



Contract Number

22-72

SAP Number

Arrowhead Regional Medical Center

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| Department Contract Representative | William L. Gilbert |
| Telephone Number | 909-580-1050 |
| Contractor | CyraCom, LLC. |
| Contractor Representative | J. Austin Wade |
| Telephone Number | On File |
| Contract Term | February 8, 2022 to February 7, 2027 |
| Original Contract Amount | Not to Exceed \$3,500,000 |
| Amendment Amount | |
| Total Contract Amount | Not to Exceed \$3,500,000 |
| Cost Center | 8612 Hospital Compliance |

IT IS HEREBY AGREED AS FOLLOWS:

WHEREAS, the County of San Bernardino (County) desires to provide medically qualified interpretation services to Arrowhead Regional Medical Center ("ARMC"); and

WHEREAS, the County conducted a competitive process through a Request for Proposal to find a vendor to provide these services, and

WHEREAS, based upon and in reliance on the representations of CyraCom, LLC ("Contractor") in its response to the County's Request for Proposal, the County finds Contractor qualified to provide medically qualified interpretation services to ARMC; and

WHEREAS, the County desires that such services be provided by Contractor and Contractor agrees to perform these services as set forth below;

NOW, THEREFORE, the County and Contractor mutually agree to the following terms and conditions:

A. DEFINITIONS

A.1 American Sign Language (ASL): A visual-gestural language used primarily by members of the North American Deaf Community.

- A.2** Contract: Includes this contract and all attachments to this contract.
- A.3** Facilities: Includes ARMC, located at 400 N. Pepper Avenue, Colton, CA 92324, and its Family Health Centers.
- A.4** Promptly: Means as soon as possible, but no later than 24 hours from the time the request was submitted by ARMC.
- A.6** Services: Refers to the services to be provided by Contractor to ARMC under this Contract.
- A.7** Video Remote Interpretation (VRI): A video telecommunication service that uses devices such as web cameras or videophones to provide sign language or spoken language interpreting services, as more fully set forth in Attachment F.

B. CONTRACTOR RESPONSIBILITIES

- B.1** At the request of ARMC, Contractor shall provide services as detailed in Attachments B through F of this Contract, all of which are incorporated herein as if set forth in full. To the extent of any inconsistencies between the terms and conditions of Attachments B through F and the terms and conditions of this contract, the terms in this contract shall govern.
- B.2** Provide a primary point of contact or account manager to respond to inquiries within one (1) business day.
- B.3** **Response Time:**
- Contractor shall be available 24 hours a day, 7 days a week to provide these services.
 - Contractor shall respond to telephonic or VRI interpretations requests from ARMC within 60 seconds of the request, and such services shall be provided by Contractor no later than 20 minutes from the time of ARMC's request.
 - If an interpreter provided by Contractor under this Contract fails to timely appear for a scheduled in-person interpretation appointment, Contractor shall respond to inquiries from ARMC on the status of the interpreter's arrival to ARMC (or its health centers, when applicable) within 10 minutes of the inquiry.
 - If an interpreter provided by Contractor under this Contract fails to timely appear in response to an in-person interpretation request that was not scheduled by ARMC in advance, Contractor shall respond to inquiries from ARMC on the status of the interpreter's arrival to ARMC (or its health centers, when applicable) within 30 minutes of the inquiry.
 - For unscheduled requests for in-person interpretation, Contractor shall use its best efforts to provide in-person interpreter services within two (2) hours from the time of the request.
 - In the event that ARMC schedules an in-person interpreter appointment in advance, Contractor shall Promptly confirm the appointment with ARMC.
- B.4** **Service Responsibilities.** Contractor shall provide the services set forth in this Contract to ARMC patients and staff for all ARMC service areas, including the ARMC main campus and all ARMC Family Health Center (FHC) locations in a timely and professional manner to assist ARMC with meeting the requirements set forth in Title II of the Americans with Disabilities Act (ADA), Joint Commission requirements and ARMC policy for deaf and hard of hearing patients, as well as for patients experiencing English barriers.
- B.5** **Performance Reports.** Without any additional cost to the County, Contractor shall furnish usage and performance reports on a monthly basis which will include at a minimum, the type of services

provided, duration of time spent for each service type, and the number of encounters for each service type.

- B.6** Contractor shall ensure that all Contractor staff conducting onsite services comply with all of ARMC's policies and procedures, and ARMC's requirements for use of personal protective equipment, vaccinations and testing (including, but not limited to TB and COVID-19) as required by ARMC policy.
- B.7** **Performance Deficiencies.** Contractor's consistent failure to comply with the response times set forth in Section B.3 of this Contract, as determined by the County, will result in a material breach of the Contract, giving the County the right to immediately terminate the Contract upon notice. No remedy referred to in this section or this Contract is intended to be exclusive, but each shall be cumulative and in addition to any other remedy referred to in this Contract or otherwise available under California law.
- B.8** Contractor shall ensure that all employees and agents providing Services under this Contract are fully trained, certified, experienced, and licensed (where required) in the language(s) for which the employee/agent is to provide interpretation or translation services under this Contract.
- B.9** Contractor shall replace and substitute any employee or agent of the Contractor that County prohibits from entering ARMC's premises to perform the services, and immediately remove any employee or subcontractor whose conduct or workmanship is unsatisfactory to ARMC.

C. GENERAL CONTRACT REQUIREMENTS

C.1 Recitals

The recitals set forth above are true and correct and incorporated herein by this reference.

C.2 Contract Amendments

Contractor agrees any alterations, variations, modifications, or waivers of the provisions of the Contract, shall be valid only when reduced to writing, executed and attached to the original Contract and approved by the person(s) authorized to do so on behalf of Contractor and County.

C.3 Contract Assignability

Without the prior written consent of the County, the Contract is not assignable by Contractor either in whole or in part.

C.4 Contract Exclusivity

This is not an exclusive Contract. The County reserves the right to enter into a contract with other contractors for the same or similar services. The County does not guarantee or represent that the Contractor will be permitted to perform any minimum amount of work, or receive compensation other than on a per order basis, under the terms of this Contract.

C.5 Attorney's Fees and Costs

If any legal action is instituted to enforce any party's rights hereunder, each party shall bear its own costs and attorney fees, regardless of who is the prevailing party. This paragraph shall not apply to those costs and attorney fees directly arising from a third-party legal action against a party hereto and payable under Indemnification and Insurance Requirements.

C.6 Background Checks for Contractor Personnel

Contractor shall ensure that its personnel (a) are authorized to work in the jurisdiction in which they are assigned to perform Services; (d) do not use legal or illegal substances in any manner which will impact their ability to provide Services to the County; and (c) are not otherwise disqualified from performing the Services under applicable law. If requested by the County and not in violation of applicable law, Contractor shall conduct a background check, at Contractor's sole expense, on all its personnel providing Services. If requested by the County, Contractor shall provide the results of the background check of each individual to the County. Such background

check shall be in the form generally used by Contractor in its initial hiring of employees or contracting for contractors or, as applicable, during the employment-screening process but must, at a minimum, have been performed within the preceding 12-month period. Contractor personnel who do not meet the County's hiring criteria, in County's sole discretion, shall not be assigned to work on County property or Services, and County shall have the right, at its sole option, to refuse access to any Contract personnel to any County facility.

C.7 Change of Address

Contractor shall notify the County in writing, of any change in mailing address within ten (10) business days of the change.

C.8 Choice of Law

This Contract shall be governed by and construed according to the laws of the State of California.

C.9 Compliance with County Policy

In performing the Services and while at any County facilities, Contractor personnel (including subcontractors) shall (a) conduct themselves in a businesslike manner; (b) comply with the policies, procedures, and rules of the County regarding health and safety, and personal, professional and ethical conduct; (c) comply with the finance, accounting, banking, Internet, security, and/or other applicable standards, policies, practices, processes, procedures, and controls of the County; and (d) abide by all laws applicable to the County facilities and the provision of the Services, and all amendments and modifications to each of the documents listed in subsections (b), (c), and (d) (collectively, "County Policies"). County Policies, and additions or modifications thereto, may be communicated orally or in writing to Contractor or Contractor personnel or may be made available to Contractor or Contractor personnel by conspicuous posting at a County facility, electronic posting, or other means generally used by County to disseminate such information to its employees or contractors. Contractor shall be responsible for the promulgation and distribution of County Policies to Contractor personnel to the extent necessary and appropriate.

County shall have the right to require Contractor's employees, agents, representatives and subcontractors to exhibit identification credentials issued by County in order to exercise any right of access under this Contract.

C.10 Confidentiality

Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act, regulations have been promulgated governing the privacy of individually identifiable health information. The HIPAA Privacy Rule and Security Rule specify requirements with respect to contracts between a Covered Entity and its Business Associates. Contractor shall execute and comply with the attached Business Associate Agreement (Attachment A). Contractor further agrees to comply with the requirements of other federal and state law that applies to the information collected and maintained by Contractor for Services performed pursuant to Contract.

C.11 Primary Point of Contact

Contractor will designate an individual to serve as the primary point of contact for the Contract. Contractor or designee must respond to County inquiries within two (2) business days. Contractor shall not change the primary contact without written acknowledgement to the County. Contractor will also designate a back-up point of contact in the event the primary contact is not available.

C.12 County Internship Initiative

Contractor agrees to be contacted by the County to solicit its participation in an internship initiative known as GenerationGo! Career Pathways, involving the potential placement and hiring of interns by Contractor's business. Contractor is encouraged, and agrees to make good faith efforts, to utilize the County's program to aid the ***County's Vision for a skilled workforce and jobs that create countywide prosperity***, and its ***goal to Create, Maintain and Grow Jobs and***

Economic Value in the County. The County's objective with its internship initiative is to focus on training, education, employment and support services to develop a more highly-educated and trained workforce. When participating in the County's internship initiative, the Contractor remains an independent contractor and shall not be construed as agents, officers, or employees of the County. More information about the County's GenerationGo! Career Pathways Program can be located at <http://wp.sbcounty.gov/workforce/career-pathways/>.

C.13 County Representative

The ARMC Hospital Director or his/her designee shall represent the County in all matters pertaining to the services to be rendered under this Contract, including termination and assignment of this Contract, and shall be the final authority in all matters pertaining to the Services/Scope of Work by Contractor. If this contract was initially approved by the San Bernardino County Board of Supervisors, then the Board of Supervisors must approve all amendments to this Contract.

C.14 Damage to County Property

Contractor shall repair, or cause to be repaired, at its own cost, all damages to County vehicles, facilities, buildings or grounds caused by the willful or negligent acts of Contractor or its employees or agents. Such repairs shall be made immediately after Contractor becomes aware of such damage, but in no event later than thirty (30) days after the occurrence.

If the Contractor fails to make timely repairs, the County may make any necessary repairs. The Contractor, as determined by the County, shall repay all costs incurred by the County for such repairs, by cash payment upon demand, or County may deduct such costs from any amounts due to the Contractor from the County, as determined at the County's sole discretion.

C. 15 Debarment and Suspension

Contractor certifies that neither it nor its principals or subcontracts is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. (See the following United States General Services Administration's System for Award Management website <https://www.sam.gov>). Contractor further certifies that if it or any of its subcontractors are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

C.16 Drug and Alcohol Free Workplace

In recognition of individual rights to work in a safe, healthful and productive work place, as a material condition of this Contract, the Contractor agrees that the Contractor and the Contractor's employees, while performing service for the County, on County property, or while using County equipment:

- C.16.1** Shall not be in any way impaired because of being under the influence of alcohol or an illegal or controlled substance.
- C.16.2** Shall not possess an open container of alcohol or consume alcohol or possess or be under the influence of an illegal or controlled substance.
- C.16.3** Shall not sell, offer, or provide alcohol or an illegal or controlled substance to another person, except where Contractor or Contractor's employee who, as part of the performance of normal job duties and responsibilities, prescribes or administers medically prescribed drugs.

The Contractor shall inform all employees that are performing service for the County on County property, or using County equipment, of the County's objective of a safe, healthful and productive work place and the prohibition of drug or alcohol use or impairment from same while performing such service for the County.

The County may terminate for default or breach of this Contract and any other Contract the Contractor has with the County, if the Contractor or Contractor's employees are determined by the County not to be in compliance with above.

C.17 Duration of Terms

This Contract, and all of its terms and conditions, shall be binding upon and shall inure to the benefit of the heirs, executors, administrators, successors, and assigns of the respective parties, provided no such assignment is in violation of the provisions of this Contract.

C.18 Employment Discrimination

During the term of the Contract, Contractor shall not discriminate against any employee or applicant for employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, sexual orientation, age, or military and veteran status. Contractor shall comply with Executive Orders 11246, 11375, 11625, 12138, 12432, 12250, 13672, Title VI and Title VII of the Civil Rights Act of 1964, the California Fair Employment and Housing Act and other applicable Federal, State and County laws and regulations and policies relating to equal employment and contracting opportunities, including laws and regulations hereafter enacted.

C.19 Environmental Requirements

In accordance with County Policy 11-08, the County prefers to acquire and use products with higher levels of post-consumer recycled content. Environmentally preferable goods and materials must perform satisfactorily and be available at a reasonable price. The County requires Contractor to use recycled paper for any printed or photocopied material created as a result of this Contract. Contractor is also required to use both sides of paper sheets for reports submitted to the County whenever practicable.

To assist the county in meeting the reporting requirements of the California Integrated Waste Management Act of 1989 (AB 939), Contractor must be able to annually report the County's environmentally preferable purchases. Contractor must also be able to report on environmentally preferable goods and materials used in the provision of their service to the County, utilizing a County approved form.

C.20 Improper Influence

Contractor shall make all reasonable efforts to ensure that no County officer or employee, whose position in the County enables him/her to influence any award of the Contract or any competing offer, shall have any direct or indirect financial interest resulting from the award of the Contract or shall have any relationship to the Contractor or officer or employee of the Contractor.

C.21 Improper Consideration

Contractor shall not offer (either directly or through an intermediary) any improper consideration such as, but not limited to cash, discounts, service, the provision of travel or entertainment, or any items of value to any officer, employee or agent of the County in an attempt to secure favorable treatment regarding this Contract.

The County, by written notice, may immediately terminate this Contract if it determines that any improper consideration as described in the preceding paragraph was offered to any officer, employee or agent of the County with respect to the proposal and award process. This prohibition shall apply to any amendment, extension or evaluation process once a contract has been awarded.

Contractor shall immediately report any attempt by a County officer, employee or agent to solicit (either directly or through an intermediary) improper consideration from Contractor. The report shall be made to the supervisor or manager charged with supervision of the employee or the

County Administrative Office. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

C.22 Informal Dispute Resolution

In the event the County determines that service is unsatisfactory, or in the event of any other dispute, claim, question or disagreement arising from or relating to this Contract or breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties.

C.23 Legality and Severability

The parties' actions under the Contract shall comply with all applicable laws, rules, regulations, court orders and governmental agency orders. The provisions of this Contract are specifically made severable. If a provision of the Contract is terminated or held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full effect.

C.24 Licenses, Permits and/or Certifications

Contractor shall ensure that it has all necessary licenses, permits and/or certifications required by the laws of Federal, State, County, and municipal laws, ordinances, rules and regulations. The Contractor shall maintain these licenses, permits and/or certifications in effect for the duration of this Contract. Contractor will notify County immediately of loss or suspension of any such licenses, permits and/or certifications. Failure to maintain a required license, permit and/or certification may result in immediate termination of this Contract.

C.25 Material Misstatement/Misrepresentation

If during the course of the administration of this Contract, the County determines that Contractor has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to the County, this Contract may be immediately terminated. If this Contract is terminated according to this provision, the County is entitled to pursue any available legal remedies.

C.26 Mutual Covenants

The parties to this Contract mutually covenant to perform all of their obligations hereunder, to exercise all discretion and rights granted hereunder, and to give all consents in a reasonable manner consistent with the standards of "good faith" and "fair dealing".

C.27 Nondisclosure

Contractor shall hold as confidential and use reasonable care to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, confidential information that is either: (1) provided by the County to Contractor or an agent of Contractor or otherwise made available to Contractor or Contractor's agent in connection with this Contract; or, (2) acquired, obtained, or learned by Contractor or an agent of Contractor in the performance of this Contract. For purposes of this provision, confidential information means any data, files, software, information or materials in oral, electronic, tangible or intangible form and however stored, compiled or memorialize and includes, but is not limited to, technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data.

C.28 Notice of Delays

Except as otherwise provided herein, 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 twenty-four (24) hours, give notice thereof, including all relevant information with respect thereto, to the other party.

C.29 Ownership of Documents

All documents, data, products, graphics, computer programs and reports prepared by Contractor pursuant to the Contract shall be considered property of the County upon payment for services (and products, if applicable). All such items shall be delivered to County at the completion of work under the Contract, subject to the requirements of Section IV–Term of the Contract. Unless otherwise directed by County, Contractor may retain copies of such items.

C.30 Participation Clause

The County desires that Municipalities, School Districts, and other Tax Districts within the County of San Bernardino requiring the same services provided herein may at their option and through the County Purchasing agent, avail themselves of this Contract. Upon notice, in writing, the Contractor agrees to the extension of the terms of a resultant contract with such governmental bodies as though they have been expressly identified in this bid, with the provisions that:

C.30.1 Such governmental body does not have and will not have in force any other contract for like purchases.

C.30.2 Such governmental body does not have under consideration for award any other bids or quotations for like purchases.

Such governmental body shall make purchases directly through and to the Contractor. The County will not be liable for any such purchase made between the Contractor and another governmental body who avails themselves of this contract.

C.31 Air, Water Pollution Control, Safety and Health

Contractor shall comply with all air pollution control, water pollution, safety and health ordinances and statutes, which apply to the work performed pursuant to this Contract.

C.32 Records

Contractor shall maintain all records and books pertaining to the delivery of services under this Contract and demonstrate accountability for contract performance. All records shall be complete and current and comply with all Contract requirements. Failure to maintain acceptable records shall be considered grounds for withholding of payments for invoices submitted and/or termination of the Contract.

All records relating to the Contractor's personnel, consultants, subcontractors, Services/Scope of Work and expenses pertaining to this Contract shall be kept in a generally acceptable accounting format. Records should include primary source documents. Fiscal records shall be kept in accordance with Generally Accepted Accounting Principles and must account for all funds, tangible assets, revenue and expenditures. Fiscal records must comply with the appropriate Office of Management and Budget (OMB) Circulars, which state the administrative requirements, cost principles and other standards for accountancy.

C.33 Relationship of the Parties

Nothing contained in this Contract shall be construed as creating a joint venture, partnership, or employment arrangement between the Parties hereto, nor shall either Party have the right, power or authority to create an obligation or duty, expressed or implied, on behalf of the other Party hereto.

C.34 Release of Information

No news releases, advertisements, public announcements or photographs arising out of the Contract or Contractor's relationship with County may be made or used without prior written approval of the County.

C.35 Representation of the County

In the performance of this Contract, Contractor, its agents and employees, shall act in an independent capacity and not as officers, employees, or agents of the County of San Bernardino.

C.36 Strict Performance

Failure by a party to insist upon the strict performance of any of the provisions of this Contract by the other party, or the failure by a party to exercise its rights upon the default of the other party, shall not constitute a waiver of such party's right to insist and demand strict compliance by the other party with the terms of this Contract thereafter.

C.37 Subcontracting

Contractor shall obtain County's written consent, which County may withhold in its sole discretion, before entering into Contracts with or otherwise engaging any subcontractors who may supply any part of the Services to County. At County's request, Contractor shall provide information regarding the subcontractor's qualifications and a listing of a subcontractor's key personnel including, if requested by the County, resumes of proposed subcontractor personnel. Contractor shall remain directly responsible to County for its subcontractors and shall indemnify County for the actions or omissions of its subcontractors under the terms and conditions specified in Section G. All approved subcontractors shall be subject to the provisions of this Contract applicable to Contractor Personnel.

For any subcontractor, Contractor shall:

- 37.1** Be responsible for subcontractor compliance with the Contract and the subcontract terms and conditions; and
- 37.2** Ensure that the subcontractor follows County's reporting formats and procedures as specified by County.
- 37.3** Include in the subcontractor's subcontract substantially similar terms as are provided in Sections B. Contractor Responsibilities and C. General Contract Requirements.

Upon expiration or termination of this Contract for any reason, County will have the right to enter into direct Contracts with any of the Subcontractors. Contractor agrees that its arrangements with Subcontractors will not prohibit or restrict such Subcontractors from entering into direct Contracts with County.

C. 38 Subpoena

In the event that a subpoena or other legal process commenced by a third party in any way concerning the Goods or Services provided under this Contract is served upon Contractor or County, such party agrees to notify the other party in the most expeditious fashion possible following receipt of such subpoena or other legal process. Contractor and County further agree to cooperate with the other party in any lawful effort by such other party to contest the legal validity of such subpoena or other legal process commenced by a third party as may be reasonably required and at the expense of the party to whom the legal process is directed, except as otherwise provided herein in connection with defense obligations by Contractor for County.

C.39 Termination for Convenience

The County and the Contractor each reserve the right to terminate the Contract, for any reason, with a thirty (30) day written notice of termination. Such termination may include all or part of the services described herein. Upon such termination, payment will be made to the Contractor for services rendered and expenses reasonably incurred prior to the effective date of termination. Upon receipt of termination notice Contractor shall promptly discontinue services unless the notice directs otherwise. Contractor shall deliver promptly to County and transfer title (if necessary) all completed work, and work in progress, including drafts, documents, plans, forms, data, products, graphics, computer programs and reports.

C.40 Time of the Essence

Time is of the essence in performance of this Contract and of each of its provisions.

C.41 Venue

The parties acknowledge and agree that this Contract was entered into and intended to be performed in San Bernardino County, California. The parties agree that the venue of any action or claim brought by any party to this Contract will be the Superior Court of California, County of San Bernardino, San Bernardino District. Each party hereby waives any law or rule of the court, which would allow them to request or demand a change of venue. If any action or claim concerning this Contract is brought by any third party and filed in another venue, the parties hereto agree to use their best efforts to obtain a change of venue to the Superior Court of California, County of San Bernardino, San Bernardino District.

C.42 Conflict of Interest

Contractor shall make all reasonable efforts to ensure that no conflict of interest exists between its officers, employees, or subcontractors and the County. Contractor shall make a reasonable effort to prevent employees, Contractor, or members of governing bodies from using their positions for purposes that are, or give the appearance of being motivated by a desire for private gain for themselves or others such as those with whom they have family business, or other ties. Officers, employees, and agents of cities, counties, districts, and other local agencies are subject to applicable conflict of interest codes and state law. In the event the County determines a conflict of interest situation exists, any increase in costs, associated with the conflict of interest situation, may be disallowed by the County and such conflict may constitute grounds for termination of the Contract. This provision shall not be construed to prohibit employment of persons with whom Contractor's officers, employees, or agents have family, business, or other ties so long as the employment of such persons does not result in increased costs over those associated with the employment of any other equally qualified applicant.

C.43 Former County Administrative Officials

Contractor agrees to provide, or has already provided information on former County of San Bernardino administrative officials (as defined below) who are employed by or represent Contractor. The information provided includes a list of former County administrative officials who terminated County employment within the last five years and who are now officers, principals, partners, associates or members of the business. The information also includes the employment with or representation of Contractor. For purposes of this provision, "County administrative official" is defined as a member of the Board of Supervisors or such officer's staff, County Executive Officer or member of such officer's staff, County department or group head, assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.

C.44 Disclosure of Criminal and Civil Procedures

The County reserves the right to request the information described herein from the Contractor. Failure to provide the information may result in a termination of the Contract. The County also reserves the right to obtain the requested information by way of a background check performed by an investigative firm. The Contractor also may be requested to provide information to clarify initial responses. Negative information discovered may result in Contract termination.

Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees (as that term is defined herein), within the last ten years, has been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates or key employees, has within the last ten years, been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the Contractor will be asked to describe any such indictments or charges (and the status thereof), convictions and the surrounding circumstances in detail.

In addition, the Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees, within the last ten years, has been the subject of legal proceedings as defined herein arising directly from the provision of services by the firm or those

individuals. "Legal proceedings" means any civil actions filed in a court of competent jurisdiction, or any matters filed by an administrative or regulatory body with jurisdiction over the firm or the individuals. If the response is affirmative, the Contractor will be asked to describe any such legal proceedings (and the status and disposition thereof) and the surrounding circumstances in detail.

For purposes of this provision "key employees" includes any individuals providing direct service to the County. "Key employees" do not include clerical personnel providing service at the firm's offices or locations.

C.45 Copyright

County shall have a royalty-free, non-exclusive and irrevocable license to publish, disclose, copy, translate, and otherwise use, copyright or patent, now and hereafter, all reports, studies, information, data, statistics, forms, designs, plans, procedures, systems, and any other materials or properties developed under this Contract including those covered by copyright, and reserves the right to authorize others to use or reproduce such material. All such materials developed under the terms of this Contract shall acknowledge the County of San Bernardino as the funding agency and Contractor as the creator of the publication. No such materials, or properties produced in whole or in part under this Contract shall be subject to private use, copyright or patent right by Contractor in the United States or in any other country without the express written consent of County. Copies of all educational and training materials, curricula, audio/visual aids, printer material, and periodicals, assembled pursuant to this Contract must be filed with the County prior to publication.

C.46 Artwork, Proofs and Negatives

All artwork, proofs, and/or negatives in either print or digital format for anything produced under the terms of this Contract are the property of the County. These items must be returned to the County within ten (10) days, upon written notification to the Contractor. In the event of a failure to return the documents, the County is entitled to pursue any available legal remedies. In addition, the Contractor will be barred from all future solicitations, for a period of at least six (6) months.

C.47 Iran Contracting Act

IRAN CONTRACTING ACT OF 2010, Public Contract Code sections 2200 et seq. (Applicable for all Contracts of one million dollars (\$1,000,000) or more). In accordance with Public Contract Code section 2204(a), the Contractor certifies that at the time the Contract is signed, the Contractor signing the Contract is not identified on a list created pursuant to subdivision (b) of Public Contract Code section 2203 as a person (as defined in Public Contract Code section 2202(e)) engaging in investment activities in Iran described in subdivision (a) of Public Contract Code section 2202.5, or as a person described in subdivision (b) of Public Contract Code section 2202.5, as applicable.

Contractors are cautioned that making a false certification may subject the Contractor to civil penalties, termination of existing contract, and ineligibility to bid on a contract for a period of three (3) years in accordance with Public Contract Code section 2205.

D. TERM OF CONTRACT

This Contract is effective as of February 8, 2022 and expires February 7, 2027, but may be terminated earlier in accordance with provisions of this Contract.

E. COUNTY RESPONSIBILITIES

E.1 Compensate the Contractor for deliverables in accordance with the provisions in Section F and Attachments B through F, as applicable, of this Contract.

E.2 The County shall provide Contractor and its employee(s) and authorized agents reasonable access to all necessary data, database, documents and information necessary for the Contractor to perform services under this Contract.

- E.3 Monitor and evaluate the performance of the Contract in meeting the terms of the Contract and the quality and effectiveness of services based on criteria determined by the County. County personnel shall monitor the performance of the Contractor annually, or as deemed necessary by the County.
- E.4 Subject to any applicable laws, ARMC shall have the right, at its sole option, to refuse access to any of Contractor employee or agent to ARMC if ARMC deems appropriate based on the employee/agent's conduct and/or behavior. In such instances, Contractor shall have the duty to substitute such personnel with another employee/agent to perform the Services at ARMC under this Contract.

F. FISCAL PROVISIONS

- F.1 The maximum amount of reimbursement under this Contract shall not exceed \$3,500,000, of which some portion may be federally funded, and shall be subject to availability of other funds to the County. The consideration to be paid to Contractor, as provided herein, shall be in full payment for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.
- F.2 Invoices shall be issued monthly with a net sixty (60) day payment term with corresponding Purchase Order number stated on the invoice. On a separate report, and on a monthly basis, the Contractor shall provide: Patient Name, Language, Type of Service Used, Date, Start Time, End Time, Unit or Room Number, Requester, and Interpreter ID Number. The report shall be sent to the ARMC Risk Management Department.
- F.3 Contractor shall accept all payments from County via electronic funds transfer (EFT) directly deposited into the Contractor's designated checking or other bank account. Contractor shall promptly comply with directions and accurately complete forms provided by County required to process EFT payments.
- F.4 County is exempt from Federal excise taxes and no payment shall be made for any personal property taxes levied on Contractor or on any taxes levied on employee wages. The County shall only pay for any State or local sales or use taxes on the services rendered or equipment and/or parts supplied to the County pursuant to the Contract.
- F.5 Costs for services under the terms of this Contract shall be incurred during the contract period except as approved by County. Contractor shall not use current year funds to pay prior or future year obligations.
- F.6 Funds made available under this Contract shall not supplant any federal, state or any governmental funds intended for services of the same nature as this Contract. Contractor shall not claim reimbursement or payment from County for, or apply sums received from County with respect to that portion of its obligations that have been paid by another source of revenue. Contractor agrees that it will not use funds received pursuant to this Contract, either directly or indirectly, as a contribution or compensation for purposes of obtaining funds from another revenue source without prior written approval of the County.
- F.7 Contractor shall adhere to the County's Travel Management Policy (8-02 and 08-02SP1) when travel is pursuant to this Contract and for which reimbursement is sought from the County. In addition, Contractor is encouraged to utilize local transportation services, including but not limited to, the Ontario International Airport.

G. INDEMNIFICATION AND INSURANCE REQUIREMENTS

G.1 Indemnification

The Contractor agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages and/or liability arising out of this Contract from any cause

whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnities. The Contractor indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of Civil Code section 2782.

G.2 Additional Insured

All policies, except for Worker's Compensation, Errors and Omissions and Professional Liability policies shall contain additional endorsements naming the County and its officers, employees, agents and volunteers as additional named insured with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.

G.3 Waiver of Subrogation Rights

The Contractor shall require the carriers of required coverages to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors and subcontractors. All general or auto liability insurance coverage provided shall not prohibit the Contractor and Contractor's employees or agents from waiving the right of subrogation prior to a loss or claim. The Contractor hereby waives all rights of subrogation against the County.

G.4 Policies Primary and Non-Contributory

All policies required herein are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.

G.5 Severability of Interests

The Contractor agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for suits between the Contractor and the County or between the County and any other insured or additional insured under the policy.

G.6 Proof of Coverage

The Contractor shall furnish Certificates of Insurance to the County Department administering the Contract evidencing the insurance coverage at the time the Contract is executed, additional endorsements, as required shall be provided prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department, and Contractor shall maintain such insurance from the time Contractor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this contract, the Contractor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and endorsements immediately upon request.

G.7 Acceptability of Insurance Carrier

Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum "Best" Insurance Guide rating of "A- VII".

G.8 Deductibles and Self-Insured Retention

Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk Management.

G.9 Failure to Procure Coverage

In the event that any policy of insurance required under this contract does not comply with the requirements, is not procured, or is canceled and not replaced, the County has the right but not

the obligation or duty to cancel the contract or obtain insurance if it deems necessary and any premiums paid by the County will be promptly reimbursed by the Contractor or County payments to the Contractor will be reduced to pay for County purchased insurance.

G.10 Insurance Review

Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interests of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County's risk.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Contractor agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.

- G.11** The Contractor agrees to provide insurance set forth in accordance with the requirements herein. If the Contractor uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, the Contractor agrees to amend, supplement or endorse the existing coverage to do so.

Without in anyway affecting the indemnity herein provided and in addition thereto, the Contractor shall secure and maintain throughout the contract term the following types of insurance with limits as shown:

- G.11.1** Workers' Compensation/Employer's Liability – A program of Workers' Compensation insurance or a state-approved, self-insurance program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits covering all persons including volunteers providing services on behalf of the Contractor and all risks to such persons under this contract.

If Contractor has no employees, it may certify or warrant to the County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.

- G.11.2** Commercial/General Liability Insurance – The Contractor shall carry General Liability Insurance covering all operations performed by or on behalf of the Contractor providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy coverage shall include:

- a. Premises operations and mobile equipment.
- b. Products and completed operations.
- c. Broad form property damage (including completed operations).
- d. Explosion, collapse and underground hazards.
- e. Personal injury.
- f. Contractual liability.

g. \$2,000,000 general aggregate limit.

G.11.3 Automobile Liability Insurance – Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.

If the Contractor is transporting one or more non-employee passengers in performance of contract services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.

If the Contractor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.

G.11.4 Umbrella Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a “dropdown” provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.

G.11.5 Professional Liability – Professional Liability Insurance with limits of not less than one million (\$1,000,000) per claim and two million (\$2,000,000) aggregate limits

or

Errors and Omissions Liability Insurance – Errors and Omissions Liability Insurance with limits of not less than one million (\$1,000,000) and two million (\$2,000,000) aggregate limits

If insurance coverage is provided on a “claims made” policy, the “retroactive date” shall be shown and must be before the date of the state of the contract work. The claims made insurance shall be maintained or “tail” coverage provided for a minimum of five (5) years after contract completion.

G.11.6 Cyber Liability Insurance – Cyber Liability Insurance with limits of no less than \$1,000,000 for each occurrence or event with an annual aggregate of \$2,000,000 covering privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security. The policy shall protect the involved County entities and cover breach response cost as well as regulatory fines and penalties.

G.11.7 Intentionally Deleted.

H. RIGHT TO MONITOR AND AUDIT

H.1 The County, State and Federal government shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract. Contractor shall give full cooperation, in any auditing or monitoring conducted. Contractor shall cooperate with the County in the implementation, monitoring, and evaluation of this Contract and comply with any and all reporting requirements established by the County.

H.2 All records pertaining to services delivered and all fiscal, statistical and management books and records shall be available for examination and audit by County representatives for a period of

three years after final payment under this Contract or until all pending County, State and Federal audits are completed, whichever is later.

I. CORRECTION OF PERFORMANCE DEFICIENCIES

- I.1 Failure by Contractor to comply with any of the provisions, covenants, requirements or conditions of this Contract shall be a material breach of this Contract.

- I.2 In the event of a non-cured breach, County may, at its sole discretion and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
 - a. Afford Contractor thereafter a time period within which to cure the breach, which period shall be established at the sole discretion of County; and/or
 - b. Discontinue reimbursement to Contractor for and during the period in which Contractor is in breach, which reimbursement shall not be entitled to later recovery; and/or
 - c. Withhold funds pending duration of the breach; and/or
 - d. Offset against any monies billed by Contractor but yet unpaid by County those monies disallowed pursuant to Item "b" of this paragraph; and/or
 - e. Terminate this Contract immediately and be relieved of the payment of any consideration to Contractor. In the event of such termination, the County may proceed with the work in any manner deemed proper by the County. The cost to the County shall be deducted from any sum due to the Contractor under this Contract and the balance, if any, shall be paid by the Contractor upon demand.

J. NOTICES

All written notices provided for in this Contract or which either party desires to give to the other shall be deemed fully given, when made in writing and either served personally, or by facsimile, or deposited in the United States mail, postage prepaid, and addressed to the other party as follows:

Arrowhead Regional Medical Center
400 North Pepper Ave.
Colton, CA 92324
Attn: ARMC Hospital Director

CyraCom, LLC
2650 E. Elvira Road, Suite 132
Tucson, AZ 85756

Notice shall be deemed communicated two (2) County working days from the time of mailing if mailed as provided in this paragraph.

K. ELECTRONIC SIGNATURES

The Contract may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Contract. The parties shall be entitled to sign and transmit an electronic signature of this Contract (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing electronic signature agrees to promptly execute and deliver to the other party an original signed Contract upon request.

L. ENTIRE AGREEMENT

This Contract, including all attachments, which are attached hereto and incorporated by reference, and other documents incorporated herein, represents the final, complete and exclusive agreement between the parties hereto. Any prior agreement, promises, negotiations or representations relating to the subject matter of this Contract not expressly set forth herein are of no force or effect. This Contract is executed without reliance upon any promise, warranty or representation by any party or any representative of any party other than those expressly contained herein. Each party has carefully read this Contract and signs the same of its own free will.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, San Bernardino County and the Contractor have each caused this Contract to be subscribed by its respective duly authorized officers, on its behalf.

SAN BERNARDINO COUNTY

▶ 
 Curt Hagman, Chairman, Board of Supervisors

Dated: **FEB 08 2022**
 SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD

Lynda Monell
 Clerk of the Board of Supervisors

By 
 Deputy


CyraCom, LLC

(Print or type name of corporation, company, contractor, etc.)

By ▶ 
 (Authorized signature - sign in blue ink)

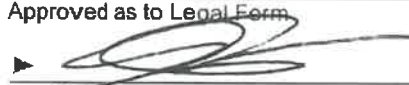
Name J. Austin Wade
 (Print or type name of person signing contract)

Title Senior Vice President
 (Print or Type)

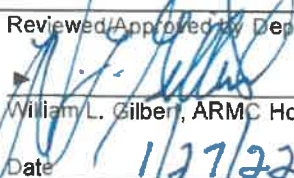
Dated: Dec 29, 2021

Address 2650 E. Elvira Road, Ste. 132
 Tucson, AZ 85756

FOR COUNTY USE ONLY

Approved as to Legal Form
 ▶ 
 Charles Phan, Deputy County Counsel
 Date 1/27/2022

Reviewed for Contract Compliance
 ▶ _____
 Date _____

Reviewed/Approved by Department
 ▶ 
 William L. Gilbert, ARMC Hospital Director
 Date 1/27/22

ATTACHMENT A

BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (Agreement) supplements and is made a part of the contract (Contract) by and between San Bernardino County (hereinafter Covered Entity) and CyraCom, LLC (hereinafter Business Associate). This Agreement is effective as of the effective date of the Contract.

RECITALS

WHEREAS, Covered Entity (CE) wishes to disclose certain information to Business Associate (BA) pursuant to the terms of the Contract, which may include Protected Health Information (PHI); and

WHEREAS, CE and BA intend to protect the privacy and provide for the security of the PHI disclosed to BA pursuant to the Contract in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (HITECH Act), their implementing regulations, and other applicable laws; and

WHEREAS, The Privacy Rule and the Security Rule require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, sections 164.314, subdivision (a), 164.502, subdivision (e), and 164.504, subdivision (e) of the Code of Federal Regulations (C.F.R.) and contained in this Agreement; and

WHEREAS, Pursuant to HIPAA and the HITECH Act, BA shall fulfill the responsibilities of this Agreement by being in compliance with the applicable provisions of the HIPAA Standards for Privacy of PHI set forth at 45 C.F.R. sections 164.308 (Administrative Safeguards), 164.310 (Physical Safeguards), 164.312 (Technical Safeguards), 164.316 (Policies and Procedures and Documentation Requirements), and, 164.400, et seq. and 42 United States Code (U.S.C.) section 17932 (Breach Notification Rule), in the same manner as they apply to a CE under HIPAA;

NOW THEREFORE, in consideration of the mutual promises below and the exchange of information pursuant to this Agreement, the parties agree as follows:

A. Definitions

Unless otherwise specified herein, capitalized terms used in this Agreement shall have the same meanings as given in the Privacy Rule, the Security Rule, the Breach Notification Rule, and HITECH Act, as and when amended from time to time.

1. Breach shall have the same meaning given to such term under the HIPAA Regulations [45 C.F.R. §164.402] and the HITECH Act [42 U.S.C. §§17921 et seq.], and as further described in California Civil Code section 1798.82.
2. Business Associate (BA) shall have the same meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including but not limited to 42 U.S.C. section 17921 and 45 C.F.R. section 160.103.
3. Covered Entity (CE) shall have the same meaning given to such term as under the Privacy Rule and Security Rule, including, but not limited to 45 C.F.R. section 160.103.
4. Designated Record Set shall have the same meaning given to such term under 45 C.F.R. section 164.501.
5. Electronic Protected Health Information (ePHI) means PHI that is maintained in or transmitted by electronic media as defined in the Security Rule, 45 C.F.R. section 164.103.
6. Individual shall have the same meaning given to such term under 45 C.F.R. section 160.103.
7. Privacy Rule means the regulations promulgated under HIPAA by the United States Department of Health and Human Services (HHS) to protect the privacy of Protected Health Information, including, but not limited to, 45 C.F.R. Parts 160 and 164, subparts A and E.

8. Protected Health Information (PHI) shall have the same meaning given to such term under 45 C.F.R. section 160.103, limited to the information received from, or created or received by Business Associate from or on behalf of, CE.
9. Security Rule means the regulations promulgated under HIPAA by HHS to protect the security of ePHI, including, but not limited to, 45 C.F.R. Part 160 and 45 C.F.R. Part 164, subparts A and C.
10. Unsecured PHI shall have the same meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act, including, but not limited to 42 U.S.C. section 17932, subdivision (h).

B. Obligations and Activities of BA

1. Permitted Uses and Disclosures

BA may disclose PHI: (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) for purposes of Treatment, Payment and Operations (TPO); (iv) as required by law; or (v) for Data Aggregation purposes for the Health Care Operations of CE. Prior to making any other disclosures, BA must obtain a written authorization from the Individual.

If BA discloses PHI to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable written assurances from such third party that such PHI will be held confidential as provided pursuant to this Agreement and only disclosed as required by law or for the purposes for which it was disclosed to such third party, and (ii) a written agreement from such third party to immediately notify BA of any breaches of confidentiality of the PHI, to the extent it has obtained knowledge of such breach. [42 U.S.C. section 17932; 45 C.F.R. sections 164.504(e)(2)(i), 164.504(e)(2)(i)(B), 164.504(e)(2)(ii)(A) and 164.504(e)(4)(ii)]

2. Prohibited Uses and Disclosures

- i. BA shall not use, access or further disclose PHI other than as permitted or required by this Agreement and as specified in the attached Contract or as required by law. Further, BA shall not use PHI in any manner that would constitute a violation of the Privacy Rule or the HITECH Act. BA shall disclose to its employees, subcontractors, agents, or other third parties, and request from CE, only the minimum PHI necessary to perform or fulfill a specific function required or permitted hereunder.
- ii. BA shall not use or disclose PHI for fundraising or marketing purposes.
- iii. BA shall not disclose PHI to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates. (42 U.S.C. ssection 17935(a) and 45 C.F.R. ssection 164.522(a)(1)(i)(A).)
- iv. BA shall not directly or indirectly receive remuneration in exchange for PHI, except with the prior written consent of CE and as permitted by the HITECH Act (42 U.S.C. ssection 17935(d)(2); and 45 C.F.R. ssection 164.508); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to this Agreement.

3. Appropriate Safeguards

- i. BA shall implement appropriate safeguards to prevent the unauthorized use or disclosure of PHI, including, but not limited to, administrative, physical and technical safeguards that reasonably protect the confidentiality, integrity and availability of the PHI BA creates, receives, maintains, or transmits on behalf of the CE, in accordance with 45 C.F.R. sections 164.308, 164.310, 164.312 and 164.316. [45 C.F.R. sections 164.504(e)(2)(ii)(b) and 164.308(b).]
- ii. In accordance with 45 C.F.R. section 164.316, BA shall maintain reasonable and appropriate written policies and procedures for its privacy and security program in order to comply with the standards, implementation specifications, or any other requirements of the Privacy Rule and applicable provisions of the Security Rule.

- iii. BA shall provide appropriate training for its workforce on the requirements of the Privacy Rule and Security Rule as those regulations affect the proper handling, use confidentiality and disclosure of the CE's PHI.

Such training will include specific guidance relating to sanctions against workforce members who fail to comply with privacy and security policies and procedures and the obligations of the BA under this Agreement.

4. Subcontractors

BA shall enter into written agreements with agents and subcontractors to whom BA provides CE's PHI that impose the same restrictions and conditions on such agents and subcontractors that apply to BA with respect to such PHI, and that require compliance with all appropriate safeguards as found in this Agreement.

5. Reporting of Improper Access, Use or Disclosure or Breach

Every suspected and actual Breach shall be reported immediately, but no later than one (1) business day upon discovery, to CE's Office of Compliance, consistent with the regulations under HITECH Act. Upon discovery of a Breach or suspected Breach, BA shall complete the following actions:

- i. Provide CE's Office of Compliance with the following information to include but not limited to:
 - a) Date the Breach or suspected Breach occurred;
 - b) Date the Breach or suspected Breach was discovered;
 - c) Number of staff, employees, subcontractors, agents or other third parties and the names and titles of each person allegedly involved;
 - d) Number of potentially affected Individual(s) with contact information; and
 - e) Description of how the Breach or suspected Breach allegedly occurred.
- ii. Conduct and document a risk assessment by investigating without unreasonable delay and in no case later than five (5) calendar days of discovery of the Breach or suspected Breach to determine the following:
 - a) The nature and extent of the PHI involved, including the types of identifiers and likelihood of re-identification;
 - b) The unauthorized person who had access to the PHI;
 - c) Whether the PHI was actually acquired or viewed; and
 - d) The extent to which the risk to PHI has been mitigated.
- iii. Provide a completed risk assessment and investigation documentation to CE's Office of Compliance within ten (10) calendar days of discovery of the Breach or suspected Breach with a determination as to whether a Breach has occurred. At the discretion of CE, additional information may be requested.
 - a) If BA and CE agree that a Breach has not occurred, notification to Individual(s) is not required.
 - b) If a Breach has occurred, notification to the Individual(s) is required and BA must provide CE with affected Individual(s) name and contact information so that CE can provide notification.
- iv. Make available to CE and governing State and Federal agencies in a time and manner designated by CE or governing State and Federal agencies, any policies, procedures, internal practices and records relating to a Breach or suspected Breach for the purposes of audit or should the CE reserve the right to conduct its own investigation and analysis.

6. Access to PHI

To the extent BA maintains a Designated Record Set on behalf of CE, BA shall make PHI maintained by BA or its agents or subcontractors in Designated Record Sets available to CE for inspection and copying within ten (10) days of a request by CE to enable CE to fulfill its obligations under the Privacy Rule. If BA maintains ePHI, BA shall provide such information in electronic format to enable CE to fulfill

its obligations under the HITECH Act. If BA receives a request from an Individual for access to PHI, BA shall immediately forward such request to CE.

7. Amendment of PHI

If BA maintains a Designated Record Set on behalf of the CE, BA shall make any amendment(s) to PHI in a Designated Record Set that the CE directs or agrees to, pursuant to 45 C.F.R. ssection 164.526, or take other measures as necessary to satisfy CE's obligations under 45 C.F.R. section 164.526, in the time and manner designated by the CE.

8. Access to Records

BA shall make internal practices, books, and records, including policies and procedures, relating to the use, access and disclosure of PHI received from, or created or received by BA on behalf of, CE available to the Secretary of HHS, in a time and manner designated by the Secretary, for purposes of the Secretary determining CE's compliance with the Privacy Rule and Security Rule and patient confidentiality regulations. Any documentation provided to the Secretary shall also be provided to the CE upon request.

9. Accounting for Disclosures

BA, its agents and subcontractors shall document disclosures of PHI and information related to such disclosures as required by HIPAA. This requirement does not apply to disclosures made for purposes of TPO. BA shall provide an accounting of disclosures to CE or an Individual, in the time and manner designated by the CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents or subcontractors for at least six (6) years prior to the request. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received PHI and, if known, the address of the entity or person; (iii) a brief description of PHI disclosed; and (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the Individual's authorization, or a copy of the written request for disclosure.

10. Termination

CE may immediately terminate this agreement, and any related agreements, if CE determines that BA has breached a material term of this agreement. CE may, at its sole discretion, provide BA an opportunity to cure the breach or end the violation within the time specified by the CE.

11. Return of PHI

Upon termination of this Agreement, BA shall return all PHI required to be retained by the BA or its subcontractors, employees or agents on behalf of the CE. In the event the BA determines that returning the PHI is not feasible, the BA shall provide the CE with written notification of the conditions that make return not feasible. Additionally, the BA must follow established policies and procedures to ensure PHI is safeguarded and disposed of adequately in accordance with 45 C.F.R. section 164.310, and must submit to the CE a certification of destruction of PHI. For destruction of ePHI, the National Institute of Standards and Technology (NIST) guidelines must be followed. BA further agrees to extend any and all protections, limitations, and restrictions contained in this Agreement, to any PHI retained by BA or its subcontractors, employees or agents after the termination of this Agreement, and to limit any further use, access or disclosures.

12. Breach by the CE

Pursuant to 42 U.S.C. section 17934, subdivision (b), if the BA is aware of any activity or practice by the CE that constitutes a material Breach or violation of the CE's obligations under this Agreement, the BA must take reasonable steps to address the Breach and/or end eliminate the continued violation, if the BA has the capability of mitigating said violation. If the BA is unsuccessful in eliminating the violation and the CE continues with non-compliant activity, the BA must terminate the Agreement (if feasible) and report the violation to the Secretary of HHS.

13. Mitigation

BA shall have procedures in place to mitigate, to the extent practicable, any harmful effect that is known to BA of a use, access or disclosure of PHI by BA, its agents or subcontractors in violation of the requirements of this Agreement.

14. Costs Associated to Breach

BA shall be responsible for reasonable costs associated with a Breach. Costs shall be based upon the required notification type as deemed appropriate and necessary by the CE and shall not be reimbursable under the Agreement at any time. CE shall determine the method to invoice the BA for said costs. Costs shall incur at the current rates and may include, but are not limited to the following:

- Postage;
- Alternative means of notice;
- Media notification; and
- Credit monitoring services.

15. Direct Liability

BA may be held directly liable under HIPAA for impermissible uses and disclosures of PHI; failure to provide breach notification to CE; failure to provide access to a copy of ePHI to CE or individual; failure to disclose PHI to the Secretary of HHS when investigating BA's compliance with HIPAA; failure to provide an accounting of disclosures; and, failure to enter into a business associate agreement with subcontractors.

16. Indemnification

BA agrees to indemnify, defend and hold harmless CE and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages, penalties, injuries, costs and expenses (including costs for reasonable attorney fees) that are caused by or result from the acts or omissions of BA, its officers, employees, agents and subcontractors, with respect to the use, access, maintenance or disclosure of CE's PHI, including without limitation, any Breach of PHI or any expenses incurred by CE in providing required Breach notifications.

17. Judicial or Administrative Proceedings

CE may terminate the Contract, effective immediately, if (i) BA is named as a defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the Privacy Rule, Security Rule or other security or privacy laws or (ii) a finding or stipulation is made in any administrative or civil proceeding in which the BA has been joined that the BA has violated any standard or requirement of HIPAA, the HITECH Act, the Privacy Rule, Security Rule or other security or privacy laws.

18. Insurance

In addition to any general and/or professional liability insurance coverage required of BA under the Contract for services, BA shall provide appropriate liability insurance coverage during the term of this Agreement to cover any and all claims, causes of action, and demands whatsoever made for loss, damage, or injury to any person arising from the breach of the security, privacy, or confidentiality obligations of BA, its agents or employees, under this Agreement and under HIPAA 45 C.F.R. Parts 160 and 164, Subparts A and E.

19. Assistance in Litigation or Administrative Proceedings

BA shall make itself, and any subcontractors, employees, or agents assisting BA in the performance of its obligations under the Agreement, available to CE, at no cost to CE, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against CE, its directors, officers, or employees based upon a claimed violation of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule, or other laws relating to security and privacy, except where BA or its subcontractor, employee or agent is a named adverse party.

C. Obligations of CE

1. CE shall notify BA of any of the following, to the extent that such may affect BA's use, access, maintenance or disclosure of PHI:

- i. Any limitation(s) in CE's notice of privacy practices in accordance with 45 C.F.R. section 164.520.
- ii. Any changes in, or revocation of, permission by an individual to use, access or disclose PHI.
- iii. Any restriction to the use, access or disclosure of PHI that CE has agreed to in accordance with 45 C.F.R. section 164.522.

D. General Provisions

1. Remedies

BA agrees that CE shall be entitled to seek immediate injunctive relief as well as to exercise all other rights and remedies which CE may have at law or in equity in the event of an unauthorized use, access or disclosure of PHI by BA or any agent or subcontractor of BA that received PHI from BA.

2. Ownership

The PHI shall be and remain the property of the CE. BA agrees that it acquires no title or rights to the PHI.

3. Regulatory References

A reference in this Agreement to a section in the Privacy Rule and Security Rule and patient confidentiality regulations means the section as in effect or as amended.

4. No Third-Party Beneficiaries

Nothing express or implied in the Contract or this Agreement is intended to confer, nor shall anything herein confer, upon any person other than CE, BA and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

5. Amendment

The parties acknowledge that state and federal laws related to privacy and security of PHI are rapidly evolving and that amendment of the Contract or this Agreement may be required to ensure compliance with such developments. The parties shall negotiate in good faith to amend this Agreement when and as necessary to comply with applicable laws. If either party does not agree to so amend this Agreement within 30 days after receiving a request for amendment from the other, either party may terminate the Agreement upon written notice. To the extent an amendment to this Agreement is required by law and this Agreement has not been so amended to comply with the applicable law in a timely manner, the amendment required by law shall be deemed to be incorporated into this Agreement automatically and without further action required by either of the parties. Subject to the foregoing, this Agreement may not be modified, nor shall any provision hereof be waived or amended, except in a writing duly signed and agreed to by BA and CE.

6. Interpretation

Any ambiguity in this Agreement shall be resolved to permit CE to comply with the Privacy and Security Rules, the HITECH Act, and all applicable patient confidentiality regulations.

7. Compliance with State Law

In addition to HIPAA and all applicable HIPAA Regulations, BA acknowledges that BA and CE may have confidentiality and privacy obligations under State law, including, but not limited to, the California Confidentiality of Medical Information Act (Cal. Civil Code §56, et seq. ("CMIA")). If any provisions of this Agreement or HIPAA Regulations or the HITECH Act conflict with CMIA or any other California State law regarding the degree of protection provided for PHI and patient medical records, then BA shall comply with the more restrictive requirements.

8. Survival

The respective rights and obligations and rights of CE and BA relating to protecting the confidentiality or a patient's PHI shall survive the termination of the Contract or this Agreement.

SAN BERNARDINO COUNTY

▶ 
Curt Hagman, Chairman, Board of Supervisors

Dated: FEB 08 2022

CyraCom, LLC

(Print or type name of corporation, company, contractor, etc.)

By ▶ J. Austin Wade
J. Austin Wade (Dec 29, 2021 12:51 CST)
(Authorized signature - sign in blue ink)

Name J. Austin Wade
(Print or type name of person signing contract)

Title Senior Vice President
(Print or Type)

Dated: Dec 29, 2021

Address 2650 E. Elvira Road, Ste. 132
Tucson, AZ 85756

ATTACHMENT B: OVER-THE-PHONE (OPI) SERVICES

Contractor shall provide ARMC with Over-The-Phone Interpretation (“OPI”) Services, available twenty-four (24) hours per day each calendar day for the term of this Contract, for the languages referenced below. Contractor shall provide the following features and services at no additional charge to ARMC: (i) Contractor’s standard training services and materials; (ii) toll-free over-the-phone customer support available twenty-four (24) hours per day each calendar day for the term of this Contract; (iii) on-line service-usage reporting; (iv) monthly invoices with Contractor’s standard granular usage details; and (v) such additional PIN numbers as ARMC may reasonably request from time to time.

ARMC may access Contractor OPI Services using Contractor’s telephone interface or Contractor’s ClearLink telephones by entering a valid PIN. ARMC is solely responsible for the security of ARMC’s PIN and preprogrammed ClearLink telephones, as well as for any use of Services arising out of or relating to unauthorized access thereto. If ARMC discovers or suspects unauthorized use of ARMC’s PINs, Contractor shall promptly disable any such PIN upon ARMC’s request and issue a replacement PIN.

ARMC may be issued a Dedicated Toll Free Number (“DTFN”) and a four digit PIN in order for ARMC to access Contractor OPI Services. If ARMC is issued 1 800 number(s) for its convenience by Contractor, Contractor shall retain ownership and a right in the 1 800 number(s) and ARMC agrees that use is limited to ARMC, its subsidiaries, affiliates or Employees and that ARMC is responsible for payment for calls made using these 1800 number(s). ARMC is responsible for securing their DTFN appropriately. ARMC must formally notify Contractor for research and credit consideration within thirty (30) business days from date of invoice containing said alleged unauthorized charges.

If ARMC chooses not to secure said DTFN with a PIN, then Contractor will not be held accountable for ARMC’s unsecured DTFN related charges that did not originate from the ARMC.

Languages: All available Contractor languages

Pricing and Fees:

Interpretation Service Charges – Billed Monthly

OPI Interpretation

| Aggregate Minutes Per Month | Per Minute Rate | Minimum Monthly Charge |
|-----------------------------|-----------------|------------------------|
| 0 to 30 minutes | \$0.81 | \$10.00 |
| 31 to 25,000 minutes | \$0.81 | \$0.00 |
| 25,001 to 50,000 minutes | \$0.79 | \$0.00 |
| 50,001 to 75,000 minutes | \$0.77 | \$0.00 |
| 75,001 or greater minutes | \$0.75 | \$0.00 |

ATTACHMENT C: TRANSLATION AND LOCALIZATION SERVICES PRICING

| Language | Per Word Rate - Standard Content - New Word | Per Word Rate - 100% Translation Memory Match | Per Word Rate - Translation Memory Repeated Text | Per Word Rate - Fuzzy Translation Memory Match (85%-99%) |
|--------------------------|---|---|--|--|
| Albanian | \$0.18 | \$0.04 | \$0.06 | \$0.12 |
| Amharic | \$0.21 | \$0.05 | \$0.07 | \$0.14 |
| Arabic | \$0.12 | \$0.03 | \$0.04 | \$0.08 |
| Armenian | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Azerbaijani (Azeri) | \$0.15 | \$0.04 | \$0.05 | \$0.10 |
| Bengali | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Bosnian | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Bulgarian | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Burmese | \$0.19 | \$0.05 | \$0.06 | \$0.13 |
| Cambodian (Khmer) | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Catalan | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| Chinese (Simplified) | \$0.12 | \$0.03 | \$0.04 | \$0.08 |
| Chinese (Traditional) | \$0.15 | \$0.04 | \$0.05 | \$0.10 |
| Chuukese (Trukese) | \$0.44 | \$0.11 | \$0.15 | \$0.29 |
| Creole (Cape-Verdean) | \$0.31 | \$0.08 | \$0.10 | \$0.21 |
| Croatian | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Czech | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Danish | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| Dari | \$0.19 | \$0.05 | \$0.06 | \$0.12 |
| Dutch | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| English (United Kingdom) | \$0.09 | \$0.02 | \$0.03 | \$0.06 |
| Estonian | \$0.18 | \$0.04 | \$0.06 | \$0.12 |
| Farsi | \$0.14 | \$0.04 | \$0.05 | \$0.10 |
| Finnish | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| French (Canadian) | \$0.22 | \$0.05 | \$0.07 | \$0.14 |
| French (European) | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Georgian | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| German | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| Greek | \$0.19 | \$0.05 | \$0.06 | \$0.12 |
| Gujarati | \$0.15 | \$0.04 | \$0.05 | \$0.10 |
| Haitian Creole | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| Hakha Chin | \$0.31 | \$0.08 | \$0.10 | \$0.20 |
| Hawaiian | \$0.43 | \$0.11 | \$0.14 | \$0.28 |
| Hebrew | \$0.18 | \$0.04 | \$0.06 | \$0.12 |
| Hindi | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Hmong | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| Hungarian | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Ilocano | \$0.18 | \$0.05 | \$0.06 | \$0.12 |
| Indonesian | \$0.15 | \$0.04 | \$0.05 | \$0.10 |
| Italian | \$0.17 | \$0.04 | \$0.06 | \$0.11 |
| Ixil | \$0.33 | \$0.08 | \$0.11 | \$0.22 |
| Japanese | \$0.19 | \$0.05 | \$0.06 | \$0.12 |
| Karen | \$0.22 | \$0.05 | \$0.07 | \$0.14 |
| Karenni | \$0.26 | \$0.07 | \$0.09 | \$0.17 |
| Kikuyu | \$0.31 | \$0.08 | \$0.10 | \$0.20 |
| Kinyarwanda | \$0.19 | \$0.05 | \$0.06 | \$0.13 |
| Kirundi | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| Korean | \$0.17 | \$0.04 | \$0.06 | \$0.11 |
| Kosraean | \$0.57 | \$0.14 | \$0.19 | \$0.38 |
| Kunama | \$0.30 | \$0.08 | \$0.10 | \$0.20 |
| Kurdish | \$0.21 | \$0.05 | \$0.07 | \$0.14 |
| Laotian | \$0.20 | \$0.05 | \$0.07 | \$0.13 |

| | | | | |
|------------------------|--------|--------|--------|--------|
| Latvian | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Lithuanian | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Macedonian | \$0.19 | \$0.05 | \$0.06 | \$0.12 |
| Malay | \$0.16 | \$0.04 | \$0.05 | \$0.11 |
| Marshallese | \$0.41 | \$0.10 | \$0.14 | \$0.27 |
| Navajo | \$0.69 | \$0.17 | \$0.23 | \$0.45 |
| Nepali | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| Norwegian | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| Oromo | \$0.22 | \$0.05 | \$0.07 | \$0.14 |
| Pashto | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| Pohnpeian | \$0.57 | \$0.14 | \$0.19 | \$0.38 |
| Polish | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Portuguese (Brazilian) | \$0.16 | \$0.04 | \$0.05 | \$0.10 |
| Portuguese (European) | \$0.17 | \$0.04 | \$0.06 | \$0.11 |
| Punjabi (Panjabi) | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Rohingya | \$0.54 | \$0.14 | \$0.18 | \$0.36 |
| Romanian | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Russian | \$0.15 | \$0.04 | \$0.05 | \$0.10 |
| Samoan | \$0.39 | \$0.10 | \$0.13 | \$0.26 |
| Serbian | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Slovak | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Slovenian | \$0.19 | \$0.05 | \$0.06 | \$0.12 |
| Somali | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| Spanish | \$0.10 | \$0.03 | \$0.03 | \$0.07 |
| Swahili | \$0.20 | \$0.05 | \$0.07 | \$0.13 |
| Swedish | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| Tagalog | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Tamil | \$0.17 | \$0.04 | \$0.06 | \$0.12 |
| Telugu | \$0.19 | \$0.05 | \$0.06 | \$0.12 |
| Thai | \$0.15 | \$0.04 | \$0.05 | \$0.10 |
| Tibetan | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| Tigrinya | \$0.23 | \$0.06 | \$0.08 | \$0.15 |
| Tonga | \$0.36 | \$0.09 | \$0.12 | \$0.24 |
| Turkish | \$0.13 | \$0.03 | \$0.04 | \$0.09 |
| Ukrainian | \$0.18 | \$0.04 | \$0.06 | \$0.12 |
| Urdu | \$0.14 | \$0.04 | \$0.05 | \$0.10 |
| Vietnamese | \$0.15 | \$0.04 | \$0.05 | \$0.10 |
| Yao | \$0.40 | \$0.10 | \$0.13 | \$0.26 |
| Yapese | \$0.47 | \$0.12 | \$0.16 | \$0.31 |
| Yiddish | \$0.27 | \$0.07 | \$0.09 | \$0.18 |
| Zou (Zomi) | \$0.51 | \$0.13 | \$0.17 | \$0.33 |

| Other Services | Rate Per Hour Or At % Of Total Project Budget |
|---|---|
| Translation Hourly Rate (Review, Glossary Translation) | \$40.00 |
| Initial Source Language Glossary & Style Guide Creation Hourly Rate | \$40.00 |
| Post-Translation DTP Format & QA Hourly Rate | \$40.00 |
| Braille Transcription | Quoted per project |
| Transcription Hourly Rate | \$50.00 |
| Subtitling Hourly Rate | \$50.00 |
| Multimedia Translation Integration | \$65.00 |
| Graphics Localization | \$65.00 |
| Project Minimum - per language | \$100.00 |

| Monthly Usage for Translation & Localization | Discount Percentage |
|--|-------------------------|
| \$100 to \$1,000 | Contract Rate |
| \$1k to \$3k | Contract Rate less 1.5% |
| \$3,001 to \$10k | Contract Rate less 3% |
| \$10k+ | Contract Rate less 5% |

ATTACHMENT D: INTERPRETER TRAINING AND ASSESSMENTS

Spoken Language Proficiency and Interpreter Skills Assessments. Contractor shall conduct for ARMC the Interpreter Skills Development Training Course, in real-time, at ARMC’s onsite training facilities, facilitated by one or more Vendor Trainers, and administered at such hours as identified below.

Contractor shall conduct for ARMC a) Language Proficiency and/or b) Interpreter Skills assessments. All assessments conducted remotely, over the phone.

Interpreter Training.

- Duration: 2-day (16 contact hours)
- Location: Conducted onsite at ARMC’s facilities
- Pricing: \$350 per person, 10 person min; 20 max; plus instructor’s travel and lodging costs
- Cancellation: policy accurately stated in item 5, second bullet
- Further Details: available upon request

Miscellaneous. Qualified personnel shall present the Services described in this Attachment D in a professional and workmanlike manner. ARMC assumes full responsibility for the attention and actions of all attendees or examinees, including but not limited to absence or other behavior that interferes with the effectiveness of the Services, and releases Contractor from any liability or impairment of Services arising out of or relating to attendees’ or examinees’ actions. Upon delivery to ARMC of Contractor’s course or evaluation services, as the case may be, ARMC is responsible for timely payment of all fees to Contractor unless Contractor creates delay. In the event of Contractor’s delay, ARMC’s sole and exclusive remedy for damages or loss arising out of or relating to that delay, whether in contract or in tort, shall be to reschedule the Interpreter Training or Interpreter Evaluation at issue.

1. Interpreter Skills Assessments

| Total Assessments Any Language | Spanish (price per assessment) | Other Languages (price per assessment) (see Currently Available Languages) |
|-----------------------------------|-----------------------------------|---|
| 1-24 | \$150.00 | \$175.00 |
| 25-49 | \$125.00 | \$150.00 |
| 50-99 | \$100.00 | \$125.00 |
| 100+ | \$75.00 | \$100.00 |

2. Language Proficiency Assessment

- \$119 per assessment

3. Interpreter Skills Development Training Course

- \$500 per participant, plus Contractor instructor’s actual travel expenses
- Up to 20 participants (minimum 10)
- Prerequisite: Participants should be working interpreters employed or contracted by ARMC

4. Pricing for additional Testing and Training Services are available by quotation upon request.

- Any additional Services quoted and accepted will be governed by all other terms of the Contract, including, but not limited to, payment and cancellation policies as stated elsewhere in the Contract.

5. Cancellation Policies and Procedures:

- Interpreter Skills Assessments / Language Proficiency Assessment
Assessment cancellations must be made at least 24 business hours (M-F) before the previously scheduled start time of the assessment; any cancellations within 24 hours of the assessment will incur the full assessment price. Cancellations must be in writing (by mail, fax or email).
- Interpreter Skills Development
Cancellations that occur 30 days or more prior to the course start date are eligible for full reimbursement; 14-30 days prior to the course start date – \$50 fee; less than 14 days – no reimbursement. Cancellation must be in writing (by mail, fax or email).

ATTACHMENT E: ON-SITE INTERPRETATION SERVICES

Contractor shall provide on-site interpretation Services in the languages specified below. Contractor shall provide such Services only at the Facilities.

Languages: All available Contractor languages

| Pricing and Fees*: | Charges for Face-to-Face Interpreting: |
|--|---|
| <u>Category I:</u> Spanish | \$60.00 per hour 2 hour minimum |
| <u>Category II:</u> Arabic, Russian, Korean, Vietnamese, Cantonese, Mandarin, Portuguese | \$65.00 per hour 2 hour minimum |
| <u>Category III:</u> All other less common languages | \$70.00 per hour 2 hour minimum |
| <u>Category III:</u> ASL | \$75.00 per hour 2 hour minimum |

Transportation fees and/or reimbursement requirements:

- With advanced approval of ARMC, Out-of-pocket expenses and/or transportation costs are not included in this fee schedule and will be billed at cost, or at the current government mileage rate, whichever is the lesser amount.

Approved Venues: Contractor shall provide on-site interpretation Services only at the Facilities

Scheduling

Example 1, Distinct Appointments:

Contractor shall provide an on-site interpreter according to the following schedule:

| | |
|-------------------|---------------------------------|
| Language | Spanish |
| Date | 18 April, 2013 |
| Time | 10:30AM |
| Expected Duration | 3 hours |
| Location | 2650 E. Elvira, Tucson, Arizona |

| | |
|-------------------|---------------------------------|
| Language | Mandarin |
| Date | 19 April, 2013 |
| Time | 10:30AM |
| Expected Duration | 2.5 hours |
| Location | 2650 E. Elvira, Tucson, Arizona |

Example 2, Recurring Appointments:

Contractor shall provide an on-site interpreter according to the following schedule:

| | |
|-------------------|---------------------------------|
| Language | Spanish |
| Dates | Every Wednesday and Friday |
| Time | 10:30AM |
| Expected Duration | 3 hours per session |
| Location | 2650 E. Elvira, Tucson, Arizona |

Example 3, Time-to-Time Appointments:

ARMC shall schedule on-site interpretation appointments from time to time as the need arises. ARMC shall contact ARMC Services at 1-800-481-3289 and provide the start time of the appointment and the expected duration. Where ARMC requests an interpreter at least 48 hour prior to the desired appointment, Contractor shall confirm or decline the request as soon as possible, but no later than 24 hours of the time that ARMC made the request. Where ARMC requests an interpreter less than 48 hours prior to the desired appointment, Contractor shall confirm or decline the request as soon as possible.

ATTACHMENT F: VIDEO REMOTE INTERPRETING (VRI) SERVICES

Contractor shall provide ARMC with video remote interpretation (“VRI”) Services. ARMC may access Contractor VRI Services using Contractor’s interface, at no cost to ARMC, with ARMC’s own video equipment or Contractor’s FEU by entering a valid PIN. ARMC is solely responsible for the security of ARMC’s PIN as well as for any use of Services arising out of or relating to unauthorized access thereto. If ARMC discovers or suspects unauthorized use of ARMC’s PINs, Contractor shall promptly disable any such PIN upon ARMC’s request and issue a replacement PIN.

FLEX ELITE UNITS (“FEU”). If ARMC acquires FEUs from Contractor, Contractor shall provide a successful test VRI connectivity and Contractor’s standard instruction in the use of the FEU in conjunction with VRI Services. Contractor shall provide reasonable over-the-phone technical support for each FEU at no charge to ARMC from 9am to 4pm MST (no DST) Monday through Friday, excluding holidays. FEU are covered under the manufacturer’s warranty, and Contractor does not provide service or repair. ARMC agrees to pay all shipping costs of FEU.

Interpretation Service Charges – Billed Monthly

VRI Interpretation – Spoken Languages

| Aggregate Minutes Per Month | Per Minute Rate |
|-----------------------------|-----------------|
| 0 to 30 minutes | \$0.81 |
| 31 to 25,000 minutes | \$0.81 |
| 25,001 to 50,000 minutes | \$0.79 |
| 50,001 to 75,000 minutes | \$0.77 |
| 75,001 or greater minutes | \$0.75 |

VRI Interpretation – American Sign Language \$ 0.95 Per Minute

Languages Available 24/7

- American Sign Language
- Arabic
- Brazilian Portuguese
- Haitian Creole
- French Creole
- Mandarin
- Russian
- Spanish

Other Languages Available upon Request (subject to availability). Contractor reserves the right to update this list from time to time.

- | | |
|--------------------|--------------|
| Armenian | Karen |
| Bengali | Kinya/Rwanda |
| Burmese | Korean |
| Cantonese | Nepali |
| Dari (Afghanistan) | Polish |
| Farsi (Persian) | Punjabi |
| French | Swahili |
| Hindi | Urdu |
| Japanese | Vietnamese |

Activation Fee per hospital/facility location – First Month Only: **Waived**

ATTACHMENT F-1: VIDEO REMOTE INTERPRETING (VRI) EQUIPMENT

This Contract does not include the acquisition of any of the equipment set forth below, but Contractor shall make available such equipment at the prices stated below for the term of the Contract if the County desires to obtain any such equipment from Contractor. In the event the County desires to acquire any such equipment from Contractor, the parties shall enter into a separate agreement relating to the acquisition of said equipment, but the price(s) of the equipment shall be as set forth below:

Flex Elite Units (“FEU”)

Generation 6 or 7, 16 GB Apple iPad with Retina Display, Wi-Fi use only- no data plan offered. CyraCom Flex Elite cart with CyraCom branding, with built-in charging cables and speaker.

Flex Elite Unit(s) w/ iPad Pro (“FEUP”)

Generation 6 or 7, 32 GB Apple iPad Pro 12.9 with Retina Display, Wi-Fi use only- no data plan offered. CyraCom Flex Elite cart with CyraCom branding, with built-in charging cables and speaker.

CyraCom Flex Elite Cart Only No iPad – Purchase \$1,069.00

Flex Elite Purchase:

\$1,495.00 per unit plus shipping and tax (if applicable)

Covered under manufacturer’s warranty

Flex Elite Pro Purchase:

\$2,130.00 per unit plus shipping and tax (if applicable)

Covered under manufacturer’s warranty

Flex Elite Lease (12 month minimum)

\$69.95 per month plus tax (if applicable)

Flex Elite Pro Lease (12 month minimum)

\$99.95 per month plus tax (if applicable)

Lease Terms;

Leased FEU is for use with Contractor’s services only. Any use of Contractor’s leased FEU by another language provider will be under penalty of law.

The parties acknowledge and agree that all FEU are and remain the sole property of Contractor. The lease period for FEU will be a minimum of twelve (12) months. On the initial termination date, and on each successive anniversary of that date, this lease shall renew for an additional twelve (12) months unless terminated by either party upon written notice of termination to the other party not less than thirty (30) days’ prior to the next date of renewal. If the lease for FEU is terminated prior to the end of the then current lease period, the Lessee will be responsible for payment of any remaining balance due to Lessor on the lease.

ARMC agrees that FEU will be kept only at ARMC’s address above in the Contract and at the Facilities, or ARMC shall have waived all rights to FEU maintenance and service under this Contract. From time to time, upon twenty-four (24) hours’ notice to ARMC, Contractor may, during ARMC’s regular business hours, enter ARMC’s premises in which FEU are located to inspect and maintain FEU. ARMC shall comply with all applicable laws governing ARMC’s possession and use of FEU.

ARMC shall not in any way alter FEU without prior written approval from Contractor. The parties acknowledge and agree that any alterations to FEU become and remain the property of Contractor, at no cost to Contractor and without waiver of Contractor’s other rights or remedies. ARMC assumes and bears all risk of loss and/or damage to FEU, other than normal wear and tear, from the time that any FEU are delivered to ARMC until such time as ARMC returns any such FEU to Contractor, as detailed below.

Contractor warrants that FEU will be free from defects in materials and workmanship during the term of the Lease Contract except for FEU: (i) that have been altered or modified without the approval of Contractor, (ii) that are used by a person or entity other than ARMC or other permitted users, and/or (iii) that are used at any time during which any past due invoice hereunder has not been paid in full. Contractor’s entire liability and ARMC’s sole and exclusive remedy for damages or loss caused by defect or failure of FEU, whether in contract or in tort, including but not limited to negligence, shall be limited to the repair or replacement of FEU.

No later than fifteen (15) days after the Termination Date of this Contract, ARMC shall deliver to Contractor at ARMC’s sole expense, in good working order and without alteration, all FEU provided to ARMC by Contractor. For each FEU that ARMC fails to deliver as such, ARMC shall remit to Contractor full retail replacement value. If the FEU is returned in other than good working order, Contractor will obtain a cost of repair estimate and provide it to the ARMC. Either option of payment will be no later than thirty (30) days after the Termination Date of this Contract.

In the event a leased iPad and/or cart is stolen or destroyed. The customer will be billed for the cost of the replacement item pro-rated for the remaining useful life of the original in-service equipment.

Other. Additional Services or accessories are available on a per quote basis.

ATTACHMENT F – 2: CYRACOM CONNECT TELEHEALTH INTERPRETING SERVICES AGREEMENT

In consideration of Contractor granting ARMC a telehealth solution that will allow a video interpreter to join a telehealth conference between patient and provider via an identified and supported telehealth platform. The ARMC will have a separate telehealth account number in order to identify these calls. The process will be to log in to an online portal, select a language, provide an invitation link for the call, and the interpreter will join the session shortly.

The languages included will be the same as our Video Remote Interpretation (“VRI”) languages offering. Telehealth does access a different path and therefore, will not be included in monthly/quarterly service levels. Price per Minute rates will match those rates you are currently being billed for under your VRI services.

Supported platforms:

- Zoom
- WebEx
- MS Teams
- Doxy.me
- Bluestream
- Vidyo
- eVisit
- VisuWell
- OPI Integration through Telehealth Platforms
- American Well (AmWell)
- Mend
- Athena

Additional platforms will be added and prioritized based on demand, and released in future phases.