

GLENN COUNTY HEALTH AND HUMAN SERVICES AGENCY
HIPAA Compliant Employee Monitoring Solution
Request for Proposal No. 2019-01



Proposals must be received no later than 3:00 P.M., October 4, 2019

County of Glenn
Health and Human Services Agency
Kendall Wilson, Administrative Services Analyst
420 East Laurel Street
Willows, CA 95988
530-934-1490

RFP No.: 2019-01

TABLE OF CONTENTS

1. PURPOSE 3

2. BACKGROUND INFORMATION 3

3. REQUIREMENTS..... 3

4. PROPOSAL PROCESS 4

5. TIMELINE FOR THIS PROPOSAL 8

6. PROPOSAL ATTACHMENTS 8

7. PROPOSAL CONTENTS..... 9

8. DESCRIPTION OF SERVICES TO BE PROVIDED: 10

9. ADDITIONAL REQUIREMENTS..... 13

10. EVALUATION OF PROPOSALS 13

11. INTERVIEWS/DEMONSTRATIONS 14

12. RIGHTS 15

13. CONFIDENTIAL OR PROPRIETARY INFORMATION..... 15

14. ATTACHMENT 16

RFP No.: 2019-01

REQUEST FOR PROPOSAL

**GLENN COUTNY HEALTH AND HUMAN SERVICES *for* HIPAA Compliant
Employee Monitoring Solution**

1. PURPOSE

The purpose of this Request for Proposal (proposal) is to solicit and award a multi-year contract to a provider of a HIPAA compliant network, email, and Internet usage monitoring solution.

Proposals will be considered from all employee/network monitoring software provider types, including but not limited to:

- Sole practitioners;
- General partnerships;
- Government agencies;
- Non-profit organizations;
- Private firms;
- Panel organizational configurations; and
- Any combination of the above.

2. BACKGROUND INFORMATION

Glenn County Health and Human Services is looking for a vendor to provide a HIPAA, HITECH, PII compliant network/employee monitoring solution.

3. REQUIREMENTS

The software solution proposed by the vendor should include the following requirements:

1. Any/All solutions must be compatible with a VMWare environment running Citrix XenDesktop with a non-persistent virtual machine.
2. Any/All solutions must be compatible with Remote Desktop Session Host (RDSH) using Citrix Disk Provisioning Services.
3. Solution must provide web filtering and website blocking.

RFP Title: HIPAA Compliant Employee Monitoring Solution

RFP No.: 2019-01

4. Real-time Monitoring and recording of all employee data usage including Internet, email, network share access, file access, file transfer, and application usage.
5. Automated reporting and alerting of suspected violations.
6. Scheduled reporting of daily usage.
7. Screen shots of employee usage on a multi-screen display.
8. Video recording of employee computer usage.
9. Solution should work with Windows based workstations/laptops.
10. Solution should be a vendor hosted interface and provide for storage of data recorded.

4. PROPOSAL PROCESS

a) Period of Offer:

Response to this proposal constitutes an irrevocable offer to the HHSA to perform according to the proposal specifications and the proposed contract for a period of not less than 120 days from proposal opening.

b) Bidders' Questions:

Questions regarding the proposal should be submitted in writing or emailed by September 13, 2019 at 3:00 P.M. Questions will not be accepted by telephone, facsimile (FAX), or orally, The HHSA reserves the right to decline a response to any question if, in the HHSA's assessment, the information cannot be obtained and shared with all potential bidders in a timely manner. The HHSA will post responses to questions to all bidders by September 18, 2019, on the County of Glenn website. Questions should be addressed to:

County of Glenn
Health and Human Services Agency
Kendall Wilson, Administrative Services Analyst
420 East Laurel Street
Willows, CA 95988
or emailed to: kendallwilson@countyofglenn.net

A summary of the questions submitted, including responses deemed relevant and appropriate by the HHSA, will be provided to all potential bidders.

RFP No.: 2019-01

c) Submission of Proposals:

Proposals must be received no later than 3:00 P.M., **October 4, 2019.**

Proposals received after the 3:00 P.M. deadline shall not be considered. Reliance on the United States Postal Service will not excuse late proposals. Proposals must be signed by a duly authorized officer of the bidding organization, delivered along with all required documents, and plainly marked as follows:

County of Glenn
Health and Human Services Agency
Kendall Wilson, Administrative Services Analyst
420 East Laurel Street
Willows, CA 95988

All proposals are final after the filing deadline. No adjustments shall be permitted after that time. Any proposal received after the exact time specified for receipt will not be considered unless it is received before an award is made, and it is determined by the HHSA that the late receipt was due solely to mishandling by the HHSA after receipt at the designated address. The only acceptable evidence to establish whether a proposal is late or meets the exception listed above, shall be the time of receipt at the HHSA as determined by the date stamp of the HHSA on the proposal wrapper or other evidence of receipt maintained by the HHSA.

All costs of the proposal preparation shall be the responsibility of the Proposer.

All materials submitted in response to the proposal become the property of the HHSA and may be returned only at the HHSA's option and the bidder's expense.

The original and three (3) copies of the proposal package must be completed and submitted as outlined above.

Bidders must be aware that the submission of a proposal in response to this proposal shall create a contractual liability to perform according to the enclosed contract if the proposal is accepted by the HHSA for the award of the contract.

Bidders will be required to conform to all applicable provisions of law and regulations.

RFP No.: 2019-01

d) Proposal Review and Evaluation Criteria

The HHS Deputy Director of Administration, selected County staff and selected interested professionals will evaluate the proposals to determine a bidder's responsibility and responsiveness.

A responsible bidder is one whose proposal substantially complies with all requirements of the proposal.

A responsible bidder is one who:

- Possesses the competency, experience and education required to effectively implement a solution with the requirements as enumerated in the section #3 above.
- Has the staff and resources to implement and complete the requirements of this RFP for the HHS by the contract end date or shortly thereafter, taking into consideration available expertise and any business commitments, and
- Has no record of unsatisfactory performance, lack of integrity, or poor business ethics, and
- Is otherwise qualified and eligible to receive an award under applicable statutes and regulations, and
- Has the experience of successfully performing similar services, and
- Has articulated a comprehensible approach to completing the required work, and
- Has acceptable references.

Any proposal may be declared irregular and not considered for award of the contract if it is conditional, incomplete, or not responsive to the proposal, or contains any alteration of form or irregularity that would prevent it from being compared to other proposals.

The HHS reserves the right to waive any proposal irregularity; however, this will not relieve the Contractor from full compliance with the bidding requirements if awarded the contract.

The HHS reserves the right to reject any and all proposals, and to cancel the procurement process. The justification supporting the reason for any type of rejection shall be submitted to the bidder(s) in writing.

After review of all proposals and a recommendation for award of contract is made, all bidders shall be notified in writing of the recommendation.

RFP No.: 2019-01

Given that the expertise required for this proposal is highly specialized, the HHSA reserves the right to negotiate a contract with the successful bidder including to further negotiate the proposed scope of work, method of delivery and amount of compensation.

e) Contract Award:

The contract award will not be based solely on price, but a combination of factors determined to be in the best interest of the HHSA submitted by a responsive, responsible, and qualified bidder approved by HHSA.

The contract shall not take effect until 12:01 AM on December 1, 2019, once approved by the Board of Supervisors.

Payment for services under any contract resulting from this proposal is dependent upon the availability of County, State, and Federal funding.

f) Protests:

Following notification to bidders of the recommendation for award of contract, protests may be submitted to the HHSA regarding the proposal process and selection of the Contractor. Protests shall be received within ten (10) calendar days immediately following the recommendation to award a contract. The HHSA shall consider any protest or objection regarding the award of the contract, providing it is submitted in the time period stated above.

Protests shall be in writing and shall be addressed to:

County of Glenn
Health and Human Services Agency
Kendall Wilson, Administrative Services Analyst
420 East Laurel Street
Willows, CA 95988
or emailed to: **kendallwilson@countyofglenn.net**

Protests shall state the reason for the protest, citing the law, rule, regulation, or practice on which the protest is based. The HHSA shall respond in writing to the protestor within five (5) calendar days of the end of the protest period. The response shall include the final decision on the protest and the basis for the decision.

RFP No.: 2019-01

TIMELINE FOR THIS PROPOSAL

HHSA has developed the following list of key events related to this proposal. All dates are subject to change at the discretion of the HHSA.

Event	Date
Issuance of RFP	9/3/2019
Deadline for RFP questions	9/13/2019
Questions and answers posted	9/18/2019
Deadline for proposal submission	10/4/2019
Potential interview/demonstration dates	10/7/2019-10/9/2019
Notice of intent to award	10/18/2019
Protest period	10/28/2019
HHSA response to protest	11/4/2019
Contract Start Date	12/01/19
Contract End Date	06/30/2022

5. PROPOSAL ATTACHMENTS

ATTACHMENTS	DESCRIPTION
Attachment: Proposed Agreement	If selected, the person or entity submitting a proposal must sign an Agreement with these terms and conditions, includes Vendor Assurance of Compliance attachment and Business Associates Agreement.

RFP No.: 2019-01

6. PROPOSAL CONTENTS

The following information must be included in the proposal. A proposal lacking any of the following information may be deemed non-responsive:

- Title Page - the title page will include the following information:
 - Proposal title;
 - Date submitted;
 - Proposer's name;
 - Identification of Proposer as individual, partnership, corporation, public agency, or joint venture of one or more of the preceding;
 - Proposer's contact information (physical and electronic addresses, telephone, and fax);
 - Name and contact information (physical and electronic addresses, telephone, and fax) for the person or persons (if different than above) who will be authorized to make representations for the Proposer; and
- Signature of duly authorized representative.
 - If the proposal is made by a sole proprietor, it must be signed by the sole proprietor.
 - If the proposal is made by a partnership, it must be signed by a member of the partnership and include the name and address of each member of the partnership and include the name and address of each member.
 - If the proposal is made by a corporation, it must be signed by two officers of the corporation, consisting of one of each of the following: (1) chairman of the board, president, or vice president, and (2) the secretary, assistant secretary, chief financial officer, or assistant financial officer. If the proposal is made by a corporation and is signed by a person other than an officer, or by only one officer, there must be attached to the proposal satisfactory evidence that the person signing is authorized by the corporation to execute contracts and bind the corporation on its behalf (e.g., certified copy of a corporation resolution or copy of appropriate corporate bylaws).

RFP No.: 2019-01

If the proposal is made by a public agency, it must be signed by an individual authorized to make representations on behalf of the agency.

- Proposed method to complete the work as specified.

7. DESCRIPTION OF SERVICES & SOFTWARE SOLUTION TO BE PROVIDED:

a) Proposed Software Solution:

Services provided will include Hosting of the application and storage of all data obtained by the application. The vendor must also provide 24/7 technical support for application issues and initial/ongoing support for the installation of any “agent” needing to be installed. Service Level Agreement must meet a minimum initial response to a service request of less than 2 hours.

The vendor will be responsible for providing training to IT staff at the time of delivery of the “agent” or “client” installation media. Training should include documentation showing basic operation of the solution interface.

Installation and functionality testing must be proven as working/functional before initial deployment support can be deemed complete.

Provide a general description of the software solution and accompanying services to be provided and explain how the following requirements will be met:

1. Any/All solutions must be compatible with a VMWare environment running Citrix XenDesktop with a non-persistent virtual machine.
2. Any/All solutions must be compatible with Remote Desktop Session Host (RDSH) using Citrix Disk Provisioning Services.
3. Solution must provide web filtering and website blocking.
4. Real-time Monitoring and recording of all employee data usage including Internet, email, network share access, file access, file transfer, and application usage.
5. Automated reporting and alerting of suspected violations.
6. Scheduled reporting of daily usage.
7. Screen shots of employee usage on a multi-screen display.
8. Video recording of employee computer usage.
9. Solution should work with Windows based workstations/laptops.

RFP No.: 2019-01

10. Solution should be a vendor hosted interface and provide for storage of data recorded.

HIPAA Compliance Section: Please address the following:

1. Describe how your organization ensures that you and your clients are in compliance with the latest HIPAA regulations and guidelines;
2. Describe your process and workflow with respect to the handling and disclosure of "Protected Health Information" (PHI).
3. Explain how your system is HIPAA compliant for data security.

b) Organization and Staffing Plan:

This section of the proposal must include information regarding your organization's staffing plan. Please address the following:

1. Describe the implementation team and include a description of the role each member plays in the implementation process;
2. Please identify titles and roles of individuals working on the County's account;
3. How does the implementation team work with the ongoing service team to ensure proper transition of knowledge, procedures, etc.;
4. What is your implementation timeline;
5. What you will you do to ensure a successful implementation;
6. Describe the type and duration of training provided to the County's IT staff and;
7. Will there be any additional fees to train the County's IT team on the system.

c) Reporting and Billing Requirements:

Proposals must include a plan for billing information required for reporting and billing purposes as outlined in the Agreement attached.

d) Competency, Experience Requirements, and Company Overview.

1. Overview of your company;
2. What are the primary advantages of your system;
3. Provide an overview of your current client base and industries you serve;

RFP No.: 2019-01

4. Provide case studies of your existing clients and/or testimonials from your current customers.

e) Qualifications and Resumes

Resumes may be included in this section that describe background and experience in conducting the proposed activities. Proposal must describe the Proposer's knowledge of the requirements necessary to render these services and describe professional qualifications and experience, including the Proposer's ability and experience in conducting the proposed activities.

f) Technical Risk of the Solution Implementation:

The proposal must describe the technical risks associated with the use of the software, application, network, etc. The Proposer must specifically speak to their risk management plan to mitigate those potential risks.

g) Acceptance of the Terms and Conditions:

Attachment 1, Proposed Agreement, sets forth Terms and Conditions, Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions. An "exception" includes any addition, deletion, qualification, limitation, or other change. If exceptions are identified, the Proposer must provide an explanation or rationale for each exception and/or proposed change.

h) Certifications, Attachments, and other requirements:

Proposer must include the following certifications/forms in its proposal:

- Copies of current business licenses, professional certifications, minimum qualifications documentation or other credentials.

i) Cost Portion of Proposal:

Proposers are asked to submit the complete cost of the proposal.

The Proposer must specify the total maximum cost to the HHS for the following periods:

December 1, 2019 – June 30, 2020,

July 1, 2020 – June 30, 2021; and

July 1, 2021 – June 30, 2022.

The cost proposal should include the following costs of Proposer, and the method in which these costs will be charged (if in addition to the hourly rate):

RFP No.: 2019-01

- Licensing and service agreement fees for 300 users,
- Travel (includes in-county and out-of-county travel),
- Training,
- Insurance: These costs must reflect coverage levels as outlined in Attachment 1, Proposed Agreement, Paragraph 11.
- Overhead (includes rent, utilities, supplies, etc.)
- No facilities will be provided for the Proposer under this proposal. All office space will be the responsibility of the Proposer.
- Other unique costs as determined by Proposer.

8. ADDITIONAL REQUIREMENTS

Proposers should provide at least two current professional references.

Information for references must include the following:

- Organization name;
- Contact person name, address, and telephone number; and
- Dates that services were provided.

9. EVALUATION OF PROPOSALS

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents. Proposals will be evaluated by an evaluation team to determine the Proposer's demonstrated ability to meet the project goals and requirements as described in section #3. Proposals will be evaluated and ranked by score. The highest scoring participants may be set up for an interview or demonstration.

The HHS will evaluate submitted proposals on a 100-point scale using the criteria set forth in the table below. Although some categories are weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for an award. The evaluation categories, maximum possible points for each category, and evaluation criteria for each category are set forth below:

RFP Title: HIPAA Compliant Employee Monitoring Solution

RFP No.: 2019-01

CRITERION	PROPOSAL REFERENCES	MAXIMUM POINTS
Responsibility and responsiveness	Page 3, 4, 5 & 6	10
Plan to provide comprehensive, high quality software and services to the HHS, taking into consideration the following: <ol style="list-style-type: none"> 1. Description of how services will be provided. 2. Organization and Technical Support design. 3. System compatibility. 4. Quality of services provided by the Proposer. 5. Complete and timely response to follow-up questions from the HHS regarding the proposal, if applicable. 	Page 9, 10, 11,12 12 & 13	40
Requirements of the system	Pages 3, 4, 10 & 11	20
Reasonableness of cost proposal, including: <ol style="list-style-type: none"> 1. Proposed average cost per agent 2. Proposed cost of initial deployment/support 3. Proposed cost of ongoing technical support 	Page 12 & 13	30

10. INTERVIEWS/DEMONSTRATIONS

Proposers may be asked to demonstrate their software functionality. The interviews may be conducted in person or by phone. If conducted in person, interviews or demonstrations will likely be held at the HHS's offices in Willows or Orland, California. The HHS will not reimburse Proposers for any costs incurred in traveling to or from the interview

RFP No.: 2019-01

location. The HHSA will notify eligible Proposers regarding interview/demonstration arrangements.

11. RIGHTS

The HHSA reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar proposals in the future. This proposal is in no way an agreement, obligation, or contract and in no way is the HHSA or Glenn County responsible for the cost of preparing a proposal. One copy of each proposal will be retained by the HHSA for official files and will become a public record.

12. CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE. The HHSA will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked "confidential," "proprietary," or otherwise and regardless of any statement in the proposal (a) purporting to limit the HHSA's right to disclose information in the proposal, or (b) requiring the HHSA to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

RFP No.: 2019-01

ATTACHMENT 1 - PROPOSED AGREEMENT

**AGREEMENT BETWEEN THE COUNTY OF GLENN
AND CONTRACTOR
FISCAL YEARS 2019-2022**

This Independent Contractor Agreement (“Agreement”) is made and entered into this *date* day of *month*, 2019, by and between Glenn County, a political subdivision of the State of California (“County”), and *name of contractor* (“Contractor”).

RECITALS:

- A. County has determined that it is desirable to retain Contractor to provide *brief description of services to be provided*; and
- B. Contractor represents that it possesses the qualifications, experience, and facilities necessary to perform the services contemplated herein and has proposed to provide those services; and
- C. The County desires to retain Contractor to perform the proposed services.

County and Contractor agrees as follows:

AGREEMENT:

1. Scope of Services.

Pursuant to Government Code Section 31000, County retains Contractor to perform all the professional services described in Exhibit “A” which is attached hereto (*attach Scope of Work as Exhibit A*) and incorporated herein by this reference which shall include *provide brief scope of work description* (“Services”).

2. Term.

Services under this Agreement shall commence on *date*, and shall continue until *date*, or until the agreement is terminated by either party in accordance with the provisions of this Agreement.

RFP No.: 2019-01

3. Compensation.

A. The compensation to be paid by County to Contractor for the professional services described in Exhibit "A" shall be the Fixed price, Annual price, Monthly price or Hourly rate set forth in Exhibit "B" which is attached hereto (*attach Fee Schedule as Exhibit B*) and incorporated herein by this reference.

B. To the extent that Contractor is entitled to reimbursement for travel, meals, and lodging, such reimbursement shall be subject to the prior approval of the County Purchasing Agent or authorized deputy and shall be reimbursed in accordance with the County's Reimbursement for Expenses policy contained in Title 7 of the Glenn County Administrative Manual.

C. The total compensation payable under this Agreement, inclusive of all expenses, shall not exceed *dollar amount in words* dollars (\$XXXXX.XX). The County shall make no payment to Contractor in any greater amount for any extra, further, or additional services, unless such services and payment therefore have been mutually agreed to and this Agreement has been formally amended in accordance with the provisions of this Agreement.

D. Contractor agrees to testify at County's request if litigation is brought against County in connection with Contractor's work. Unless the action is brought by Contractor or is based upon Contractor's negligence or intentional tortious conduct, County will compensate Contractor for the testimony at Contractor's hourly rate as provided in Exhibit "B".

4. Invoice and Payments

Contractor shall submit invoices for services rendered during the preceding month. The final invoice of each fiscal year is due by June 10th. Contractor shall attach to each invoice documentation for the hours charged (if applicable) and the documentation shall include an itemized narrative of work completed during the period billed. The County shall pay invoices that are undisputed within thirty (30) days of receipt and approval. The parties agree to exercise good faith and diligence in the resolution of any disputed invoice amounts.

5. Notice.

Any invoices, notices, or other documents required to be given under this Agreement shall be delivered either personally, by first-class postage pre-paid U.S. Mail,

RFP Title: HIPAA Compliant Employee Monitoring Solution

RFP No.: 2019-01

or overnight courier to the following addresses or such other address provided by the parties in accordance with this section:

If to the County:

County of Glenn Health and Human Services Agency
Attn: Administration
PO Box 611
Willows, California 95988
Telephone: (530) 934-6683

Invoice may be submitted by email to:
gchhsaccounts payable@countyofglenn.net

If to Contractor:

Contractor Name
Address
City, State, Zip
Telephone:

Notice shall be deemed to be effective two days after mailing.

6. Independent Contractor.

A. It is understood and agreed, and is the intention of the parties hereto, that Contractor is an independent contractor, and not the employee or agent of County for any purpose whatsoever. County shall have no right to and shall not control the manner or prescribe the method by which the professional services are performed by Contractor herein. Contractor shall be entirely and solely responsible for its acts and the acts of its agents, employees, and subcontractors while engaged in the performance of services hereunder. Contractor shall have no claim under this Agreement or otherwise against County for vacation pay, sick leave, retirement benefits, Social Security, workers compensation, disability, or unemployment insurance benefits or other employee benefits of any kind. The parties acknowledge that County shall not withhold from Contractor's compensation any funds for income tax, FICA, disability insurance, unemployment insurance or similar withholding and Contractor is solely responsible for the timely payment of all such taxes and related payments to the state and federal governments, for itself and for its employees, agents, and subcontractors who might render services in connection with this Agreement. The Contractor shall inform all persons who perform any services pursuant to this Agreement of the provisions of this section.

RFP No.: 2019-01

B. In the event that the Contractor's activities under this Agreement, or any of them, are found by any state or federal agency to be those of an employee rather than an independent contractor, Contractor agrees to indemnify County and hold County harmless for any damages, costs, or taxes imposed upon it pursuant to the Internal Revenue Code or state or federal taxing laws, including but not limited to any penalties and interest which County may be assessed by such state or federal agency for failing to withhold from the compensation paid to Contractor under this Agreement any amount which may have been required to be withheld by law.

C. In the event that the Contractor's activities under this Agreement, or any of them, are found by the California Public Employee's Retirement System (CalPERS) to be those of an employee rather than an independent contractor, Contractor shall defend (with legal counsel reasonably acceptable to the County), indemnify and hold harmless the County, its officers, employees, and agents, from and against any and all claims, losses, costs, contributions, arrears, interest, damages, penalties, expenses and liabilities of every kind, nature and description (including incidental and consequential damages, court costs, attorneys' fees, litigation expenses and fees of expert contractors or expert witnesses incurred in connection therewith and costs of investigation) that arise out of, pertain to, or relate to, directly or indirectly, in whole or in part, the Services provided under this Agreement.

7. Authority of Contractor.

It is understood that Contractor is to provide information, research, advice, recommendations, and consultation services to the County. Contractor shall possess no authority with respect to any County decision. The County is responsible for and shall make all governmental decisions related to work of Contractor.

8. Subcontracting and Assignment.

Contractor shall not subcontract or assign any portion of the work to be performed under this Agreement without the prior written consent of County.

9. Ownership of Work Product

Technical data, evaluations, calculations, plans, drawings, details, specifications, estimates, reports, documents, or other work product of Contractor, in both paper and original electronic program forms, shall become the property of the County as they are produced and shall be delivered to the County upon completion of services. Contractor may retain copies for its files and internal use, however, Contractor shall not disclose any

RFP No.: 2019-01

of the work products of this Agreement to any third party, person, or entity, without prior written consent of the County. Upon reasonable notice, County representatives shall have access to the work for purposes of inspecting same and determining that the work is being performed in accordance with the terms of the Agreement.

10. Indemnification.

To the fullest extent permitted by law, Contractor shall defend (with legal counsel reasonably acceptable to the County), indemnify and hold harmless the County, its officers, employees, and agents, from and against any and all claims, losses, costs, damages, injuries (including injury to or death of an employee of Contractor or its subcontractors), expenses and liabilities of every kind, nature and description (including incidental and consequential damages, court costs, attorneys' fees, litigation expenses and fees of expert contractors or expert witnesses incurred in connection therewith and costs of investigation) that arise out of, pertain to, or relate to, directly or indirectly, in whole or in part, the negligence, recklessness, or willful misconduct of Contractor, any subcontractor, anyone directly or indirectly employed by them, or anyone that they control (collectively "Liabilities"). Such obligation to defend, hold harmless and indemnify the County, its officers, agents and employees, shall not apply to the extent that such Liabilities are caused by the sole negligence, active negligence, or willful misconduct of the County, its officers, agents and employees. The provisions of the California Government Claims Act, Government Code section 810 et seq., including its defenses and immunities, will apply to allegations of negligence or wrongful acts or omissions by the County. To the extent there is an obligation to indemnify under this paragraph; Contractor shall be responsible for incidental and consequential damages resulting directly or indirectly, in whole or in part, from Contractor's negligence, recklessness, or willful misconduct.

11. Insurance.

A. **Insurance Requirements.**

Without limiting Contractor's indemnification of the County, Contractor shall procure and maintain for the duration of this Agreement, insurance against claims for injuries to persons or damage to property that may arise from, or be in connection with, the performance of the work hereunder by Contractor, Contractor's agents, representatives, employees, and sub-contractors. At the very least, Contractor shall maintain the insurance coverage, limits of coverage and other insurance requirements as described below.

RFP No.: 2019-01

The agency responsible for administering this Agreement is also responsible for enforcing insurance requirements described below. This includes securing certificates of insurance before work under this Agreement is begun. Contractor shall furnish to the County certificates of insurance. All certificates of insurance to be received and approved by the County before work under this Agreement has begun. The County reserves the right to require complete, certified copies of all insurance policies required by this Agreement. Contractor agrees to notify County within two working days of any notice from an insuring agency that cancels, suspends, and reduces in coverage or policy limits the insurance coverages described herein.

Any deductibles or self-insured retention must be declared on certificates of insurance and approved by the County. At the option of the County, either the Contractor shall reduce or eliminate such deductibles or self-insured retentions, with respect to the County, its officers, officials, employees and volunteers, or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claims administration and defense expenses. Insurance is to be placed with insurers who are licensed to sell insurance and who possess a Best rating of A or higher. However, Workers' Compensation coverage issued by the State Compensation Insurance Fund (SCIF) shall be acceptable.

B. Insurance Required:

(i) General liability: At least \$1,000,000 combined single limit per occurrence coverage for bodily injury, personal injury and property damage. If a general aggregate limit is used, then either the general aggregate limit shall apply separately to this project/location, or the general aggregate limit shall be twice the required per occurrence limit. The Contractor or Contractor's insurance carrier shall notify County if incurred losses covered by the policy exceed 50% of the annual aggregate limit.

(ii) Automobile Liability: At least \$100,000 to cover bodily injury for one person and \$300,000 for two or more persons, and \$50,000 to cover property damages. However, policy limits for construction projects shall be at least \$1,000,000 combined single limit per accident for bodily injury and property damage for autos used by the Contractor to fulfill the requirements of this Agreement, and coverage shall be provided for "any auto", code 1 as listed on the Acord form "Certificate of Insurance."

(iii) Workers' Compensation and Employer's Liability: Workers' Compensation insurance up to statutory limits and Employer Liability insurance with policy limits of at least \$1,000,000 for bodily injury or disease.

(iv) Professional Liability Insurance: Professional liability insurance covering professional services shall be provided in an amount of at least \$1,000,000 per

RFP No.: 2019-01

occurrence or \$1,000,000 on a claims-made basis. However, if coverage is written on a claims-made basis, the policy shall be endorsed to provide at least a two-year extended reporting provision.

Such insurance shall include Glenn County, its elected officials, officers, and employees as an additional insured, and shall not be reduced or canceled without 30 days written prior notice delivered to County. Contractor shall provide County with a certificate of insurance as evidence of insurance protection provided. Insurance certificates provided by any insurance company or underwriter shall not contain the language "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company," or similar language. If Contractor has employees, he/she shall obtain and maintain continuously Workers' Compensation Insurance to cover Contractor and Contractor's employees and partners.

All endorsements are to be received and approved by the County of Glenn before work commences. However, failure to do so shall not operate as a waiver of these insurance requirements.

Unless otherwise agreed by the parties, Contractor shall cause all of its Subcontractors to maintain the insurance coverages specified in this Insurance section and name Contractor as an additional insured on all such coverages. Evidence thereof shall be furnished as County may reasonably request.

The coverage types and limits required pursuant to this Agreement shall in no way limit the liability of Contractor.

12. Professional Services.

A. All work performed under this Agreement shall be performed and completed in a professional manner. All services shall be performed in the manner and according to the professional standards observed by a competent practitioner of the profession in which Contractor and any subcontractors are engaged.

B. Contractor represents and warrants that it is professionally qualified to perform the services described herein; acknowledges that County is relying upon Contractor's qualifications to perform these services in a professional manner; and agrees that County's full or partial acceptance of any work does not release Contractor from its obligation to perform the services in accordance with this Agreement unless County expressly agrees otherwise in writing. Contractor certifies that it is not listed as debarred or suspended by the System for Award Management (SAM, www.sam.gov).

RFP No.: 2019-01

C. Contractor shall not be considered to be in default because of any nonperformance caused by occurrences beyond its reasonable control. The compensation specified in Paragraph 3 may be reduced to account for such nonperformance.

13. Responsibility of Contractor.

A. Contractor shall be solely responsible for the quality and accuracy of its work and the work of its contractors performed in connection with this Agreement. Any review, approval, or concurrence therewith by the County shall not be deemed to constitute acceptance or waiver by the County of any error or omission as to such work.

B. Contractor shall coordinate the activities of all sub-contractors and is responsible to ensure that all work product is consistent with one another to produce a unified, workable, and acceptable whole functional product. County shall promptly notify Contractor of any defect in Contractor's performance.

14. Audit.

The following audit requirements apply from the effective date of this Agreement until three years after County's final payment, or until all audits are complete, whichever is later:

A. Contractor shall allow County's authorized representatives reasonable access during normal business hours to inspect, audit, and copy Contractor's records as needed to evaluate and verify any invoices, payments, and claims that Contractor submits to County or that any payee of Contractor submits to Contractor in connection with this Agreement. 'Records' includes, but is not limited to, correspondence, accounting records, sub-contractor files, change order files, and any other supporting evidence relevant to the invoices, payments, or claims.

B. County and Contractor shall be subject to the examination and audit of the State Auditor, at the request of County or as part of any audit of County. Such examinations and audits shall be confined to matters connected with the performance of this Agreement including but not limited to administration costs.

C. Contractor agrees to accept responsibility for receiving, replying to, and/or complying with any audit exception(s) by appropriate State or County audit agencies occurring during the performance of this agreement. Contractor also agrees to pay to County the full amount of County's liability to the appropriate entity resulting from said audit exceptions that result from a breach of contract by the Contractor.

RFP No.: 2019-01

This section shall survive the expiration or termination of this Agreement.

15. Publication of Documents and Data.

Contractor may not publish or disclose to any third party any information obtained in connection with services rendered under this Agreement without the prior written consent of the County. Notwithstanding the forgoing, submission or distribution to meet official regulatory requirements, or for other purposes authorized by this agreement, shall not be construed as publication in derogation of the rights of either the County or Contractor.

16. Employment Practices.

Contractor, by execution of this Agreement, certifies that it does not discriminate against any person upon the basis of race, color, creed, national origin, age, sex, disability, or marital status in its employment practices.

17. Termination

Either party shall have the right to terminate this Agreement at any time for any reason upon thirty (30) days advance written notice to the other party. Agreements exceeding the monetary limits delegated to the Purchasing Agent, or any authorized deputy, are not valid unless duly executed by the Chair of the Board of Supervisors. If this Agreement was executed for the County by the Purchasing Agent, this Agreement shall automatically terminate on the date that the provision of services or personal property or incurring of expenses, the cumulative total of which, exceeds fifty-thousand dollars (\$50,000). If this Agreement was executed by an authorized assistant or deputy Purchasing Agent, this Agreement shall automatically terminate on the date that the provision of services or personal property or incurring of expenses, the cumulative total of which, exceeds the amount delegated to that assistant or deputy by the County Purchasing Agent.

18. Jurisdiction.

This Agreement shall be administered and interpreted under the laws of the State of California and any action brought hereunder shall be brought in the Superior Court in and for the County of Glenn.

RFP No.: 2019-01

19. Compliance With Law.

Contractor shall comply with all applicable federal, state, and local statutes, ordinances, regulations, rules, and orders, including but not limited to those concerning equal opportunity and non-discrimination.

20. Prevailing Wages.

To the extent that any of the work performed under this Agreement is a “public work” within the meaning of Labor Code section 1720, subject to the payment of prevailing wages and Labor Code Section 1771, Contractor shall cause all such work, as applicable, to be performed as a “public work” in compliance with California prevailing wage laws. In the event Contractor fails to do so, Contractor shall be liable for the payment of all penalties, wages and/or damages as required by applicable law.

21. Conflict With Laws or Regulations/Severability.

This Agreement is subject to all applicable laws and regulations. If any provision of this Agreement is found by any court or other legal authority, or is agreed by the parties, to be in conflict with any code or regulation governing its subject, the conflicting provision shall be considered null and void. If the effect of nullifying any conflicting provision is such that a material benefit of the agreement to either party is lost, the Agreement may be terminated at the option of the affected party. In all other cases, the remainder of the agreement shall continue in full force and effect.

22. Provisions Required by Law Deemed Inserted.

Each and every provision of law and clause required by law to be inserted in this Agreement shall be deemed to be inserted and this Agreement shall be read and enforced as though it were included. If through mistake or otherwise, any provision is not inserted or is not correctly inserted, then upon application of either Party, the Agreement shall be amended to make the insertion or correction. All references to statutes and regulations shall include all amendments, replacements, and enactments in the subject which are in effect as of the date of this Agreement, and any later changes which do not materially and substantially alter the positions of the Parties.

RFP No.: 2019-01

23. Waivers.

Waiver of a breach or default under this Agreement shall not constitute a continuing waiver or a waiver of a subsequent breach of the same or any other provision of this Agreement.

24. Amendments.

Any amendments to this Agreement shall be in writing and executed by both parties.

25. Entire Agreement.

Agreement, constitutes the entire Agreement between the parties for the provision of services to County by Contractor and supersedes all prior oral and written agreements and communications.

26. Successors and Assigns.

This Agreement shall be binding upon and shall inure to the benefit of any successors to or assigns of the parties.

27. Construction.

This Agreement reflects the contributions of both parties and accordingly the provisions of Civil Code section 1654 shall not apply in interpreting this Agreement.

28. Confidentiality/Privacy.

Personally Identifiable Information (“PII”) is defined as an individual’s first name or first initial and last name in combination with any one or more of the following data elements including, but not limited to: social security number, passport number, credit card number(s), clearances, bank numbers, biometrics, date and place of birth, mother’s maiden name, criminal, medical and financial records, educational transcripts, etc.

A. To the extent that the work under this Agreement requires the Contractor to have access to PII, the Contractor shall, after receipt thereof, treat such PII as confidential and safeguard such information from unauthorized use and disclosure. Contractor agrees to execute a Confidentiality Agreement protecting PII, when necessary, and further agrees not to appropriate such PII for its own use or to disclose such information

RFP No.: 2019-01

to third parties unless specifically authorized by the County, in writing. If and when Contractor becomes aware of, or should reasonably have been aware of a breach of PII, Contractor shall notify County within two (2) business days.

B. The County and Business Associate intend to protect the privacy and provide for the security of protected health information (PHI) disclosed to Business Associates pursuant to the Contract in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Health Information Technology for Economic and Clinical Health Act (HITECH), and regulations promulgated there under by the U.S. Department of Health and Human Services Agency and other applicable laws.

As part of the HIPAA Regulations, the Privacy and Security Rules require the county to enter into a contract containing specific requirements stated within the Business Associates Agreement form (BAA) prior to disclosure of public health information (PHI), which is attached hereto, known as Exhibit D, and which is attached hereto and incorporated herein by this reference.

29. Non-Exclusive Agreement.

Contractor understands that this is not an exclusive agreement, and County shall have the right to negotiate with and enter into agreements with others providing the same or similar services to those provided by Contractor, or to perform such services with County's own forces.

RFP Title: HIPAA Compliant Employee Monitoring Solution

RFP No.: 2019-01

IN WITNESS WHEREOF, County and **Contractor** have executed this agreement on the day and year set forth below.

CONTRACTOR:

Name _____ **Date** _____
Business Name

COUNTY OF GLENN:

Scott H. DeMoss, County Administrative Officer _____ **Date** _____
Glenn County, California

Christine Zoppi, Director _____ **Date** _____
Health and Human Services Agency

APPROVED AS TO FORM:

William J. Vanasek, County Counsel _____ **Date** _____
County of Glenn, California

HEALTH AND HUMAN SERVICES AGENCY:

Approved by Deputy Director of Administration _____

Approved by Director or Behavioral Health _____

Approved by Fiscal Manager _____

Exhibits:

Exhibit A – Scope of Work

Exhibit B – Fee Schedule

Exhibit C – Vendor Assurance of Compliance

Exhibit D -- Business Associate Agreement

RFP No.: 2019-01

EXHIBIT A
SCOPE OF WORK

Responsibility of the Contractor:

During the term of the Agreement, the Contractor shall:

RFP No.: 2019-01

EXHIBIT B
SCHEDULE OF FEES

Proposed fee schedule:

RFP No.: 2019-01

EXHIBIT C

**VENDOR ASSURANCE OF COMPLIANCE WITH
NONDISCRIMINATION IN STATE
AND FEDERALLY ASSISTED PROGRAMS
NAME OF VENDOR/RECIPIENT: CONTRACTOR NAME HERE**

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended ;the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; California Government Code section 12940 (c), (h) (1), (i), and (j);California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE VENDOR/RECIPIENT HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination, will be prohibited.

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

RFP Title: *HIPAA Compliant Employee Monitoring Solution*

RFP No.: 2019-01

referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

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

Date

Vendor/Recipient Signature

CR50-Vendor Assurance of Compliance (8/13/01)

RFP No.: 2019-01

EXHIBIT D

GLENN COUNTY BUSINESS ASSOCIATE AGREEMENT

[This addition to the contract is required for every contract in which the service contracted for involves the provision of medical, dental, pharmaceutical, psychological, psychiatric or any other service in which client’s Protected Health Information could at some point be used or disclosed to the Consultant.]

This Business Associate Agreement (“Agreement”) supplements and is made a part of the contract (“Contract”).

The County and Business Associate intend to protect the privacy and provide for the security of protected health information (PHI) disclosed to Business Associate pursuant to the Contract in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH), and regulations promulgated there under by the U.S. Department of Health and Human Services and other applicable laws.

As part of the HIPAA Regulations, the Privacy and Security Rules require the County enter into a contract containing specific requirements with its Business Associates prior to disclosure of PHI.

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

DEFINITIONS

Terms used but not otherwise defined in this Agreement shall have the same meaning as those terms used in the above referenced regulations.

OBLIGATIONS OF BUSINESS ASSOCIATE

1. **Compliance:** Business Associate shall comply with, and assist the County in complying with the Health Insurance Portability and Accountability Act (including but not limited to 42 U.S.C. 1320d et seq.; “HIPAA”) and its implementing regulations (including but not limited to 45 CFR Parts 142, 160, 162 and 164). Business Associate shall further comply with, and assist the County in complying with the Health Information Technology for Economic and Clinical Health Act (including but not limited to 42 U.S.C. 17921 “HITECH”).

RFP No.: 2019-01

2. **Independent Contractor:** It is specifically and expressly understood between the parties that the Contract and this Agreement creates no relationship of employer/employee between the parties and that Consultant is, and shall remain throughout the term of this Contract and Agreement, an independent contractor. Consultant agrees that he is not, and will not become, an employee, partner, agent, or principal of County while this Agreement is in effect.
3. **Permitted Uses and Disclosures:** Business Associate shall not use or disclose protected health information (PHI) except for the purpose of performing Business Associate's obligations under the Contract, as permitted under the Contract and Agreement, and as required by law. Business Associate shall not disclose PHI in any manner that would constitute a violation of the Privacy Rule or the HITECH Act. Business Associate shall not use or further disclose PHI other than as permitted or required by this Agreement, or as required by law.
4. **Prohibited Uses and Disclosures:** Business Associate shall not use or disclose PHI for fundraising or marketing purposes. Except as otherwise required by law, Business Associate 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. Associate shall not directly or indirectly receive remuneration in exchange for PHI, except with prior written consent of the County and as permitted by the HITECH Act. However, this prohibition shall not affect payment by the County to Business Associate for services provided pursuant to the Contract.
5. **Appropriate Safeguards:** Business Associate shall implement appropriate administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of PHI that it creates, receives, maintains or transmits on behalf of the County, from use or disclosure other than as provided for by this Agreement. Business Associate shall comply with 45 C.F.R. Sections 164.308, 164.310, and 164.312. Business Associate shall also comply with the policies and procedures and documentation requirements of the HIPAA Security Rule, including but not limited to, 45 C.F.R. Section 164.316.
6. **Report of Improper Access, Use, or Disclosure:** Business Associate shall report to the County any access, use, or disclosure of the PHI not permitted by this Agreement, including but not limited to security incidents of which the Business Associate becomes aware.
7. **Business Associate's Agents:** Business Associate shall ensure that any agents, including subcontractors, to whom it provides PHI received from, created, or received by Business

RFP No.: 2019-01

Associate on behalf of the County, agrees in writing to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.

8. **Access to PHI:** Business Associate shall, within ten (10) days of receipt of a request from the County, provide access to PHI maintained by the Business Associate, or its agents or subcontractors, in a Designated Record Set. This PHI will be released to the County or, as directed by the County, to an Individual, in order to meet the requirements under 45 CFR 164.524. If Business Associate maintains an Electronic Health Record (EHR), Business Associate shall provide such information in electronic format to enable the County to fulfill its obligations under the HITECH Act.
9. **Amendment of PHI:** Business Associate shall, within ten (10) days of receipt of a request from the County, make any amendment(s) to PHI maintained in a Designated Record Set that the County directs, pursuant to 45 CFR 164.526, at the request of the County or an Individual. If any individual requests an amendment of PHI directly from the Business Associate, or its agents or subcontractors, Business Associate must, within five (5) days of the request, notify the County in writing. Any approval or denial of amendment to PHI maintained by the Business Associate, or its agents or subcontractors, shall be the responsibility of the County.
10. **Accounting Rights:** Business Associate shall, within ten (10) days of notice by the County, make available to the County information required to provide an accounting of disclosures to enable the County to fulfill its obligations under section 164.528 of the Privacy Rule and the HITECH ACT. Business Associate agrees to implement a process that allows for an accounting to be collected and maintained by Business Associate, and its agents or subcontractors, for at least six (6) years prior to the request.
 - a. If Business Associate uses or maintains an EHR with respect to PHI (1) the exception for tracking disclosures of PHI related to treatment, payment or health care operation purposes no longer applies and (2) information relating to disclosures are required to be collected and maintained for only three (3) years prior to the request. This only applies to the extent the Business Associate uses or maintains an EHR.
 - b. In the event that the request for an accounting is delivered directly to the Business Associate, or its agents or subcontractors, Business Associate shall within five (5) days of a request, forward it to the County in writing. It shall be the County's responsibility to prepare and deliver any such accounting requested.
 - c. At a minimum, the information collected and maintained shall include: (1) the date of the disclosure; (2) the name of the entity or person; (3) a brief description of PHI disclosed; and (4) a brief statement of purpose of the disclosure that reasonably

RFP No.: 2019-01

informs the individual of the basis for the disclosure, or in lieu of such statement, a copy of the individual's authorization, or a copy of the written request for disclosure.

11. **Government Access:** Business Associate shall make internal practices, books, and records relating to the use and disclosure of PHI available to the County; or at the request of the County, to the Secretary of the United States Department of Health and Human Services ("Secretary"), in a time and manner designated by the County or the Secretary, for purposes of determining compliance with the Privacy Rule. Business Associates shall provide to the County a copy of any PHI that Business Associate provides to the Secretary concurrently with providing such information to the Secretary.
12. **Minimum Necessary:** Business Associate, and its agents or subcontractors, shall request, use and disclose only the minimum amount of PHI necessary to accomplish the purpose of the request, use, or disclosure. Business Associate understands and agrees that the definition of "minimum necessary" is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes "minimum necessary."
13. **Breach Pattern or Practice by Covered Entity:** Pursuant to 42 U.S.C. Section 17934(b), if the Business Associate knows of a pattern of activity or practice of the Business Associate that constitutes a material breach or violation of the Business Associate's obligations under the Contract or Agreement or other arrangement, the Business Associate must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the Business Associate must terminate the Contract or other arrangement if feasible, or if termination is not feasible, report the problem to the Secretary of the Department of Health and Human Services. The Business Associate shall provide written notice to the County of any pattern of activity or practice of the Business Associate that constitutes a material breach or violation of the Business Associate's obligations under the Contract or Agreement or other arrangement within twenty-four (24) hours of discovery and shall meet with the County to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.
14. **Notification of Breach:** During the term of the Contract, Business Associate shall notify the County within twenty-four (24) hours of any suspected or actual breach of security, intrusion or unauthorized access, use, or disclosure of PHI of which the Business Associate becomes aware and or any actual use or disclosure of data in violation of any applicable federal or state laws or regulations. This notice shall include, to the extent possible, the identification of each individual whose PHI has been or is reasonably believed by the Business Associate to have been accessed, acquired, or disclosed during the breach. Business Associate shall provide the County with any other available information that County is required to include in the notification to the affected individuals. Business Associate shall take (1) prompt corrective action to cure any such deficiencies and (2) any

RFP No.: 2019-01

action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulation.

15. **Mitigation:** Business Associate shall mitigate, to the extent practical, any harmful effect that is known to Business Associate as a result of a use or disclosure of PHI by Business Associate in violation of the requirements of this Agreement.

TERMINATION

16. **Material Breach:** A breach by Business Associate of any provision of this Agreement, as determined by County, shall constitute a material breach of the Contract and shall provide grounds for immediate termination of the Contract by the County.
17. **Judicial or Administrative Proceedings:** The County may terminate the Contract, effective immediately, if (1) Business Associate is named as a defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the HIPAA Regulations, or other security or privacy laws or (2) a finding or stipulation that Business Associate has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws is made in any administrative or civil proceedings in which the party has been joined.
18. **Termination for Convenience:** County may terminate this Agreement at any time at its pleasure upon giving thirty (30) days written notice.
19. **Effect of Termination:** Except as provided in subparagraph A of this section, upon termination of the Contract for any reason, Business Associate shall, at the option of the County, return or destroy all PHI that Business Associate still maintains in any form, and shall retain no copies of such PHI. This provision shall apply to PHI that is in the possession of subcontractor or agents of the Business Associate.
 - a. If return or destruction is not feasible, as determined by the County, Business Associate shall continue to extend the protections of this Agreement to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction not feasible, for so long as Business Associate, or any of its agents or subcontractors, maintain such PHI
 - b. If the County elects destruction of the PHI, Business Associate shall certify in writing to the County that such information has been destroyed.

AMENDMENT

20. **Amendment to Comply with Law:** The parties acknowledge that state and federal law relating to data security and privacy are rapidly evolving and that amendment of the Contract or Agreement may be required to provide for procedures to ensure compliance with such

RFP Title: HIPAA Compliant Employee Monitoring Solution

RFP No.: 2019-01

developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule, and other applicable laws relating to the security and confidentiality of PHI. The parties understand and agree that the County must receive satisfactory written assurance from Business Associate that Business Associate will adequately safeguard PHI. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this Agreement embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH ACT, the Privacy Rule, the Security Rule, or other applicable laws. County may terminate the Contract upon thirty (30) days written notice in the event (1) Business Associate does not promptly enter into negotiations to amend the Contract or Agreement when requested by County pursuant to this Section or (2) Business Associate does not enter into an amendment to the Contract or Agreement providing assurances regarding the safeguarding of PHI that County, in its sole discretion, deems sufficient to satisfy the standards and requirements of applicable laws.

County:
Glenn County
Health and Human Services Agency

Business Associate:

Signature: _____
Print Name: Christine Zoppi, Director
Date: _____

Signature: _____
Print Name: _____
Date: _____

The wording of this attachment,
unless modified, is approved by
Tami Hanni
HIPAA Privacy and Security Officer
Glenn County

Revision #4, December 17, 2009