further notice to the Contractor, deduct the premium cost from sums due to the Contractor or pursue the Contractor reimbursement.

8.24.5 Insurer Financial Ratings

Coverage shall be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by the County.

8.24.6 Contractor's Insurance Shall Be Primary

The Contractor's insurance policies, with respect to any claims related to this Contract, shall be primary with respect to all other sources of coverage available to the Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

8.24.7 Waivers of Subrogation

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against the County under all the Required Insurance for any loss arising from or relating to this Contract. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to affect such waiver.

8.24.8 Subcontractor Insurance Coverage Requirements

The Contractor shall include all Subcontractors as insureds under the Contractor's own policies, or shall provide the County with each Subcontractor's separate evidence of insurance coverage. The Contractor shall be responsible for verifying each Subcontractor complies with the Required Insurance provisions herein, and shall require that each Subcontractor name the County and the Contractor as additional insureds on the Subcontractor's General Liability policy. The Contractor shall obtain the County's prior review and approval of any Subcontractor request for modification of the Required Insurance.

8.24.9 Deductibles and Self-Insured Retentions (SIRs)

The Contractor's policies shall not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require the Contractor to reduce or eliminate policy deductibles and SIRs as respects the County, or to provide a bond guaranteeing the Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration, and defense expenses.

Such bond shall be executed by a corporate surety licensed to transact business in the state of California.

8.24.10 Claims Made Coverage

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Contract. Contractor understands and agrees it shall maintain such coverage for a period of not less than three years following Contract expiration, termination, or cancellation.

8.24.11 Application of Excess Liability Coverage

Contractors may use a combination of primary and excess insurance policies which provide coverage as broad as the underlying primary policies, to satisfy the Required Insurance provisions.

8.24.12 Separation of Insureds

All liability policies shall provide cross-liability coverage as would be afforded by the standard Insurance Services Office, Inc. (ISO) separation of insureds provision with no insured versus insured exclusions or limitations.

8.24.13 Alternative Risk Financing Programs

The County reserves the right to review, and then approve, the Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements, and captive insurance to satisfy the Required Insurance provisions. The County and its Agents shall be designated as an Additional Covered Party under any approved program.

8.24.14 County Review and Approval of Insurance Requirements

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

8.25 INSURANCE COVERAGE

8.25.1 Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming the County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	$2 million

Products/Completed Operations Aggregate:	$1 million
Personal and Advertising Injury:	$1 million
Each Occurrence:	$1 million

8.25.2 Automobile Liability insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than $1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

8.25.3 Workers' Compensation and Employers' Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than $1 million per accident. If Contractor will provide leased employees or is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that the County will receive not less than 30 days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

8.25.4 Professional Liability/Errors and Omissions

Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than $1 million per claim and $2 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three years following this Contract's expiration, termination, or cancellation.

8.25.5 Crime Coverage

A Fidelity Bond or Crime Insurance policy with limits of not less than $1 million per occurrence. Such coverage shall protect against all loss of money, securities, or other

valuable property entrusted by the County to the Contractor, and apply to all of Contractor's directors, officers, agents, and employees who regularly handle or have responsibility for such money, securities, or property. The County and its Agents shall be named as an Additional Insured and Loss Payee as its interests may appear. This insurance shall include third party fidelity coverage, include coverage for loss due to theft, mysterious disappearance, and computer fraud/theft, and shall not contain a requirement for an arrest and/or conviction.

8.25.6 Technology Errors and Omissions

Insurance, including coverage for liabilities arising from errors, omissions, or negligent acts in rendering or failing to render computer or information technology services and technology products. Coverage for violation of software copyright should be included. Technology services should at a minimum include (1) systems analysis; (2) systems programming; (3) data processing; (4) systems integration; (5) outsourcing including outsourcing development and design; (6) systems design, consulting, development and modification; (7) training services relating to computer software or hardware; (8) management, repair and maintenance of computer products, networks and systems; (9) marketing, selling, servicing, distributing, installing and maintaining computer hardware or software; and (10) data entry, modification, verification, maintenance, storage, retrieval or preparation of data output, and any other services provided by the vendor with limits not less than $10 million.

8.25.7 Privacy/Network Security (Cyber)

Liability coverage providing protection against liability for (1) privacy breaches (liability arising from the loss or disclosure of confidential information no matter how it occurs); (2) system breach; (3) denial or loss of service; (4) introduction, implantation, or spread of malicious software code; and (5) unauthorized access to or use of computer systems with limits not less than $10 million. No exclusion/restriction for unencrypted portable devices/media may be on the policy.

8.26 LIQUIDATED DAMAGES

8.26.1 If, in the judgment of the Treasurer and Tax Collector, or

his/her designee, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Treasurer and Tax Collector, or his/her designee, at his/her option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County, will be forwarded to the Contractor by the Treasurer and Tax Collector, or his/her designee, in a written notice describing the reasons for said action.

8.26.2 If the Treasurer and Tax Collector, or his/her designee, determines that there are deficiencies in the performance of this Contract that the Treasurer and Tax Collector, or his/her designee, deems are correctable by the Contractor over a certain time span, the Treasurer and Tax Collector, or his/her designee, will provide a written notice to the Contractor to correct the deficiency within specified timeframes. Should the Contractor fail to correct deficiencies within said timeframe, the Treasurer and Tax Collector, or his/her designee, may: (a) Deduct from the Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum; and/or (b) Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of the Contractor to correct a deficiency within the specified timeframe. The parties hereby agree that under the current circumstances a reasonable estimate of such damages is $100 per day per infraction, or as specified in the PRS Chart, as defined in Appendix B2, Exhibit 2, hereunder, and that the Contractor shall be liable to the County for liquidated damages in said amount. Said amount shall be deducted from the County's payment to the Contractor; and/or (c) Upon giving five days' notice to the Contractor for failure to correct the Deficiencies, the County may correct any and all Deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be the County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor (or invoiced to the Contractor if no payment is due) from the County, as determined by the County.

8.26.3 The action noted in Subparagraph 8.26.2 shall not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Contract.

8.26.4 This subparagraph shall not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by law or as specified in the PRS or Subparagraph 8.26.2, and shall not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

8.27 MOST FAVORED PUBLIC ENTITY

If the Contractor's prices decline, or should the Contractor at any time during the Term of this Contract provide the same goods or services under similar quantity and delivery conditions to the state of California or any county, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices shall be immediately extended to the County.

8.28 NON-DISCRIMINATION AND AFFIRMATIVE ACTION

8.28.1 The Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation in compliance with all applicable federal and state anti-discrimination laws and regulations.

8.28.2 The Contractor shall certify to, and comply with the provisions of Exhibit D, Contractor's EEO Certification.

8.28.3 The Contractor shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation in compliance with all applicable federal and state anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship.

8.28.4 The Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.

8.28.5 The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable federal and state laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.

8.28.6 The Contractor shall allow the County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this Subparagraph 8.28 when so requested by the County.

8.28.7 If the County finds that any provisions of this Subparagraph 8.28, have been violated, such violation shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that the Contractor has violated federal or state anti-discrimination laws or regulations shall constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Contract.

8.28.8 The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Contract, the County shall, at its sole option, be entitled to the sum of $500 for each such violation pursuant to California Civil Code Section 1671, as liquidated damages in lieu of terminating or suspending this Contract.

8.29 NON EXCLUSIVITY

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. This Contract shall not restrict the County from acquiring similar, equal, or like goods and/or services from other entities or sources.

8.30 NOTICE OF DELAYS

Except as otherwise provided under this Contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party shall, within one day, give notice thereof, including all relevant information with respect thereto, to the other party.

8.31 DISPUTE RESOLUTION PROCEDURE

It is the intent of the parties that all disputes arising under this Contract be resolved expeditiously, amicably, and at the level within each party's organization that is most knowledgeable about the disputed issue. The parties understand and agree that the procedures outlined in this paragraph are not intended to supplant the routine handling of inquiries and complaints through informal contact with their respective managers. Accordingly, for purposes of the procedures set forth in this paragraph, a "dispute" shall mean any action, dispute, claim, or controversy of any kind, whether in contract or tort, statutory or common law, legal or equitable, now existing or hereafter arising under or in connection with, or in any way pertaining to this Contract.

8.31.1 Contractor and County agree to act with urgency to mutually resolve any disputes which may arise with respect to this Contract. All such disputes shall be subject to the provisions of this Subparagraph 8.31, Dispute Resolution Procedure, (such provisions shall be collectively referred to as the "Dispute Resolution Procedure"). Time is of the essence in the resolution of disputes.

8.31.2 Contractor and County agree that, the existence and details of a dispute notwithstanding, both parties shall continue without delay their performance hereunder, except for any performance which the County determines should be delayed as a result of such dispute.

8.31.3 If Contractor fails to continue without delay its performance hereunder which the County, in its sole discretion,

determines should not be delayed as a result of such dispute, then any additional costs which may be incurred by the Contractor or County as a result of Contractor's failure to continue to so perform shall be borne by the Contractor, and Contractor shall make no claim whatsoever against the County for such costs. Contractor shall promptly reimburse the County for such County costs, as determined by the County, or County may deduct all such additional costs from any amounts due to the Contractor from the County.

8.31.4 If County fails to continue without delay to perform its responsibilities under this Contract which County determines should not be delayed as a result of such dispute, then any additional costs incurred by the Contractor or the County as a result of County's failure to continue to so perform shall be borne by the County, and County shall make no claim whatsoever against the Contractor for such costs. County shall promptly reimburse Contractor for all such additional Contractor costs subject to the approval of such costs by the County.

8.31.5 In the event of any dispute between the parties with respect to this Contract, Contractor and County shall submit the matter to their respective Project Managers for the purpose of endeavoring to resolve such dispute.

8.31.6 In the event that the Project Managers are unable to resolve the dispute within a reasonable time not to exceed ten days from the date of submission of the dispute to them, then the matter shall be immediately submitted to the parties' respective Project Directors for further consideration and discussion to attempt to resolve the dispute.

8.31.7 In the event that the Project Directors are unable to resolve the dispute within a reasonable time not to exceed ten days from the date of submission of the dispute to them, then the matter shall be immediately submitted to Contractor's president or equivalent and the Treasurer and Tax Collector, or his/her designee. These persons shall have ten days to attempt to resolve the dispute.

8.31.8 In the event that at these levels, there is not a resolution of the dispute acceptable to both parties, then each party may assert its other rights and remedies provided under this Contract and/or its rights and remedies as provided by law.

8.31.9 All disputes utilizing this dispute resolution procedure shall be documented in writing by each party and shall state the specifics of each alleged dispute and all actions taken. The parties shall act in good faith to resolve all disputes. At all three levels described in this Subparagraph 8.31, Dispute Resolution Procedure, the efforts to resolve a dispute shall be undertaken by conference between the parties' respective representatives, either orally, by face to face meeting or by telephone, or in writing by exchange of correspondence.

8.31.10 Notwithstanding any other provision of this Contract, County's right to terminate this Contract or to seek injunctive relief to enforce the provisions of Subparagraph 7.7, Confidentiality, shall not be subject to this Dispute Resolution Procedure. The preceding sentence is intended only as a clarification of County's rights and shall not be deemed to impair any claims that the County may have against the Contractor or County's rights to assert such claims after any such termination or such injunctive relief has been obtained.

8.31.11 Contractor shall bring to the attention of the County's Project Manager and/or County's Project Director any dispute between the County and the Contractor regarding the performance of services as stated in this Contract.

8.32 NOTICE TO EMPLOYEES REGARDING THE FEDERAL EARNED INCOME CREDIT

The Contractor shall notify its employees and shall require each Subcontractor to notify its employees that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in the Internal Revenue Service Notice No. 1015.

8.33 NOTICE TO EMPLOYEES REGARDING THE SAFELY SURRENDERED BABY LAW

The Contractor shall notify and provide to its employees, and shall require each Subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in the County, and where and how to safely surrender a baby. The fact sheet is set forth in Exhibit I of this

Contract and is also available on the Internet at www.babysafela.org for printing purposes.

8.34 NOTICES

All notices or demands required or permitted to be given or made under this Contract shall be in writing and shall be hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibits E - County's Administration and F, Contractor's Administration. Addresses may be changed by either party giving ten days prior written notice thereof to the other party. The Treasurer and Tax Collector, or his/her designee shall have the authority to issue all notices or demands required or permitted by the County under this Contract.

8.35 PROHIBITION AGAINST INDUCEMENT OR PERSUASION

Notwithstanding the above, the Contractor and the County agree that, during the Term of this Contract and for a period of one year thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

8.36 CALIFORNIA PUBLIC RECORDS ACT

8.36.1 Any documents submitted by the Contractor, all information obtained in connection with the County's right to audit and inspect the Contractor's documents, books, and accounting records pursuant to Subparagraph 8.38, Record Retention and Inspection/Audit Settlement, of this Contract; as well as those documents which were required to be submitted in response to the RFP used in the solicitation process for this Contract, become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code Section 625, et seq. (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". The County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

8.36.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked “trade secret”, “confidential”, or “proprietary”, the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney’s fees, in action or liability arising under the Public Records Act.

8.37 PUBLICITY

8.37.1 The Contractor shall not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing the Contractor’s need to identify its services and related clients to sustain itself, the County shall not inhibit the Contractor from publishing its role under this Contract within the following conditions:

- The Contractor shall develop all publicity material in a professional manner; and

- During the Term of this Contract, the Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of the County’s Project Director. The County shall not unreasonably withhold written consent.

8.37.2 The Contractor may, without the prior written consent of the County, indicate in its proposals and sales materials that it has been awarded this Contract with the County, provided that the requirements of this Subparagraph 8.37 shall apply.

8.38 RECORD RETENTION AND INSPECTION/AUDIT SETTLEMENT

The Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. The Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Contract. The Contractor agrees that the County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract. All such material including, but not limited to, all financial records, bank statements, cancelled checks or other proof

of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information shall be kept and maintained by the Contractor and shall be made available to the County during the Term of this Contract and for a period of five years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by the Contractor at a location in the County, provided that if any such material is located outside the County, then, at the County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

8.38.1 In the event that an audit of the Contractor is conducted specifically regarding this Contract by any federal or state auditor, or by any auditor or accountant employed by the Contractor or otherwise, then the Contractor shall file a copy of such audit report with the County's Auditor-Controller (A-C) within 30 calendar days of the Contractor's receipt thereof, unless otherwise provided by applicable federal or state law or under this Contract. Subject to applicable law, the County shall make a reasonable effort to maintain the confidentiality of such audit report(s).

8.38.2 Failure on the part of the Contractor to comply with any of the provisions of this Subparagraph 8.38 shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

8.38.3 If, at any time during the Term of this Contract or within five years after the expiration or termination of this Contract, representatives of the County conduct an audit of the Contractor regarding the work performed under this Contract, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference shall be either: a) repaid by the Contractor to the County by cash payment upon demand, or b) at the sole option of the County's A-C, deducted from any amounts due to the Contractor from the County, whether under this Contract or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor then the difference shall be paid to the Contractor by the County by cash payment, provided that in no event shall the County's maximum obligation for this Contract exceed the funds appropriated by the County for the purpose of this Contract.

8.38.4 Financial Statements: Beginning one year after the effective date of this Contract and every year thereafter until the expiration of this Contract, the Contractor shall submit to the County a complete set of financial statements, audited if available, for the 12-month period. Such statements shall, at a minimum, include a Balance Sheet (Statement of Financial Position) and Income Statement (Statement of Operations). In addition, the Contractor shall submit a statement regarding any pending litigation since Contractor last reported same to the County. The County reserves the right to request these audited financial statements on a more frequent basis and will so notify Contractor in writing. All financial statements will be kept confidential, only if stamped or marked as confidential on each page of the financial statement.

8.39 RECYCLED BOND PAPER

Consistent with the Board's policy to reduce the amount of solid waste deposited at the County landfills, the Contractor agrees to use recycled-content paper to the maximum extent possible on this Contract.

8.40 SUBCONTRACTING

8.40.1 The requirements of this Contract may not be subcontracted by the Contractor **without the advance approval of the County**. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Contract.

8.40.2 If the Contractor desires to subcontract, the Contractor shall provide the following information promptly at the County's request:

- A description of the work to be performed by the Subcontractor;
- A draft copy of the proposed subcontract; and
- Other pertinent information and/or certifications requested by the County.

8.40.3 The Contractor shall indemnify, defend, and hold the County harmless with respect to the activities of each and every Subcontractor in the same manner and to the same degree as if such Subcontractor(s) were the Contractor employees.

8.40.4 The Contractor shall remain fully responsible for all performances required of it under this Contract including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.

8.40.5 The County's consent to subcontract shall not waive the County's right to prior and continuing approval of any and all personnel, including Subcontractor employees, providing services under this Contract. The Contractor is responsible to notify its Subcontractors of this County right.

8.40.6 The County's Project Manager is authorized to act for and on behalf of the County with respect to approval of any subcontract and Subcontractor employees. After approval of the subcontract by the County, Contractor shall forward a fully executed subcontract to the County for their files.

8.40.7 The Contractor shall be solely liable and responsible for all payments or other compensation to all Subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.

8.40.8 The Contractor shall obtain certificates of insurance, which establish that the Subcontractor maintains all the programs of insurance required by the County from each approved Subcontractor. The Contractor shall ensure delivery of all such documents to:

County of Los Angeles
Treasurer and Tax Collector
Contracts Section
500 West Temple Street, Room 464
Los Angeles, California 90012

Before any Subcontractor employee may perform any work hereunder.

8.41 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

Failure of the Contractor to maintain compliance with the requirements set forth in Subparagraph 8.14, Contractor's Warranty

of Adherence to the County's Child Support Compliance Program, or if Contractor is located or has its principal place of business outside the state of California, compliance to the Child Support Program in the state where it is domiciled or has its principal place of business shall constitute default under this Contract. Without limiting the rights and remedies available to the County under any other provision of this Contract, failure of the Contractor to cure such default within 90 calendar days of written notice shall be grounds upon which the County may terminate this Contract pursuant to Subparagraph 8.43, Termination for Default, and pursue debarment of the Contractor, pursuant to County Code Chapter 2.202.

8.42 TERMINATION FOR CONVENIENCE

8.42.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder shall be effected by notice of termination to the Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than ten days after the notice is sent.

8.42.2 After receipt of a notice of termination and except as otherwise directed by the County, the Contractor shall:

- Stop work under this Contract on the date and to the extent specified in such notice; and

- Complete performance of such part of the work as shall not have been terminated by such notice.

8.42.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of the Contractor under this Contract shall be maintained by the Contractor in accordance with Subparagraph 8.38, Record Retention and Inspection/Audit Settlement.

8.43 TERMINATION FOR DEFAULT

8.43.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Contract if in the judgment of the County's Project Director:

- Contractor has materially breached this Contract;

- Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or

- Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

8.43.2 In the event that the County terminates this Contract in whole or in part as provided in Subparagraph 8.43.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this subparagraph.

8.43.3 Except with respect to defaults of any Subcontractor, the Contractor shall not be liable for any such excess costs of the type identified in Subparagraph 8.43.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to, acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a Subcontractor, and if such default arises out of causes beyond the control of both the Contractor and Subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in this subparagraph, the term "Subcontractor(s)" means Subcontractor(s) at any tier.

8.43.4 If after the County has given notice of termination under the provisions of this Subparagraph 8.43, it is determined by the County that the Contractor was not in default under the provisions of this Subparagraph 8.43, or that the default was excusable under the provisions of Subparagraph 8.43.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Subparagraph 8.42, Termination for Convenience.

8.43.5 The rights and remedies of the County provided in this Subparagraph 8.43 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.44 TERMINATION FOR IMPROPER CONSIDERATION

8.44.1 The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by the Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Contract or securing favorable treatment with respect to the award, amendment, or extension of this Contract or the making of any determinations with respect to the Contractor's performance pursuant to this Contract. In the event of such termination, the County shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

8.44.2 The Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County A-C's Employee Fraud Hotline at (800) 544-6861.

8.44.3 Among other items, such improper consideration may take the form of cash, discounts, service, the provision of travel or entertainment, or tangible gifts.

8.45 TERMINATION FOR INSOLVENCY

8.45.1 The County may terminate this Contract forthwith in the event of the occurrence of any of the following:

- Insolvency of the Contractor. The Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least 60 calendar days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code;

- The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code;

- The appointment of a Receiver or Trustee for the Contractor; or

- The execution by the Contractor of a general assignment for the benefit of creditors.

8.45.2 The rights and remedies of the County provided in this Subparagraph 8.45 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.46 TERMINATION FOR NON-ADHERENCE OF COUNTY LOBBYIST ORDINANCE

The Contractor and each County Lobbyist or County Lobbying firm as defined in the County Code Section 2.160.010 retained by the Contractor shall fully comply with the County's Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of the Contractor or any County Lobbyist or County Lobbying firm retained by the Contractor to fully comply with the County's Lobbyist Ordinance shall constitute a material breach of this Contract, upon which the County may in its sole discretion, immediately terminate or suspend this Contract.

8.47 TERMINATION FOR NON-APPROPRIATION OF FUNDS

Notwithstanding any other provision of this Contract, the County shall not be obligated for the Contractor's performance hereunder or by any provision of this Contract during any of the County's future fiscal years unless and until the County's Board appropriates funds for this Contract in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of June 30 of the last fiscal year for which

funds were appropriated. The County shall notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

8.48 EFFECT OF TERMINATION

8.48.1 In the event County terminates this Contract in whole or in part as provided hereunder or upon the expiration of the Contract, as applicable, then, unless otherwise specified by County in writing: (a) Contractor shall continue the performance of this Contract to the extent not terminated. (b) Contractor shall cease to perform the Services being terminated on the date and to the extent specified in such notice and provide to the County all completed Services and Services in progress, in a media reasonably requested by the County. (c) County will pay to the Contractor all sums due and payable to Contractor for Services properly performed through the effective date of such expiration or termination (prorated as appropriate). (d) Contractor shall return to the County all monies paid by the County, yet unearned by the Contractor, including any prepaid fees if applicable. (e) Contractor shall promptly return to the County any and all of the County's Confidential Information that relates to the portion of the Contract or Services terminated by the County, including all County Data, in a media reasonably requested by the County.

8.48.2 Expiration or termination of this Contract for any reason will not release either party from any liabilities or obligations set forth in this Contract which (i) the parties have expressly agreed in writing will survive any such expiration or termination, or (ii) remain to be performed or by their nature would be intended to be applicable following any such expiration or termination.

8.48.3 Contractor understands and agrees that County has obligations that it cannot satisfy without use of the System provided to the County hereunder or an equivalent system, and that a failure to satisfy such obligations could result in irreparable damage to the County and the entities it serves. Therefore, Contractor agrees that in the event of any expiration or termination of this Contract, Contractor shall fully cooperate with the County in the transition of the County to a new system, toward the end that there be no interruption of County’s day-to-day operations due to the unavailability of the System during such transition.

8.48.4 For 90 days prior to the expiration date of this Contract, or upon notice of termination of this Contract (Transition Period), Contractor shall assist the County in extracting and/or transitioning all County Data in the format determined by the County. The Transition Period may be modified as agreed upon in writing by the parties in a Change Order. In addition, upon the expiration or termination of this Contract, County may require Contractor to provide services in the form of Additional Work to assist County to transition System operations from Contractor to County or County's designated third party (Transition Services). Upon County's request for Transition Services, County and Contractor agree to negotiate in good faith the scope of work and the price for such Transition Services. Contractor agrees that in the event that County terminates the Contract for any breach by the Contractor, Contractor shall perform Transition Services at no cost to the County. Contractor shall provide the County with all of the Transition Services as provided in this Subparagraph 8.48.4. The duty of Contractor to provide such Transition Services shall be conditioned on the County continuing to comply with its obligations under the Contract, including payment of all applicable fees. Contractor shall have no right to withhold or limit its performance or any of such Transition Services on the basis of any alleged breach of this Contract by the County, other than a failure by the County to timely pay the amounts due and payable hereunder. County shall have the right to seek specific performance of this Subparagraph 8.48.4 in any court of competent jurisdiction and Contractor hereby waives any defense that damages are an adequate remedy. Compliance with this Subparagraph 8.48.4 by either party shall not constitute a waiver or estoppel with regard to any rights or remedies available to the parties.

8.48.5 County shall have the rights set forth in Subparagraph 8.56 to access and use the Source Material as set forth therein including, without limitation, the right to modify all source and object code versions of the System Software after such time as one of the Release Conditions described in Subparagraph 8.56.4 has occurred which would permit County to use the Source Material.

8.48.6 Contractor shall promptly return to the County any and all County Confidential Information, including County Data that

relate to that portion of the Contract and Services terminated by the County.

8.49 VALIDITY

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.

8.50 USE OF COUNTY SEAL AND/OR TTC LOGOS

The County claims right, title, and interest in and to certain intellectual property including, but not limited to, the current and former County Seals and TTC logos (hereafter collectively "County Seals"). Except as expressly authorized herein, the Contractor shall not reproduce, copy, distribute, republish, download, display, post, transmit, or make any other use of any kind whatsoever of the County Seals, in any format or by any means whatsoever. At no time shall the Contractor in any manner (i) modify the County Seals, or (ii) create derivative works of the County Seals. The Contractor shall not in any manner sublicense, transfer or assign its rights, or delegate its duties, with respect to use of the County Seals, whether in whole or in part, without the prior written consent of the County, in its discretion, and any attempted sublicense, transfer, assignment, or delegation without such consent shall be null and void.

8.51 WAIVER

No waiver by the County of any breach of any provision of this Contract shall constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Contract shall not be construed as a waiver thereof. The rights and remedies set forth in this Subparagraph 8.50 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.52 WARRANTY AGAINST CONTINGENT FEES

8.52.1 The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon any Contract or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling

agencies maintained by the Contractor for the purpose of securing business.

8.52.2 For breach of this warranty, the County shall have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

8.53 WARRANTY OF COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

The Contractor acknowledges that the County has established a goal of ensuring that all individuals and businesses that benefit financially from the County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

Unless the Contractor qualifies for an exemption or exclusion, the Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the Term of this Contract will maintain compliance, with the County Code Chapter 2.206.

8.54 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

Failure of the Contractor to maintain compliance with the requirements set forth in Subparagraph 8.52, Warranty of Compliance with the County's Defaulted Property Tax Reduction Program, shall constitute default under this Contract. Without limiting the rights and remedies available to the County under any other provision of this Contract, failure of the Contractor to cure such default within ten days of notice shall be grounds upon which the County may terminate this Contract and/or pursue debarment of the Contractor, pursuant to County Code Chapter 2.206.

8.55 TIME OFF FOR VOTING

The Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees information regarding the time off for voting law (Elections Code Section 14000). Not less than ten days before every statewide election, every Contractor and subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere

where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

8.56 LICENSE

8.56.1 License Grant. Subject to the terms and conditions of this Contract, Contractor grants to the County perpetual, fully-paid, worldwide, non-exclusive license to use the System Software, and Documentation for County's business purposes and activities (License) as part of the System. For the purposes of this Subparagraph 8.56.1, License Grant, the term "use" as it applies to System Software and the System means to copy, install, access, execute, operate, distribute, archive and run unlimited copies of the System Software, and by an unlimited number of users for installation, test, development, production, support, archival, emergency restart, and disaster recovery purposes.

8.56.2 License Restrictions. The System Software shall not in any way be disassembled, decompiled or reverse engineered, nor shall any attempt to do same be undertaken or knowingly permitted by the County, except to the extent permitted by applicable law or authorized by Contractor. County shall not remove, modify, or obscure any copyright, trademark or other proprietary rights notice that appear on, or during the use of, the System Software.

8.56.3 Third Party Software. The Contractor shall not use any Third Party Software in the System without the prior written approval of the County to be granted or withheld in its sole discretion. In the event Contractor provides any Third Party Software to the County in connection with this Contract, Contractor shall obtain, at Contractor's sole cost and expense, a fully paid-up, royalty-free, worldwide, perpetual, non-exclusive license for the County and County's agents and assigns, to use the Third Party Software for County's business purposes and activities. For the avoidance of doubt, Contractor shall support and maintain, at no additional charge to the County, all Third Party Software to the same extent as the System Software.

8.56.4 Source Code Escrow. Contractor has deposited a copy of the Source Material for the System Software with _____, a software escrow agent (the Escrow Agent), located at _____, _____ (the Escrow)

pursuant to a written escrow agreement (Escrow Agreement). There shall be no charge to the County for the maintenance of the Escrow for the purpose of this Contract. A copy of the Escrow Agreement shall be incorporated by reference into this Contract as Exhibit L (Escrow Agreement). Contractor shall continually update the Source Material by promptly depositing in the Escrow each new Update of the System Software. Contractor's duty to update the Source Material shall continue through the Contact Term. The Source Material will be held in the Escrow. The events upon which County shall have access to the Source Material shall include (collectively the Release Conditions): (a) the insolvency of the Contractor; (b) the making of a general assignment by the Contractor for the benefit of its creditors or a filing of a voluntary or involuntary petition in bankruptcy by or against the Contractor that is not dismissed within 30 days of the filing thereof; (c) as set forth in Subparagraph 8.56.5, Bankruptcy And Liquidation; (d) in the event Contractor ceases to maintain or support the System Software for reasons other than County's failure to pay for, or election not to receive, Contractor's Maintenance and Support Services, and no other qualified entity has assumed the obligation to maintain and support the System Software; (e) termination of this Contract for breach by the Contractor; and (f) any other release conditions that may be specified under the Escrow Agreement. If a Release Condition occurs, County may hire Contractor personnel to assist the County with using and understanding the Source Material without being subject to Subparagraph 8.35, Prohibition Against Inducement or Persuasion. The parties acknowledge that as a result of the passage of time alone, the deposited Source Material may be susceptible to loss of quality (Natural Degeneration). For the purpose of reducing the risk of Natural Degeneration, Contractor shall deposit with the Escrow Agent a new copy of all deposited Source Material at least once every year. In the event the Source Material or any part of it is destroyed or corrupted, upon County's request, Contractor shall provide a replacement copy of the Source Material. Upon the occurrence of a Release Condition County will, upon payment of the duplication cost and other handling charges of the Escrow Agent, be entitled to obtain a copy of such Source Material from the Escrow Agent. County shall be entitled to use the Source Material as needed to remedy the event of release and mitigate any damages arising from such event. Such use will include, but is not limited to, County's right to perform its own support and maintenance, alter, or modify the

Source Material, and/or obtain the benefits sought under this Contract. The Escrow Agent's responsibility in the event of a Release Condition will be to cause a copy of the Source Material, in the form as delivered by the Contractor, to be promptly delivered to the County at the appropriate time. Nothing herein relieves Contractor of its obligation to provide Support Services as required under this Contract. The County acknowledges that any possession of the Source Material referred to herein is subject to the confidentiality and proprietary provisions of access to any third party, except to service, maintain, support, repair, operate, modify, or otherwise facilitate and continue the use and operation of the installed System Software as provided herein. Should use of the Source Material as provided in this Subparagraph 8.56.4 involve the use or practice of any patent, copyright, trade secret, trademark, or other proprietary information in which Contractor has an interest, Contractor, on behalf of itself and its assignees and successors, agree not to assert a claim for patent, copyright, trade secret, trademark, or other proprietary information infringement against the County, provided use of the System Software and Source Material is in accordance with this Contract. Regardless of whether one of the Release Conditions occurs, County shall have the right, at County's sole expense, to require the Escrow Agent to verify the relevance, completeness, currency, accuracy, and functionality of the Source Material by, among other things, compiling the Source Material and performing test runs for comparison with the capabilities of the System Software. In the event such testing demonstrates the Source Material does not correspond to the System Software, Contractor shall reimburse the County for all costs and fees incurred in said verification, compilation, and testing and immediately deposit the correct Source Material with the Escrow Agent.

8.56.5 Bankruptcy and Liquidation. In the event that Contractor shall: (1) make an assignment for the benefit of creditors or petition or apply to any tribunal for the appointment of a custodian, receiver, or trustee for all or a substantial part of its assets; (2) commence any proceeding under any bankruptcy, reorganization, arrangement, readjustment of debt, dissolution, or liquidation law or statute of any jurisdiction whether now or hereafter in effect; (3) have had any such petition or application filed or any such proceeding commenced against it in which an order for relief is entered or an adjudication or appointment is made, and which remains undismissed for a period of 60 days or more; (4) take any

corporate action indicating its consent to, approval of, or acquiescence in any such petition, application, proceeding, or order for relief or the appointment of a custodian, receiver, or trustee for all or substantial part of its assets; or (5) permit any such custodianship, receivership, or trusteeship to continue undischarged for a period of 60 days or more, causing Contractor or any third party including, without limitation, a trustee in bankruptcy, to be empowered under state or federal law to reject this Contract or any agreement supplementary hereto, County shall have the following rights: (i) in the event of a rejection of this Contract or any agreement supplementary hereto, County shall be permitted to retain and use any back-up or archival copies of the System Software under this Contract for the purpose of enabling it to mitigate damages caused to the County because of the rejection of this Contract; (ii) in the event of a rejection of this Contract or any agreement supplementary hereto, County may elect to retain its rights under this Contract or any agreement supplementary hereto as provided in Section 365(n) of the Bankruptcy Code. Upon written request of the County to, as applicable, Contractor or the bankruptcy trustee or receiver, Contractor or such bankruptcy trustee or receiver shall not interfere with the rights of the County as the County as provided in this Contract or in any agreement supplementary hereto to obtain the Source Material(s) from the bankruptcy trustee or from a third-party escrow agent and shall, if requested, cause a copy of such Source Material(s) to be available to the County; and (iii) in the event of a rejection of this Contract or any agreement supplementary hereto, County may retain its rights under this Contract or any agreement supplementary hereto as provided in Section 365(n) of the Bankruptcy Code without prejudice to any of its rights under Section 503(b) of the Bankruptcy Code.

8.57 WORK PRODUCT AND BACKGROUND INTELLECTUAL PROPERTY

8.57.1 Ownership of County Data. All County Data provided or made accessible by the County to the Contractor is and shall remain the property of the County. Upon termination or expiration of the Contract for any reason, or upon County's written request at any time, the Contractor shall provide the County, at no additional cost and no later than 15 calendar days after the termination, expiration or the County's request, any County Data (including any County Data or information stored as part of the System) or other proprietary

data belonging to the County stored within the System. Such data will be provided to the County on an external media drive in a platform-agnostic format or in any specific format reasonably requested by the County. At the County's option, the Contractor shall destroy all originals and copies of all such data and other related information or documents.

8.57.2 Ownership of Background Intellectual Property & System Software. Contractor retains all right, title, and interest in and to any such Background Intellectual Property and System Software (including any modifications thereto made by the Contractor). However, to the extent Background Intellectual Property constitutes or is incorporated into Work Product or required for the County to fully exploit such Work Product or the System, Contractor hereby grants to the County a perpetual, irrevocable, fully paid up, royalty free, transferable, sub-licensable, worldwide, non-exclusive right and license to use, prepare derivative works, and otherwise fully exploit in connection with County's business, the Background Intellectual Property constituting or incorporated into the Work Product or otherwise delivered to the County in connection with this Contract, and provided further that the Background Intellectual Property is not separately commercially exploited by the County. Any and all Background Intellectual Property which Contractor desires to use hereunder, and which Contractor considers to be proprietary or confidential, must be specifically identified by Contractor to the County's Project Director as proprietary or confidential, and shall be plainly and prominently marked by Contractor as "PROPRIETARY" or "CONFIDENTIAL." Notwithstanding any other provision of this Contract, County shall not be obligated or liable in any way under this Contract for: (a) any disclosure of any materials which the County is required to make under the California Public Records Act or otherwise by law; and (b) any Contractor proprietary and/or confidential materials not plainly and prominently marked with restrictive legends.

8.57.3 Ownership of Work Product. Contractor hereby assigns, transfers, and conveys to the County, exclusively and perpetually, all rights, titles, and interests throughout the world it may have or acquire in the Work Product including, without limitation, all intellectual property or other proprietary rights (including, without limitation, copyrights, patents rights, trade secret right, rights of reproduction, trademark rights, rights of publicity, and the right to secure registrations,

renewals, reissues, and extensions thereof) (collectively Intellectual Property Right(s)) therein or otherwise arising from the performance of this Contract. No rights of any kind in and to the Work Product, including all Intellectual Property Rights, are reserved to or by the Contractor or will revert to Contractor. Contractor agrees to execute such further documents and to do such further acts, at County's expense, as may be necessary to perfect, register, or enforce County's ownership of such rights, in whole or in part. If Contractor fails or refuses to execute any such documents, Contractor hereby appoints the County as Contractor's attorney-in-fact (this appointment to be irrevocable and a power coupled with an interest) to act on Contractor's behalf and to execute such documents. Contractor hereby forever waives and agrees never to assert against the County, its successors or licensees any and all "Moral Rights" Contractor may have in Work Product even after expiration or termination of this Contract.

8.58 DATA DESTRUCTION

The Contractor(s) and vendor(s) that have maintained, processed, or stored the County's data and/or information, implied or expressed have the sole responsibility to certify that the data and information have been appropriately destroyed consistent with the National Institute of Standards and Technology (NIST) Special Publication SP 800-88 titled Guidelines for Media Sanitization.

Available at: http://csrc.nist.gov/publications/PubsDrafts.html#SP-800-88-Rev.%201

The data and/or information may be stored on purchased, leased, or rented electronic storage equipment (e.g., printers, hard drives) and electronic devices (e.g., servers, workstations) that are geographically located within the County, or external to the County's boundaries. The County must receive within ten days, a signed document from the Contractor(s) and vendor(s) that certifies and validates the data and information were placed in one or more of the following stored states: unusable, unreadable, and indecipherable.

The Contractor or vendor shall certify that any County data stored on purchased, leased, or rented electronic storage equipment and electronic devices including, but not limited to, printers, hard drives, servers, and/or workstations are destroyed consistent with the current NIST Special Publication SP-800-88, Guidelines for Media

Sanitization. The Contractor or vendor shall provide the County with a written certification within ten days of removal of any electronic storage equipment and devices that validates that any and all County data was destroyed and is unusable, unreadable, and/or undecipherable.

8.59 ACCEPTANCE

8.59.1 The System, the System Software, Services, Deliverables, and milestones (if applicable) shall be subject to acceptance, and acceptance testing by the County, in its sole discretion, to verify that they satisfy the County's acceptance criteria (Acceptance Test[s]) as more fully described in Exhibit A – SOW (Acceptance Criteria).

8.59.2 Production Use shall not be deemed acceptance or Final Acceptance of the System Software, Services, Deliverables and milestones.

8.59.3 If the County's Project Director makes a good faith determination at any time that the System Software or the System (as a whole, or any component thereof), Services, Deliverables, and/or milestones has not successfully completed an Acceptance Test or has not achieved Final Acceptance (collectively referred to for purposes of this Subparagraph 8.59.3 as "Designated Test"), the County's Project Director shall promptly notify the Contractor in writing of such failure, specifying with as much detail as possible the manner in which the System Software, Services, Deliverables, milestones, and/or System failed to pass the applicable Designated Test. Contractor shall immediately commence all reasonable efforts to complete, as quickly as possible, such necessary corrections, repairs, and modifications to the System Software, Services, Deliverables, milestones, and/or System as will permit the System Software, Services, Deliverables, milestones, and/or System to be ready for retesting. Contractor shall notify the County's Project Director in writing when such corrections, repairs, and modifications have been completed, and the applicable Designated Test shall begin again. If, after the applicable Designated Test has been completed for a second time, the County's Project Director makes a good faith determination that the System Software, Services, Deliverables, milestones, and/or System again fails to pass the applicable Designated Test, the County's Project Director shall promptly notify Contractor in writing, specifying

with as much detail as possible the manner in which the System Software, Services, Deliverables, milestones, and/or System failed to pass the applicable Designated Test. Contractor shall immediately commence all reasonable efforts to complete, as quickly as possible, such necessary corrections, repairs, and modifications to the System Software, Services, Deliverables, milestones, and/or System as will permit the System Software, Services, Deliverables, milestones, and/or System to be ready for retesting.

8.59.4 Such procedure shall continue until such time as County notifies Contractor in writing either: (i) of the successful completion of such Designated Test; or (ii) that County has concluded, subject to the Dispute Resolution Procedure, that satisfactory progress toward such successful completion of such Designated Test is not being made, in which latter event, County shall have the right to make a determination, which shall be binding and conclusive on Contractor, that a non-curable default has occurred and to terminate this Contract in accordance with Subparagraph 8.43, Termination for Default, on the basis of such non-curable default.

8.59.5 Such a termination by the County may be, subject to the Dispute Resolution Procedure, as determined by the County in its sole judgment: (i) a termination with respect to one or more of the components of the System Software; (ii) a termination of any part of Exhibit A - SOW, relating to the System Software, Service(s), Deliverables(s), and/or milestone(s) that is (are) not performing or conforming as required herein; or (iii) if County believes the failure to pass the applicable Designated Test materially affects the functionality, performance, or desirability to the County of the System as a whole, the entire Contract. In the event of a termination under this Subparagraph 5.6.3, County shall have the right to receive from the Contractor, within ten days of written notice of termination, reimbursement of all payments made to the Contractor by the County under this Contract for the component(s), System Software, Service(s), Deliverables(s), milestone(s), and/or System as to which the termination applies, or, if the entire Contract is terminated, all amounts paid by the County to the Contractor under this Contract. If the termination applies only to one or more System Software or System component(s), at County's sole option, any reimbursement due to it may be credited against other sums due and payable by the County to the

Contractor. The foregoing is without prejudice to any other rights that may accrue to the County or Contractor under the Terms of this Contract or by law.

8.60 INTEGRATION/INTERFACING

Contractor shall be responsible for developing and delivering the Interfaces, identified in Exhibit A - SOW as part of the System Software. If the System Software is to be integrated/interfaced with other software, equipment, and/or systems provided by the Contractor or at the direction of the Contractor, including any customized enhancements and Work Product, the System Software shall not be deemed to have achieved Final Acceptance by the County until the System Software and such other systems have been successfully integrated/interfaced and accepted by the County in accordance with the Terms of this Contract. For example, if Contractor is to provide System Software consisting of multiple modules or that includes enhancements, including Work Product, to the System Software, County's acceptance of the System Software, any individual module or enhancement shall not be final until County accepts all of the System Software and modules or enhancements integrated/interfaced together as a complete system resulting in the System, including the operation of the System Software on all equipment required for its use in conformance with the Terms of this Contract. Contractor shall not obtain any ownership interest in any other systems merely because they were interfaced, integrated, or used with any System Software.

8.61 COMMUNICATION SYSTEMS AND ACCESS TO INFORMATION

During the Term of this Contract, Contractor may receive access to the County's software, computers, equipment, and electronic communications systems (in this Paragraph 8.61, County systems) including, but not limited to, voicemail, e-mail, customer databases, and internet and intranet systems. Such County systems are intended for legitimate business use related to County's business. Contractor acknowledges that Contractor does not have any expectation of privacy as between Contractor and County in the use of or access to County systems and that all communications made with such County systems or equipment by or on behalf of the Contractor are subject to County's scrutiny, use, and disclosure, in County's discretion. County reserves the right, for business purposes and activities, to monitor, review, audit, intercept, access, archive, and/or disclose materials sent over, received by or from, or stored in any of its electronic County systems. This includes, without limitation, e-mail communications sent by users across the internet

and intranet from and to any domain name owned or operated by County. This also includes, without limitation, any electronic communication system that has been used to access any of the County systems. Contractor further agrees that Contractor will use all appropriate security, such as, for example, encryption and passwords (Contractor must provide passwords and keys to the County), to protect County Confidential Information from unauthorized disclosure (internally or externally) and that the use of such security does not give rise to any privacy rights in the communication as between the Contractor and County. County reserves the right to override any security passwords to obtain access to voicemail, e-mail, computer (and software or other applications) and/or computer disks on County systems. Contractor also acknowledges that County reserves the right, for any business purposes and activities, to search all work areas (e.g., offices, cubicles, desks, drawers, cabinets, computers, computer disks, and files) and all personal items brought onto County property or used to access County Confidential Information or County systems.

8.62 CONTINUOUS SYSTEM SOFTWARE SUPPORT

If Contractor assigns this Contract, is acquired, or is otherwise controlled by another individual or entity (collectively referred to as a Successor Event), such individual or entity shall provide Maintenance and Support Services in accordance with this Contract for at least five years following the Successor Event, unless otherwise agreed to in writing by the County. After such five years or, if subsequent to the Successor Event, the System Software is not supported to at least the same level that Contractor supported the System Software prior to the Successor Event, because, for example, Contractor's assignee chooses to support other products with similar functions or does not otherwise properly staff the support for the System Software, County, at its sole option, may elect to transfer the license of the System Software, without cost or penalty, to another similar product (Replacement Product) within Contractor's assignee's or successor's product offering. For purposes of this Subparagraph 8.62, Continuous System Software Support, the term "controlled" shall mean the legal right to elect a majority of the directors of a corporation or similar officers of any other entity or to determine an entity's general management policies through contract or otherwise. The assignee or successor, by taking benefit (including acceptance of any payment under this Contract) ratifies this Contract. All terms and conditions of this Contract shall continue in full force and effect for the Replacement Product. In addition, the following terms and conditions shall apply if County elects to transfer this license to a Replacement Product:

(a) Any prepaid maintenance and support shall transfer in full force and effect for the balance of the Replacement Product's maintenance and support term (or equivalent service) at no additional cost. If the prepaid moneys are greater than the Replacement Product's maintenance and support fee for the same term, the credit balance will be applied to future maintenance and support fees or returned to the County, at its option; (b) Any and all software offered separately and needed to fulfill the original System Software's level of functionality shall be supplied by Contractor's assignee or successor without additional cost or penalty and shall not affect the calculation of any maintenance and support fees; (c) Any services required for implementation of the Replacement Product shall be provided by Contractor's assignee or successor without additional cost or penalty; (d) Contractor shall provide to the County reasonable training for purposes of learning the Replacement Product at no cost to County; (e) All license terms and conditions shall remain as granted herein with no additional fees imposed on the County; and (f) The definition of System Software shall then mean and include the Replacement Product.

8.63 TIME IS OF THE ESSENCE

Time is of the essence with regard to Contractor's performance of the Services.

8.64 NO OFFSHORE WORK

All Services shall be performed and rendered within the continental United States. In particular, Contractor warrants that it will not transmit or make available any County Confidential Information, County's intellectual property, or any County property to any entity or individual outside the continental United States.

8.65 COUNTERPARTS

This Contract may be executed in one or more counterparts, each of which shall be deemed an original, and will become effective and binding upon the parties as of the effective date at such time as all the signatories hereto have signed a counterpart of this Contract.

8.66 SEVERABILITY

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.

8.67 CONTRACT DRAFTED BY ALL PARTIES

This Contract is the result of arm's length negotiations between the parties. Consequently, each party has had the opportunity to receive advice from independent counsel of its own choosing. This Contract shall be construed to have been drafted by all parties such that any ambiguities in this Contract shall not be construed against either party.

8.68 NO THIRD PARTY BENEFICIARIES

Notwithstanding any other provision of this Contract, the Contractor and County do not in any way intend that any person or entity shall acquire any rights as a third party beneficiary of this Contract, except that this provision shall not be construed to diminish the Contractor's indemnification obligations hereunder.

8.69 SURVIVAL

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

Paragraph 5.6	(No Payment for Services Provided Following Expiration/Termination of Contract)
Paragraph 7.7	(Confidentiality)
Paragraph 8.6	(Compliance with Applicable Law)
Paragraph 8.23	(Indemnification)
Paragraph 8.24	(General Provisions for All Insurance Coverage)
Paragraph 8.25	(Insurance Coverage)
Paragraph 8.21	(Governing Law, Jurisdiction, and Venue)
Paragraph 8.31	(Dispute Resolution Procedure)
Paragraph 8.38	(Record Retention and Inspection/Audit Settlement)
Paragraph 8.48	(Effect of Termination)
Paragraph 8.56	(License)
Paragraph 8.68	(No Third Party Beneficiaries)

Paragraph 8.69 (Survival)

9.0 UNIQUE TERMS AND CONDITIONS (each if applicable)

9.1 LOCAL SMALL BUSINESS ENTERPRISE (SBE) PREFERENCE PROGRAM

9.1.1 This Contract is subject to the provisions of the County's ordinance entitled Local SBE Preference Program, as codified in Chapter 2.204 of the County Code.

9.1.2 The Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Local SBE.

9.1.3 The Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Local SBE.

9.1.4 If the Contractor has obtained certification as a Local SBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, shall:

1. Pay to the County any difference between the Contract amount and what the County's costs would have been if the Contract had been properly awarded;

2. In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10% of the amount of the Contract; and

3. Be subject to the provisions of Chapter 2.202 of the County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any business that has previously obtained proper certification; however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the state and Internal

Services Department (ISD) of this information prior to responding to a solicitation or accepting a Contract Award.

9.2 TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM

9.2.1 This Contract is subject to the provisions of the County's ordinance entitles Transitional Job Opportunities Preference Program, as codified in Chapter 2.205 of the County Code.

9.2.2 The Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Transitional Job Opportunity vendor.

9.2.3 The Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Transitional Job Opportunity vendor.

9.2.4 If the Contractor has obtained the County certification as a Transitional Job Opportunity vendor by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, shall:

1. Pay to the County any difference between the Contract amount and what the County's costs would have been if the Contract had been properly awarded;

2. In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10% of the amount of the Contract; and

3. Be subject to the provisions of Chapter 2.202 of the County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any entity that has previously obtained proper certification; however, as a result

of a change in their status would no longer be eligible for certification, and fails to notify the certifying department of this information prior to responding to a solicitation or accepting a Contract Award.

9.3 DISABLED VETERAN BUSINESS ENTERPRISE (DBVE) PREFERENCE PROGRAM

9.3.1 This Contract is subject to the provisions of the County's ordinance entitled DVBE Preference Program, as codified in Chapter 2.211 of the County Code.

9.3.2 The Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a DVBE.

9.3.3 The Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a DVBE.

9.3.4 If the Contractor has obtained certification as a Disabled Veteran Business Enterprise by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, shall:

1. Pay to the County any difference between the Contract amount and what the County's costs would have been if the Contract had been properly awarded;

2. In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10% of the amount of the Contract; and

3. Be subject to the provisions of Chapter 2.202 of the County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any business that has previously obtained proper certification; however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the state and ISD of this information prior to responding to a solicitation or accepting a Contract Award.

9.4 HEALTH INSURANCE PROTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

The County is subject to the Administrative Simplification requirements and prohibitions of the HIPAA, Public Law 104-191, and regulations promulgated thereunder, including the Privacy, Security, Breach Notification, and Enforcement Rules at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (collectively, the HIPAA Rules). Under this Contract, the Contractor provides services to the County and the Contractor creates, has access to, receives, maintains, or transmits Protected Health Information as defined in Exhibit K in order to provide those services. The County and the Contractor therefore agree to the terms of Exhibit K, Business Associate Agreement Under the HIPAA.

9.5 GREEN INITIATIVES

9.5.1 The Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

9.5.2 The Contractor shall notify County’s Contract Manager of Contractor’s new green initiatives prior to the Contract commencement.

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IN WITNESS WHEREOF, Contractor has executed this Contract, or caused it to be duly executed and the County of Los Angeles, by order of its Board of Supervisors has caused this Contract to be executed on its behalf by the Mayor of said Board and attested by the Executive Officer-Clerk of the Board of Supervisors thereof, the day and year first above written.

CONTRACTOR: (_____Name_____)

By _____
Name

_____
Title

COUNTY OF LOS ANGELES

By_____
Mayor, Board of Supervisors

ATTEST:

PATRICK OGAWA
Acting Executive Officer
of the Board of Supervisors

By_____

APPROVED AS TO FORM:

MARY C. WICKHAM
Interim County Counsel

By_____
Deputy County Counsel

EXHIBITS TO THE SAMPLE CONTRACT

TABLE OF CONTENTS OF EXHIBITS

STANDARD EXHIBITS

A STATEMENT OF WORK (NOT ATTACHED TO SAMPLE)

B PRICING SCHEDULE (NOT ATTACHED TO SAMPLE)

C TECHNICAL EXHIBITS (NOT ATTACHED TO SAMPLE)

D CONTRACTOR'S EEO CERTIFICATION

E COUNTY'S ADMINISTRATION

F CONTRACTOR'S ADMINISTRATION

G FORM(S) REQUIRED AT THE TIME OF CONTRACT EXECUTION

H JURY SERVICE ORDINANCE

I SAFELY SURRENDERED BABY LAW

J DEFAULTED PROPTERTY TAX PROGRAM

K BUSINESS ASSOCIATE AGREEMENT UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

STATEMENT OF WORK

NOT ATTACHED TO SAMPLE

PRICING SCHEDULE

NOT ATTACHED TO SAMPLE

TECHNICAL EXHIBITS

NOT ATTACHED TO SAMPLE

_____
Company Name

_____
Address

_____
Internal Revenue Service Employer Identification Number

GENERAL

In accordance with provisions of the County Code of the County of Los Angeles, the Proposer certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

CERTIFICATION	YES	NO
1. Proposer has written policy statement prohibiting discrimination in all phases of employment.	( )	( )
2. Proposer periodically conducts a self-analysis or utilization analysis of its work force.	( )	( )
3. Proposer has a system for determining if its employment practices are discriminatory against protected groups.	( )	( )
4. When problem areas are identified in employment practices, Proposer has a system for taking reasonable corrective action to include establishment of goal and/or timetables.	( )	( )

_____ _____
Signature Date

_____
Name and Title of Signer (please print)

COUNTY'S ADMINISTRATION

CONTRACT NO. _____

COUNTY PROJECT DIRECTOR:

Name: _____

Title: _____

Address: _____

_____

Telephone: _____ Facsimile:_____

E-Mail Address: _____

COUNTY PROJECT MANAGER:

Name: _____

Title: _____

Address: _____

_____

Telephone: _____ Facsimile:_____

E-Mail Address: _____

COUNTY CONTRACT PROJECT MONITOR:

Name: _____

Title: _____

Address: _____

_____

Telephone: _____ Facsimile:_____

E-Mail Address: _____

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S NAME:_____

CONTRACT NO: _____

CONTRACTOR'S PROJECT MANAGER:

Name: _____
Title: _____
Address: _____
_____
Telephone: _____
Facsimile: _____
E-Mail Address: _____

CONTRACTOR'S AUTHORIZED OFFICIAL(S)

Name: _____
Title: _____
Address: _____
_____
Telephone: _____
Facsimile: _____
E-Mail Address: _____

Name: _____
Title: _____
Address: _____
_____
Telephone: _____
Facsimile: _____
E-Mail Address: _____

Notices to Contractor shall be sent to the following:

Name: _____
Title: _____
Address: _____
_____
Telephone: _____
Facsimile: _____
E-Mail Address: _____

CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

FORMS REQUIRED AT THE TIME OF CONTRACT EXECUTION

Applicability of the forms below is based on the type of contract. A contract involving Information Technology (IT) services includes Copyright Assignment language whereas a non-IT Contract omits the Copyright Assignment language.

Additionally, a determination must be made whether the Contactor will complete a Confidentiality Agreement on behalf of its employees or whether the Contractor's employees and non-employees will complete the Confidentiality Agreements individually.

IT CONTRACTS

G1-IT CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, & COPYRIGHT ASSIGNMENT AGREEMENT

OR

G2-IT CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, & COPYRIGHT ASSIGNMENT AGREEMENT

G3-IT CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, & COPYRIGHT ASSIGNMENT AGREEMENT

CONTRACTOR ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

CONTRACTOR NAME _____ Contract No._____

GENERAL INFORMATION:

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement.

CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced contract.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

CONFIDENTIALITY AGREEMENT:

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-

referenced contract. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff shall keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this agreement by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

COPYRIGHT ASSIGNMENT AGREEMENT

Contractor and Contractor's Staff agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, developed or acquired by Contractor and Contractor's Staff in whole or in part pursuant to the above referenced contract, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, Contractor and Contractor's Staff hereby assign and transfer to the County in perpetuity for all purposes all my right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, Contractor and Contractor's Staff agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit M1, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County's right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject them to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: _____ DATE: _____/_____/_____

PRINTED NAME:_____

POSITION: _____

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

Contractor Name _____ Contract No._____

Employee Name _____

GENERAL INFORMATION:

Your employer referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement.

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this contract or termination of my employment with my employer, whichever occurs first.

COPYRIGHT ASSIGNMENT AGREEMENT

I agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, developed or acquired by me in whole or in part pursuant to the above referenced contract, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, I hereby assign and transfer to the County in perpetuity for all purposes all my right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, I agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit M1, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County's right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

I acknowledge that violation of this agreement may subject me to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: _____ DATE: _____/_____/_____

PRINTED NAME: _____

POSITION: _____

CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

Contractor Name _____ Contract No._____

Non-Employee Name _____

GENERAL INFORMATION:

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Non-Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement.

NON-EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above has exclusive control for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon the Contractor referenced above for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by the above-referenced Contractor for the County. I have read this agreement and have taken due time to consider it prior to signing.

CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT, CONFIDENTIALITY, AND COPYRIGHT ASSIGNMENT AGREEMENT

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between the above-referenced Contractor and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to the above-referenced Contractor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information, and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than the above-referenced Contractor or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me, I shall keep such information confidential.

I agree to report to the above-referenced Contractor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to the above-referenced Contractor upon completion of this contract or termination of my services hereunder, whichever occurs first.

COPYRIGHT ASSIGNMENT AGREEMENT

I agree that all materials, documents, software programs and documentation, written designs, plans, diagrams, reports, software development tools and aids, diagnostic aids, computer processable media, source codes, object codes, conversion aids, training documentation and aids, and other information and/or tools of all types, developed or acquired by me in whole or in part pursuant to the above referenced contract, and all works based thereon, incorporated therein, or derived therefrom shall be the sole property of the County. In this connection, I hereby assign and transfer to the County in perpetuity for all purposes all my right, title, and interest in and to all such items, including, but not limited to, all unrestricted and exclusive copyrights, patent rights, trade secret rights, and all renewals and extensions thereof. Whenever requested by the County, I agree to promptly execute and deliver to County all papers, instruments, and other documents requested by the County, and to promptly perform all other acts requested by the County to carry out the terms of this agreement, including, but not limited to, executing an assignment and transfer of copyright in a form substantially similar to Exhibit M1, attached hereto and incorporated herein by reference.

The County shall have the right to register all copyrights in the name of the County of Los Angeles and shall have the right to assign, license, or otherwise transfer any and all of the County's right, title, and interest, including, but not limited to, copyrights, in and to the items described above.

I acknowledge that violation of this agreement may subject me to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: _____ DATE: _____/_____/_____

PRINTED NAME: _____

POSITION: _____

2.203.010 Findings.

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002)

2.203.020 Definitions.

The following definitions shall be applicable to this chapter:

A. “Contractor” means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of $50,000 or more in any 12-month period under one or more such contracts or subcontracts.

B. “Employee” means any California resident who is a full-time employee of a contractor under the laws of California.

C. “Contract” means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:

1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or

2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or

3. A purchase made through a state or federal contract; or

4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or

5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or

6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or

7. A non-agreement purchase with a value of less than $5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or

8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.

D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:

1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or

2. The contractor has a long-standing practice that defines the lesser number of hours as full time.

E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.030 Applicability.

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.040 Contractor Jury Service Policy.

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

2.203.050 Other Provisions.

A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.

B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

2.203.060 Enforcement and Remedies.

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,

2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

2.203.070. Exceptions.

A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.

B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.

C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:

1. Has ten or fewer employees during the contract period; and,

2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than $500,000; and,

3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

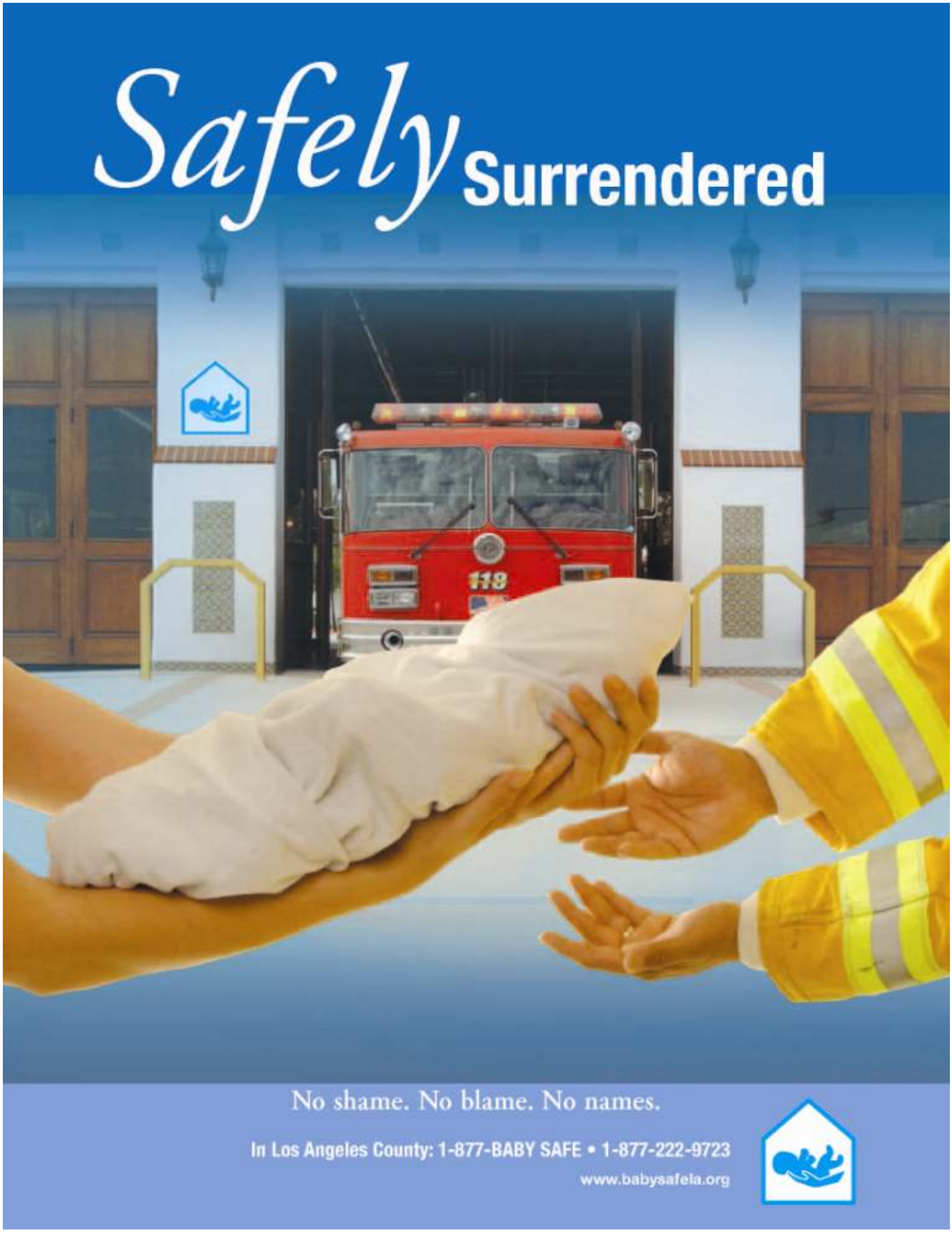
"Dominant in its field of operation" means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed $500,000.

"Affiliate or subsidiary of a business dominant in its field of operation" means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

2.203.090. Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

SAFELY SURRENDERED BABY LAW


Safely Surrendered
118
No shame. No blame. No names.
In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

Safely Surrendered Baby Law

What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

Every baby deserves a chance for a healthy life. If someone you know is considering abandoning a baby, let her know there are other options. For three days (72 hours) after birth, a baby can be surrendered to staff at any hospital or fire station in Los Angeles County.

How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at **1-800-540-4000**.

Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

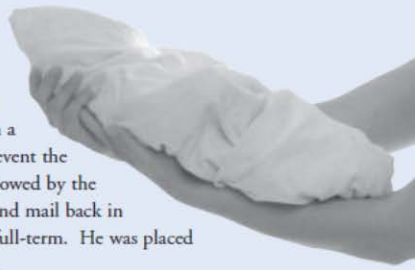
What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

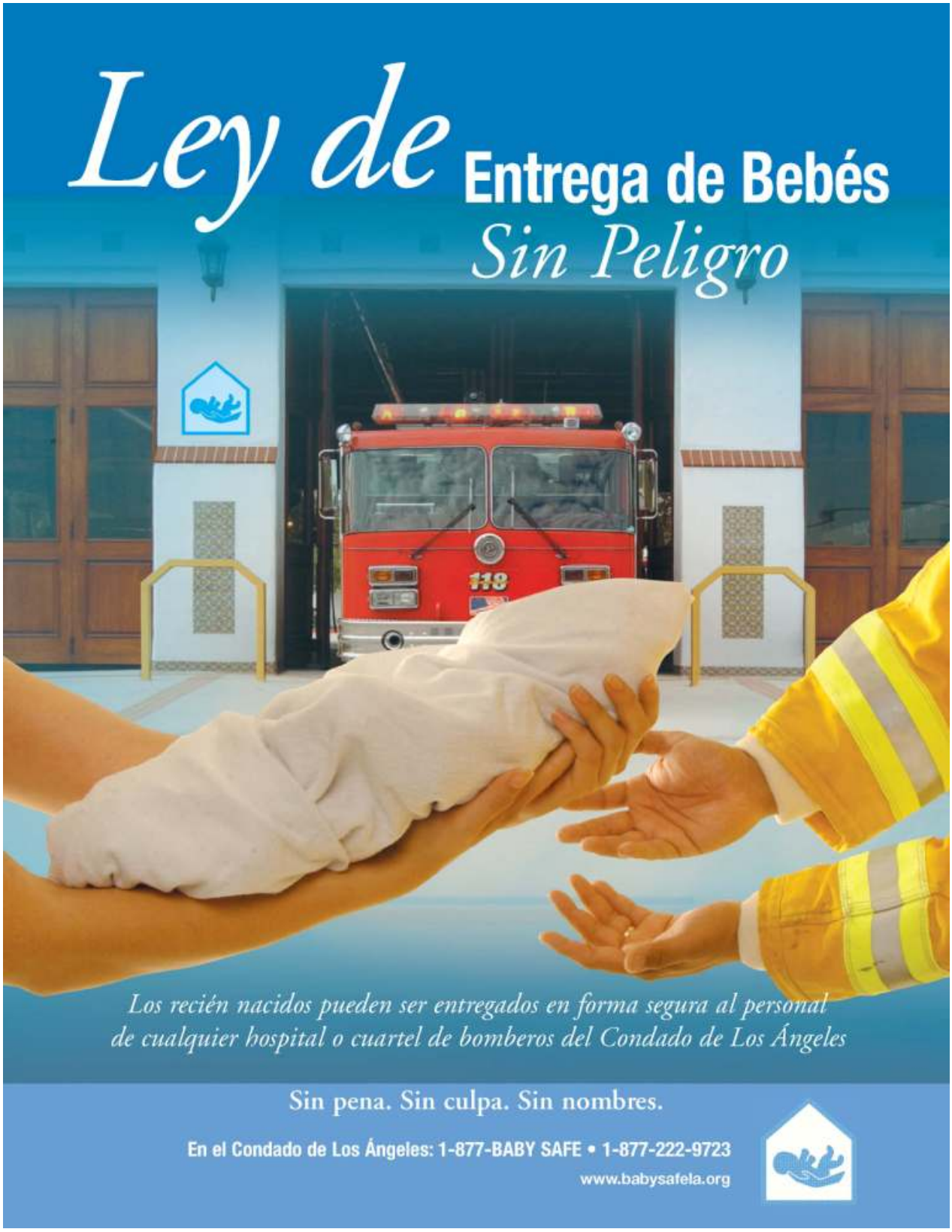
Why is California doing this?

The purpose of the **Safely Surrendered Baby Law** is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The **Safely Surrendered Baby Law** prevents this tragedy from ever happening again in California.

A baby's story



Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.


Ley de Entrega de Bebés
Sin Peligro
118
Los recién nacidos pueden ser entregados en forma segura al personal
de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles
Sin pena. Sin culpa. Sin nombres.
En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

Ley de Entrega de Bebés *Sin Peligro*

¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.

¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazalete y el padre/madre o el adulto que lo entregue recibirá un brazalete igual.

¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al **1-800-540-4000**.

¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan *si tienen custodia legal.*

¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

¿Por qué se está haciendo esto en California? ?

La finalidad de la **Ley de Entrega de Bebés sin Peligro** es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La **Ley de Entrega de Bebés sin Peligro** impide que vuelva a suceder esta tragedia en California.

Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazalete con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.

Title 2 ADMINISTRATION
Chapter 2.206
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

2.206.010 Findings and declarations.
2.206.020 Definitions.
2.206.030 Applicability.
2.206.040 Required solicitation and contract language.
2.206.050 Administration and compliance certification.
2.206.060 Exclusions/Exemptions.
2.206.070 Enforcement and remedies.
2.206.080 Severability.

2.206.010 Findings and declarations.

The Board of Supervisors finds that significant revenues are lost each year as a result of taxpayers who fail to pay their tax obligations on time. The delinquencies impose an economic burden upon the County and its taxpayers. Therefore, the Board of Supervisors establishes the goal of ensuring that individuals and businesses that benefit financially from contracts with the County fulfill their property tax obligation. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.020 Definitions.

The following definitions shall be applicable to this chapter:
A. “Contractor” shall mean any person, firm, corporation, partnership, or combination thereof, which submits a bid or proposal or enters into a contract or agreement with the County.
B. “County” shall mean the county of Los Angeles or any public entities for which the Board of Supervisors is the governing body.
C. “County Property Taxes” shall mean any property tax obligation on the County's secured or unsecured roll; except for tax obligations on the secured roll with respect to property held by a Contractor in a trust or fiduciary capacity or otherwise not beneficially owned by the Contractor.
D. “Department” shall mean the County department, entity, or organization responsible for the solicitation and/or administration of the contract.
E. “Default” shall mean any property tax obligation on the secured roll that has been deemed defaulted by operation of law pursuant to California Revenue and Taxation Code section 3436; or any property tax obligation on the unsecured roll that remains unpaid on the applicable delinquency date pursuant to California Revenue and Taxation Code section 2922; except for any property tax obligation dispute pending before the Assessment Appeals Board.
F. “Solicitation” shall mean the County’s process to obtain bids or proposals for goods and services.
G. “Treasurer-Tax Collector” shall mean the Treasurer and Tax Collector of the County of Los Angeles. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.030 Applicability.

This chapter shall apply to all solicitations issued 60 days after the effective date of the ordinance codified in this chapter. This chapter shall also apply to all new, renewed, extended, and/or amended contracts entered into 60 days after the effective date of the ordinance codified in this chapter. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.040 Required solicitation and contract language.

All solicitations and all new, renewed, extended, and/or amended contracts shall contain language which:
A. Requires any Contractor to keep County Property Taxes out of Default status at all times during the term of an awarded contract;
B. Provides that the failure of the Contractor to comply with the provisions in this chapter may prevent the Contractor from being awarded a new contract; and

Title 2 ADMINISTRATION
Chapter 2.206
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

C. Provides that the failure of the Contractor to comply with the provisions in this chapter may constitute a material breach of an existing contract, and failure to cure the breach within 10 days of notice by the County by paying the outstanding County Property Tax or making payments in a manner agreed to and approved by the Treasurer-Tax Collector, may subject the contract to suspension and/or termination. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.050 Administration and compliance certification.

A. The Treasurer-Tax Collector shall be responsible for the administration of this chapter. The Treasurer-Tax Collector shall, with the assistance of the Chief Executive Officer, Director of Internal Services, and County Counsel, issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other departments.
B. Contractor shall be required to certify, at the time of submitting any bid or proposal to the County, or entering into any new contract, or renewal, extension or amendment of an existing contract with the County, that it is in compliance with this chapter is not in Default on any County Property Taxes or is current in payments due under any approved payment arrangement. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.060 Exclusions/Exemptions.

A. This chapter shall not apply to the following contracts:
1. Chief Executive Office delegated authority agreements under $50,000;
2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor;
3. A purchase made through a state or federal contract;
4. A contract where state or federal monies are used to fund service related programs, including but not limited to voucher programs, foster care, or other social programs that provide immediate direct assistance;
5. Purchase orders under a master agreement, where the Contractor was certified at the time the master agreement was entered into and at any subsequent renewal, extension and/or amendment to the master agreement.
6. Purchase orders issued by Internal Services Department under $100,000 that is not the result of a competitive bidding process.
7. Program agreements that utilize Board of Supervisors' discretionary funds;
8. National contracts established for the purchase of equipment and supplies for and by the National Association of Counties, U.S. Communities Government Purchasing Alliance, or any similar related group purchasing organization;
9. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles Purchasing Policy and Procedures Manual, section P-3700 or a successor provision;
10. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, section 4.6.0 or a successor provision;
11. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section P-2810 or a successor provision;
12. A non-agreement purchase worth a value of less than $5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section A-0300 or a successor provision; or
13. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual section P-0900 or a successor provision;
14. Other contracts for mission critical goods and/or services where the Board of Supervisors determines that an exemption is justified.
B. Other laws. This chapter shall not be interpreted or applied to any Contractor in a manner inconsistent with the laws of the United States or California. (Ord. No. 2009-0026 § 1 (part), 2009.)

Title 2 ADMINISTRATION
Chapter 2.206
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

2.206.070 Enforcement and remedies.

A. The information furnished by each Contractor certifying that it is in compliance with this chapter shall be under penalty of perjury.
B. No Contractor shall willfully and knowingly make a false statement certifying compliance with this chapter for the purpose of obtaining or retaining a County contract.
C. For Contractor's violation of any provision of this chapter, the County department head responsible for administering the contract may do one or more of the following:
1. Recommend to the Board of Supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor; and/or,
3. Recommend to the Board of Supervisors that an exemption is justified pursuant to Section 2.206.060.A.14 of this chapter or payment deferral as provided pursuant to the California Revenue and Taxation Code. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.080 Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. No. 2009-0026 § 1 (part), 2009.)

BUSINESS ASSOCIATE AGREEMENT UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

County is a Covered Entity as defined by, and subject to the requirements and prohibitions of, the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), and regulations promulgated thereunder, including the Privacy, Security, Breach Notification, and Enforcement Rules at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (collectively, the "HIPAA Rules").

Contractor performs or provides functions, activities or services to County that require Contractor in order to provide such functions, activities or services to create, access, receive, maintain, and/or transmit information that includes or that may include Protected Health Information, as defined by the HIPAA Rules. As such, Contractor is a Business Associate, as defined by the HIPAA Rules, and is therefore subject to those provisions of the HIPAA Rules that are applicable to Business Associates.

The HIPAA Rules require a written agreement ("Business Associate Agreement") between County and Contractor in order to mandate certain protections for the privacy and security of Protected Health Information, and these HIPAA Rules prohibit the disclosure to or use of Protected Health Information by Contractor if such an agreement is not in place.

This Business Associate Agreement and its provisions are intended to protect the privacy and provide for the security of Protected Health Information disclosed to or used by Contractor in compliance with the HIPAA Rules.

Therefore, the parties agree as follows:

1. DEFINITIONS

1.1 "Breach" has the same meaning as the term "breach" at 45 C.F.R. § 164.402.

1.2 "Business Associate" has the same meaning as the term "business associate" at 45 C.F.R. § 160.103. For the convenience of the parties, a "business associate" is a person or entity, other than a member of the workforce of covered entity, who performs functions or activities on behalf of, or provides certain services to, a covered entity that involve access by the business associate to Protected Health Information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits Protected Health Information on behalf of another business associate. And in reference to the party to this Business Associate Agreement "Business Associate" shall mean Contractor.

1.3 "Covered Entity" has the same meaning as the term "covered entity" at 45 C.F.R. § 160.103, and in reference to the party to this Business Associate Agreement, "Covered Entity" shall mean County.

1.4 "Data Aggregation" has the same meaning as the term "data aggregation" at 45 C.F.R. § 164.501.

1.5 "De-identification" refers to the de-identification standard at 45 C.F.R. § 164.514.

1.6 "Designated Record Set" has the same meaning as the term "designated record set" at 45 C.F.R. § 164.501.

1.7 "Disclose" and "Disclosure" mean, with respect to Protected Health Information, the release, transfer, provision of access to, or divulging in any other manner of Protected Health Information outside Business Associate's internal operations or to other than its workforce. (See 45 C.F.R. § 160.103.)

1.8 "Electronic Health Record" means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff. (See 42 U.S. C. § 17921.)

1.9 "Electronic Media" has the same meaning as the term "electronic media" at 45 C.F.R. § 160.103. For the convenience of the parties, electronic media means (1) Electronic storage material on which data is or may be recorded electronically, including, for example, devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card; (2) Transmission media used to exchange information already in electronic storage media. Transmission media include, for example, the Internet, extranet or intranet, leased lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic storage media. Certain transmissions, including of paper, via facsimile, and of voice, via telephone, are not considered to be transmissions via electronic media if the information being exchanged did not exist in electronic form immediately before the transmission.

1.10 "Electronic Protected Health Information" has the same meaning as the term "electronic protected health information" at 45 C.F.R. § 160.103, limited to Protected Health Information created or received by Business Associate from or on behalf of Covered Entity. For the convenience of the parties, Electronic Protected Health Information means Protected Health Information that is (i) transmitted by electronic media; (ii) maintained in electronic media.

1.11 "Health Care Operations" has the same meaning as the term "health care operations" at 45 C.F.R. § 164.501.

1.12 "Individual" has the same meaning as the term "individual" at 45 C.F.R. § 160.103. For the convenience of the parties, Individual means the person who is the subject of Protected Health Information and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502 (g).

1.13 "Law Enforcement Official" has the same meaning as the term "law enforcement official" at 45 C.F.R. § 164.103.

1.14 "Minimum Necessary" refers to the minimum necessary standard at 45 C.F.R. § 162.502 (b).

1.15 “Protected Health Information” has the same meaning as the term “protected health information” at 45 C.F.R. § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity. For the convenience of the parties, Protected Health Information includes information that (i) relates to the past, present or future physical or mental health or condition of an Individual; the provision of health care to an Individual, or the past, present or future payment for the provision of health care to an Individual; (ii) identifies the Individual (or for which there is a reasonable basis for believing that the information can be used to identify the Individual); and (iii) is created, received, maintained, or transmitted by Business Associate from or on behalf of Covered Entity, and includes Protected Health Information that is made accessible to Business Associate by Covered Entity. “Protected Health Information” includes Electronic Protected Health Information.

1.16 “Required by Law” " has the same meaning as the term "required by law" at 45 C.F.R. § 164.103.

1.17 "Secretary" has the same meaning as the term "secretary" at 45 C.F.R. § 160.103

1.18 "Security Incident” has the same meaning as the term "security incident" at 45 C.F.R. § 164.304.

1.19 "Services” means, unless otherwise specified, those functions, activities, or services in the applicable underlying Agreement, Contract, Master Agreement, Work Order, or Purchase Order or other service arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

1.20 "Subcontractor" has the same meaning as the term "subcontractor" at 45 C.F.R. § 160.103.

1.21 "Unsecured Protected Health Information" has the same meaning as the term “unsecured protected health information" at 45 C.F.R. § 164.402.

1.22 “Use” or “Uses” means, with respect to Protected Health Information, the sharing, employment, application, utilization, examination or analysis of such Information within Business Associate’s internal operations. (See 45 C.F.R § 164.103.)

1.23 Terms used, but not otherwise defined in this Business Associate Agreement, have the same meaning as those terms in the HIPAA Rules.

2. PERMITTED AND REQUIRED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

2.1 Business Associate may only Use and/or Disclose Protected Health Information as necessary to perform Services, and/or as necessary to comply with the obligations of this Business Associate Agreement.

2.2 Business Associate may Use Protected Health Information for de-identification of the information if de-identification of the information is required to provide Services.

2.3 Business Associate may Use or Disclose Protected Health Information as Required by Law.

2.4 Business Associate shall make Uses and Disclosures and requests for Protected Health Information consistent with the Covered Entity's applicable Minimum Necessary policies and procedures.

2.5 Business Associate may Use Protected Health Information as necessary for the proper management and administration of its business or to carry out its legal responsibilities.

2.6 Business Associate may Disclose Protected Health Information as necessary for the proper management and administration of its business or to carry out its legal responsibilities, provided the Disclosure is Required by Law or Business Associate obtains reasonable assurances from the person to whom the Protected Health Information is disclosed (i.e., the recipient) that it will be held confidentially and Used or further Disclosed only as Required by Law or for the purposes for which it was disclosed to the recipient and the recipient notifies Business Associate of any instances of which it is aware in which the confidentiality of the Protected Health Information has been breached.

2.7 Business Associate may provide Data Aggregation services relating to Covered Entity's Health Care Operations if such Data Aggregation services are necessary in order to provide Services.

3. PROHIBITED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

3.1 Business Associate shall not Use or Disclose Protected Health Information other than as permitted or required by this Business Associate Agreement or as Required by Law.

3.2 Business Associate shall not Use or Disclose Protected Health Information in a manner that would violate Subpart E of 45 C.F.R. Part 164 if done by Covered Entity, except for the specific Uses and Disclosures set forth in Sections 2.5 and 2.6.

3.3 Business Associate shall not Use or Disclose Protected Health Information for de-identification of the information except as set forth in section 2.2.

4. OBLIGATIONS TO SAFEGUARD PROTECTED HEALTH INFORMATION

4.1 Business Associate shall implement, use, and maintain appropriate safeguards to prevent the Use or Disclosure of Protected Health Information other than as provided for by this Business Associate Agreement.

4.2 Business Associate shall comply with Subpart C of 45 C.F.R Part 164 with respect to Electronic Protected Health Information, to prevent the Use or Disclosure of such information other than as provided for by this Business Associate Agreement.

5. REPORTING NON-PERMITTED USES OR DISCLOSURES, SECURITY INCIDENTS, AND BREACHES OF UNSECURED PROTECTED HEALTH INFORMATION

5.1 Business Associate shall report to Covered Entity any Use or Disclosure of Protected Health Information not permitted by this Business Associate Agreement, any Security Incident, and/ or any Breach of Unsecured Protected Health Information as further described in Sections 5.1.1, 5.1.2, and 5.1.3.

5.1.1 Business Associate shall report to Covered Entity any Use or Disclosure of Protected Health Information by Business Associate, its employees, representatives, agents or Subcontractors not provided for by this Agreement of which Business Associate becomes aware.

5.1.2 Business Associate shall report to Covered Entity any Security Incident of which Business Associate becomes aware.

5.1.3 Business Associate shall report to Covered Entity any Breach by Business Associate, its employees, representatives, agents, workforce members, or Subcontractors of Unsecured Protected Health Information that is known to Business Associate or, by exercising reasonable diligence, would have been known to Business Associate. Business Associate shall be deemed to have knowledge of a Breach of Unsecured Protected Health Information if the Breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the Breach, who is an employee, officer, or other agent of Business Associate, including a Subcontractor, as determined in accordance with the federal common law of agency.

5.2 Except as provided in Section 5.3, for any reporting required by Section 5.1, Business Associate shall provide, to the extent available, all information required by, and within the times frames specified in, Sections 5.2.1 and 5.2.2.

5.2.1 Business Associate shall make an immediate telephonic report upon discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident or Breach of Unsecured Protected Health Information to **(562) 940-3335** that minimally includes:

(a) A brief description of what happened, including the date of the non-permitted Use or Disclosure, Security Incident, or Breach and the date of Discovery of the non-permitted Use or Disclosure, Security Incident, or Breach, if known;

(b) The number of Individuals whose Protected Health Information is involved;

(c) A description of the specific type of Protected Health Information involved in the non-permitted Use or Disclosure, Security Incident, or Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code or other types of information were involved);

(d) The name and contact information for a person highly knowledge of the facts and circumstances of the non-permitted Use or Disclosure of PHI, Security Incident, or Breach

5.2.2 Business Associate shall make a written report without unreasonable delay and in no event later than three (3) business days from the date of discovery by Business Associate of the non-permitted Use or Disclosure of Protected Health Information, Security Incident, or Breach of Unsecured Protected Health Information and to the **Chief Privacy Officer at: Chief Privacy Officer, Kenneth Hahn Hall of Administration, 500 West Temple Street, Suite 525, Los Angeles, California 90012, HIPAA@auditor.lacounty.gov,** that includes, to the extent possible:

(a) A brief description of what happened, including the date of the non-permitted Use or Disclosure, Security Incident, or Breach and the date of Discovery of the non-permitted Use or Disclosure, Security Incident, or Breach, if known;

(b) The number of Individuals whose Protected Health Information is involved;

(c) A description of the specific type of Protected Health Information involved in the non-permitted Use or Disclosure, Security Incident, or Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code or other types of information were involved);

(d) The identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by Business Associate to have been, accessed, acquired, Used, or Disclosed;

(e) Any other information necessary to conduct an assessment of whether notification to the Individual(s) under 45 C.F.R. § 164.404 is required;

(f) Any steps Business Associate believes that the Individual(s) could take to protect him or herself from potential harm from the non-permitted Use or Disclosure, Security Incident, or Breach;

(g) A brief description of what Business Associate is doing to investigate, to mitigate harm to the Individual(s), and to protect against any further similar occurrences; and

(h) The name and contact information for a person highly knowledge of the facts and circumstances of the non-permitted Use or Disclosure of PHI, Security Incident, or Breach.

5.2.3 If Business Associate is not able to provide the information specified in Section 5.2.1 or 5.2.2 at the time of the required report, Business Associate shall provide such information promptly thereafter as such information becomes available.

5.3 Business Associate may delay the notification required by Section 5.1.3, if a law enforcement official states to Business Associate that notification would impede a criminal investigation or cause damage to national security.

5.3.1 If the law enforcement official's statement is in writing and specifies the time for which a delay is required, Business Associate shall delay its reporting and/or notification obligation(s) for the time period specified by the official.

5.3.2 If the statement is made orally, Business Associate shall document the statement, including the identity of the official making the statement, and delay its reporting and/or notification obligation(s) temporarily and no longer than 30 days from the date of the oral statement, unless a written statement as described in Section 5.3.1 is submitted during that time.

6. WRITTEN ASSURANCES OF SUBCONTRACTORS

6.1 In accordance with 45 C.F.R. § 164.502 (e)(1)(ii) and § 164.308 (b)(2), if applicable, Business Associate shall ensure that any Subcontractor that creates, receives, maintains, or transmits Protected Health Information on behalf of Business Associate is made aware of its status as a Business Associate with respect to such information and that Subcontractor agrees in writing to the same restrictions, conditions, and requirements that apply to Business Associate with respect to such information.

6.2 Business Associate shall take reasonable steps to cure any material breach or violation by Subcontractor of the agreement required by Section 6.1.

6.3 If the steps required by Section 6.2 do not cure the breach or end the violation, Contractor shall terminate, if feasible, any arrangement with Subcontractor by which Subcontractor creates, receives, maintains, or transmits Protected Health Information on behalf of Business Associate.

6.4 If neither cure nor termination as set forth in Sections 6.2 and 6.3 is feasible, Business Associate shall immediately notify County.

6.5 Without limiting the requirements of Section 6.1, the agreement required by Section 6.1 (Subcontractor Business Associate Agreement) shall require Subcontractor to contemporaneously notify Covered Entity in the event of a Breach of Unsecured Protected Health Information.

6.6 Without limiting the requirements of Section 6.1, agreement required by Section 6.1 (Subcontractor Business Associate Agreement) shall include a provision requiring Subcontractor to destroy, or in the alternative to return to Business Associate, any Protected Health Information created, received, maintained, or transmitted by Subcontractor on behalf of Business Associate so as to enable Business Associate to comply with the provisions of Section 18.4.

6.7 Business Associate shall provide to Covered Entity, at Covered Entity's request, a copy of any and all Subcontractor Business Associate Agreements required by Section 6.1.

6.8 Sections 6.1 and 6.7 are not intended by the parties to limit in any way the scope of Business Associate's obligations related to Subcontracts or Subcontracting in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

7. ACCESS TO PROTECTED HEALTH INFORMATION

7.1 To the extent Covered Entity determines that Protected Health Information is maintained by Business Associate or its agents or Subcontractors in a Designated Record Set, Business Associate shall, within two (2) business days after receipt of a request from Covered Entity, make the Protected Health Information specified by Covered Entity available to the Individual(s) identified by Covered Entity as being entitled to access and shall provide such Individuals(s) or other person(s) designated by Covered Entity with a copy the specified Protected Health Information, in order for Covered Entity to meet the requirements of 45 C.F.R. § 164.524.

7.2 If any Individual requests access to Protected Health Information directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within two (2) days of the receipt of the request. Whether access shall be provided or denied shall be determined by Covered Entity.

7.3 To the extent that Business Associate maintains Protected Health Information that is subject to access as set forth above in one or more Designated Record Sets electronically and if the Individual requests an electronic copy of such information, Business Associate shall provide the Individual with access to the Protected Health Information in the electronic form and format requested by the Individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by Covered Entity and the Individual.

8. AMENDMENT OF PROTECTED HEALTH INFORMATION

8.1 To the extent Covered Entity determines that any Protected Health Information is maintained by Business Associate or its agents or Subcontractors in a Designated Record Set, Business Associate shall, within ten (10) business days after receipt of a written request from Covered Entity, make any amendments to such Protected Health Information that are requested by Covered Entity, in order for Covered Entity to meet the requirements of 45 C.F.R. § 164.526.

8.2 If any Individual requests an amendment to Protected Health Information directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within five (5) days of the receipt of the request. Whether an amendment shall be granted or denied shall be determined by Covered Entity.

9. ACCOUNTING OF DISCLOSURES OF PROTECTED HEALTH INFORMATION

9.1 Business Associate shall maintain an accounting of each Disclosure of Protected Health Information made by Business Associate or its employees, agents, representatives or Subcontractors, as is determined by Covered Entity to be necessary in order to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528.

9.1.1 Any accounting of disclosures provided by Business Associate under Section 9.1 shall include:

(a) The date of the Disclosure;

(b) The name, and address if known, of the entity or person who received the Protected Health Information;

(c) A brief description of the Protected Health Information Disclosed; and

(d) A brief statement of the purpose of the Disclosure.

9.1.2 For each Disclosure that could require an accounting under Section 9.1, Business Associate shall document the information specified in Section 9.1.1, and shall maintain the information for six (6) years from the date of the Disclosure.

9.2 Business Associate shall provide to Covered Entity, within ten (10) business days after receipt of a written request from Covered Entity, information collected in accordance with Section 9.1.1 to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528

9.3 If any Individual requests an accounting of disclosures directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within five (5) days of the receipt of the request, and shall provide the requested accounting of disclosures to the Individual(s) within 30 days. The information provided in the accounting shall be in accordance with 45 C.F.R. § 164.528.

10. COMPLIANCE WITH APPLICABLE HIPAA RULES

10.1 To the extent Business Associate is to carry out one or more of Covered Entity's obligation(s) under Subpart E of 45 C.F.R. Part 164, Business Associate shall comply with the requirements of Subpart E that apply to Covered Entity's performance of such obligation(s).

10.2 Business Associate shall comply with all HIPAA Rules applicable to Business Associate in the performance of Services.

11. AVAILABILITY OF RECORDS

11.1 Business Associate shall make its internal practices, books, and records relating to the Use and Disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of Covered Entity available to the Secretary for purposes of determining Covered Entity’s compliance with the Privacy and Security Regulations.

11.2 Unless prohibited by the Secretary, Business Associate shall immediately notify Covered Entity of any requests made by the Secretary and provide Covered Entity with copies of any documents produced in response to such request.

12. MITIGATION OF HARMFUL EFFECTS

12.1 Business Associate shall mitigate, to the extent practicable, any harmful effect of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Business Associate Agreement that is known to Business Associate.

13. BREACH NOTIFICATION TO INDIVIDUALS

13.1 Business Associate shall, to the extent Covered Entity determines that there has been a Breach of Unsecured Protected Health Information by Business Associate, its employees, representatives, agents or Subcontractors, provide breach notification to the Individual in a manner that permits Covered Entity to comply with its obligations under 45 C.F.R. § 164.404.

13.1.1 Business Associate shall notify, subject to the review and approval of Covered Entity, each Individual whose Unsecured Protected Health Information has been, or is reasonably believed to have been, accessed, acquired, Used, or Disclosed as a result of any such Breach.

13.1.2 The notification provided by Business Associate shall be written in plain language, shall be subject to review and approval by Covered Entity, and shall include, to the extent possible:

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

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

(c) Any steps the Individual should take to protect him or herself from potential harm resulting from the Breach;

(d) A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to Individual(s), and to protect against any further Breaches; and

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

13.2 Covered Entity, in its sole discretion, may elect to provide the notification required by Section 13.1 and/or to establish the contact procedures described in Section 13.1.2.

13.3 Business Associate shall reimburse Covered Entity any and all costs incurred by Covered Entity, in complying with Subpart D of 45 C.F.R. Part 164, including but not limited to costs of notification, internet posting, or media publication, as a result of Business Associate's Breach of Unsecured Protected Health Information; Covered Entity shall not be responsible for any costs incurred by Business Associate in providing the notification required by 13.1 or in establishing the contact procedures required by Section 13.1.2.

14. INDEMNIFICATION

14.1 Business Associate shall indemnify, defend, and hold harmless Covered Entity, its Special Districts, elected and appointed officers, employees, and agents from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, expenses (including attorney and expert witness fees), and penalties and/or fines (including regulatory penalties and/or fines), arising from or connected with Business Associate's acts and/or omissions arising from and/or relating to this Business Associate Agreement, including, but not limited to, compliance and/or enforcement actions and/or activities, whether formal or informal, by the Secretary or by the Attorney General of the State of California.

14.2 Section 14.1 is not intended by the parties to limit in any way the scope of Business Associate's obligations related to Insurance and/or Indemnification in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

15. OBLIGATIONS OF COVERED ENTITY

15.1 Covered Entity shall notify Business Associate of any current or future restrictions or limitations on the Use or Disclosure of Protected Health Information that would affect Business Associate's performance of the Services, and Business Associate shall thereafter restrict or limit its own Uses and Disclosures accordingly.

15.2 Covered Entity shall not request Business Associate to Use or Disclose Protected Health Information in any manner that would not be permissible under Subpart E of 45 C.F.R. Part 164 if done by Covered Entity, except to the extent that Business Associate may Use or Disclose Protected Health Information as provided in Sections 2.3, 2.5, and 2.6.

16. TERM

16.1 Unless sooner terminated as set forth in Section 17, the term of this Business Associate Agreement shall be the same as the term of the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other service arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

16.2 Notwithstanding Section 16.1, Business Associate's obligations under Sections 11, 14, and 18 shall survive the termination or expiration of this Business Associate Agreement.

17. TERMINATION FOR CAUSE

17.1 In addition to and notwithstanding the termination provisions set forth in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, if either party determines that the other party has violated a material term of this Business Associate Agreement, and the breaching party has not cured the breach or ended the violation within the time specified by the non-breaching party, which shall be reasonable given the nature of the breach and/or violation, the non-breaching party may terminate this Business Associate Agreement.

17.2 In addition to and notwithstanding the termination provisions set forth in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, if either party determines that the other party has violated a material term of this Business

Associate Agreement, and cure is not feasible, the non-breaching party may terminate this Business Associate Agreement immediately.

18. DISPOSITION OF PROTECTED HEALTH INFORMATION UPON TERMINATION OR EXPIRATION

18.1 Except as provided in Section 18.3, upon termination for any reason or expiration of this Business Associate Agreement, Business Associate shall return or, if agreed to by Covered entity, shall destroy as provided for in Section 18.2, all Protected Health Information received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, that Business Associate, including any Subcontractor, still maintains in any form. Business Associate shall retain no copies of the Protected Health Information.

18.2 Destruction for purposes of Section 18.2 and Section 6.6 shall mean that media on which the Protected Health Information is stored or recorded has been destroyed and/or electronic media have been cleared, purged, or destroyed in accordance with the use of a technology or methodology specified by the Secretary in guidance for rendering Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals.

18.3 Notwithstanding Section 18.1, in the event that return or destruction of Protected Health Information is not feasible or Business Associate determines that any such Protected Health Information is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities, Business Associate may retain that Protected Health Information for which destruction or return is infeasible or that Protected Health Information which is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities and shall return or destroy all other Protected Health Information.

18.3.1 Business Associate shall extend the protections of this Business Associate Agreement to such Protected Health Information, including continuing to use appropriate safeguards and continuing to comply with Subpart C of 45 C.F.R Part 164 with respect to Electronic Protected Health Information, to prevent the Use or Disclosure of such information other than as provided for in Sections 2.5 and 2.6 for so long as such Protected Health Information is retained, and Business Associate shall not Use or Disclose such Protected Health Information other than for the purposes for which such Protected Health Information was retained.

18.3.2 Business Associate shall return or, if agreed to by Covered entity, destroy the Protected Health Information retained by Business Associate when it is no longer needed by Business Associate for Business Associate's proper management and administration or to carry out its legal responsibilities.

18.4 Business Associate shall ensure that all Protected Health Information created, maintained, or received by Subcontractors is returned or, if agreed to by Covered entity, destroyed as provided for in Section 18.2.

19. AUDIT, INSPECTION, AND EXAMINATION

19.1 Covered Entity reserves the right to conduct a reasonable inspection of the facilities, systems, information systems, books, records, agreements, and policies and procedures relating to the Use or Disclosure of Protected Health Information for the purpose determining whether Business Associate is in compliance with the terms of this Business Associate Agreement and any non-compliance may be a basis for termination of this Business Associate Agreement and the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, as provided for in section 17.

19.2 Covered Entity and Business Associate shall mutually agree in advance upon the scope, timing, and location of any such inspection.

19.3 At Business Associate's request, and to the extent permitted by law, Covered Entity shall execute a nondisclosure agreement, upon terms and conditions mutually agreed to by the parties.

19.4 That Covered Entity inspects, fails to inspect, or has the right to inspect as provided for in Section 19.1 does not relieve Business Associate of its responsibility to comply with this Business Associate Agreement and/or the HIPAA Rules or impose on Covered Entity any responsibility for Business Associate's compliance with any applicable HIPAA Rules.

19.5 Covered Entity's failure to detect, its detection but failure to notify Business Associate, or its detection but failure to require remediation by Business Associate of an unsatisfactory practice by Business Associate, shall not constitute acceptance of such practice or a waiver of Covered Entity's enforcement rights under this Business Associate Agreement or the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

19.6 Section 19.1 is not intended by the parties to limit in any way the scope of Business Associate's obligations related to Inspection and/or Audit and/or similar review in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

20. MISCELLANEOUS PROVISIONS

20.1 Disclaimer. Covered Entity makes no warranty or representation that compliance by Business Associate with the terms and conditions of this Business Associate

Agreement will be adequate or satisfactory to meet the business needs or legal obligations of Business Associate.

20.2 HIPAA Requirements. The Parties agree that the provisions under HIPAA Rules that are required by law to be incorporated into this Amendment are hereby incorporated into this Agreement.

20.3 No Third Party Beneficiaries. Nothing in this Business Associate Agreement shall confer upon any person other than the parties and their respective successors or assigns, any rights, remedies, obligations, or liabilities whatsoever.

20.4 Construction. In the event that a provision of this Business Associate Agreement is contrary to a provision of the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, the provision of this Business Associate Agreement shall control. Otherwise, this Business Associate Agreement shall be construed under, and in accordance with, the terms of the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

20.5 Regulatory References. A reference in this Business Associate Agreement to a section in the HIPAA Rules means the section as in effect or as amended.

20.6 Interpretation. Any ambiguity in this Business Associate Agreement shall be resolved in favor of a meaning that permits the parties to comply with the HIPAA Rules.

20.7 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 Covered Entity or Business Associate to comply with the requirements of the HIPAA Rules and any other privacy laws governing Protected Health Information.

APPENDIX D

REQUIRED FORMS

APPENDIX D
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REQUIRED FORMS - EXHIBIT 1A
PROPOSER'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT

Please complete, date and sign this form and place it as the first page of your proposal. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.

1. If your firm is a corporation or limited liability company (LLC), state its legal name (as found in your Articles of Incorporation) and State of incorporation:

   _____ _____ _____
   Name State Year Inc.

2. If your firm is a limited partnership or a sole proprietorship, state the name of the proprietor or managing partner:

   _____

3. If your firm is doing business under one or more DBA's, please list all DBA's and the County(s) of registration:

Name	County of Registration	Year became DBA

4. Is your firm wholly or majority owned by, or a subsidiary of, another firm? ____ If yes,

   Name of parent firm: _____

   State of incorporation or registration of parent firm:_____

5. Please list any other names your firm has done business as within the last five (5) years.

Name	Year of Name Change

6. Indicate if your firm is involved in any pending acquisition/merger, including the associated company name. If not applicable, so indicate below.

   _____

   _____

Proposer acknowledges and certifies that it meets and will comply with all of the Minimum Mandatory Requirements listed in Paragraph 3.0 – Proposer's Minimum Mandatory Qualifications, of this Request for Proposal, as listed below.

Check the appropriate boxes:

☐ **Yes** ☐ **No** 3.1 Proposer must have five (5) years' experience, within the last seven (7) years, as a sole proprietor, corporation, or other entity providing Probation and government Collections and Accounts Receivable System Services equivalent or similar to the services identified in Appendix A, SOW to government entities (i.e., State, Federal, and Local).

☐ **Yes** ☐ **No** 3.2 Proposer, or its principals associated with this project, must have seven (7) years of experience within the last nine (9) years in system design, development, successful implementation and support, with at least five (5) years in a web-enabled environment.

☐ **Yes** ☐ **No** 3.3 Proposer's proposed Project Manager and Alternate Project Manager must have a minimum of three years of documented experience in providing the required services equivalent or similar to the services identified in Appendix A, SOW, either with the Proposer or with another firm.

☐ **Yes** ☐ **No** 3.4 Proposer must have the capability to maintain a minimum volume of 2.6 million accounts.

☐ **Yes** ☐ **No** 3.5 Proposer must certify that it is or has an administrative business office and a facility to provide the required services as detailed in Appendix A, SOW located in the fifty (50) United States or the District of Columbia.

☐ **Yes** ☐ **No** 3.6 Proposer must comply with the RFP format and other requirements set forth in Section 2.0, Proposal Submission Requirements, of this RFP when submitting its Proposal. Proposer must submit all completed forms set forth in Appendix D, Required Forms.

☐ **Yes** ☐ **No** 3.7 Attendance by one or more representatives of the firm at the Mandatory Proposers' Conference.

Proposer further acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposal are made, the proposal may be rejected. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final.

Proposer's Name:

_____

Address:

_____

_____

E-mail address:_____ Telephone number:_____

Fax number: _____

On behalf of _____ (Proposer's name), I _____

(Name of Proposer's authorized representative), certify that the information contained in this Proposer's Organization Questionnaire/Affidavit is true and correct to the best of my information and belief.

_____	_____
Signature	Internal Revenue Service Employer Identification Number
_____	_____
Title	California Business License Number
_____	_____
Date	County WebVen Number

REQUIRED FORMS – EXHIBIT 1B

PROJECT STAFF BACKGROUND

(Complete and attach staff resume)

NAME OF PROPOSER _____

1. Individual's Name: _____

2. Position/Title with Proposer: _____

3. Current Employment Status with Proposer: ☐ Full Time ☐ Part Time ☐ Contract
   ☐ Permanent ☐ Temporary ☐ Other (Specify): _____

4. Length of Service with Proposer: Year(s) Month(s) Start Date: _____

5. Individual's proposed position on this project: _____

6. Percent (%) of time to be allocated to the proposed project: _____

7. Worksite where individual will be located during the term of the proposed project: _____

   _____

8. Name and Title of person who this individual will report to: _____

   _____

9. How many projects for similar services to those requested in this RFP has this individual managed: _____

10. How much experience does this individual have with projects and services similar to those requested in this RFP: Year(s) Month(s) _____

Describe:_____

_____

_____

_____

_____

REQUIRED FORMS - EXHIBIT 2
PROSPECTIVE CONTRACTOR REFERENCES

Contractor's Name:_____

List three references where the same or similar scope of services were provided in order to meet the Minimum Requirements stated in this solicitation.

1. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
2. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
3. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.

REQUIRED FORMS - EXHIBIT 3
PROSPECTIVE CONTRACTOR LIST OF CONTRACTS

Contractor's Name:_____

List of all public entities for which the Contractor has provided service within the last three years. Use additional sheets if necessary.

1. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
2. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
3. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
4. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.
5. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	# of Years / Term of Contract		Type of Service	Dollar Amt.

REQUIRED FORMS - EXHIBIT 4
PROSPECTIVE CONTRACTOR LIST OF TERMINATED CONTRACTS

Contractor's Name:_____

List of all contracts that have been terminated within the past three years.

1. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	Reason for Termination:			
2. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	Reason for Termination:			
3. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	Reason for Termination:			
4. Name of Firm	**Address of Firm**	**Contact Person**	**Telephone #** ( )	**Fax #** ( )
Name or Contract No.	Reason for Termination:			

REQUIRED FORMS - EXHIBIT 5
CERTIFICATION OF NO CONFLICT OF INTEREST

The Los Angeles County Code, Section 2.180.010, provides as follows:

CONTRACTS PROHIBITED

Notwithstanding any other section of this Code, the County shall not contract with, and shall reject any proposals submitted by, the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or of public agencies for which the Board of Supervisors is the governing body;

2. Profit-making firms or businesses in which employees described in number 1 serve as officers, principals, partners, or major shareholders;

3. Persons who, within the immediately preceding 12 months, came within the provisions of number 1, and who:

    a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or

    b. Participated in any way in developing the contract or its service specifications; and

4. Profit-making firms or businesses in which the former employees, described in number 3, serve as officers, principals, partners, or major shareholders.

Contracts submitted to the Board of Supervisors for approval or ratification shall be accompanied by an assurance by the submitting department, district or agency that the provisions of this section have not been violated.

_____
Proposer Name

_____
Proposer Official Title

_____
Official's Signature

Cert. of No Conflict of Interest

REQUIRED FORMS - EXHIBIT 6
FAMILIARITY WITH THE COUNTY LOBBYIST ORDINANCE CERTIFICATION

The Proposer certifies that:

1) it is familiar with the terms of the County of Los Angeles Lobbyist Ordinance, Los Angeles Code Chapter 2.160;

2) that all persons acting on behalf of the Proposer organization have and will comply with it during the proposal process; and

3) it is not on the County's Executive Office's List of Terminated Registered Lobbyists.

Signature:_____ Date:_____

REQUIRED FORMS - EXHIBIT 7

Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form

INSTRUCTIONS: All proposers/bidders responding to this solicitation must complete and return this form for proper consideration of the proposal/bid.

I. LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM:

FIRM NAME: _____

COUNTY VENDOR NUMBER:_____

- ❑ As a Local SBE, certified by the County of Los Angeles, Internal Services Department, I request this proposal/bid be considered for the Local SBE Preference.
- ❑ Attached is my Local SBE Certification letter issued by the County

II. FIRM/ORGANIZATION INFORMATION: The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.

Business Structure: ❑ Sole Proprietorship ❑ Partnership ❑ Corporation ❑ Non-Profit ❑ Franchise ❑ Other (Please Specify) _____

Total Number of Employees (including owners)**:**

Race/Ethnic Composition of Firm. Please distribute the above total number of individuals into the following categories:

Race/Ethnic Composition	Owners/Partners/ Associate Partners		Managers		Staff	
	Male	Female	Male	Female	Male	Female
Black/African American						
Hispanic/Latino						
Asian or Pacific Islander						
American Indian						
Filipino						
White						

III. PERCENTAGE OF OWNERSHIP IN FIRM: Please indicate by percentage (%) how ownership of the firm is distributed.

	Black/African American	Hispanic/ Latino	Asian or Pacific Islander	American Indian	Filipino	White
Men	%	%	%	%	%	%
Women	%	%	%	%	%	%

IV. CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, AND DISABLED VETERAN BUSINESS ENTERPRISES:
If your firm is currently certified as a minority, women, disadvantaged or disabled veteran owned business enterprise by a public agency, complete the following and attach a copy of your proof of certification. (Use back of form, if necessary.)

Agency Name	Minority	Women	Dis-advantaged	Disabled Veteran	Expiration Date

V. DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

Print Authorized Name	Authorized Signature	Title	Date

REQUIRED FORMS - EXHIBIT 8
PROPOSER'S EEO CERTIFICATION

_____
Company Name

_____
Address

_____
Internal Revenue Service Employer Identification Number

GENERAL

In accordance with provisions of the County Code of the County of Los Angeles, the Proposer certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

CERTIFICATION	YES	NO
1. Proposer has written policy statement prohibiting discrimination in all phases of employment.	( )	( )
2. Proposer periodically conducts a self-analysis or utilization analysis of its work force.	( )	( )
3. Proposer has a system for determining if its employment practices are discriminatory against protected groups.	( )	( )
4. When problem areas are identified in employment practices, Proposer has a system for taking reasonable corrective action to include establishment of goal and/or timetables.	( )	( )

_____ _____
Signature Date

_____
Name and Title of Signer (please print)

REQUIRED FORMS - EXHIBIT 9

ATTESTATION OF WILLINGNESS TO CONSIDER GAIN/GROW PARTICIPANTS

As a threshold requirement for consideration for contract award, Proposer shall demonstrate a proven record for hiring GAIN/GROW participants or shall attest to a willingness to consider GAIN/GROW participants for any future employment opening if they meet the minimum qualifications for that opening. Additionally, Proposer shall attest to a willingness to provide employed GAIN/GROW participants access to the Proposer's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

To report all job openings with job requirements to obtain qualified GAIN/GROW participants as potential employment candidates, Contractor shall email: GAINGROW@dpss.lacounty.gov.

Proposers unable to meet this requirement shall not be considered for contract award.

Proposer shall complete all of the following information, sign where indicated below, and return this form with their proposal.

A. Proposer has a proven record of hiring GAIN/GROW participants.

_____ YES (subject to verification by County) _____ NO

B. Proposer is willing to provide DPSS with all job openings and job requirements to consider GAIN/GROW participants for any future employment openings if the GAIN/GROW participant meets the minimum qualifications for the opening. "Consider" means that Proposer is willing to interview qualified GAIN/GROW participants.

_____ YES _____ NO

C. Proposer is willing to provide employed GAIN/GROW participants access to its employee-mentoring program, if available.

_____ YES _____ NO _____ N/A (Program not available)

Proposer's Organization: _____

Signature: _____

Print Name: _____

Title: _____ Date: _____

Telephone No: _____ Fax No: _____

REQUIRED FORMS - EXHIBIT 10
COUNTY OF LOS ANGELES CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM CERTIFICATION FORM AND APPLICATION FOR EXCEPTION

The County's solicitation for this Request for Proposals is subject to the County of Los Angeles Contractor Employee Jury Service Program (Program), Los Angeles County Code, Chapter 2.203. All proposers, whether a contractor or subcontractor, must complete this form to either certify compliance or request an exception from the Program requirements. Upon review of the submitted form, the County department will determine, in its sole discretion, whether the proposer is excepted from the Program.

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:		
Solicitation For _____ Services:		

If you believe the Jury Service Program does not apply to your business, check the appropriate box in Part I (attach documentation to support your claim); or, complete Part II to certify compliance with the Program. Whether you complete Part I or Part II, please sign and date this form below.

Part I: Jury Service Program is Not Applicable to My Business

- ❑ My business does not meet the definition of "contractor," as defined in the Program, as it has not received an aggregate sum of $50,000 or more in any 12-month period under one or more County contracts or subcontracts (this exception is not available if the contract itself will exceed $50,000). I understand that the exception will be lost and I must comply with the Program if my revenues from the County exceed an aggregate sum of $50,000 in any 12-month period.

- ❑ My business is a small business as defined in the Program. It 1) has ten or fewer employees; and, 2) has annual gross revenues in the preceding twelve months which, if added to the annual amount of this contract, are $500,000 or less; and, 3) is not an affiliate or subsidiary of a business dominant in its field of operation, as defined below. I understand that the exception will be lost and I must comply with the Program if the number of employees in my business and my gross annual revenues exceed the above limits.

  "Dominant in its field of operation" means having more than ten employees and annual gross revenues in the preceding twelve months, which, if added to the annual amount of the contract awarded, exceed $500,000.

  "Affiliate or subsidiary of a business dominant in its field of operation" means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation.

- ❑ My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Program.

OR

Part II: Certification of Compliance

- ❑ My business has and adheres to a written policy that provides, on an annual basis, no less than five days of regular pay for actual jury service for full-time employees of the business who are also California residents, **or** my company will have and adhere to such a policy prior to award of the contract.

I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

Print Name:	Title:
Signature:	Date:

REQUIRED FORMS - EXHIBIT 11
PRICING SCHEDULE

I. DELIVERABLES						
DELIVERABLE	DESCRIPTION	ASSOCIATED MILESTONE	IMPLEMENTATION COST PERCENTAGE	DELIVERABLE AMOUNT	EXTENDED AMOUNT (After 20% holdback)	MAXIMUM FIXED PRICE*
Deliverable 3.1.1	System Implementation Strategy					
Deliverable 3.1.2	Project Management Plan					
Deliverable 3.1.3	Project Work Plan					
Deliverable 3.1.4	Decision Log					
Deliverable 3.2.1	End User Requirements					
Deliverable 3.2.2	Business Processes Requirements					
Deliverable 3.2.3	Functional Requirements (A-O)					
Deliverable 3.2.4	Reporting and Online Access via Secure Web Access Requirements					
	Completion of Work Requirements	1	15.00%			
Deliverable 4.1.1	Application Configuration Document					
Deliverable 4.1.2	Final Detail Design Document					
	Completion of Implementation Plan	2	10.00%			
Deliverable 5.1.1	Configure The New System					
Deliverable 5.1.2	Necessary Customizations					
Deliverable 5.1.3	Interfaces To Outside Agencies And Other County Departments					
Deliverable 5.1.4	Integration To Third Party Software					
	Completion of System Development	3	10.00%			
Deliverable 6.1.1	Testing Strategy					
Deliverable 6.1.2	Test Results					
Deliverable 6.1.3	Tested System					
	Completion of System Testing	4	12.00%			
Deliverable 7.1.1	Data Conversion and Migration Plan					
Deliverable 7.1.2	Develop Data Conversion and Migration Programs					
Deliverable 7.1.3	Data Conversion and Migration Programs					
Deliverable 7.2.1	Conversion Test Results Report					
Deliverable 7.3.1	Converted Data					
	Completion of Data Conversion & Migration	5	12.00%			
Deliverable 8.1.1	User Acceptance Test Plan					
Deliverable 8.1.2	Conduct User Acceptance Test					
Deliverable 8.1.3	User Acceptance Test Results					
	Completion of User Acceptance Testing	6	13.00%			
Deliverable 9.1.1	Training Plan					
Deliverable 9.1.2	Prepare and Provide User Documentation					
Deliverable 9.1.3	**System Documentation**	7	10.00%			
Deliverable 10.1.1	System Cutover and Permanent Site Installation Plan					
Deliverable 10.2.1	System in Production Use					
Deliverable 10.3.1	Non-Deficient System Production Use					
Deliverable 10.4.1	**Post-Implementation Review Report**	8	10.00%			
Deliverable 14.1.1	Newly Trained and Retrained County Staff					
Deliverable 14.2.1	**Post-Implementation Documentation**	9	8.00%			
SUBTOTAL (Deliverables)			100.00%			
						MAXIMUM FIXED PRICE*
I. DELIVERABLES						
II. SYTEM TRAINING						
III. PROFESSIONAL SERVICES						
IV. MAINTENANCE AND SUPPORT SERVICES**						
GRAND TOTAL						

*There will be twenty percent (20%) withholds on al invoices/payments, to be paid by County to Contractor at the completion of Final Acceptance.
**Payments for Maintenance and Support Services will be paid monthly in arrears commencing not sooner than the month following the expiration of the Warranty Period.

REQUIRED FORMS - EXHIBIT 12
CERTIFICATION OF INDEPENDENT PRICE DETERMINATION AND ACKNOWLEDGEMENT OF RFP RESTRICTIONS

A. By submission of this Proposal, Proposer certifies that the prices quoted herein have been arrived at independently without consultation, communication, or agreement with any other Proposer or competitor for the purpose of restricting competition.

B. List all names and telephone number of person legally authorized to commit the Proposer.

NAME	PHONE NUMBER
_____	_____
_____	_____
_____	_____

NOTE: Persons signing on behalf of the Contractor will be required to warrant that they are authorized to bind the Contractor.

C. List names of all joint ventures, partners, subcontractors, or others having any right or interest in this contract or the proceeds thereof. If not applicable, state "NONE".

_____

_____

D. Proposer acknowledges that it has not participated as a consultant in the development, preparation, or selection process associated with this RFP. Proposer understands that if it is determined by the County that the Proposer did participate as a consultant in this RFP process, the County shall reject this proposal.

_____
Name of Firm

_____
Print Name of Signer | Title

_____
Signature | Date

REQUIRED FORMS - EXHIBIT 13
TRANSITIONAL JOB OPPORTUNITIES PREFERENCE APPLICATION

COMPANY NAME:		
COMPANY ADDRESS:		
CITY:	STATE:	ZIP CODE:

I hereby certify that I meet all the requirements for this program:

- ❑ My business is a non-profit corporation qualified under Internal Revenue Services Code - Section 501(c)(3) and has been such for 3 years *(attach IRS Determination Letter)*;
- ❑ I have submitted my three most recent annual tax returns with my application;
- ❑ I have been in operation for at least one year providing transitional job and related supportive services to program participants; and
- ❑ I have submitted a profile of our program; including a description of its components designed to help the program participants, number of past program participants and any other information requested by the contracting department.

I declare under penalty of perjury under the laws of the State of California that the information herein is true and correct.

PRINT NAME:	TITLE:
SIGNATURE:	DATE:

REVIEWED BY COUNTY:

SIGNATURE OF REVIEWER	***APPROVED***	***DISAPPROVED***	***DATE***

REQUIRED FORMS EXHIBIT 14
CERTIFICATION OF COMPLIANCE WITH THE COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:	Email address:	
Solicitation/Contract For _____ Services:		

The Proposer/Bidder/Contractor certifies that:

☐ It is familiar with the terms of the County of Los Angeles Defaulted Property Tax Reduction Program, Los Angeles County Code Chapter 2.206; **AND**

To the best of its knowledge, after a reasonable inquiry, the Proposer/Bidder/Contractor is not in default, as that term is defined in Los Angeles County Code Section 2.206.020.E, on any Los Angeles County property tax obligation; **AND**

The Proposer/Bidder/Contractor agrees to comply with the County's Defaulted Property Tax Reduction Program during the term of any awarded contract.

- OR -

☐ I am exempt from the County of Los Angeles Defaulted Property Tax Reduction Program, pursuant to Los Angeles County Code Section 2.206.060, for the following reason:

_____

_____

I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

Print Name:	Title:
Signature:	Date:

Date: _____

REQUIRED FORMS EXHIBIT 15
REQUEST FOR DVBE PREFERENCE PROGRAM CONSIDERATION

INSTRUCTIONS: All proposers/bidders responding to this solicitation must complete and return this form for proper consideration of the proposal/bid.

In evaluating bids/proposals, the County will give preference to businesses that are certified by the State of California as a Disabled Veteran Business Enterprise (DVBE) or by the Department of Veterans as a Service Disabled Veteran Owned Small Business (SDVOSB) consistent with Chapter 2.211 of the Los Angeles County Code.

Vendor understands that in no instance shall the disabled veteran business enterprise preference program price or scoring preference be combined with any other County preference program to exceed eight percent (8%) in response to any County solicitation.

Information about the State's Disabled Veteran Business Enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at http://www.pd.dgs.ca.gov/

Information on the Veteran Affairs Disabled Business Enterprise certification regulations made be found in the Code of Federal Regulations, 38CFR 74 and is also available on the Veterans Affairs Website at: http://www.vetbiz.gov/

☐ **I AM NOT** a Disabled Veteran Business Enterprise certified by the State of California or a Service Disabled Veteran Owned Small Business with the Department of Veteran Affairs.

☐ **I AM** certified as a Disabled Veteran Enterprise with the State of California or a Service Disabled Veteran Owned Small Business with the Department of Veteran Affairs as of the date of this proposal/bid submission and I request this proposal be considered for the DVBE Preference.

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

Name of Firm	County Webven No.
Print Name:	Title:
Signature:	Date:

SIGNATURE OF REVIEWER	***APPROVED***	***DISAPPROVED***	***DATE***

REQUIRED FORMS EXHIBIT 16
BUSINESS ASSOCIATE AGREEMENT UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

County is a Covered Entity as defined by, and subject to the requirements and prohibitions of, the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), and regulations promulgated thereunder, including the Privacy, Security, Breach Notification, and Enforcement Rules at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (collectively, the "HIPAA Rules").

Contractor performs or provides functions, activities or services to County that require Contractor in order to provide such functions, activities or services to create, access, receive, maintain, and/or transmit information that includes or that may include Protected Health Information, as defined by the HIPAA Rules. As such, Contractor is a Business Associate, as defined by the HIPAA Rules, and is therefore subject to those provisions of the HIPAA Rules that are applicable to Business Associates.

The HIPAA Rules require a written agreement ("Business Associate Agreement") between County and Contractor in order to mandate certain protections for the privacy and security of Protected Health Information, and these HIPAA Rules prohibit the disclosure to or use of Protected Health Information by Contractor if such an agreement is not in place.

This Business Associate Agreement and its provisions are intended to protect the privacy and provide for the security of Protected Health Information disclosed to or used by Contractor in compliance with the HIPAA Rules.

Therefore, the parties agree as follows:

1. DEFINITIONS

1.1 "Breach" has the same meaning as the term "breach" at 45 C.F.R. § 164.402.

1.2 "Business Associate" has the same meaning as the term "business associate" at 45 C.F.R. § 160.103. For the convenience of the parties, a "business associate" is a person or entity, other than a member of the workforce of covered entity, who performs functions or activities on behalf of, or provides certain services to, a covered entity that involve access by the business associate to Protected Health Information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits Protected Health Information on behalf of another business associate. And in reference to the party to this Business Associate Agreement "Business Associate" shall mean Contractor.

1.3 "Covered Entity" has the same meaning as the term "covered entity" at 45 C.F.R. § 160.103, and in reference to the party to this Business Associate Agreement, "Covered Entity" shall mean County.

1.4 "Data Aggregation" has the same meaning as the term "data aggregation" at 45 C.F.R. § 164.501.

1.5 "De-identification" refers to the de-identification standard at 45 C.F.R. § 164.514.

1.6 "Designated Record Set" has the same meaning as the term "designated record set" at 45 C.F.R. § 164.501.

1.7 "Disclose" and "Disclosure" mean, with respect to Protected Health Information, the release, transfer, provision of access to, or divulging in any other manner of Protected Health Information outside Business Associate's internal operations or to other than its workforce. (See 45 C.F.R. § 160.103.)

1.8 "Electronic Health Record" means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff. (See 42 U.S. C. § 17921.)

1.9 "Electronic Media" has the same meaning as the term "electronic media" at 45 C.F.R. § 160.103. For the convenience of the parties, electronic media means (1) Electronic storage material on which data is or may be recorded electronically, including, for example, devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card; (2) Transmission media used to exchange information already in electronic storage media. Transmission media include, for example, the Internet, extranet or intranet, leased lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic storage media. Certain transmissions, including of paper, via facsimile, and of voice, via telephone, are not considered to be transmissions via electronic media if the information being exchanged did not exist in electronic form immediately before the transmission.

1.10 "Electronic Protected Health Information" has the same meaning as the term "electronic protected health information" at 45 C.F.R. § 160.103, limited to Protected Health Information created or received by Business Associate from or on behalf of Covered Entity. For the convenience of the parties, Electronic Protected Health Information means Protected Health Information that is (i) transmitted by electronic media; (ii) maintained in electronic media.

1.11 "Health Care Operations" has the same meaning as the term "health care operations" at 45 C.F.R. § 164.501.

1.12 "Individual" has the same meaning as the term "individual" at 45 C.F.R. § 160.103. For the convenience of the parties, Individual means the person who is the subject of Protected Health Information and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502 (g).

1.13 "Law Enforcement Official" has the same meaning as the term "law enforcement official" at 45 C.F.R. § 164.103.

1.14 "Minimum Necessary" refers to the minimum necessary standard at 45 C.F.R. § 162.502 (b).

1.15 “Protected Health Information” has the same meaning as the term “protected health information” at 45 C.F.R. § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity. For the convenience of the parties, Protected Health Information includes information that (i) relates to the past, present or future physical or mental health or condition of an Individual; the provision of health care to an Individual, or the past, present or future payment for the provision of health care to an Individual; (ii) identifies the Individual (or for which there is a reasonable basis for believing that the information can be used to identify the Individual); and (iii) is created, received, maintained, or transmitted by Business Associate from or on behalf of Covered Entity, and includes Protected Health Information that is made accessible to Business Associate by Covered Entity. “Protected Health Information” includes Electronic Protected Health Information.

1.16 “Required by Law” " has the same meaning as the term "required by law" at 45 C.F.R. § 164.103.

1.17 "Secretary" has the same meaning as the term "secretary" at 45 C.F.R. § 160.103

1.18 "Security Incident” has the same meaning as the term "security incident" at 45 C.F.R. § 164.304.

1.19 "Services” means, unless otherwise specified, those functions, activities, or services in the applicable underlying Agreement, Contract, Master Agreement, Work Order, or Purchase Order or other service arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

1.20 "Subcontractor" has the same meaning as the term "subcontractor" at 45 C.F.R. § 160.103.

1.21 "Unsecured Protected Health Information" has the same meaning as the term “unsecured protected health information" at 45 C.F.R. § 164.402.

1.22 “Use” or “Uses” means, with respect to Protected Health Information, the sharing, employment, application, utilization, examination or analysis of such Information within Business Associate’s internal operations. (See 45 C.F.R § 164.103.)

1.23 Terms used, but not otherwise defined in this Business Associate Agreement, have the same meaning as those terms in the HIPAA Rules.

2. PERMITTED AND REQUIRED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

2.1 Business Associate may only Use and/or Disclose Protected Health Information as necessary to perform Services, and/or as necessary to comply with the obligations of this Business Associate Agreement.

2.2 Business Associate may Use Protected Health Information for de-identification of the information if de-identification of the information is required to provide Services.

2.3 Business Associate may Use or Disclose Protected Health Information as Required by Law.

2.4 Business Associate shall make Uses and Disclosures and requests for Protected Health Information consistent with the Covered Entity's applicable Minimum Necessary policies and procedures.

2.5 Business Associate may Use Protected Health Information as necessary for the proper management and administration of its business or to carry out its legal responsibilities.

2.6 Business Associate may Disclose Protected Health Information as necessary for the proper management and administration of its business or to carry out its legal responsibilities, provided the Disclosure is Required by Law or Business Associate obtains reasonable assurances from the person to whom the Protected Health Information is disclosed (i.e., the recipient) that it will be held confidentially and Used or further Disclosed only as Required by Law or for the purposes for which it was disclosed to the recipient and the recipient notifies Business Associate of any instances of which it is aware in which the confidentiality of the Protected Health Information has been breached.

2.7 Business Associate may provide Data Aggregation services relating to Covered Entity's Health Care Operations if such Data Aggregation services are necessary in order to provide Services.

3. PROHIBITED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

3.1 Business Associate shall not Use or Disclose Protected Health Information other than as permitted or required by this Business Associate Agreement or as Required by Law.

3.2 Business Associate shall not Use or Disclose Protected Health Information in a manner that would violate Subpart E of 45 C.F.R. Part 164 if done by Covered Entity, except for the specific Uses and Disclosures set forth in Sections 2.5 and 2.6.

3.3 Business Associate shall not Use or Disclose Protected Health Information for de-identification of the information except as set forth in section 2.2.

4. OBLIGATIONS TO SAFEGUARD PROTECTED HEALTH INFORMATION

4.1 Business Associate shall implement, use, and maintain appropriate safeguards to prevent the Use or Disclosure of Protected Health Information other than as provided for by this Business Associate Agreement.

4.2 Business Associate shall comply with Subpart C of 45 C.F.R Part 164 with respect to Electronic Protected Health Information, to prevent the Use or Disclosure of such information other than as provided for by this Business Associate Agreement.

5. REPORTING NON-PERMITTED USES OR DISCLOSURES, SECURITY INCIDENTS, AND BREACHES OF UNSECURED PROTECTED HEALTH INFORMATION

5.1 Business Associate shall report to Covered Entity any Use or Disclosure of Protected Health Information not permitted by this Business Associate Agreement, any Security Incident, and/ or any Breach of Unsecured Protected Health Information as further described in Sections 5.1.1, 5.1.2, and 5.1.3.

5.1.1 Business Associate shall report to Covered Entity any Use or Disclosure of Protected Health Information by Business Associate, its employees, representatives, agents or Subcontractors not provided for by this Agreement of which Business Associate becomes aware.

5.1.2 Business Associate shall report to Covered Entity any Security Incident of which Business Associate becomes aware.

5.1.3 Business Associate shall report to Covered Entity any Breach by Business Associate, its employees, representatives, agents, workforce members, or Subcontractors of Unsecured Protected Health Information that is known to Business Associate or, by exercising reasonable diligence, would have been known to Business Associate. Business Associate shall be deemed to have knowledge of a Breach of Unsecured Protected Health Information if the Breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the Breach, who is an employee, officer, or other agent of Business Associate, including a Subcontractor, as determined in accordance with the federal common law of agency.

5.2 Except as provided in Section 5.3, for any reporting required by Section 5.1, Business Associate shall provide, to the extent available, all information required by, and within the times frames specified in, Sections 5.2.1 and 5.2.2.

5.2.1 Business Associate shall make an immediate telephonic report upon discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident or Breach of Unsecured Protected Health Information to **(562) 940-3335** that minimally includes:

(a) A brief description of what happened, including the date of the non-permitted Use or Disclosure, Security Incident, or Breach and the

date of Discovery of the non-permitted Use or Disclosure, Security Incident, or Breach, if known;

(b) The number of Individuals whose Protected Health Information is involved;

(c) A description of the specific type of Protected Health Information involved in the non-permitted Use or Disclosure, Security Incident, or Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code or other types of information were involved);

(d) The name and contact information for a person highly knowledge of the facts and circumstances of the non-permitted Use or Disclosure of PHI, Security Incident, or Breach

5.2.2 Business Associate shall make a written report without unreasonable delay and in no event later than three (3) business days from the date of discovery by Business Associate of the non-permitted Use or Disclosure of Protected Health Information, Security Incident, or Breach of Unsecured Protected Health Information and to the **Chief Privacy Officer at: Chief Privacy Officer, Kenneth Hahn Hall of Administration, 500 West Temple Street, Suite 525, Los Angeles, California 90012, HIPAA@auditor.lacounty.gov,** that includes, to the extent possible:

(a) A brief description of what happened, including the date of the non-permitted Use or Disclosure, Security Incident, or Breach and the date of Discovery of the non-permitted Use or Disclosure, Security Incident, or Breach, if known;

(b) The number of Individuals whose Protected Health Information is involved;

(c) A description of the specific type of Protected Health Information involved in the non-permitted Use or Disclosure, Security Incident, or Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code or other types of information were involved);

(d) The identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by Business Associate to have been, accessed, acquired, Used, or Disclosed;

(e) Any other information necessary to conduct an assessment of whether notification to the Individual(s) under 45 C.F.R. § 164.404 is required;

(f) Any steps Business Associate believes that the Individual(s) could take to protect him or herself from potential harm from the non-permitted Use or Disclosure, Security Incident, or Breach;

(g) A brief description of what Business Associate is doing to investigate, to mitigate harm to the Individual(s), and to protect against any further similar occurrences; and

(h) The name and contact information for a person highly knowledge of the facts and circumstances of the non-permitted Use or Disclosure of PHI, Security Incident, or Breach.

5.2.3 If Business Associate is not able to provide the information specified in Section 5.2.1 or 5.2.2 at the time of the required report, Business Associate shall provide such information promptly thereafter as such information becomes available.

5.3 Business Associate may delay the notification required by Section 5.1.3, if a law enforcement official states to Business Associate that notification would impede a criminal investigation or cause damage to national security.

5.3.1 If the law enforcement official's statement is in writing and specifies the time for which a delay is required, Business Associate shall delay its reporting and/or notification obligation(s) for the time period specified by the official.

5.3.2 If the statement is made orally, Business Associate shall document the statement, including the identity of the official making the statement, and delay its reporting and/or notification obligation(s) temporarily and no longer than 30 days from the date of the oral statement, unless a written statement as described in Section 5.3.1 is submitted during that time.

6. WRITTEN ASSURANCES OF SUBCONTRACTORS

6.1 In accordance with 45 C.F.R. § 164.502 (e)(1)(ii) and § 164.308 (b)(2), if applicable, Business Associate shall ensure that any Subcontractor that creates, receives, maintains, or transmits Protected Health Information on behalf of Business Associate is made aware of its status as a Business Associate with respect to such information and that Subcontractor agrees in writing to the same restrictions, conditions, and requirements that apply to Business Associate with respect to such information.

6.2 Business Associate shall take reasonable steps to cure any material breach or violation by Subcontractor of the agreement required by Section 6.1.

6.3 If the steps required by Section 6.2 do not cure the breach or end the violation, Contractor shall terminate, if feasible, any arrangement with Subcontractor by which Subcontractor creates, receives, maintains, or transmits Protected Health Information on behalf of Business Associate.

6.4 If neither cure nor termination as set forth in Sections 6.2 and 6.3 is feasible, Business Associate shall immediately notify County.

6.5 Without limiting the requirements of Section 6.1, the agreement required by Section 6.1 (Subcontractor Business Associate Agreement) shall require Subcontractor to contemporaneously notify Covered Entity in the event of a Breach of Unsecured Protected Health Information.

6.6 Without limiting the requirements of Section 6.1, agreement required by Section 6.1 (Subcontractor Business Associate Agreement) shall include a provision requiring Subcontractor to destroy, or in the alternative to return to Business Associate, any Protected Health Information created, received, maintained, or transmitted by Subcontractor on behalf of Business Associate so as to enable Business Associate to comply with the provisions of Section 18.4.

6.7 Business Associate shall provide to Covered Entity, at Covered Entity's request, a copy of any and all Subcontractor Business Associate Agreements required by Section 6.1.

6.8 Sections 6.1 and 6.7 are not intended by the parties to limit in any way the scope of Business Associate's obligations related to Subcontracts or Subcontracting in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

7. ACCESS TO PROTECTED HEALTH INFORMATION

7.1 To the extent Covered Entity determines that Protected Health Information is maintained by Business Associate or its agents or Subcontractors in a Designated Record Set, Business Associate shall, within two (2) business days after receipt of a request from Covered Entity, make the Protected Health Information specified by Covered Entity available to the Individual(s) identified by Covered Entity as being entitled to access and shall provide such Individuals(s) or other person(s) designated by Covered Entity with a copy the specified Protected Health Information, in order for Covered Entity to meet the requirements of 45 C.F.R. § 164.524.

7.2 If any Individual requests access to Protected Health Information directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within two (2) days of the receipt of the request. Whether access shall be provided or denied shall be determined by Covered Entity.

7.3 To the extent that Business Associate maintains Protected Health Information that is subject to access as set forth above in one or more Designated Record Sets electronically and if the Individual requests an electronic copy of such information, Business Associate shall provide the Individual with access to the Protected Health Information in the electronic form and format requested by the Individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by Covered Entity and the Individual.

8. AMENDMENT OF PROTECTED HEALTH INFORMATION

8.1 To the extent Covered Entity determines that any Protected Health Information is maintained by Business Associate or its agents or Subcontractors in a Designated Record Set, Business Associate shall, within ten (10) business days after receipt of a written request from Covered Entity, make any amendments to such Protected Health Information that are requested by Covered Entity, in order for Covered Entity to meet the requirements of 45 C.F.R. § 164.526.

8.2 If any Individual requests an amendment to Protected Health Information directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within five (5) days of the receipt of the request. Whether an amendment shall be granted or denied shall be determined by Covered Entity.

9. ACCOUNTING OF DISCLOSURES OF PROTECTED HEALTH INFORMATION

9.1 Business Associate shall maintain an accounting of each Disclosure of Protected Health Information made by Business Associate or its employees, agents, representatives or Subcontractors, as is determined by Covered Entity to be necessary in order to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528.

9.1.1 Any accounting of disclosures provided by Business Associate under Section 9.1 shall include:

(a) The date of the Disclosure;

(b) The name, and address if known, of the entity or person who received the Protected Health Information;

(c) A brief description of the Protected Health Information Disclosed; and

(d) A brief statement of the purpose of the Disclosure.

9.1.2 For each Disclosure that could require an accounting under Section 9.1, Business Associate shall document the information specified in Section 9.1.1, and shall maintain the information for six (6) years from the date of the Disclosure.

9.2 Business Associate shall provide to Covered Entity, within ten (10) business days after receipt of a written request from Covered Entity, information collected in accordance with Section 9.1.1 to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528

9.3 If any Individual requests an accounting of disclosures directly from Business Associate or its agents or Subcontractors, Business Associate shall notify Covered Entity in writing within five (5) days of the receipt of the request, and shall provide the requested accounting of disclosures to the Individual(s) within 30

days. The information provided in the accounting shall be in accordance with 45 C.F.R. § 164.528.

10. COMPLIANCE WITH APPLICABLE HIPAA RULES

10.1 To the extent Business Associate is to carry out one or more of Covered Entity's obligation(s) under Subpart E of 45 C.F.R. Part 164, Business Associate shall comply with the requirements of Subpart E that apply to Covered Entity's performance of such obligation(s).

10.2 Business Associate shall comply with all HIPAA Rules applicable to Business Associate in the performance of Services.

11. AVAILABILITY OF RECORDS

11.1 Business Associate shall make its internal practices, books, and records relating to the Use and Disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of Covered Entity available to the Secretary for purposes of determining Covered Entity's compliance with the Privacy and Security Regulations.

11.2 Unless prohibited by the Secretary, Business Associate shall immediately notify Covered Entity of any requests made by the Secretary and provide Covered Entity with copies of any documents produced in response to such request.

12. MITIGATION OF HARMFUL EFFECTS

12.1 Business Associate shall mitigate, to the extent practicable, any harmful effect of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Business Associate Agreement that is known to Business Associate.

13. BREACH NOTIFICATION TO INDIVIDUALS

13.1 Business Associate shall, to the extent Covered Entity determines that there has been a Breach of Unsecured Protected Health Information by Business Associate, its employees, representatives, agents or Subcontractors, provide breach notification to the Individual in a manner that permits Covered Entity to comply with its obligations under 45 C.F.R. § 164.404.

13.1.1 Business Associate shall notify, subject to the review and approval of Covered Entity, each Individual whose Unsecured Protected Health Information has been, or is reasonably believed to have been, accessed, acquired, Used, or Disclosed as a result of any such Breach.

13.1.2 The notification provided by Business Associate shall be written in plain language, shall be subject to review and approval by Covered Entity, and shall include, to the extent possible:

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

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

(c) Any steps the Individual should take to protect him or herself from potential harm resulting from the Breach;

(d) A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to Individual(s), and to protect against any further Breaches; and

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

13.2 Covered Entity, in its sole discretion, may elect to provide the notification required by Section 13.1 and/or to establish the contact procedures described in Section 13.1.2.

13.3 Business Associate shall reimburse Covered Entity any and all costs incurred by Covered Entity, in complying with Subpart D of 45 C.F.R. Part 164, including but not limited to costs of notification, internet posting, or media publication, as a result of Business Associate's Breach of Unsecured Protected Health Information; Covered Entity shall not be responsible for any costs incurred by Business Associate in providing the notification required by 13.1 or in establishing the contact procedures required by Section 13.1.2.

14. INDEMNIFICATION

14.1 Business Associate shall indemnify, defend, and hold harmless Covered Entity, its Special Districts, elected and appointed officers, employees, and agents from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, expenses (including attorney and expert witness fees), and penalties and/or fines (including regulatory penalties and/or fines), arising from or connected with Business Associate's acts and/or omissions arising from and/or relating to this Business Associate Agreement, including, but not limited to, compliance and/or enforcement actions and/or activities, whether formal or informal, by the Secretary or by the Attorney General of the State of California.

14.2 Section 14.1 is not intended by the parties to limit in any way the scope of Business Associate's obligations related to Insurance and/or Indemnification in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

15. OBLIGATIONS OF COVERED ENTITY

15.1 Covered Entity shall notify Business Associate of any current or future restrictions or limitations on the Use or Disclosure of Protected Health Information that would affect Business Associate's performance of the Services, and Business Associate shall thereafter restrict or limit its own Uses and Disclosures accordingly.

15.2 Covered Entity shall not request Business Associate to Use or Disclose Protected Health Information in any manner that would not be permissible under Subpart E of 45 C.F.R. Part 164 if done by Covered Entity, except to the extent that Business Associate may Use or Disclose Protected Health Information as provided in Sections 2.3, 2.5, and 2.6.

16. TERM

16.1 Unless sooner terminated as set forth in Section 17, the term of this Business Associate Agreement shall be the same as the term of the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other service arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

16.2 Notwithstanding Section 16.1, Business Associate's obligations under Sections 11, 14, and 18 shall survive the termination or expiration of this Business Associate Agreement.

17. TERMINATION FOR CAUSE

17.1 In addition to and notwithstanding the termination provisions set forth in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, if either party determines that the other party has violated a material term of this Business Associate Agreement, and the breaching party has not cured the breach or ended the violation within the time specified by the non-breaching party, which shall be reasonable given the nature of the breach and/or violation, the non-breaching party may terminate this Business Associate Agreement.

17.2 In addition to and notwithstanding the termination provisions set forth in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, if either party determines that the other party has violated a material term of this Business Associate Agreement, and cure is not feasible, the non-breaching party may terminate this Business Associate Agreement immediately.

18. DISPOSITION OF PROTECTED HEALTH INFORMATION UPON TERMINATION OR EXPIRATION

18.1 Except as provided in Section 18.3, upon termination for any reason or expiration of this Business Associate Agreement, Business Associate shall return or, if

agreed to by Covered entity, shall destroy as provided for in Section 18.2, all Protected Health Information received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, that Business Associate, including any Subcontractor, still maintains in any form. Business Associate shall retain no copies of the Protected Health Information.

18.2 Destruction for purposes of Section 18.2 and Section 6.6 shall mean that media on which the Protected Health Information is stored or recorded has been destroyed and/or electronic media have been cleared, purged, or destroyed in accordance with the use of a technology or methodology specified by the Secretary in guidance for rendering Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals.

18.3 Notwithstanding Section 18.1, in the event that return or destruction of Protected Health Information is not feasible or Business Associate determines that any such Protected Health Information is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities, Business Associate may retain that Protected Health Information for which destruction or return is infeasible or that Protected Health Information which is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities and shall return or destroy all other Protected Health Information.

18.3.1 Business Associate shall extend the protections of this Business Associate Agreement to such Protected Health Information, including continuing to use appropriate safeguards and continuing to comply with Subpart C of 45 C.F.R Part 164 with respect to Electronic Protected Health Information, to prevent the Use or Disclosure of such information other than as provided for in Sections 2.5 and 2.6 for so long as such Protected Health Information is retained, and Business Associate shall not Use or Disclose such Protected Health Information other than for the purposes for which such Protected Health Information was retained.

18.3.2 Business Associate shall return or, if agreed to by Covered entity, destroy the Protected Health Information retained by Business Associate when it is no longer needed by Business Associate for Business Associate's proper management and administration or to carry out its legal responsibilities.

18.4 Business Associate shall ensure that all Protected Health Information created, maintained, or received by Subcontractors is returned or, if agreed to by Covered entity, destroyed as provided for in Section 18.2.

19. AUDIT, INSPECTION, AND EXAMINATION

19.1 Covered Entity reserves the right to conduct a reasonable inspection of the facilities, systems, information systems, books, records, agreements, and policies and procedures relating to the Use or Disclosure of Protected Health Information for the purpose determining whether Business Associate is in compliance with the terms of this Business Associate Agreement and any non-compliance may be a

basis for termination of this Business Associate Agreement and the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, as provided for in section 17.

19.2 Covered Entity and Business Associate shall mutually agree in advance upon the scope, timing, and location of any such inspection.

19.3 At Business Associate's request, and to the extent permitted by law, Covered Entity shall execute a nondisclosure agreement, upon terms and conditions mutually agreed to by the parties.

19.4 That Covered Entity inspects, fails to inspect, or has the right to inspect as provided for in Section 19.1 does not relieve Business Associate of its responsibility to comply with this Business Associate Agreement and/or the HIPAA Rules or impose on Covered Entity any responsibility for Business Associate's compliance with any applicable HIPAA Rules.

19.5 Covered Entity's failure to detect, its detection but failure to notify Business Associate, or its detection but failure to require remediation by Business Associate of an unsatisfactory practice by Business Associate, shall not constitute acceptance of such practice or a waiver of Covered Entity's enforcement rights under this Business Associate Agreement or the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

19.6 Section 19.1 is not intended by the parties to limit in any way the scope of Business Associate's obligations related to Inspection and/or Audit and/or similar review in the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

20. MISCELLANEOUS PROVISIONS

20.1 Disclaimer. Covered Entity makes no warranty or representation that compliance by Business Associate with the terms and conditions of this Business Associate Agreement will be adequate or satisfactory to meet the business needs or legal obligations of Business Associate.

20.2 HIPAA Requirements. The Parties agree that the provisions under HIPAA Rules that are required by law to be incorporated into this Amendment are hereby incorporated into this Agreement.

20.3 No Third Party Beneficiaries. Nothing in this Business Associate Agreement shall confer upon any person other than the parties and their respective successors or assigns, any rights, remedies, obligations, or liabilities whatsoever.

20.4 Construction. In the event that a provision of this Business Associate Agreement is contrary to a provision of the applicable underlying Agreement, Contract,

Master Agreement, Work Order, Purchase Order, or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate, the provision of this Business Associate Agreement shall control. Otherwise, this Business Associate Agreement shall be construed under, and in accordance with, the terms of the applicable underlying Agreement, Contract, Master Agreement, Work Order, Purchase Order or other services arrangement, with or without payment, that gives rise to Contractor's status as a Business Associate.

20.5 Regulatory References. A reference in this Business Associate Agreement to a section in the HIPAA Rules means the section as in effect or as amended.

20.6 Interpretation. Any ambiguity in this Business Associate Agreement shall be resolved in favor of a meaning that permits the parties to comply with the HIPAA Rules.

20.7 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 Covered Entity or Business Associate to comply with the requirements of the HIPAA Rules and any other privacy laws governing Protected Health Information.

REQUEST FOR PROPOSALS (RFP) TRANSMITTAL TO REQUEST A SOLICITATION REQUIREMENTS REVIEW

A Solicitation Requirements Review must be received by the County within 10 business days of issuance of the solicitation document

Proposer Name:	Date of Request:
Project Title:	Project No.

A **Solicitation Requirements Review** is being requested because the Proposer asserts that they are being unfairly disadvantaged for the following reason(s): *(check all that apply)*

- ☐ Application of **Minimum Requirements**
- ☐ Application of **Evaluation Criteria**
- ☐ Application of **Business Requirements**
- ☐ Due to **unclear instructions**, the process may result in the County not receiving the best possible responses

I understand that this request must be received by the County within **10 business days** of issuance of the solicitation document.

For each area contested, Proposer must explain in detail the factual reasons for the requested review. *(Attach additional pages and supporting documentation as necessary.)*

_____

_____

_____

Request submitted by:

_____ _____

(Name) *(Title)*

For County use only

Date Transmittal Received by County: _____ Date Solicitation Released:_____

Reviewed by:

Results of Review - Comments:

_____

_____

_____

Date Response sent to Proposer:_____

COUNTY OF LOS ANGELES
POLICY ON DOING BUSINESS WITH SMALL BUSINESS

Forty-two percent of businesses in Los Angeles County have five or fewer employees. Only about four percent of businesses in the area exceed 100 employees. According to the Los Angeles Times and local economists, it is not large corporations, but these small companies that are generating new jobs and helping move Los Angeles County out of its worst recession in decades.

WE RECOGNIZE. . . .

The importance of small business to the County. . .

- in fueling local economic growth
- providing new jobs
- creating new local tax revenues
- offering new entrepreneurial opportunity to those historically under-represented in business

The County can play a positive role in helping small business grow. . .

- as a multi-billion dollar purchaser of goods and services
- as a broker of intergovernmental cooperation among numerous local jurisdictions
- by greater outreach in providing information and training
- by simplifying the bid/proposal process
- by maintaining selection criteria which are fair to all
- by streamlining the payment process

WE THEREFORE SHALL:

1. Constantly seek to streamline and simplify our processes for selecting our vendors and for conducting business with them.

2. Maintain a strong outreach program, fully-coordinated among our departments and districts, as well as other participating governments to: a) inform and assist the local business community in competing to provide goods and services; b) provide for ongoing dialogue with and involvement by the business community in implementing this policy.

3. Continually review and revise how we package and advertise solicitations, evaluate and select prospective vendors, address subcontracting and conduct business with our vendors, in order to: a) expand opportunity for small business to compete for our business; and b) to further opportunities for all businesses to compete regardless of size.

4. Insure that staff who manage and carry out the business of purchasing goods and services are well trained, capable and highly motivated to carry out the letter and spirit of this policy.

2.203.010 Findings.

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002)

2.203.020 Definitions.

The following definitions shall be applicable to this chapter:

A. “Contractor” means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of $50,000 or more in any 12-month period under one or more such contracts or subcontracts.

B. “Employee” means any California resident who is a full-time employee of a contractor under the laws of California.

C. “Contract” means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:

1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or

2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or

3. A purchase made through a state or federal contract; or

4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or

5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or

6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or

7. A non-agreement purchase with a value of less than $5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or

8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.

D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:

1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or

2. The contractor has a long-standing practice that defines the lesser number of hours as full time.

E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.030 Applicability.

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.040 Contractor Jury Service Policy.

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

2.203.050 Other Provisions.

A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.

B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

2.203.060 Enforcement and Remedies.

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,

2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

2.203.070. Exceptions.

A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.

B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.

C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:

1. Has ten or fewer employees during the contract period; and,

2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than $500,000; and,

3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

"Dominant in its field of operation" means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed $500,000.

"Affiliate or subsidiary of a business dominant in its field of operation" means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

2.203.090. Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

LISTING OF CONTRACTORS DEBARRED IN COUNTY OF LOS ANGELES

List of Debarred Contractors in Los Angeles County may be obtained by going to the following website:

http://lacounty.info/doing_business/DebarmentList.htm

IRS NOTICE 1015

Department of the Treasury
Internal Revenue Service

Notice 1015

(Rev. December 2014)

Have You Told Your Employees About the Earned Income Credit (EIC)?

What is the EIC?

The EIC is a refundable tax credit for certain workers.

Which Employees Must I Notify About the EIC?

You must notify each employee who worked for you at any time during the year and from whom you did not withhold income tax. However, you do not have to notify any employee who claimed exemption from withholding on Form W-4, Employee's Withholding Allowance Certificate.

Note. You are encouraged to notify each employee whose wages for 2014 are less than $52,427 that he or she may be eligible for the EIC.

How and When Must I Notify My Employees?

You must give the employee one of the following:

- The IRS Form W-2, Wage and Tax Statement, which has the required information about the EIC on the back of Copy B.
- A substitute Form W-2 with the same EIC information on the back of the employee's copy that is on Copy B of the IRS Form W-2.
- Notice 797, Possible Federal Tax Refund Due to the Earned Income Credit (EIC).
- Your written statement with the same wording as Notice 797.

If you are required to give Form W-2 and do so on time, no further notice is necessary if the Form W-2 has the required information about the EIC on the back of the employee's copy. If a substitute Form W-2 is given on time but does not have the required information, you must notify the employee within 1 week of the date the substitute Form W-2 is given. If Form W-2 is required but is not given on time, you must give the employee Notice 797 or your written statement by the date Form W-2 is required to be given. If Form W-2 is not required, you must notify the employee by February 9, 2015.

You must hand the notice directly to the employee or send it by first-class mail to the employee's last known address. You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC. You can get copies of the notice from IRS.gov or by calling 1-800-829-3676.

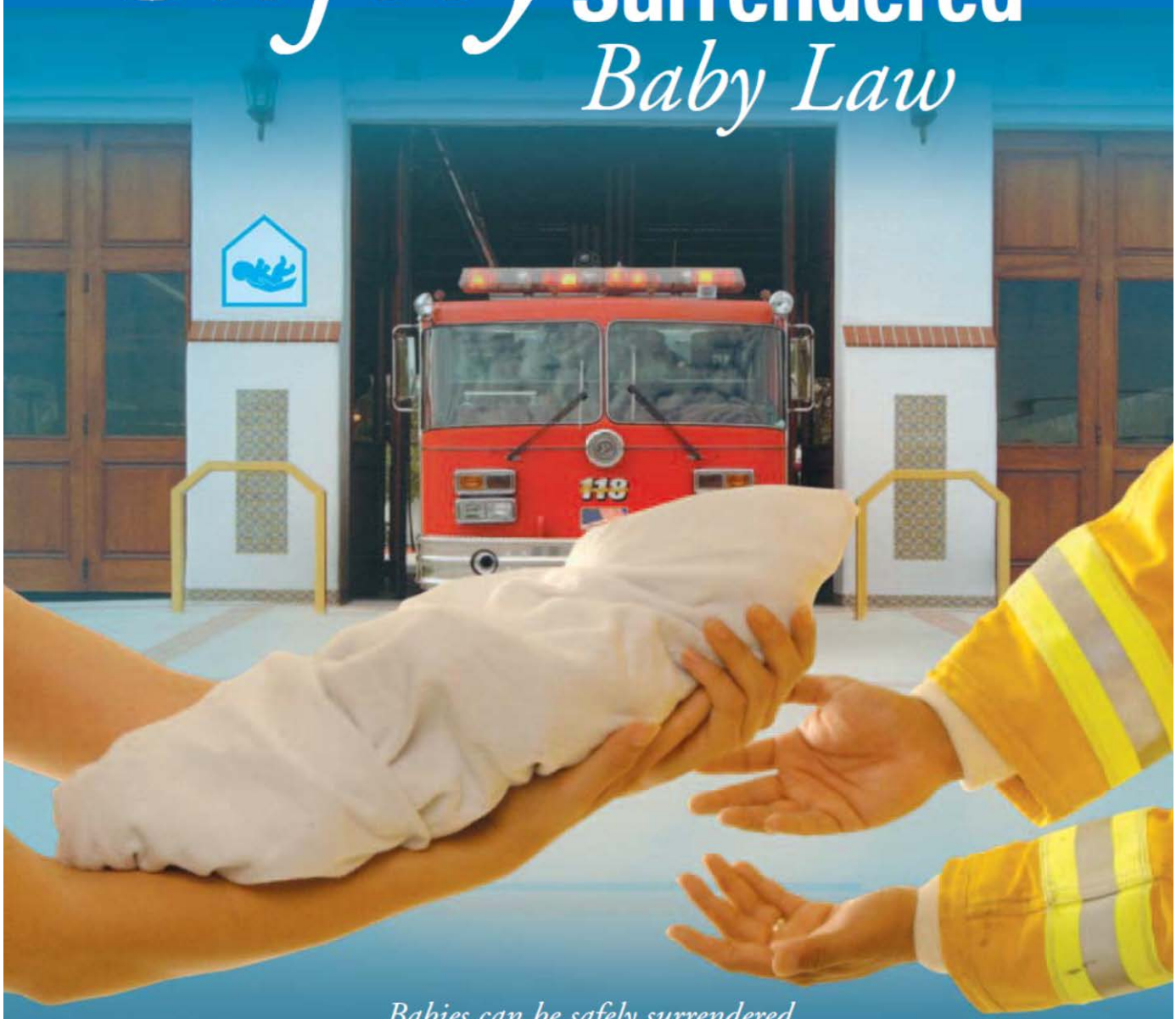
How Will My Employees Know If They Can Claim the EIC?

The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see Pub. 596, Earned Income Credit (EIC), or the instructions for Form 1040, 1040A, or 1040EZ.

How Do My Employees Claim the EIC?

Eligible employees claim the EIC on their 2014 tax return. Even employees who have no tax withheld from their pay or owe no tax can claim the EIC and get a refund, but they must file a tax return to do so. For example, if an employee has no tax withheld in 2014 and owes no tax but is eligible for a credit of $800, he or she must file a 2014 tax return to get the $800 refund.

Safely Surrendered *Baby Law*



Babies can be safely surrendered
to staff at any hospital or fire station in Los Angeles County

No shame. No blame. No names.

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

Safely Surrendered Baby Law

What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

Every baby deserves a chance for a healthy life. If someone you know is considering abandoning a baby, let her know there are other options. For three days (72 hours) after birth, a baby can be surrendered to staff at any hospital or fire station in Los Angeles County.

How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at **1-800-540-4000**.

Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

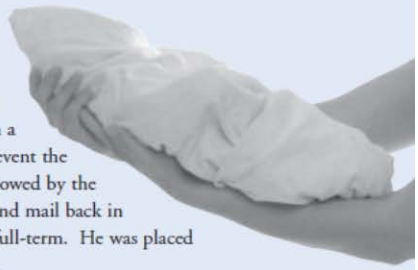
What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

Why is California doing this?

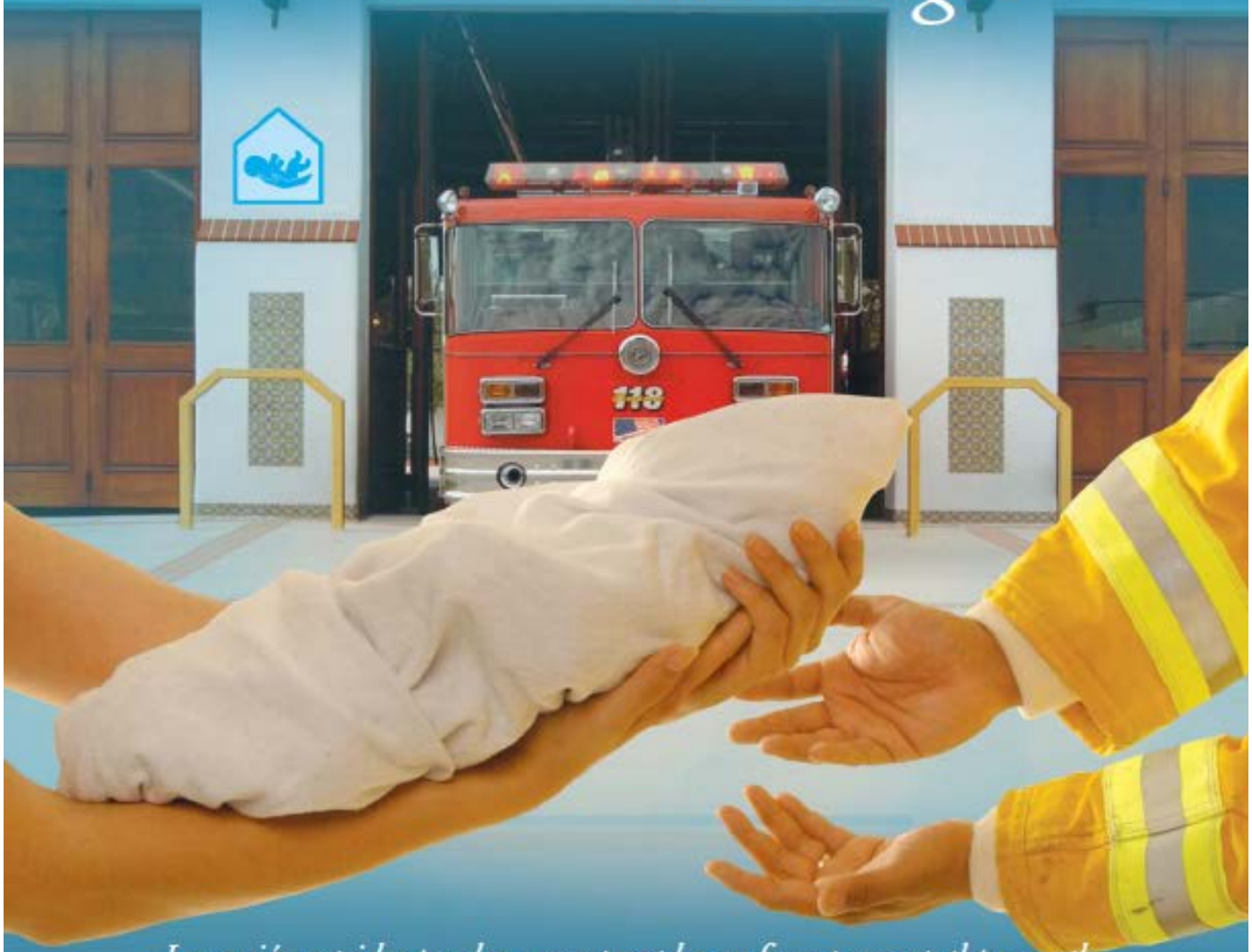
The purpose of the **Safely Surrendered Baby Law** is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The **Safely Surrendered Baby Law** prevents this tragedy from ever happening again in California.

A baby's story



Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.

Ley de Entrega de Bebés *Sin Peligro*



Los recién nacidos pueden ser entregados en forma segura al personal de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles

Sin pena. Sin culpa. Sin nombres.

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org

Ley de Entrega de Bebés *Sin Peligro*

¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.

¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazalete y el padre/madre o el adulto que lo entregue recibirá un brazalete igual.

¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al **1-800-540-4000**.

¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan *si tienen custodia legal.*

¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

¿Por qué se está haciendo esto en California? ?

La finalidad de la **Ley de Entrega de Bebés sin Peligro** es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La **Ley de Entrega de Bebés sin Peligro** impide que vuelva a suceder esta tragedia en California.

Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazalete con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.

2.206.010 Findings and declarations.
2.206.020 Definitions.
2.206.030 Applicability.
2.206.040 Required solicitation and contract language.
2.206.050 Administration and compliance certification.
2.206.060 Exclusions/Exemptions.
2.206.070 Enforcement and remedies.
2.206.080 Severability.

2.206.010 Findings and declarations.

The Board of Supervisors finds that significant revenues are lost each year as a result of taxpayers who fail to pay their tax obligations on time. The delinquencies impose an economic burden upon the County and its taxpayers. Therefore, the Board of Supervisors establishes the goal of ensuring that individuals and businesses that benefit financially from contracts with the County fulfill their property tax obligation. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.020 Definitions.

The following definitions shall be applicable to this chapter:
A. “Contractor” shall mean any person, firm, corporation, partnership, or combination thereof, which submits a bid or proposal or enters into a contract or agreement with the County.
B. “County” shall mean the county of Los Angeles or any public entities for which the Board of Supervisors is the governing body.
C. “County Property Taxes” shall mean any property tax obligation on the County's secured or unsecured roll; except for tax obligations on the secured roll with respect to property held by a Contractor in a trust or fiduciary capacity or otherwise not beneficially owned by the Contractor.
D. “Department” shall mean the County department, entity, or organization responsible for the solicitation and/or administration of the contract.
E. “Default” shall mean any property tax obligation on the secured roll that has been deemed defaulted by operation of law pursuant to California Revenue and Taxation Code section 3436; or any property tax obligation on the unsecured roll that remains unpaid on the applicable delinquency date pursuant to California Revenue and Taxation Code section 2922; except for any property tax obligation dispute pending before the Assessment Appeals Board.
F. “Solicitation” shall mean the County’s process to obtain bids or proposals for goods and services.
G. “Treasurer-Tax Collector” shall mean the Treasurer and Tax Collector of the County of Los Angeles. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.030 Applicability.

This chapter shall apply to all solicitations issued 60 days after the effective date of the ordinance codified in this chapter. This chapter shall also apply to all new, renewed, extended, and/or amended contracts entered into 60 days after the effective date of the ordinance codified in this chapter. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.040 Required solicitation and contract language.

All solicitations and all new, renewed, extended, and/or amended contracts shall contain language which:
A. Requires any Contractor to keep County Property Taxes out of Default status at all times during the term of an awarded contract;
B. Provides that the failure of the Contractor to comply with the provisions in this chapter may prevent the Contractor from being awarded a new contract; and
C. Provides that the failure of the Contractor to comply with the provisions in this chapter may constitute a material breach of an existing contract, and failure to cure the breach within 10 days of notice by the County by paying the outstanding County Property Tax or making payments in a manner agreed to and approved by the Treasurer-Tax Collector, may subject the contract to suspension and/or termination. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.050 Administration and compliance certification.

A. The Treasurer-Tax Collector shall be responsible for the administration of this chapter. The Treasurer-Tax Collector shall, with the assistance of the Chief Executive Officer, Director of Internal Services, and County Counsel, issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other departments.
B. Contractor shall be required to certify, at the time of submitting any bid or proposal to the County, or entering into any new contract, or renewal, extension or amendment of an existing contract with the County, that it is in compliance with this chapter is not in Default on any County Property Taxes or is current in payments due under any approved payment arrangement. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.060 Exclusions/Exemptions.

A. This chapter shall not apply to the following contracts:
1. Chief Executive Office delegated authority agreements under $50,000;
2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor;
3. A purchase made through a state or federal contract;
4. A contract where state or federal monies are used to fund service related programs, including but not limited to voucher programs, foster care, or other social programs that provide immediate direct assistance;
5. Purchase orders under a master agreement, where the Contractor was certified at the time the master agreement was entered into and at any subsequent renewal, extension and/or amendment to the master agreement.
6. Purchase orders issued by Internal Services Department under $100,000 that is not the result of a competitive bidding process.
7. Program agreements that utilize Board of Supervisors' discretionary funds;
8. National contracts established for the purchase of equipment and supplies for and by the National Association of Counties, U.S. Communities Government Purchasing Alliance, or any similar related group purchasing organization;
9. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles Purchasing Policy and Procedures Manual, section P-3700 or a successor provision;
10. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, section 4.6.0 or a successor provision;

11. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section P-2810 or a successor provision;
12. A non-agreement purchase worth a value of less than $5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section A-0300 or a successor provision; or
13. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual section P-0900 or a successor provision;
14. Other contracts for mission critical goods and/or services where the Board of Supervisors determines that an exemption is justified.
B. Other laws. This chapter shall not be interpreted or applied to any Contractor in a manner inconsistent with the laws of the United States or California. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.070 Enforcement and remedies.

A. The information furnished by each Contractor certifying that it is in compliance with this chapter shall be under penalty of perjury.
B. No Contractor shall willfully and knowingly make a false statement certifying compliance with this chapter for the purpose of obtaining or retaining a County contract.
C. For Contractor's violation of any provision of this chapter, the County department head responsible for administering the contract may do one or more of the following:
1. Recommend to the Board of Supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor; and/or,
3. Recommend to the Board of Supervisors that an exemption is justified pursuant to Section 2.206.060.A.14 of this chapter or payment deferral as provided pursuant to the California Revenue and Taxation Code. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.080 Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. No. 2009-0026 § 1 (part), 2009.)