



## **DEPARTMENT OF PUBLIC HEALTH**

# ***Environmental Health Permit and Inspection Management System (EHPIMS) and Related Services***

## **REQUEST FOR PROPOSALS**

**(No. 44)**

September 2011

Prepared By  
County of Los Angeles

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# 1.0 INTRODUCTION

## 1.1. Purpose/Overview

The County of Los Angeles (County) Department of Public Health (DPH), Environmental Health (EH), is issuing this Request for Proposals (RFP) together with all appendices to solicit proposals from qualified organizations (Proposers) who can provide a commercial, web-accessible, off-the-shelf (as further defined in Appendix L (Glossary), COTS,) Environmental Health Permit and Inspection Management System (as further defined in Appendix L (Glossary), EHPIMS) software solution (further defined in Appendix A (Sample Agreement) as System Software), that will allow the County to transition from a paper-based inspection, permit and licensing process, to an electronically-based inspection, permit and licensing process.

The purpose of this RFP is to select the most qualified, feasible, flexible, and cost effective Proposer from which DPH can recommend to the Board of Supervisors.

The proposed EHPIMS software solution shall, at a minimum, include the ability to (a) create new and renewal permits and licenses, (b) complete inspections electronically in an online or offline mode, (c) process account payable and account receivable information for all permits and licensing fees, (d) schedule all EH inspections (e.g. routine, re-inspections, revisits), and (e) store plan and permit applications. The successful Proposer shall also be required to provide (a) configuration, installation, integration, testing and training services, (b) ongoing Hosting Services, including but not limited to a secured location and all necessary infrastructure to support hosting the EHPIMS software solution, (c) ongoing Maintenance and Support Services, including but not limited to a Help Desk, and (d) as-needed Additional Work such as Professional Services or Additional Products.

### 1.1.1. DPH Goals and Objectives

EH intends to convert the current Environmental Health Management Information System (EHMIS) database and other stand alone databases into a single EHPIMS software solution. Additional goals and objectives are:

- To automate the collection of EH information;
- To capture real-time EH information (inspection, violation, and payment information);
- To improve capability to manage information within EH programs;
- To integrate with other County of Los Angeles Departments;
- To improve the accuracy and integrity of data; and
- To develop a system consistent with County's Strategic Plan goal of "Workforce Excellence and Fiscal Responsibility"

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### **1.1.2. EHPIMS Software Solution Goals and Objectives**

Users of the EHPIMS software solution will include EH employees conducting inspections and site visits within the geographic boundaries of the County. Users of the EHPIMS software solution will also include the County Treasurer and Tax Collector (TTC) employees approving applications, processing financial transactions (accounts receivables and payables). The EHPIMS software solution must be capable of storing certain patient information. For that reason, the resultant Contractor must comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the applicable provisions of the Health Information Technology for Economic and Clinical Health Act (HITECH Act), and adhere to County security requirements, as detailed further in the RFP.

Qualified vendors must submit a firm fixed price proposal to provide a fully integrated EHPIMS software solution that will support all County's functional business, technical, and security requirements.

The successful Proposer's responsibilities in delivering the EHPIMS software solution shall include, but not be limited to, the following:

- Verification of functional business and technical requirements with all interfaces and users.
- Verification of security requirements for the EHPIMS software solution, including the Proposer's hosting environment.
- Capability to address all minimum functions and requirements, as further described in Appendix B (Statement of Work); and
- Ensuring EHPIMS software solution includes, but is not limited to, the following:
  - New and renewal permits and licensing information for all EH programs;
  - EH inspectors conducting and collecting inspection and violation information electronically, within geographic boundaries of the County;
  - Real-time inspection and violation information for all EH programs;
  - Processing of account payable and account receivable information for all permits and licensing fees, including electronic payments;
  - County access to the EHPIMS software solution either in connected, or disconnected mode;
  - County access to the EHPIMS software solution based on geographic boundaries of the County, and user access levels;
  - Integration of the County's GIS web services, and County's Address Management System (CAMS);

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- Document Management System (DMS) (County prefers that the Proposer's COTS DMS is able to integrate with the current County EMC Documentum standard);
  - A perpetual, fully paid, and non-exclusive license to the proposed EHPIMS software;
  - Reporting tools.

### **1.1.3. Scope of Work**

The EHPIMS software solution core functions must support functional business, technical, and security requirements for all three (3) Phases identified in Appendix C1 (Functional Business Requirements), Appendix C2 (Technical Requirements), and Appendix C3 (Security Requirements) (together with their respective attachments, collectively comprise and may be referred to as the Requirements Appendices).

Implementation of the EHPIMS software solution will occur in three (3) Phases:

- Phase 1: Implementation of One (1) District Office and One (1) Environmental Protection Program
- Phase 2: Implementation of Remaining District Offices and Programs:
  - Phase 2A: Implementation of Fifteen (15) District Offices
  - Phase 2B: Implementation of All Remaining Programs
- Phase 3: Implementation of Financial Management

Note; Phases 2 and 3 are optional. County will determine, in County's sole and unilateral discretion, whether to proceed with each succeeding Phase.

Appendix B (Statement of Work) and the attachments thereto (collectively, the SOW), define the Tasks and Deliverables for each Phase of fully implementing the EHPIMS software solution and the EH programs, other DPH divisions and County departments included in such Phase (see SOW, Attachment B3 (Phasing Profile)).

The SOW also describes the (1) ongoing Hosting Services, including but not limited to a secured location and all necessary infrastructure to support hosting the EHPIMS software solution, (2) ongoing Maintenance and Support Services, including but not limited to a Help Desk and (3) service levels associated with each of them (see SOW, Attachment B1 (Service Level Requirements)).



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For a more detailed description of the scope of work of this RFP, see Appendix A (Sample Agreement), the SOW and Requirements Appendices together in each case with their respective exhibits and attachments.

**1.1.4. Background**

EH is spread out over 4,700 square miles, with over 700 employees covering 50,000 annual food permits, 65,000 annual housing inspections, and an assortment of EH activities (including water quality, waste management, and vector management) resulting in 400,000 site visits per year. Various site locations lack a physical street address (e.g. water wells). As a result, longitude and latitude information is used; however, such sites may not have internet connectivity as they may be located in rural areas. EH currently consists of the following four (5) bureaus with sixteen (16) district offices:

- Bureau of District Surveillance and Enforcement (Regions 1 and 2)  
Includes sixteen (16) retail food and housing district offices, in addition to plan check;
- Bureau of Toxicology and Environmental Assessment  
Includes toxic epidemiology, environmental hygiene, lead (Centers for Disease Control and Prevention, and childhood lead poisoning prevention program with HIPAA patient information);
- Bureau of Environmental Planning and Support  
Includes consultative services, staff recruitment and training, program planning, management information systems/data analysis, and, public health permits and licensing, and quality assurance;
- Bureau of Environmental Protection  
Includes drinking water, land use, cross connections, recreational waters, solid waste management, radiation management, and emergency preparedness and response;
- Bureau of Specialized Surveillance and Enforcement  
Includes garment inspections, housing and institutions, street vending compliance, vector management, vehicle inspection, food and milk (includes HIPAA patient information), and housing task force.

EH currently receives and supplies information to the following County departments and other DPH divisions:

- Treasurer and Tax Collector
- DPH Financial Management
- DPH Lab
- DPH Acute Communicable Disease Control
- County Agricultural Commissioner Weights and Measures

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EH currently uses a paper-based process for processing EH permits, inspections, and complaints, comprised of a variety of non-integrated applications: (a) the main EH legacy application includes a FoxPro 2.6 Environmental Health Management Information System (EHMIS), (b) housing complaints are stored on an Oracle database (KIVA), (c) the County Treasurer and Tax Collector permitting and inspection fee information is located on a legacy Mainframe & Access database, and (d) some EH programs store their own program information using such tools as Microsoft Access and Microsoft Excel.

For further information on all EH programs, other DPH divisions and County departments see SOW, Attachment B2 (Introduction to Programs Divisions and Departments). For further information on the current applications, see SOW, Attachments B4 (EHMIS Data Dictionary), B6 (EH Data Conversion Field Specification), B7 (TTC Data Conversion Field Specification), and B8 (Tobacco Program Data Conversion Field Specification).

## 1.2. Overview of Solicitation Document

Proposers are encouraged to read this RFP carefully and follow all instructions set forth hereunder prior to submitting their proposals.

This RFP is composed of the following Sections:

- **SECTION 1.0 - INTRODUCTION:** Specifies the Proposer's mandatory minimum requirements and provides information regarding the requirements of any resultant Agreement and the solicitation process.
- **SECTION 2.0 - PROPOSAL SUBMISSION REQUIREMENTS:** Includes instructions to Proposers regarding how to prepare and submit their proposals.
- **SECTION 3.0 - SELECTION PROCESS AND EVALUATION CRITERIA:** Includes information on how the proposals will be evaluated and selected.
- **APPENDICES:** The following Appendices, together with their respective Exhibits and Attachments, are attached to this RFP:
  - **A - SAMPLE AGREEMENT (including EXHIBITS):** Identifies the County's terms and conditions in the Agreement.
  - **B - STATEMENT OF WORK:** Explains in detail the required services and other work solicited under this RFP and to be provided under the resultant Agreement.
  - **C1 - FUNCTIONAL BUSINESS REQUIREMENTS:** Provides the County's functional business requirements for the proposed EHPIMS software solution.

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- **C2 - TECHNICAL REQUIREMENTS:** Provides County's technical requirements for the proposed EHPIMS software solution.
  - **C3 - SECURITY REQUIREMENTS:** Provides County's security requirements for the proposed EHPIMS software solution.
  - **D - REQUIRED FORMS:** Provides forms that must be completed and included in the proposal.
  - **E - TRANSMITTAL FORM TO REQUEST A SOLICITATION REQUIREMENTS REVIEW:** Provides transmittal sent to Department requesting a Solicitation Requirements Review.
  - **F - COUNTY OF LOS ANGELES POLICY ON DOING BUSINESS WITH SMALL BUSINESS:** Provides County policy on doing business with small business.
  - **G - JURY SERVICE ORDINANCE:** Provides the County Code governing vendor's responsibilities regarding Jury Service.
  - **H - LISTING OF CONTRACTORS DEBARRED IN LOS ANGELES COUNTY:** Provides list of contractors who are not allowed to contract with County for a specific length of time.
  - **I - IRS NOTICE 1015:** Provides information on Federal Earned Income Credit.
  - **J - SAFELY SURRENDERED BABY LAW:** Provides information on this County program.
  - **K - TITLE 2 ADMINISTRATION DETERMINATIONS OF CONTRACTOR NON-RESPONSIBILITY AND CONTRACTOR DEBARMENT:** Provides the County Code provision regarding Contractor non-responsibility and debarment.
  - **L - GLOSSARY:** Provides definition of terms and acronyms used within this RFP.
  - **M - DEFAULTED PROPERTY TAX REDUCTION PROGRAM:** Provides form for certification of compliance with the County's Defaulted Property Tax Reduction program.

### **1.3. Terms and Definitions**

For convenience, definitions for terms used in this RFP are identified in Appendix L (Glossary). In addition, any terms with the initial letter capitalized, which are not defined in the body of this RFP or in Appendix L (Glossary) are identified in Appendix A (Sample Agreement), Paragraph 2.0 Definitions.

### **1.4. Minimum Mandatory Requirements**

Interested and qualified Proposers that can demonstrate their ability to successfully provide the services and other work outlined in the SOW, and elsewhere in this RFP are invited to submit a proposal that contains verifiable evidence that the Proposer meets the following minimum mandatory requirements(s):

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- 1.4.1. Proposer must currently be an EHPIMS software solution provider that is either a developer and implementer of an EHPIMS software solution or an authorized reseller and implementer of an EHPIMS software solution.
  - 1.4.2. Proposer must have at least five (5) years experience within the last seven (7) years in implementing, maintaining, and supporting an EHPIMS software solution.
  - 1.4.3. Proposer must have successfully implemented an EHPIMS software solution in at least one (1) Environmental Health Agency within the continental United States, having a minimum of fifty (50) employees, with multiple field office locations. The EHPIMS software solution must have been fully operational for a minimum of six (6) months from the date of issuance of this RFP.
  - 1.4.4. Proposer, or Proposer's Subcontractor, is required to Host the EHPIMS software solution which must reside in a single secured location within the continental United States. Other sites can be used for redundancy if part of a Disaster Recovery Plan or Business Continuity Plan.
  - 1.4.5. Proposer, or Proposer's Subcontractor, must have five (5) consecutive years within the last seven (7) years of experience providing Hosting that supports a minimum of 700 users. This experience need not solely pertain to EHPIMS software solution.
  - 1.4.6. The proposed EHPIMS software solution must support role-based security where groups are assigned specific sets of privileges and Authorized Users are able to associate each User to their appropriate group.
  - 1.4.7. The proposed EHPIMS software solution must be Hosted by the Proposer, or Proposer's Subcontractor, in a High Availability configuration.
  - 1.4.8. The proposed EHPIMS software solution must have ability for field staff to use the System in either an online or offline mode to perform field work.
  - 1.4.9. Proposer must have attended the Mandatory Proposers Conference (Paragraph 2.6 of this RFP).

## **1.5. County Rights & Responsibilities**

The County has the right to amend the RFP by written addendum. The County is responsible only for that which is expressly stated in the RFP and any authorized written addenda thereto. Such addendum shall be made

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available: on the Los Angeles County Website at <http://camisvr.co.la.ca.us/lacobids/> and <http://publichealth.lacounty.gov/cg/index.htm>. Additionally, such addendum shall be e-mailed to each person or organization which County records indicate has attended the Mandatory Proposers Conference. Should any such addenda require additional information not previously requested, failure to address the requirements of such addenda may result in the proposal not being considered, as determined in the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

## **1.6. Contract Term**

The initial term of the resultant Agreement shall commence on the first day following Board approval and Director of DPH execution and shall continue for seven (7) years thereafter, unless sooner terminated or extended, in whole or in part as provided in the resultant Agreement. The term of the resultant Agreement may be extended by Amendment, at the sole discretion of the County, up to three (3) additional consecutive one (1) year extension periods.

## **1.7. Contract Rates**

The Contractor's rates shall remain firm and fixed for the entire initial term of the resulting Agreement.

## **1.8. Days of Operation**

The Contractor will be required to provide EHPIMS software solution installation and configuration services, Monday through Friday, 8:00 AM through 5:00 PM, Pacific Time, excluding County designated holidays. The Contractor shall be required to provide EHPIMS software solution Hosting Services and Maintenance and Support Services, 24 hours a day, seven (7) days per week, 52 weeks a year. The County will provide a list of the County designated holidays to the Contractor at the time the resultant Agreement is approved, and annually thereafter, at the beginning of each new calendar year.

## **1.9. Contact with County Personnel**

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

Jose Gomez, Information Systems Supervisor  
Department of Public Health / Environmental Health  
5050 Commerce Dr, Baldwin Park, CA 91706-1423  
Email: [jgomez@ph.lacounty.gov](mailto:jgomez@ph.lacounty.gov)  
Fax: 626-338-4851

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Proposer is admonished not to contact any other County personnel in regards to this RFP other than the point of contact listed above. If it is discovered that a Proposer contacted and received information from any County personnel, other than the point of contact specified above, regarding this RFP, County, in its sole determination, may disqualify their proposal from further consideration.

### **1.10. Final Contract Award by the County's Board of Supervisors**

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

### **1.11. Mandatory Requirement to Register on County's WebVen**

Prior to a contract award, all potential Contractors must register in the County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's Home Page at [http://lacounty.info/doing\\_business/main\\_db.htm](http://lacounty.info/doing_business/main_db.htm).

### **1.12. County Option to Reject Proposals**

The County may, at its sole discretion, reject any or all proposals submitted in response to this RFP and/or cancel this RFP. The County shall not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive any minor irregularities or immaterial defects in any submitted proposal, as determined by County in its sole discretion.

### **1.13. Protest Policy Review Process**

**1.13.1.** Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved services contract. Additionally, any actual Proposer may request a review of a disqualification or of a proposed contract award under such a solicitation. Under any such review, it is the responsibility of the Proposer challenging the decision of a County department to demonstrate that the department committed a sufficiently material error in the solicitation process to justify invalidation of a solicitation or a proposed contract award, as the case may be.

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

**1.13.3. Grounds for Review**

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

- Review of Solicitation Requirements (Reference Section 2.4 of this RFP)
- Review of a Disqualified Proposal (Reference Section 3.10 of this RFP)
- Review of Proposed Contractor Selection (Reference Section 3.11 of this RFP)

**1.14. Notice to Proposers Regarding The Public Records Act**

**1.14.1.** Responses to this RFP shall become the exclusive property of the County. Absent extraordinary circumstances, at such time as (a) with respect to the recommended Proposer's proposal, DPH completes contract negotiations and obtains a letter from an authorized officer of the recommended Proposer that the negotiated contract is a firm offer of the recommended Proposer, which shall not be revoked by the recommended Proposer pending DPH's completion of the process under Board Policy No. 5.055 and approval by the County's Board of Supervisors (Board), (b) with respect to each Proposer requesting a County Review Panel, the County Review Panel convenes as a result of such Proposer's request, and (c) with respect to all other Proposers, DPH recommends the recommended Proposer(s) to County's Board of Supervisors and such recommendation appears on the Board agenda, proposals submitted in response to this RFP become a matter of public record, with the exception of those parts of each proposal which are justifiably defined as trade secret, confidential or proprietary, and, if defined by Proposer, plainly marked as "Trade Secret," "Confidential," or "Proprietary."

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

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respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.

### **1.15. Indemnification and Insurance**

Contractor shall be required to comply with the indemnification provisions contained in Paragraphs 9.0 and 14.0 of Exhibit A (Additional Terms and Conditions) to Appendix A (Sample Agreement). The Contractor shall procure, maintain, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Paragraph 13.0 of Exhibit A (Additional Terms and Conditions) to Appendix A ( Sample Agreement).

### **1.16. Injury & Illness Prevention Program (IIPP)**

Contractor shall be required to comply with the State of California's Cal OSHA's regulations. Section 3203 of Title 8 in the California Code of Regulations requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

### **1.17. Background and Security Investigations**

Background and security investigations of Contractor's staff may be required at the discretion of the County as a condition of beginning and continuing work under any resultant Agreement. The cost of background checks is the responsibility of the Contractor.

Disqualification of any Contractor personnel due to a background check shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of the resultant Agreement.

### **1.18. Confidentiality and Independent Contractor Status**

As appropriate, Contractor shall be required to comply with the confidentiality provision contained in Paragraph 3.0 of Exhibit A (Additional Terms and Conditions) to the Appendix A (Sample Agreement), and the independent contractor status provision contained in Paragraph 39 of Exhibit A (Additional Terms and Conditions) to the Appendix A (Sample Agreement).

### **1.19. Conflict of Interest**

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse or economic dependent of such employees, shall be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles



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County Code as stated in Appendix D - Required Forms Exhibit D5, Certification of No Conflict of Interest.

## **1.20. Determination of Proposer Responsibility**

- 1.20.1.** A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform a contract. It is the County's policy to conduct business only with responsible Proposers.
- 1.20.2.** Proposers are hereby notified that, in accordance with Chapter 2.202 of the Los Angeles County Code, the County may determine whether the Proposer is responsible based on a review of the Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Proposer against public entities. Labor law violations which are the fault of the Subcontractor(s) and of which the Proposer had no knowledge shall not be the basis of a determination that the Proposer is not responsible.
- 1.20.3.** The County may declare a Proposer to be non-responsible for purposes of this RFP if the County's Board of Supervisors, in its discretion, finds that the Proposer has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.
- 1.20.4.** If there is evidence that the apparent highest ranked Proposer may not be responsible, DPH shall notify the Proposer in writing of the evidence relating to the Proposer's responsibility, and its intention to recommend to the County's Board of Supervisors that the Proposer be found not responsible. DPH shall provide the Proposer and/or the Proposer's representative with an opportunity to present evidence as to why the Proposer should be found to be responsible and to rebut evidence which is the basis for DPH's recommendation.
- 1.20.5.** If the Proposer presents evidence in rebuttal to DPH, DPH shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the County's Board of

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Supervisors. The final decision concerning the responsibility of the Proposer shall reside with the County's Board of Supervisors.

- 1.20.6.** These terms shall also apply to proposed Subcontractor(s) of Proposers on County contracts.

## **1.21. Proposer Debarment**

- 1.21.1.** The Proposer is hereby notified that, in accordance with Chapter 2.202 of the Los Angeles County Code, the County may debar the Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and the County may terminate any or all of the Proposer's existing contracts with County, if the County's Board of Supervisors finds, in its discretion, that the Proposer has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.
- 1.21.2.** If there is evidence that the apparent highest ranked Proposer may be subject to debarment, DPH shall notify the Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise the Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 1.21.3.** The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. The Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Proposer should be debarred, and, if so, the appropriate length of time of the debarment. The Proposer and DPH shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the County's Board of Supervisors.
- 1.21.4.** After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the County's Board of Supervisors. The County's

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Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.

- 1.21.5.** If a Proposer has been debarred for a period longer than five (5) years, that Proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Proposer has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
- 1.21.6.** The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) the Proposer has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
- 1.21.7.** The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the County's Board of Supervisors. The County's Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.21.8.** These terms shall also apply to proposed Subcontractor(s) of Proposers on County contracts.
- 1.21.9.** Appendix H provides a link to the County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

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## **1.22. Proposer's Adherence to County's Child Support Compliance Program**

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

## **1.23. Gratuities**

### **1.23.1. Attempt to Secure Favorable Treatment**

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

### **1.23.2. Proposer Notification to County**

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

### **1.23.3. Form of Improper Consideration**

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

## **1.24. Notice to Proposers Regarding the County Lobbyist Ordinance**

The County's Board of Supervisors has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and

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imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in Los Angeles County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by the Proposer is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is **not** on the Executive Office's List of Terminated Registered Lobbyists by completing and submitting the Familiarity with the County Lobbyist Ordinance Certification, as set forth in Appendix D - Required Forms, Exhibit D6, as part of their proposal.

### **1.25. Federal Earned Income Credit**

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

### **1.26. Consideration of GAIN/GROW Participants for Employment**

As a threshold requirement for consideration for contract award, Proposers shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Additionally, Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to the Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities. Proposers who are unable to meet this requirement shall not be considered for contract award. Proposers shall complete and return the form, Attestation of Willingness to Consider GAIN/GROW Participants, as set forth in Appendix D - Required Forms, Exhibit D9, along with their proposal.

### **1.27. County's Quality Assurance Plan**

After contract award, the County or its agent will evaluate the Contractor's performance under the resultant Agreement on a periodic basis. Such evaluation will include assessing Contractor's compliance with all terms in the resultant Agreement and performance standards identified in the SOW. Contractor's deficiencies which the County determines are severe or

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continuing and that may jeopardize performance of the resultant Agreement will be reported to the County's Board of Supervisors. The report will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate the resultant Agreement in whole or in part, or impose other penalties as specified in such Agreement.

### **1.28. Recycled Bond Paper**

Proposer shall be required to comply with the County's policy on recycled bond paper as specified in Paragraph 30.0 of Exhibit A (Additional Terms and Conditions) to Appendix A (Sample Agreement).

### **1.29. Safely Surrendered Baby Law**

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

### **1.30. County Policy on Doing Business with Small Business**

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

**1.30.2.** The Local Small Business Enterprise (SBE) Preference Program requires the Company to complete a certification process. This program and how to obtain certification are further explained in Section 1.33 of this RFP.

**1.30.3.** The Jury Service Program provides exceptions to the Program if a company qualifies as a Small Business. Further explanations of this Program are provided in Section 1.32 - Jury Service Program of this RFP.

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

### **1.31. Jury Service Program**

The resultant Agreement is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Proposers should carefully

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read the Jury Service Ordinance, Appendix G, and the pertinent jury service provisions of Paragraph 31.0 of Exhibit A (Additional Terms and Conditions) to Appendix A (Sample Agreement), both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their Subcontractor(s).

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

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

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

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case, the Proposer is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

- 1.31.3.** If a Proposer does not fall within the Jury Service Program's definition of "Contractor" or if it meets any of the exceptions to the Jury Service Program, then the Proposer must so indicate in the Contractor Employee Jury Service Program - Certification Form and Application for Exception, Exhibit D10 in Appendix D - Required Forms, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the Proposer's application, the County will determine, in its sole discretion, whether the Proposer falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. The County's decision will be final.

## **1.32. Local Small Business Enterprise (SBE) Preference Program**

- 1.32.1.** The County will give a Local Small Business Enterprise (SBE) preference during the solicitation process to businesses that meet the definition of a Local SBE, consistent with Chapter 2.204.030C.1 of the Los Angeles County Code. A Local SBE is defined as: 1) A business certified by the State of California as a small business and 2) has had its principal office located in Los Angeles County for at least one year. The business must be certified by the Office of Affirmative Action Compliance as meeting the requirements set forth in 1 and 2 above prior to requesting the Local SBE Preference in a solicitation.
- 1.32.2.** To apply for certification as a Local SBE, businesses may register at the Office of Affirmative Action Compliance's web-site at: <http://oaac.co.la.ca.us/contract/sbemain.html>
- 1.32.3.** Certified Local SBEs must request the Local SBE preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification affirmed. Businesses must attach the Local SBE Certification Letter to the Required Form - Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form - Exhibit D7 in Appendix D - Required Forms with their proposal. Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Local SBE.
- 1.32.4.** Information about the State of California's small business enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is



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also available on the California Department of General Services Office of Small Business Certification and Resources Web site at <http://www.pd.dgs.ca.gov/smbus/default>.

### **1.33. Local Small Business Enterprise (SBE) Prompt Payment Program**

It is the intent of the County that those businesses that have been certified as Local SBEs (as described in Subparagraph 1.32) receive prompt payment for services they provide to County departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

### **1.34. Notification to County of Pending Acquisitions/Mergers by Proposing Company**

The Proposer shall notify the County of any pending acquisitions/mergers of their company. This information shall be provided by the Proposer on Proposer's Organization Questionnaire/Affidavit – Exhibit D1 in Appendix D – Required Forms. Failure of the Proposer to provide this information may eliminate its proposal from any further consideration.

### **1.35. Transitional Job Opportunities Preference Program**

**1.35.1.** In evaluating proposals, the County will give preference to businesses that are certified by the County as Transitional Job Opportunity vendors, consistent with Chapter 2.205 of the Los Angeles County Code. A Certified Transitional Job Opportunity vendor is, and has been such for three (3) years, an entity: 1) that is a non-profit organization recognized as tax exempt pursuant to section 501 (c) (3) of the Internal Revenue Services Code; set forth, under penalty of perjury, such information as requested by the County on either electronic or hard copy forms, along with their application form and three most recent annual tax returns to the department with their proposal response to the contracting solicitation for which they are competing; 2) has been in operation for at least one (1) year providing transitional job and the related supportive services to program participants; and 3) provide a profile of their program with a description of their program components designed to assist program participants, number of past program participants, and any other information requested by a contracting department.

**1.35.2.** Transitional Job Opportunities vendors must request the preference in their solicitation response and may not receive the preference until their certification has been affirmed by the applicable department. County must verify the Transitional Job

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Opportunity vendor certification prior to applying the preference. Sanctions and financial penalties may apply to a Proposer that knowingly and with intent to defraud seeks to obtain or maintain certification as a Transitional Job Opportunities vendor.

**1.35.3.** To request the Transitional Job Opportunities Preference, Proposer must complete the Transitional Job Opportunities Preference Application – Exhibit D13 in Appendix D – Required Forms and submit it along with all supporting documentation with their proposal.

### **1.36. Contractor’s Obligations as a “Business Associate” Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH)**

Contractor shall be required to comply with the Administrative Simplification requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) as in effect and as may be amended, and with applicable provisions of the Health Information Technology for Economic and Clinical Health (HITECH) Act, as contained in Exhibit E (Contractor's Obligations as a Business Associate Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act) to Appendix A (Sample Agreement).

### **1.37. Defaulted Property Tax Reduction Program**

The resultant Agreement is subject to the requirements of the County’s Defaulted Property Tax Reduction Program (“Defaulted Tax Program”) (Los Angeles County Code, Chapter 2.206). Proposers should carefully read the Defaulted Tax Program Ordinance, Appendix M, and Paragraph 53.0 of Exhibit A (Additional Terms and Conditions) to Appendix A (Sample Agreement), both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their Subcontractors.

Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any resultant Agreement that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Certification of Compliance with The County’s Defaulted Property Tax Reduction Program, Exhibit 22 in Appendix D – Required Forms. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliance contractor (Los Angeles County Code, Chapter 2.202).

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

## **2.0 PROPOSAL SUBMISSION REQUIREMENTS**

This Section contains key RFP dates and activities as well as instructions to Proposers on how to prepare and submit their proposals.

### **2.1. County Responsibility**

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

### **2.2. Truth and Accuracy of Representations**

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the Director of DPH's sole judgment and his/her judgment shall be final.

### **2.3. RFP Timetable**

The anticipated dates for completion of this solicitation are shown below. The dates are subject to change.

#### **The timetable for this RFP is as follows:**

- Mandatory Proposers Conference.....September 22, 2011
- Written Questions Due by 5:00 PM (Pacific Time)...September 27, 2011
- Final Questions and Answers Released .....October 5, 2011
- Request for a Solicitation Requirements Review  
Due by 5:00 PM (Pacific Time)..... October 7, 2011
- **Proposals due by 12:00 PM (Pacific Time) .....October 31, 2011**

### **2.4. Solicitation Requirements Review**

A person or entity may seek a Solicitation Requirements Review by submitting Appendix E (Transmittal Form to Request a Solicitation Requirements Review), along with supporting documentation to the County. A Solicitation Requirements Review may be denied, in County's sole discretion, if the request does not satisfy all of the following criteria:

1. The request for a Solicitation Requirements Review is received by the County by 5:00 PM, Pacific Time, on **October 7, 2011**;

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2. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal;
  3. The request for a Solicitation Requirements Review itemizes, in appropriate detail, each matter contested and factual reasons for the requested review; and
  4. The request for a Solicitation Requirements Review asserts either that:
    - a. Application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or
    - b. Due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.

The Solicitation Requirements Review shall be completed and the County's determination shall be provided to the Proposer, in writing, within a reasonable time prior to the proposal due date. All requests for Solicitation Requirements Review shall be submitted to:

Jose Gomez, Information Systems Supervisor,  
as specified in Paragraph 1.9 of the RFP

## **2.5. Proposers' Questions**

Proposers may submit written questions regarding this RFP by mail, fax, or e-mail to the County's contact listed below. Proposer's written questions are due and must be received by 5:00 PM, Pacific Time, on **September 27, 2011**.

When submitting questions, please specify the RFP section number, paragraph number, title if applicable, page number, and quote the passage that prompted the question. This will ensure that the applicable reference can be quickly found in the RFP so the question can be answered accurately. County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of minimum requirements, evaluation criteria and/or business requirements would unfairly disadvantage Proposers or, due to unclear instructions, may result in the County not receiving the best possible responses from Proposer. Questions shall be submitted to Jose Gomez, Information Systems Supervisor, at the address specified in Paragraph, 1.9 of the RFP:

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## 2.6. Mandatory Proposers Conference

A **Mandatory Proposers Conference** will be held to discuss the RFP. County staff will accept questions from potential Proposers at the conference. All potential Proposers **must** attend this conference, or their proposals will be rejected (disqualified) without further review and eliminated from further consideration.

The Mandatory Proposers Conference is scheduled as follows:

**Date:** September 22, 2011  
**Time:** 9:00 AM Pacific Time  
**Address:** Environmental Health  
5050 Commerce Drive,  
Baldwin Park, CA 91706  
Conference Room: 170/171

County reserves the right to reschedule the Mandatory Proposers Conference to a different day and/or continue the Mandatory Proposers Conference beyond September 22, 2011.

## 2.7. Preparation of the Proposal

The proposal will consist of two (2) separate 1) Business Proposal, and 2) Cost Proposal. All proposals must be bound and submitted in the prescribed format as indicated below. Any proposal that deviates from this format may be rejected without review at the County's sole discretion.

Proposals must adhere to and comply with the following format requirements:

- a. Proposals must be typed and printed in black text using a font of not less than ten (10) characters per inch.
- b. Proposals must be single sided, on eight and a half inch by eleven inch (8 ½" x 11") standard size white bond paper. Cover pages and page separation/dividers of a different color may be used, but the color or texture of any paper used should allow for the production of readable copies when such pages are photocopied on a normal setting.
- c. Proposals must be organized by paragraph sections, with proper titles, and alphabetized subparagraphs, and content and sequence, as described in Paragraphs 2.8 (Business Proposal Format) and 2.9 (Cost Proposal Format) of this RFP.

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- d. Proposals must be page-numbered sequentially throughout from beginning to end, to ensure that there are no duplicate or missing pages.
  - e. Proposals and all copies must be bound, or presented in a folder, or three-ring binder.

## **2.8. Business Proposal Format**

The content and sequence of the Business Proposal must be as follows:

- Cover Page
- Transmittal Letter
- Proposer's Organization Questionnaire/Affidavit and Required Supporting Documentation
- Table of Contents
- Executive Summary (Business Proposal, Section A)
- Corporate Experience and Capability (Business Proposal, Section B)
- References (Business Proposal, Section C)
- Financial Statements (Business Proposal, Section D)
- Proposer's Approach and Discussion of the Statement of Work (Business Proposal, Section E)
- Discussion of County's Functional Business and Technical Requirements (Business Proposal, Section F)
- Discussion of County's Security Requirements (Business Proposal, Section G)
- Discussion of Proposer's Ongoing Services (Business Proposal, Section H)
- Acceptance of or Exceptions to Requirements of the SOW and Terms and Conditions (Business Proposal, Section I)
- Additional Data (Business Proposal, Section J)
- Business Proposal Required Forms (Business Proposal, Section K)

Proposers are instructed to provide information as indicated in each respective section. Any additional information not specifically requested that Proposers wish to provide should be included in Section J, Additional Data.

### **2.8.1. Cover Page**

The Business Proposal cover page shall, at a minimum, identify the name and address of Proposer and bear the words "Business Proposal for an Environmental Health Permit and Inspection Management System and Related Services, RFP No. 44." It shall also identify the proposal as "Original," or copies as "Copy 1 of 10," "Copy 2 of 10," etc., as appropriate.

### **2.8.2. Transmittal Letter**

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The transmittal letter must be a maximum of one (1) page letter on the Proposer's stationery. The transmittal letter must include the Proposer's name, address, e-mail address, telephone and facsimile numbers of the person or persons to be used for contact and who will be authorized to represent the Proposer with respect to the proposal. **The transmittal letter must bear the signature of the person authorized to sign on behalf of the Proposer and to bind the Proposer in a contract.** The letter shall include:

- 1) An indication whether or not the Proposer intends to provide the EHPIMS software solution and perform all other work as described in the SOW and the attachments thereto as a single Proposer, or if Proposer will use Subcontractor(s), a listing of all work to be performed by each Subcontractor must be included;
- 2) A statement that the Proposer will bear sole and complete responsibility for all work to be performed under any resultant Agreement, as described the SOW, notwithstanding the use of any Subcontractors;
- 4) A statement acknowledging and agreeing that any resultant Agreement shall be a firm fixed-priced contract and that the Proposer can complete all three (3) Phases at the cost proposed; and
- 5) A statement that the proposal shall be a firm offer of the Proposer and shall not be withdrawn for three hundred and sixty (360) days from the due date of proposal submission.

**2.8.3. Proposer's Organization Questionnaire/Affidavit and Required Supporting Documentation**

The Proposer shall complete, sign and date the Proposer's Organization Questionnaire/Affidavit - Exhibit D1 as set forth in Appendix D, Required Forms. **The person signing the form must be authorized to sign on behalf of the Proposer and to bind the Proposer in a contract.**

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

If any of the below referenced documents are not available at the time of proposal submission, Proposers must request the

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appropriate documents and provide a statement in the proposal on the status of the request.

**Required Supporting Documents:  
Corporations or Limited Liability Company (LLC):**

The Proposer must submit the following documentation with the proposal:

- 1) A copy of a “Certificate of Good Standing” with the state of incorporation/organization; and
- 2) A conformed copy of the most recent “Statement of Information” as filed with the California Secretary of State listing corporate officers or members and managers.
- 3) A Certificate of Status from the California Secretary of State certifying the current status of the Proposer’s business entity in California as active and in good standing.

**Limited Partnership:**

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

Additionally, a limited partnership must submit a Certificate of Status from the California Secretary of State certifying the current status of the Proposer’s business entity in California as active and in good standing.

**2.8.4. Table of Contents**

The Table of Contents must be a comprehensive listing of material included in the proposal. This section must include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

**2.8.5. Executive Summary (Business Proposal, Section A)**

The Executive Summary should condense and highlight the contents of the Proposer’s Business Proposal to provide the County with a broad understanding of the Proposer’s approach, qualifications, experience, and staffing to meet all the requirements. This Section should be no more than two single-sided pages.

**2.8.6. Corporate Experience and Capability (Business Proposal, Section B)**



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This Section must demonstrate that the Proposer's organization has the experience and capability to provide the EHPIMS software solution and related services for all three (3) Phases.

Proposal must include the following sections:

- **Software Maturity, Client Base, Corporate Stability and Subcontractor Relationships (Business Proposal Section B.1)** Detailed description of Proposer's software maturity, client base, corporate stability and Subcontractor relationship(s) in relation to providing the proposed EHPIMS software solution to Environmental Health Agencies.

1) Software Maturity

- a. The minimum mandatory requirement in Section 1.4.2 established the minimum experience acceptable for implementing, maintaining and supporting an EHPIMS software solution. This section should include how the Proposer meets or exceeds this minimum mandatory requirement. Include the number of years the Proposer has offered an EHPIMS software solution to Environmental Health Agencies on any Platform.
- b. Include the number of years the proposed EHPIMS software solution has been available to Environmental Health Agencies as a web-based COTS package.

2) Client Base

- a. Provide the total number and the list of clients with 200 users or more that have implemented the then-current release of the proposed EHPIMS software solution within the last three (3) years.
- b. Provide the total number of clients that are Environmental Health Agencies in the United States.
- c. Provide the total number of and list of clients that are Environmental Health Agencies in California.

3) Corporate Stability

- a. Employee training and staff development
  - i. Type and frequency of training or continuing education offered to Proposer's staff.
  - ii. The training procedure for Proposer's new employees.
- b. Corporate positioning – Describe corporate growth, market share and positioning within the environmental health software niche.

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- 4) Subcontractor Relationships (if applicable), Proposer must list (a) Hosting Subcontractor and (b) any other Subcontractor that will provide any services with respect to the proposed EHPIMS software solution (e.g. implementation or other services related to the SOW, Maintenance and Support Services). For each Subcontractor, Proposer shall describe the nature of the relationship between the Proposer and the Proposer's Subcontractor(s) including how long the relationship has existed, how extensive the relationship is (e.g. the number of projects completed together), and the expectation for continued relationship other than the EHPIMS project.

Proposer will be evaluated (and receive points up to the maximum point) based upon how longstanding and extensive the relationship(s) with each Subcontractor.

Proposers who will perform all services as a Proposer (i.e. do not propose using a Subcontractor to perform any services other than Hosting Services) will receive the maximum points allocated to this area.

Proposers who will perform Hosting Services as a Proposer (i.e. do not propose using a Hosting Subcontractor) will receive the maximum points allocated to this area.

- **Project Manager Experience (Business Proposal Section B.2)** Name and brief resume of Proposer's project manager(s) including, but not limited to, the years of related experience and number of engagements configuring, installing, integrating, testing, and training, of the proposed EHPIMS software solution. The brief resume should also provide an indication of the size and scope of projects the project manager(s) were engaged in or are currently engaged in; description of any Environmental Health projects worked on including the number of years experience working on such projects; years experience managing COTS implementations within the last seven (7) years; years experience managing project control plans; years experience managing business analysis; and any project management certifications they currently have.
- **Project Team Experience (Business Proposal Section B.3)** Name and brief resume of technical team member(s) including years of related experience and number of engagements configuring, installing, integrating, testing, and training, of the proposed EHPIMS software solution. The brief resume should also provide an indication of their number of years experience in

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their assigned role within the last seven (7) years; number of projects served in the assigned role with the last seven (7) years; and number of years experience with Environmental Health processes and/or systems within the last five (5) years.

- **Pending Litigation Judgments (Business Proposal Section B.4)** Identify by name, case and court jurisdiction any (1) pending or threatened litigation in which Proposer or principals (corporate officers, board of directors, or others with an ownership stake greater than 10% in the Proposer's business entity) are involved, and (2) judgments, liens, and/or settlements against Proposer or such principals in the past five (5) years. Provide a statement describing the size and scope of any pending or threatened litigation against the Proposer and such principals, and how such pending or threatened litigation will impact Proposer's ability to perform under the resultant Agreement.

#### **2.8.7. References (Business Proposal, Section C)**

Proposer shall complete and include Appendix D (Required Forms), Exhibits, D2, D3 and D4.

##### **A. Prospective Contractor References, Appendix D (Required Forms), Exhibit D2**

Proposer must provide a maximum of twelve (12) references. To the greatest extent possible, references should reflect projects substantially similar to the proposed EHPIMS solution in size, scope and complexity.

To the greatest extent possible, these references are to include:

- Contractor's five (5) largest (by number of users) Environmental Health Agency clients with active contracts.
- For each Subcontractor that provides services with respect to the proposed EHPIMS software solution or any Third Party Software included in the Baseline Application of the proposed EHPIMS software solution. Proposer must, with respect to the proposed EHPIMS software solution, provide a maximum of three (3) references that can verify the Subcontractor's capabilities and confirm the success of previous implementations undertaken by the partnership of Contractor and Subcontractor that utilize the proposed EHPIMS software solution including Third Party Software.

##### **B. Prospective Hosting Subcontractor References, Appendix D (Required Forms), Exhibit D3**

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If references contained in Exhibit D2 are not sufficient to collectively substantiate minimum mandatory requirement 1.4.5 then provide this Exhibit D3. This Exhibit should contain the Hosting Subcontractor experience which does not pertain to the proposed EHPIMS software solution.

If Exhibit D2 substantiates minimum mandatory requirement 1.4.5, then Proposer should clearly state that Exhibit D3 was not submitted.

**C. Prospective Contractor List of Terminated Contracts, Appendix D (Required Forms), Exhibit D4**

The listing must include contracts terminated or not renewed within the past three (3) years with a reason for termination or non-renewal of each. One of the following reasons for termination should be included for each terminated or non-renewed contract: terminated for cause, expired/not renewed by contractor, or expired/not renewed by client. Additionally, briefly describe the circumstances leading to contract termination or expiration/non-renewal.

County may, at the County's sole discretion, request additional references and/or reference information if necessary. It is the Proposer's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate. It is additionally the Proposer's sole responsibility to inform each point of contact that the County may be contacting such person during County's normal working hours of Monday through Friday from 8:00 a.m. to 5:00 p.m. Pacific Time.

County reserves the right to contact individuals, entities, or organizations who have had recent contracts or relationships with the Proposer and staff intended for this effort, whether or not they are identified as references, to verify that the Proposer has successfully performed its contractual obligations in other similar efforts.

County may disqualify a Proposer if:

- References fail to substantiate Proposer meets the mandatory minimum requirements and/or description of the goods and services provided; or
- References fail to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel; or
- DPH is unable to reach at least three (3) references within three (3) attempts per reference.

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### **2.8.8. Financial Statements (Business Proposal, Section D)**

Provide copies of the Proposer's most current and prior two (2) fiscal years (for example 2009, and 2008) financial statements. Financial statements should reflect the financial strength and capability of the Proposer in the provision of required services throughout the term of any resultant Agreement, as well as evidence of the Proposer's capability to absorb all costs related to the provision of services for a minimum of sixty (60) days, during any resultant Agreement. The following accounts must be included in Proposer's financial statements:

#### **Balance Sheet Accounts**

1. Current Assets
  - Cash
  - Short Term Investments\*
  - Accounts Receivable \*
2. Current Liabilities
3. Total Assets
4. Total Liabilities
5. Owner's/Shareholder's Equity

#### **Income Statement Accounts**

1. Total Operating Expenses (before taxes)
  - Bad Debts \*
  - Depreciation\*
  - Amortization\*
2. Total Expenses
3. Gross Income
4. Net Income

**\* may be excluded if not applicable to Proposer's operations**

It should be noted that depending on the nature of the entity, i.e., for-profit, non-profit, governmental, the title of financial statements may differ. For example, for a non-profit entity the Balance Sheet is referred to as the Statement of Financial Position.

If audited statements are available, these should be submitted to meet this requirement.

**Do not submit Income Tax Return to meet this requirement.**

Financial statements will be kept confidential if so noted on each page.

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**2.8.9. Approach and Discussion of the Statement of Work (Business Proposal, Section E)**

Proposer shall clearly describe its ability to technically comply with the requirements and manage and fulfill the Tasks, Subtasks and Deliverables of Appendix B (Statement of Work). At a minimum include, Proposer's approach to the following in the order specified below:

- Proposer's approach to project management and planning for all three (3) Phases (reference the entire Tasks A.1, B.6, C.6, C.11, C.12, D.6, D.11, D.12; and Subtasks B.3.1, B.4.1, B.5.1, B.7.1, B.9.1, B.11.1, B.12.1, C.3.1, C.4.1, C.5.1, C.7.1, C.9.1, D.3.1, D.4.1, D.5.1, D.7.1, D.9.1 of Appendix B (Statement of Work)); Proposer shall include the following:
  - Project organization chart;
  - Which project staff will be onsite and how many days of the work week the project staff will be onsite;
  - How project issues/risks will be escalated, tracked, and mitigated, including time frame and criteria for project issue/risk escalation;
  - Overview of communication plan;
  - Overview of how the project will be managed; including a high level project plan with major milestones; and a sample project status report;
  - Components of the Quality Control Plan and description of how quality control processes will be implemented;
  - Overview on the Test Plan; and
  - Overview of training plan.
- Proposer's approach to configuring, customizing, and implementing the EHPIMS software solution to meet the County's requirements for all three (3) Phases as specified by the Requirement Appendices (reference the entire Tasks B.1, B.2, B.10, C.1, C.2, C.10, D.1, D.2, D.10; and Subtasks B.3.2, B.4.2, B.5.2, B.9.2, B.9.3, C.3.2, C.4.2, C.5.2, C.9.2, C.9.3, C.9.4, D.3.2, D.4.2, D.5.2, D.9.2, D.9.3 of Appendix B (Statement of Work)): Include a description of the planned approach to validate these requirements and identify applicable industry best practices; and to configure and customize the Core Application to meet County requirements as specified by the Requirement Appendices;
- Proposer's approach to testing the EHPIMS software solution to meet the County's requirements for all three (3) Phases as specified by the Requirement Appendices (reference Subtasks B.7.2 – B.7.5; C.7.2 – C.7.6; and D.7.2 – D.7.6 of Appendix B (Statement of Work));

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- Proposer’s approach to training and providing Documentation to County staff on the EHPIMS software solution for all three (3) Phases: Include a description of the planned training; training materials and Documentation; proposal for onsite and/or offsite training; and a general description of the training plan including training different user types and performing personal hardware device training (reference the entire Tasks B.8, C.8, and D.8 of Appendix B (Statement of Work));
  - Proposer’s approach to exit strategy and Exit Plan for transfer/relocation/turnover of the EHPIMS software solution (reference the entire Tasks B.14, C.13, and D.13 of Appendix B (Statement of Work)); and
  - Proposer’s approach to establishing a backup site for the EHPIMS software solution to meet the County’s requirements for all three (3) Phase as specified by the Attachment B1 (Service Level Agreement) (reference the entire Task B.13 of Appendix B (Statement of Work)).

**2.8.10. Discussion of County’s Functional Business and Technical Requirements (Business Proposal, Section F)**

This Section must contain a response to each of the requirements in the same order as presented in Appendix C1 (Functional Business Requirements) and C2 (Technical Requirements). Providing pre-printed marketing brochures or other documentation is not sufficient to satisfactorily complete this requirement.

- **Functional Business Requirements (Section F.1)**  
Proposer must respond to items using the County’s Proposal Response Form, Appendix C1 (Functional Business Requirements).
- **Technical Requirements (Section F.2)**  
Proposer must respond to items using the County’s Proposal Response Form, Appendix C2 (Technical Requirements).
- **Third Party Software, Including Subcontractor Software, and Local Hardware (Section F.3)**  
Please describe and provide the following:
  - List any Third Party Software, including Subcontractor’s software, included in the Baseline Application of the proposed EHPIMS software solution along with a general functionality description, a description of which County technical, functional, or security requirements are met by such software, and any licensing requirements.

Proposers not proposing to include Third Party Software as part of the Baseline Application (i.e. the Baseline Application includes only software that is proprietary to the Proposer) will receive maximum points allocated to this area.

Proposers proposing to include Third Party Software as part of the Baseline Application will not receive the maximum points allocated in this area. Such Proposers will receive more points (but less than the maximum points) if that software performs less critical functions in meeting County’s technical, functional and/or security requirements such that the proposed EHPIMS software solution would still be adequate for use by the County if the Third Party Software was not implemented as part of the proposed EHPIMS software solution.

- Describe the hardware, software, and network infrastructure needed on the County’s end (referred to in Appendix A (Sample Agreement) as Specified Hardware and Specified Operating Software) to access and use the hosted EHPIMS software solution;

➤ **Available Technology and Technology Vision (Section F.4)**

Please describe and provide the following:

- Describe types and features (e.g. WiFi, 3G) of mobile devices supported by the Current COTS Release of the proposed EHPIMS software solution; including functionality (e.g., GIS) of the proposed EHPIMS software solution County can perform on mobile devices;
- Complete the table below. Place an “X” in each table cell where the specified hardware type will be used to perform system functions as indicated in the columns within the table; Add rows as necessary to identify other hardware types or mobile devices supported by the Current COTS Release of the proposed EHPIMS software solution.

Hardware Type	Inspection /Data Capture	GIS/Map Display	Appointment Creation and Viewing	Report / Screen Viewing
Windows PC/Laptop				
Windows Tablet PC				
Blackberry Phone				
Other (Specify)				



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- Describe the Proposer's technology vision or strategic plan, along with anticipated timeframes or stage of development, for implementing new/emerging technologies in the data capture and personal hardware area (i.e. Blackberry phones and/or slate-type Windows-based tablet devices). Include discussion about Proposer's spending and goals regarding Research and Development (R&D). This section will be considered confidential if so marked.

➤ **Integration with Existing County Services (Section F.5)**

Please describe and provide the following:

- Describe how the Proposer's EHPIMS software solution Document Management System (DMS) is compatible with the County's EMC Documentum DMS standards (see Appendix C2, Attachment C2C (County EMC Documentum Standards)).
- Describe how the Proposer's EHPIMS software solution is compatible with the County's Geographic Information System (GIS) standards (see web services guide at: [http://gis.lacounty.gov/eGIS/?page\\_id=190](http://gis.lacounty.gov/eGIS/?page_id=190) for more information).

➤ **End User Experience Scenario (Section F.6)**

Please describe a typical day in the life of a retail food inspector focused on the proposed technology, software, and hardware. Describe how the inspector will transport and use hardware in the field during data capture and other necessary retail food inspector functions. Include narrative describing the use of personal hardware and peripherals used for remote data capture available in the Current COTS Release; include best practices learned from existing clients. At minimum, please address the following situations:

- Obtaining an inspection/appointment list for the day.
- Equipment carried in the car.
- Navigation to the inspection sites.
- Equipment taken into the inspection site and how it is transported into, out of, and during the inspection.
- Use of peripheral equipment during the inspection including, but not limited to: thermo-couple devices, digital pens, microphones, and cameras.
- Completing the inspection report.
- Obtaining signature of the site manager.
- Printing report and other notices for the manager.
- Compiling/modifying daily activity report including mileage, time, program information.

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- Supervisor review/approval of inspections and daily activity reports.

#### **2.8.11. Discussion of County's Security Requirements (Business Proposal, Section G)**

This Section must contain a response to each of the requirements in the same order as presented in Appendix C3 (Security Requirements) and Appendix C3A (Required Security Documentation). Each question listed in Appendix C3A (Required Security Documentation) must include a narrative description. Providing pre-printed marketing brochures or other documentation is not sufficient to satisfactorily complete this requirement.

➤ **Required Security Documentation (Section G.1)**

Proposer must respond to items using the County's Proposal Response Form, Attachment C3A (Required Security Documentation).

Note: As specified in Attachment 3A (Required Security Documentation), Proposers shall not provide security documentation for Sections 1.6 and 1.7 at the time of proposal submission. The submission of security documentation for Sections 1.6 and 1.7 is mandatory if the Proposer advances to Stage 4 – Hosting Site Visit. Obtaining information for these sections that is satisfactory to County, in its sole discretion, is a precondition to contract award.

➤ **Security Requirements (Section G.2)**

Proposer must respond to items using the County's Proposal Response Form, Appendix C3 (Security Requirements).

➤ **Security Narrative or Diagram Description (Section G.3)**

Proposer must provide a narrative or diagram description of the following security information:

- Security Technology
- Security Approach
- Security Practices (Development and Operational)

➤ **HIPAA and HITECH Act (Section G.4)**

Please provide a detailed explanation of the status of compliance with the new HIPAA and HITECH Act regulations affecting Business Associates where the EHPIMS software solution will reside. Please include the following information:

- 
- Awareness of the new HIPAA and HITECH Act regulations affecting Business Associates that went into effect in February 2010.
  - Describe the gaps that exist as of the date of proposal submission relative to Proposer's level of compliance with those new regulations.
  - If Proposer has gaps in compliance as of the date of proposal submission, describe the plan to close the gaps including the projected timeline.

#### **2.8.12. Discussion of Proposer's Ongoing Services (Business Proposal, Section H)**

This Section must contain a detailed description of the Maintenance and Support Services and Hosting Services for the EHPIMS software solution for all Phases, as provided in Task B11 and Task B12 and the associated Deliverables of Appendix B (Statement of Work), and Attachment B1 (Service Level Requirements). The description shall at a minimum include:

- The full address of the single secured location where Hosting Services will be provided by the Contractor or Hosting Subcontractor.
- If appropriate, provide the city and state of other Hosting locations to be used for redundancy as part of a Business Continuity Plan or Disaster Recovery Plan.
- Provide details on how the Contractor or Hosting Subcontractor fulfills the minimum mandatory requirement in Section 1.4.5 of having five (5) consecutive years of experience providing Hosting that supports a minimum of 700 users. This experience need not solely pertain to EHPIMS software solutions.
- Proposer's approach to the provision of each of the services described in Section II (Maintenance and Support Services) of Attachment B1 (Service Level Requirements) for all three (3) Phases;
- Proposer's approach to the provision of each of the services described in Section III (Hosting Services) of Attachment B1 (Service Level Requirements) for all three (3) Phases. In addition, the Proposer shall include, when applicable, a description of the following:
  - Scalability of Hosting Services (e.g., bandwidth, disk space, and options on hardware configuration such as dedicated or shared servers and number of servers);
  - Any current data center certifications and proof of those certifications;

- 
- Proposer’s approach to the provision of each of the services described in Section IV (Change Management) of Attachment B1 (Service Level Requirements) for all three Phases;
  - Proposer’s approach to the provision of each of the services described in Section V (Security Monitoring and Reporting) of Attachment B1 (Service Level Requirements) for all three (3) Phases;
  - Proposer’s approach to the provision of each of the services described in Section VI (Problem Resolution) of Attachment B1 (Service Level Requirements) for all three (3) Phases;
  - Proposer’s approach to the provision of each of the services described in Section VII (System Performance Warranties) of Attachment B1 (Service Level Requirements) for all three (3) Phases.
  - Proposer’s approach to the provision of Invoice Credits as described in Section VIII (Invoice Credits for Unachieved Service Levels) of Attachment B1 (Service Level Requirements) for all three (3) Phases.

**2.8.13. Terms and Conditions in Sample Agreement, and Requirements of the Statement of Work (SOW): Acceptance of/for Exceptions to (Business Proposal, Section I)**

- A.** It is the duty of every Proposer to thoroughly review Appendix A (Sample Agreement), including Exhibit A (Additional Terms and Conditions) and all other exhibits thereto (“Sample Agreement”), and the SOW (Appendix B), and all attachments thereto (the “SOW”), to ensure compliance with all terms, conditions and requirements. It is the County’s expectation that, in submitting a proposal, the Proposer will accept, as stated, the County’s terms and conditions in the Sample Agreement and the County’s requirements in the SOW. However, Proposers are provided the opportunity to take exceptions to the County’s terms, conditions in the Sample Agreement subject to the terms stated below.
- B.** Section I of Proposer’s response must include:
1. A statement offering the Proposer’s acceptance of or exception to all terms and conditions listed in the Sample Agreement;
  2. A statement offering the Proposer’s acceptance of all requirements listed in the SOW; and
  3. For each exception to terms and conditions listed in the Sample Agreement, the Proposer shall provide:

- Specific paragraph by name, number, and title, if applicable
- An explanation of the reason(s) for the exception;
- The proposed alternative language, if any; and
- A description of the deduction, if any, to the Proposer's price, if County in its sole discretion, were to accept the proposed alternative.

**C.** Indicate all exceptions to the Sample Agreement by providing a 'red-lined' version of the paragraphs in question. The County relies on this procedure. Proposers who fail to make timely exceptions as required herein may be precluded, at the County's sole discretion, from later making such exceptions.

**D.** The County reserves the right to determine if Proposers' exceptions are sufficiently material enough to deem the proposal non-responsive and not subject to further evaluation.

**E.** The County, at its sole discretion, reserves the right to make changes to the Sample Agreement.

**2.8.14. Additional Data (Business Proposal, Section J)**

This Section will include information not specifically requested for evaluation. Note: This information will not be used in the evaluation process.

**2.8.15. Business Proposal Required Forms (Business Proposal, Section K)**

Include the following forms as provided in Appendix D - Required Forms. Complete, sign, and date all forms.

- Exhibit D5 Certification of No Conflict of Interest
- Exhibit D6 Familiarity with the County Lobbyist Ordinance Certification
- Exhibit D7 Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information (Attach Local SBE Certification Letter issued by Los Angeles County Office of Affirmative Action Compliance.)
- Exhibit D8 Proposer's EEO Certification
- Exhibit D9 Attestation of Willingness to Consider GAIN/GROW Participants

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- Exhibit D10 Contractor Employee Jury Service Program - Certification Form and Application for Exception
  - Exhibit D13 Transitional Job Opportunities Preference Application **(If submitted)** Complete and provide all supporting documents.
  - Exhibit D14 Certification of Compliance with the County's Defaulted Property Tax Reduction Program

## 2.9. Cost Proposal Format

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

- Cover Page
- Price Sheet – Exhibit D11
- Certification of Independent Price Determination & Acknowledgement of RFP Restrictions – Exhibit D12

### 2.9.1. Cover Page

The Cost Proposal cover page shall, at a minimum, identify the name and address of Proposer and bear the words “Cost Proposal for an Environmental Health Permit and Inspection Management System and Related Services, RFP No. 44.” It shall also identify the proposal as “Original,” or copies as “Copy 1 of 5,” “Copy 2 of 5,” etc., as appropriate.

### 2.9.2. Preparation of Cost Proposal (Cost Proposal – Section A)

In this section of the Cost Proposal, Proposer must describe all the components of its Cost Proposal. Although additional information can be supplied, the Cost Proposal must include all the cost data defined in this section and adhere to the format as follows:

- Price Sheet – Appendix D (Required Forms), Exhibit D11.
- Certification of Independent Price Determination & Acknowledgement of RFP Restrictions – Appendix D (Required Forms), Exhibit D12.

## 2.10. Proposal Submission

The original Business Proposal and **ten (10)** numbered copies shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:

**“Business Proposal for an Environmental Health Permit and Inspection Management System and Related Services, RFP No. 44”**

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The original Cost Proposal and five (5) numbered copies must be submitted in a separate sealed package, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:  
**“Cost Proposal for an Environmental Health Permit and Inspection Management System and Related Services, RFP No. 44”**

In addition, **one (1)** electronic copy in Microsoft Word 2003 format, or in Adobe Acrobat 8.0 or higher Portable Document Format (PDF) on Compact Disk Read Only Memory of (CD-ROM) of both the Business Proposal and Cost Proposals (on 2 separate CDs and included in the applicable package as specified above) should be labeled and provided as part of the proposal submission.

The proposal(s) shall be delivered or mailed to the County contact as follows:

Jose Gomez, Information Systems Supervisor  
Department of Public Health / Environmental Health  
5050 Commerce Dr, Baldwin Park, CA 91706-1423  
Fax: 626-338-4851

**It is the sole responsibility of the submitting Proposer to ensure that its proposal is received before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any proposals received after the scheduled closing date and time for receipt of proposals, as listed in Subparagraph 2.3, RFP Timetable, will not be accepted and returned to the sender unopened. Timely hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.**

All proposals submitted shall be firm offers and may not be withdrawn for a period of three hundred sixty (360) days following the last day to submit proposals. County may extend this period.

## **2.11. Proposal Error Correction**

Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. In such cases, withdrawal of the entire proposal is required. New proposals may be submitted until the deadline. Corrections will not be accepted once the deadline for submission of proposals has passed.

In addition, if County determines at any time that there are one or more obvious errors (e.g., clerical or arithmetic errors) in any submitted proposal, County, in its sole discretion, may, but is under no obligation to, request in writing that the particular Proposer submits a written correction of the

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applicable portions of its proposal within a County-specified time period and in compliance with all County instructions as set forth in the request, including regarding content and format. Proposer understands and agrees that any such correction shall be limited to correcting the errors identified by County, shall comply with all County instructions as set forth in the request, and shall be considered part of the proposal for all purposes, including proposal evaluation. If Proposer fails to submit such correction within the County-specified time period, the proposal shall stand as written.

## **3.0 SELECTION PROCESS AND EVALUATION CRITERIA**

### **3.1. Selection Process**

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process will begin with receipt of the proposals on October 31, 2011.

Evaluation of Business Proposals will be made by an Evaluation Committee selected by the Department. The Evaluation Committee will be made up of technical and non-technical members of the user community, as well as other Department designees. The Evaluation Committee will evaluate the sections of the Business Proposals described herein using the evaluation approach also described herein to select the prospective Contractor. Such sections of the Business Proposals will be evaluated based upon the criteria described in Section 3.7 (Business Proposal Evaluation and Criteria).

The Cost Proposals will be reviewed and scored as described in Section 3.3 (Stage 2 – Review of Proposals) in accordance with the process described in Section 3.8 (Cost Proposal Weighting Criteria).

In order to bring the appropriate level of proficiency to the selection process, the Evaluation Committee may utilize the services of subject matter experts, including but not limited to outside experts (e.g., consultants) to assist in any stage of the evaluation process, including assisting in the evaluation of whether a proposal is realistic and practical.

County may elect to waive any minor irregularity or immaterial defect in any submitted proposal if the sum and substance of the proposal is present, as determined by County in its sole discretion.

The evaluation process will be conducted in five (5) stages:

- Stage 1 – Proposal Screening (Pass/Fail)
- Stage 2 – Review of Proposals
- Stage 3 – Demonstrations
- Stage 4 – Hosting Site Visits
- Stage 5 – Final Review and Selection



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For each proposal, at the completion of each of Stages 2, 3, 4, and 5, the scores from the Business Proposal and the Cost Proposal will be combined into a composite score. The proposals will be ranked from high to low, and such ranking will be used to determine which proposals will move on to the next Stage of the evaluation process and, finally, which Proposer will be recommended to advance to negotiate an Agreement for submission to the County's Board of Supervisors. Refer to Sections 3.3 (Stage 2 – Review of Proposals), 3.4 (Stage 3 – Demonstrations), 3.5 Stage 4 – Hosting Site Visits) and 3.6 (Stage 5 – Final Selection and Review), for a more detailed description of this process.

Note: As described in Sections 3.3 (Stage 2 – Review of Proposals), 3.4 (Stage 3 – Demonstrations), 3.5 Stage 4 – Hosting Site Visits) and 3.6 (Stage 5 – Final Selection and Review), not all proposals will necessarily be evaluated at all five (5) stages.

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

If County becomes aware of events or information regarding the Proposer with which County is negotiating (e.g., insolvency; unresolved good standing; state, county, or federal debarment; false, misleading, or unrealistic information or pricing submitted in response to this RFP; or any other information or events which would render untrue any significant portion of the Proposer's proposal) and, as a result, County determines, in its sole discretion, that it is not in the best interest of County to enter into a contract with such Proposer, then County may begin negotiations with the next qualified Proposer, as determined by County, in its sole discretion.

County reserves the right, but is under no obligation to request, best and final offers from one or more Proposers.

The recommendation to award a contract will not bind the Board of Supervisors to award a contract to the prospective Contractor.

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

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### **3.2. Stage 1 - Proposal Screening (Pass/Fail)**

Proposals in Stage 1 shall be screened as described below. The determination to disqualify a proposal in Stage 1 shall be on a Pass/Fail basis. Those proposals which County determines do not meet the Pass/Fail criteria on any item so marked will be disqualified at the sole discretion of the County and eliminated from further evaluation.

County shall review the Proposer's Organization Questionnaire/Affidavit - Exhibit D1 of Appendix D, Required Forms, and determine if the Proposer meets the minimum mandatory requirements as outlined in Section 1.4 of this RFP.

Although this review will initially be conducted in Stage 1 of the evaluation process, the County reserves the right to disqualify a Proposer at later stages, including but not limited to, if the Proposer's Business Proposal fails to substantiate any of the minimum mandatory requirements that a Proposer attested to in the Proposer's Organization Questionnaire/Affidavit - Exhibit D1 of Appendix D, Required Forms.

### **3.3. Stage 2 – Review of Proposals**

The Business Proposals that pass Stage 1 will be evaluated based on the evaluation criteria and corresponding weighting factors listed in Section 3.7 (Business Proposal Evaluation and Criteria) of this RFP.

Cost Proposals associated with Business Proposals that pass Stage 1 will be reviewed and scored by subject matter experts in accordance with Section 3.8 (Cost Proposal Weighting Criteria) of this RFP. Proposers who qualify for the Local SBE Preference and/or Transitional Job Opportunities Preference shall have their costs adjusted in accordance with Section 3.8 (Cost Proposal Weighting Criteria) of this RFP.

Scores from the Business Proposal and Cost Proposal will be combined into a composite score which will be used to determine which proposal(s) will be selected to move on to Stage 3.

Note: Most of the initial proposal evaluation and scoring will be completed in Stage 2. For proposals that are not selected to proceed to Stage 3 (Demonstrations), Stage 2 will mark the end of the evaluation. A notice will be sent to Proposers who will not enter Stage 3.

County, in its sole discretion may, but is under no obligation to, request one (1) or more written clarifications to the proposal at any time during this Evaluation Stage 2. Each Proposer shall submit such a written clarification of the County-specified portions of its proposal within a County-specified time period and in compliance with all County instructions as set forth in the

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request, including regarding content and format. Proposer understands and agrees that any such clarification shall be limited to clarifying the County-specified portions of its proposal, shall comply with all County instructions as set forth in the request, and shall be considered part of the proposal for all purposes, including proposal evaluation. If Proposer fails to submit such a clarification within the County-specified time period, the proposal shall stand as written for all purposes, including proposal evaluation.

### **3.4. Stage 3 – Demonstrations**

County will select the Proposer with the top ranking composite score from Stage 2 and all Proposers within 1500 points of the top ranking composite score for further evaluation. County, in its sole discretion, may select additional Proposers from Stage 2 for further evaluation. The Proposers advancing to Stage 3 will be notified and required to participate in a demonstration of their proposed EHPIMS software solution at a facility selected by County. The Proposers not advancing to Stage 3 will also be notified.

**3.4.1.** Selected Proposers will be required to load data sets that demonstrate the functionality of the proposed EHPIMS software solution. During the demonstrations, Proposers must describe in detail the connectivity features of the proposed EHPIMS software solution. Proposers will be required to demonstrate their proposed EHPIMS software solution by using a County pre-defined demonstration scenario script which will be provided to each selected Proposer at least one (1) week prior to the Proposer's scheduled demonstration to be determined by County. The demonstration script will also identify the criteria to be evaluated as part of the demonstration. County, in its sole discretion, may ask questions concerning the written proposal and the operation of the proposed EHPIMS software solution during the demonstration. Proposer's answers and the performance of the proposed EHPIMS software solution will be considered in evaluating the proposals.

**3.4.2.** The Proposer's proposed EHPIMS software solution should demonstrate the ability to meet County's requirements as described in Functional Business Requirements, Technical Requirements, Security Requirements (Appendices C1, C2, and C3).

**3.4.3.** During and after the demonstrations, County will evaluate the ease of use and flexibility of the Proposer's EHPIMS software solution as discussed in Section 3.9 (Demonstration Evaluation for Proposer's Software Ease of Use and Flexibility).

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**3.4.4.** After the demonstrations, County may make adjustments in the proposal scoring from Stage 2 where appropriate, based on the evaluation criteria and corresponding weighting factors listed in Section 3.7 (Business Proposal Evaluation and Criteria) of this RFP. If adjustments are made to the score of the Business Proposal, the composite score will be re-adjusted accordingly.

### **3.5. Stage 4 – Hosting Site Visits**

County will select the Proposer with the top ranking composite score from Stage 3 and all Proposers within 1500 points of the top ranking composite score for further evaluation. County, in its sole discretion, may select additional Proposers from Stage 3 for further evaluation. Proposers selected to move to Stage 4 will be notified of the County's intent to conduct a Hosting site visit where the EHPIMS software solution will be located. The Proposers not advancing to Stage 4 will also be notified.

These Hosting site visits allow County to evaluate each Proposer's Hosting environment. After the Hosting site visits, County may make adjustments in the proposal scoring from previous stages, where appropriate, based on the evaluation criteria and corresponding weighting factors listed in Section 3.7 (Business Proposal Evaluation and Criteria) of this RFP. If adjustments are made to the score of the Business proposal, the composite score will be re-adjusted accordingly.

Note: As specified in Attachment 3A (Required Security Documentation), Proposers shall not provide security documentation for Sections 1.6 and 1.7 at the time of proposal submission. The submission of security documentation for Sections 1.6 and 1.7 is mandatory if the Proposer advances to Stage 4. Obtaining information for these sections that is satisfactory to County, in its sole discretion, is a precondition to contract award.

### **3.6. Stage 5 – Final Review and Selection**

After completion of Stage 4, if County determines, in its sole discretion, that additional information is required or desirable beyond that provided in the proposals of any of the Proposers from Stage 4, County may require Proposers to make additional oral and/or written presentation(s) to County.

County, in its sole discretion, may require the names and addresses of one or more clients where the Proposer's software is operating and who would be willing to allow County to visit their sites. County, in its sole discretion will determine which client sites to visit.

After this process, County may make adjustments in the proposal scoring from previous stages, where appropriate, based on the evaluation criteria

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and corresponding weighting factors as specified in Section 3.7 (Business Proposal Evaluation Criteria) of this RFP. If adjustments are made to the score of the Business Proposal, the composite score will be re-adjusted accordingly. The composite score will be used to determine which Proposer from Stage 5, ranked as highest overall, shall be recommended to advance to negotiate an Agreement for submission to the County's Board of Supervisors.

### **3.7. Business Proposal Evaluation and Criteria (70%)**

All Business Proposals will be evaluated based on the criteria listed below. Note: Although not expressly stated below, the County may adjust scores in the applicable sections below based upon information gathered during any of Stages 3, 4 and 5 of the evaluation process.

#### **3.7.1. Corporate Experience and Capability (5%) (Section B – Business Proposal)**

The Proposer's experience and capability will be evaluated based on information provided in Section B of the Business Proposal. A review will be conducted by a subject matter expert to determine the significance of any litigation or judgments pending against the Proposer as provided in Section B of the proposal.

#### **3.7.2. References (5%) (Section C – Business Proposal)**

The Proposer's references will be reviewed and scored by a subject matter expert based on information provided in Section C of the Business Proposal.

County, in its sole discretion, may contact any or all references supplied by Proposers in Exhibits D2, D3 and D4. County, in its sole discretion, may contact any or all Proposer clients listed elsewhere in the Proposal.

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

Additionally, an evaluation of Proposer's terminated or non-renewed contracts identified in Section C of the Business Proposal will award points based on the number of terminated or non-renewed contract occurrences.

#### **3.7.3. Financial Statements (0%) (Section D – Business Proposal)**

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Failure of the Proposer to provide the appropriate financial statements may eliminate its proposal from any further consideration as determined in the sole discretion of the County.

A subject matter expert will review and make a Pass/Fail recommendation based on the financial strength and capability of the Proposer in the provision of required work throughout the term of any resultant Agreement, as well as evidence of the Proposer's capability to absorb all costs related to the provision of work for a minimum of sixty (60) days, during any resultant Agreement.

The review will use a weighted average score for the three fiscal years of financial statements requested. The three fiscal year financial statements will all be evaluated and will contribute 50/30/20 percent towards the final financial statement score (with 50% being for the most recent year). A passing score is 65 points or higher on a 100 point scale.

Proposals that fail this portion of the evaluation will be deemed non-responsive and disqualified. The Director of DPH, or his designee, at his/her sole discretion, may waive this requirement.

County reserves the right to require performance security (e.g. performance bond, irrevocable letter of credit) from the resultant Contractor.

**3.7.4. Approach and Discussion of the Statement of Work (10%)  
(Section E – Business Proposal)**

The Proposer's approach to completing all specified Tasks and Deliverables will be evaluated based on information provided in Section E of the Business Proposal. Without limiting County's ability to determine which Proposers, if any, qualify for further evaluation at any stage of the evaluation process, Proposers that score less than 50% of the points allocated to Section E of the Business Proposal will be disqualified.

**3.7.5. Discussion of County's Functional Business and Technical Requirements (30%) (Section F – Business Proposal)**

The Proposer's ability to meet the County's requirements will be evaluated based on information provided in Section F of the Business Proposal. Without limiting County's ability to determine which Proposers, if any, qualify for further evaluation at any stage of the evaluation process, Proposers that score less than 60% of the points allocated to Section F.1 of the Business Proposal will be disqualified.

**3.7.6. Discussion of County's Security Requirements (10%)  
(Section G – Business Proposal)**

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The Proposer's ability to meet the County's requirements will be evaluated based on information provided in Section G of the Business Proposal. Without limiting County's ability to determine which Proposers, if any, qualify for further evaluation at any stage of the evaluation process, Proposers that score less than 50% of the points allocated to Section G.2 of the Business Proposal will be disqualified.

**3.7.7. Discussion of Proposer's Ongoing Services (10%) (Section H – Business Proposal)**

The Proposer's Maintenance and Support Services and Hosting Services will be evaluated based on information provided in Section H of the Business Proposal.

**3.7.8. Exceptions to Terms and Conditions of Sample Contract and/or Requirements of the Statement of Work (Section I – Business Proposal)**

Proposer will be evaluated on their willingness to accept the terms and conditions outlined in Appendix A (Sample Agreement) and the requirements outlined in Appendix B (Statement of Work), as stated in Section I of the Business Proposal.

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

**3.8. Cost Proposal Weighting Criteria (20%)**

The maximum number of points for this factor will be awarded to the lowest Cost Proposal. All other proposals will be compared to the lowest cost and points awarded accordingly.

Cost Proposal scores will be calculated as follows:

Cost Proposal Score =  
(Lowest Cost Proposal grand total / Cost Proposal grand total of Proposer) X 2,000

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

- A. Five percent (5%) of the lowest Cost Proposal will be calculated, which shall not exceed \$50,000, and that amount will be deducted from the Cost Proposal submitted by all Local SBE Proposers who requested and were granted the Local SBE Preference.
- B. Five percent (5%) of the lowest Cost Proposal will be calculated and that amount will be deducted from the cost submitted by all Proposers

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who requested and were granted the Transitional Job Opportunities Preference prior to doing the calculation described above.

### **3.9. Demonstration Evaluation for Proposer's Software Ease of Use and Flexibility (10%)**

During Proposer demonstration (see Section 3.4 (Stage 3 – Demonstrations)), the County will evaluate the proposed EHPIMS software solution's ease of use and flexibility with regards to:

- Navigation – The proposed system's navigation design (e.g. Primary Navigation, Secondary Navigation, use of scrolling, Menus, navigation methods other than a mouse, and available use of MS-Office windows commands).
- Look and Feel - The proposed system's look and feel (e.g. color scheme, graphics, screen terminology, and organization/consistency of screen layouts).
- Ease of Learning – The proposed system's availability and presentation of help functions, types of help or learning tools other than Software User Manual (SUM) (e.g. functionality available within help such as keyword search capability, availability of help through error messages, context specific help capability, ability to print help screens).
- System Flexibility – The proposed system's ability to permit customization and changes to the system without Contractor's intervention (e.g. adding and modifying users and security level, adding and editing reports and forms, adding and editing items to the dropdown lists, and customizing the Home Page) and system's ability to conform to County's business processes.
- Perceived Usefulness – The overall potential and anticipated usefulness of the proposed EHPIMS software solution to the County's ability to perform its core business functions.

More details about the specifics of this evaluation will be provided with the demonstration script in advance to Proposers that are selected to provide a demonstration of the proposed EHPIMS software solution.

### **3.10. Disqualification Review**

A proposal may be disqualified from consideration because County determined, in its sole discretion, that the proposal was non-responsive at any time during the evaluation process. If County determines that a proposal is disqualified due to non-responsiveness, County shall notify the Proposer in writing.



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Upon receipt of the written determination of non-responsiveness, the Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

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

1. The person or entity requesting a Disqualification Review is a Proposer;
2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
3. The request for a Disqualification Review asserts that the County's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

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

### **3.11. Department's Proposed Contractor Selection Review**

#### **3.11.1. Departmental Debriefing Process**

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

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

During or following the Debriefing, County will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify County of its intent to request a Proposed Contractor Selection Review (see Subparagraph 3.11.2 below), if the requesting Proposer is not satisfied with the results of the Debriefing.

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### 3.11.2. Proposed Contractor Selection Review

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review (as described in this Subparagraph 3.10.2) may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by County.

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

1. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
2. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by County);
3. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
  - a. The department materially failed to follow procedures specified in its solicitation document. This includes:
    - i. Failure to correctly apply the standards for reviewing the proposal format requirements.
    - ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.
    - iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
  - b. The department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being selected as the recommended contractor.
  - c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
  - d. Another basis for review as provided by state or federal law; and
4. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the

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department's alleged failure, the Proposer would have been the highest-scored proposal.

Upon completing the Proposed Contractor Selection Review, a representative of County shall issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board. The written decision shall additionally instruct the Proposer of the manner and timeframe for requesting a review by a County Review Panel (see Subparagraph 3.11.3 below).

### **3.11.3. County Review Panel Process**

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

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

1. The person or entity requesting review by a County Review Panel is a Proposer;
2. The request for a review by a County Review Panel is submitted timely (i.e., by the date and time specified by County); and
3. The person or entity requesting review by a County Review Panel has limited the request to items raised in the Proposed Contractor Selection Review and new items that (a) arise from the written decision regarding the Proposed Contractor Selection Review and (b) are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Subparagraph 3.11.2 above.

Upon completion of the County Review Panel's review, the Panel will forward its report to County, which will provide a copy to the Proposer.



**RFP NO. 44**

**APPENDIX A**

**SAMPLE AGREEMENT**

**FOR**

**ENVIRONMENTAL HEALTH PERMIT AND INSPECTION MANAGEMENT SYSTEM  
AND RELATED SERVICES**

**BETWEEN**

**COUNTY OF LOS ANGELES**

**AND**

**[CONTRACTOR]**

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## EXHIBITS AND ATTACHMENTS

Exhibit A	Additional Terms and Conditions
Attachment A.1	County's Administration <i>[Placeholder]</i>
Attachment A.2	Contractor's Administration <i>[Placeholder]</i>
Exhibit B	Statement of Work <i>[Refer to Appendix B (Statement of Work) to RFP and all Attachments to Appendix B to RFP]</i>
Attachment B.1	Service Level Requirements <i>[Refer to Attachment B1 to Appendix B to RFP to RFP]</i>
Attachment B.2	Introduction to EHPIMS Programs, Divisions and Departments <i>[Refer to Attachment B2 to Appendix B to RFP]</i>
Attachment B.3	Phasing Profile <i>[Refer to Attachment B3 to Appendix B to RFP]</i>
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Exhibit C	System Requirements
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Appendix C.2	Technical Requirements <i>[Refer to Appendix C2 to RFP]</i>
Attachment C.2A	County Web Site Content Guide <i>[Refer to Attachment C2A to Appendix C2 to RFP]</i>
Attachment C.2B	Link2Gov Interface Specifications <i>[Refer to Attachment C2B to Appendix C2 to RFP]</i>
Attachment C.2C	County EMC Documentum Standards <i>[Refer to Attachment C2C to Appendix C2 to RFP]</i>
Attachment C.2D	WAUSAU and CORE Interface Specifications <i>[Refer to Attachment C2D to Appendix C2 to RFP]</i>
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Appendix C.3	Security Requirements <i>[Refer to Appendix C3 to RFP]</i>
Appendix C.4	Minimum System Requirements <i>[Placeholder]</i>
Exhibit D	Price and Schedule of Payments <i>[Placeholder]</i>
Exhibit E	Contractor's Obligations As a "Business Associate" Under Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH)
Exhibit F	Invoice Discrepancy Report
Exhibit G	Contractor's EEO Certification
Exhibit H	Acknowledgement, Confidentiality and Assignment Agreement
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Exhibit J	Safely Surrendered Baby Law
Exhibit K	Jury Service Ordinance
Exhibit L	Source Code Escrow Agreement <i>[Placeholder]</i>
Exhibit M	Glossary <i>[Refer to Appendix L to RFP]</i>



## RECITALS

THIS AGREEMENT, effective as of \_\_\_\_\_, 201\_ (as further defined below, the "Effective Date"), by and between the County of Los Angeles, a political subdivision of the State of California ("County"), and [\_\_\_\_\_] a [\_\_\_\_\_] organized under the laws of [\_\_\_\_\_] located at [\_\_\_\_\_] ("Contractor"), for an Environmental Health Permit and Inspection Management System (as further defined below, "EHPIMS") and Related Services.

WHEREAS, Contractor is a [\_\_\_\_\_] of a commercial, off-the-shelf EHPIMS software solution and provides services related thereto; and

WHEREAS, County desires to enter into an agreement with Contractor, among other things, to purchase licenses from Contractor to Contractor's EHPIMS software solution, and to engage Contractor (a) to configure and install the EHPIMS software solution, (b) to perform certain customizations to the EHPIMS software solution necessary to meet County's functional, technical and/or business requirements, (c) to create certain interfaces between the EHPIMS software solution and other County systems and County's electronic commerce payment processing vendor, and (d) to host, maintain and support the EHPIMS software solution, in each case, subject to the terms and conditions of this Agreement (as defined below); and

WHEREAS, Contractor represents and warrants that it possesses the necessary special skills, knowledge, technical competence and sufficient staffing to perform all Work (as defined below) described in this Agreement; and

WHEREAS, this Agreement is authorized pursuant to California Government Code Sections 23004, 31000 and otherwise.

NOW THEREFORE, In consideration of the mutual covenants contained herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, County and Contractor agree as follows:

### **1.0 AGREEMENT AND INTERPRETATION**

#### **1.1 AGREEMENT**

This base document along with Exhibits A through M, all Attachments and Appendices hereto or thereto (all Exhibits, Attachments and Appendices being incorporated herein by this reference), and all executed Change Notices and Amendments hereto collectively constitute and throughout and hereinafter are referred to as the "Agreement." This Agreement shall constitute the complete and exclusive statement of understanding between County and Contractor and supersedes any and all prior or

contemporaneous agreements, written or oral, and all communications between the parties relating to the subject matter of this Agreement.

1.2 INTERPRETATION

In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility or schedule, or in the contents or description of any Task, Subtask, Deliverable, good, service, or other Work, or otherwise between this base document and the Exhibits, Attachments or Appendices such conflict or inconsistency shall be resolved by giving precedence first to this base document, and then to the Exhibits, Attachments and Appendices according to the following priority:

Exhibit A	Additional Terms and Conditions
Attachment A.1	County's Administration <i>[Placeholder]</i>
Attachment A.2	Contractor's Administration <i>[Placeholder]</i>
Exhibit B	Statement of Work <i>[Refer to Appendix B (Statement of Work) to RFP and all Attachments to Appendix B to RFP]</i>
Attachment B.1	Service Level Requirements <i>[Refer to Attachment B1 to Appendix B to RFP]</i>
Attachment B.2	Introduction to EHPIMS Programs, Divisions and Departments <i>[Refer to Attachment B2 to Appendix B to RFP]</i>
Attachment B.3	Phasing Profile <i>[Refer to Attachment B3 to Appendix B to RFP]</i>
Attachment B.4	EHMIS Data Dictionary <i>[Refer to Attachment B4 to Appendix B to RFP]</i>
Attachment B.5	EH Data Conversion Field Specification <i>[Refer to Attachment B5 to Appendix B to RFP]</i>
Attachment B.6	TTC Data Conversion Field Specification <i>[Refer to Attachment B6 to Appendix B to RFP]</i>
Attachment B.7	Tobacco Program Data Conversion Field Specification <i>[Refer to Attachment B7 to Appendix B to RFP]</i>
Attachment B.8	Toxic Epi Call Database Data Dictionary <i>[Refer to Attachment B8 to Appendix B to RFP]</i>
Exhibit C	System Requirements

Appendix C.1	Functional Business Requirements <i>[Refer to Appendix C1 to RFP]</i>
Attachment C.1A	Phase 1 Forms <i>[Refer to Attachment C1A to Appendix C1 to RFP]</i>
Attachment C.1B	Phase 2 Forms <i>[Refer to Attachment C1B to Appendix C1 to RFP]</i>
Attachment C.1C	Phase 3 Reports and Forms <i>[Refer to Attachment C1C to Appendix C1 to RFP]</i>
Attachment C.1D	Reports <i>[Refer to Attachment C1D to Appendix C1 to RFP]</i>
Attachment C.1E	Risk Assessment Policies <i>[Refer to Attachment C1E to Appendix C1 to RFP]</i>
Attachment C.1F	Scheduling Inspections <i>[Refer to Attachment C1F to Appendix C1 to RFP]</i>
Attachment C.1G	Permits, Licenses and Certifications <i>[Refer to Attachment C1G to Appendix C1 to RFP]</i>
Appendix C.2	Technical Requirements <i>[Refer to Appendix C2 to RFP]</i>
Attachment C.2A	County Web Site Content Guide <i>[Refer to Attachment C2A to Appendix C2 to RFP]</i>
Attachment C.2B	Link2Gov Interface Specifications <i>[Refer to Attachment C2B to Appendix C2 to RFP]</i>
Attachment C.2C	County EMC Documentum Standards <i>[Refer to Attachment C2C to Appendix C2 to RFP]</i>
Attachment C.2D	WAUSAU and CORE Interface Specifications <i>[Refer to Attachment C2D to Appendix C2 to RFP]</i>
Attachment C.2E	Agricultural Lab Field Specifications <i>[Refer to Attachment C2E to Appendix C2 to RFP]</i>
Appendix C.3	Security Requirements <i>[Refer to Appendix C3 to RFP]</i>
Appendix C.4	Minimum System Requirements <i>[Placeholder]</i>
Exhibit D	Price and Schedule of Payments <i>[Placeholder]</i>
Exhibit E	Contractor's Obligations As a "Business Associate" Under Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH)

Exhibit F	Invoice Discrepancy Report
Exhibit G	Contractor's EEO Certification
Exhibit H	Acknowledgement, Confidentiality and Assignment Agreement
Exhibit I	Task / Deliverable Summary Review Form
Exhibit J	Safely Surrendered Baby Law
Exhibit K	Jury Service Ordinance
Exhibit L	Source Code Escrow Agreement <i>[Placeholder]</i>
Exhibit M	Glossary <i>[Refer to Appendix L to RFP]</i>

### 1.3 ADDITIONAL TERMS AND CONDITIONS

Without limiting Paragraph 1.1 (Agreement), attached hereto as Exhibit A (Additional Terms and Conditions) and incorporated by reference herein are additional terms and conditions to this Agreement. Contractor acknowledges and agrees that it shall be bound by the additional terms and conditions set forth in such Exhibit A as if such terms and conditions were set forth in the body of this base document.

### 1.4 CONSTRUCTION

The words "herein", "hereof", and "hereunder" and words of similar import used in this Agreement refer to this Agreement, including all Exhibits, Attachments and Appendices, as the context may require. Wherever from the context it appears appropriate, each term stated in either the singular or plural shall include the singular and the plural. Whenever examples are used in this Agreement with the words "including", "for example", "e.g.", "such as", "etc.", or any derivation of such words, such examples are intended to be illustrative and not limiting. Paragraph headings used in the Agreement are for convenience only and are not a part of the Agreement and shall not be used in construing the Agreement. References in this Agreement to Federal, State, and/or other governmental statutes, codes, rules, regulations, ordinances, guidelines, directives, and/or policies, including those copies of which are attached to this Agreement, shall mean and shall be to such statutes, codes, rules, regulations, ordinances, guidelines, directives, and/or policies as amended from time to time.

## 2.0 DEFINITIONS

Capitalized terms used in this Agreement without definition have the meanings given to such terms in Exhibit M (Glossary). As used in this Agreement, the following terms shall have the following specific meanings:

"Acceptance Criteria" means certain criteria pre-defined by County and/or Contractor in accordance with the Statement of Work for the purpose of conducting Acceptance Tests.

"Acceptance Test(s)" means any one or all of the tests conducted by County or by Contractor in accordance with Paragraph 5.4 (Acceptance Tests) and the applicable Tasks of the Statement of Work.

"Additional Customizations" means customizations, modifications or enhancements to the Baseline Application, including all components and Documentation, which may be provided by Contractor under this Agreement in the form of Software Modifications upon County's request therefor pursuant to Paragraph 5.1.4 (Additional Work). The Additional Customizations is and shall become a component of the System Software.

"Additional Interfaces" means Interfaces, including all components and Documentation, which may be provided by Contractor in the form of Software Modifications upon County's request therefor pursuant to Paragraph 5.1.4 (Additional Work). The Additional Interfaces are and shall become components of the System Software.

"Additional Products" has the meaning set forth in Paragraph 5.1.4 (Additional Work).

"Additional Work" means Professional Services, Software Modifications, and/or Additional Products, which may be provided by Contractor in accordance with Paragraph 5.1.4 (Additional Work).

"Agreement" has the meaning set forth in Paragraph 1.1 (Agreement).

"Amendment" has the meaning set forth in Paragraph 6.0 (Change Notices and Amendments).

"Application Modifications" has the meaning set forth in Paragraph 13.1 (Ownership).

"Application Software" means the Baseline Application and Software Modifications, including all components and Documentation, provided by Contractor

pursuant to this Agreement. The Application Software is and shall become a component of the System Software.

"Association" means any entity formed to administer and promote the use of credit/debit cards, including, without limitation, Visa U.S.A. Inc. and MasterCard International, Incorporated.

"Association Rules" means the bylaws, rules and regulations of the Associations, as they exist from time to time.

"Baseline Application" means the Core Application, Baseline Interfaces, Baseline Customizations, and Third Party Software, including all components and Documentation. The Baseline Application is and shall become a component of the System Software.

"Baseline Customization(s)" means customizations, modifications or enhancements to the Core Application, including all components and Documentation, provided by Contractor under this Agreement as described in the Statement of Work, in order to meet the System Requirements and other Specifications. The Baseline Customizations are and shall become components of the System Software.

"Baseline Interfaces" means Interfaces, including all components and Documentation, provided by Contractor under this Agreement as described in the Statement of Work, in order to meet the System Requirements and other Specifications. The Baseline Interfaces are and shall become components of the System Software.

"Board"; "Board of Supervisors" means the Board of Supervisors of the County of Los Angeles.

"Business Day" means Monday through Friday, excluding County observed holidays.

"Card Issuer" means any financial institution, which is a member bank of the Association or its agents, American Express and/or Discover.

"Card Rules" means the Association Rules and any other rules and/or regulations from time to time promulgated by any Card Issuer, credit/debit card processor and/or PIN-Based Debit Network.

"Change Notice" has the meaning set forth in Paragraph 6.0 (Change Notices and Amendments).

"CIO" means the County's Chief Information Officer.

“Compatible”; “Compatibility” means, with respect to each Phase, that (a) the applicable components of the County Environment are capable of supporting, operating and otherwise performing all anticipated functions of such County Environment components, when used in conjunction with the System Software, and (b) the applicable components of the System Software are capable of supporting, operating and otherwise performing all anticipated functions of such System Software components, when used in conjunction with the County Environment, and (c) the components of System Software are capable of supporting, operating and otherwise performing all anticipated functions of such System Software components, when used in conjunction with one another.

“Confidential Information” has the meaning set forth in Paragraph 3.0 (Confidentiality) of Exhibit A (Additional Terms and Conditions).

“Contractor” has the meaning set forth in the preamble to this Agreement.

“Contractor Project Director” has the meaning set forth in Paragraph 4.2 (Contractor Project Director).

“Contractor Project Manager” has the meaning set forth in Paragraph 4.3 (Contractor Project Manager).

“Core Application” means Contractor’s proprietary commercial off-the-shelf (COTS) software known as the “[\_\_\_\_\_],” including all components and Documentation, provided by Contractor under this Agreement as described in the Statement of Work, in order to meet the System Requirements and other Specifications. The Core Application is and shall become a component of the System Software.

“County” has the meaning set forth in the preamble to this Agreement.

“County Code” means the Los Angeles County Code, as in effect from time to time.

“County Counsel” means County’s Office of the County Counsel.

“County Environment” has the meaning set forth in Paragraph 11.0 (Minimum System Requirements).

“County Indemnitees” has the meaning set forth in Paragraph 9.0 (Indemnification) of Exhibit A (Additional Terms and Conditions).

“County Materials” has the meaning set forth in Paragraph 15.0 (Proprietary Considerations) of Exhibit A (Additional Terms and Conditions).

“County Project Director” has the meaning set forth in Paragraph 3.2 (County Project Director).

“County Project Manager” has the meaning set forth in Paragraph 3.3 (County Project Manager).

“Data Security Guidelines” means (a) all applicable security standards and guidelines that may be published from time to time by any Association, any Card Issuer, any credit/debit card processor or any PIN-Based Debit Network, including the Visa U.S.A. Cardholder Information Security Program ("CISP") and the Payment Card Industry ("PCI") Data Security Standard and (b) all applicable County information technology and security (i) policies from time to time included in Chapter 6 of County's Policy Manual, which can be accessed at <http://countypolicy.co.la.ca.us/> and (ii) standards from time to time published by County's Chief Information Security Officer and provided by County (through its Project Director, Project Manager or otherwise) to Contractor.

“Deficiency” has the meaning set forth in Paragraph 18.0 (Correction of Deficiencies).

“Deliverable” means a service, product or good to be provided by Contractor to County under this Agreement and identified as a numbered Deliverable in the Statement of Work or any executed Change Notice or Amendment.

“Director” means the Director of DPH or such person's designee.

“Disabling Device” has the meaning set forth in Paragraph 12.0 (General Warranties and Covenants) of Exhibit A (Additional Terms and Conditions).

“Dispute Resolution Procedure” has the meaning set forth in Paragraph 2.0 (Dispute Resolution Procedure) of Exhibit A (Additional Terms and Conditions).

“Documentation” means any and all written and electronic materials provided or made available by Contractor, including, but not limited to, User manuals, training materials, testing protocols, methodologies, customer technical information and reference materials, quick-reference guides, FAQs, specifications, system designs and system design reviews and all other instructions and information relating to the capabilities, operation, installation and use of System Software.

“DPH” means County's Department of Public Health.

“Effective Date” means the date first set forth above, which is the date on which this Agreement has been approved by the Board of Supervisors and executed by authorized representatives of County and Contractor.



"Environmental Health" means DPH's Environmental Health division.

"Holdback Amount" has the meaning set forth in Paragraph 10.4 (Holdbacks).

"Hosting Fees" means, with respect to each Phase, the fees to be paid by County in exchange for Contractor's performance of Hosting Services, each case, in accordance with this Agreement. The Hosting Fees for each Phase are set forth on Exhibit D (Price and Schedule of Payments).

"Hosting Services" has the meaning set forth in Paragraph 5.1.3 (Hosting Services).

"Hourly Labor Rate" means, for Contractor's personnel, the fully burdened hourly rate set forth in Exhibit D (Price and Schedule of Payments), which rate includes an allocated average of direct and indirect costs, overhead, administrative expenses, any and all out-of-pocket expenses and any other incidental expenses attributable to each personnel hour worked for the Hourly Labor Rate.

"Infringement Claims" has the meaning set forth in Paragraph 14.0 (Intellectual Property Indemnification) of Exhibit A (Additional Terms and Conditions).

"Initial Term" has the meaning set forth in Paragraph 7.0 (Term).

"Interfaces" means the software mechanisms, consisting of Baseline Interfaces and Additional Interfaces, which allow the transfer of electronic data or software commands between computer systems, computer programs or computer program modules, including all components and Documentation. The Interfaces are and shall become components of the System Software.

"Invoice Discrepancy Report"; "IDR" has the meaning set forth in Paragraph 10.7 (Invoice Discrepancy Report).

"License" has the meaning set forth in Paragraph 13.2 (License).

"Maintenance and Support Services" has the meaning set forth in Paragraph 5.1.2 (Maintenance and Support Services).

"Maintenance Fees" means, with respect to each Phase, the fees to be paid by County in exchange for Contractor's performance of Maintenance and Support Services, in each case, in accordance with this Agreement. The Maintenance Fees for each Phase are set forth on Exhibit D (Price and Schedule of Payments).

"Maximum Contract Sum" has the meaning set forth in Paragraph 8.0 (Prices and Fees).

"Notice of Delay" has the meaning set forth in Paragraph 53.0 (Notice of Delay) of Exhibit A (Additional Terms and Conditions).

"Option Term" has the meaning set forth in Paragraph 7.0 (Term).

"Optional Phase" has the meaning set forth in Paragraph 5.1 (Scope of Work).

"Out-of-Pocket Expenses" means Contractor's reasonable and necessary expenditures for Contractor's staff transportation, meals, and lodging, but not to exceed the limits set forth in the then current Chapter 5.40 (Travel and Other Expenses) of the County Code.

"Phase" has the meaning set forth in Paragraph 5.1 (Scope of Work).

"Phase 1" has the meaning set forth in the Statement of Work.

"Phase 2" has the meaning set forth in the Statement of Work.

"Phase 3" has the meaning set forth in the Statement of Work.

"PIN-Based Debit Network" means a national or regional on-line debit card network. Each network operates under its own set of operating rules and regulations.

"Pool Dollars" has the meaning set forth in Paragraph 8.5 (Pool Dollars).

"Production Environment" means the System Environment for Production Use.

"Production Use" means the actual use of the System in the Production Environment as it relates to the System Software.

"Professional Services" means training, consulting and other professional services, which may be provided by Contractor under this Agreement upon County's request therefor pursuant to Paragraph 5.1.4 (Additional Work).

"Project Control Document" means the Project Control Document delivered by Contractor and approved by County under the Statement of Work, as such Project Control Document may be updated from time to time in accordance with the Statement of Work.

"Release Conditions" has the meaning set forth in Paragraph 15.2 (Release Conditions).

"Requirements Appendices" means Appendix C.1 (Functional Business Requirements), Appendix C.2 (Technical Requirements), and Appendix C.3 (Security Requirements), together with their respective Attachments, to Exhibit C (System Requirements), as such Appendices and Attachments may be updated from time to time in accordance with the Statement of Work.

"Severity Level(s)" means identified Severity Levels 1, 2, 3 and 4 for correction of Deficiencies, as defined in Attachment B.1 (Service Level Requirements) to the Statement of Work.

"Software Modifications" means Additional Customizations and Additional Interfaces, including all components and Documentation, which may be provided by Contractor under this Agreement upon County's request therefor pursuant to Paragraph 5.1.4 (Additional Work). The Software Modifications are and shall become components of the System Software.

"Source Code" means computer programming code in human readable form that is not suitable for machine execution without the intervening steps of program interpretation or compilation, including the tools and developer kits that created and that enable creation of such code. Unless otherwise noted, references in this Agreement to Source Code are to Source Code for the System Software.

"Specifications" means all functional, technical, performance and other capability specifications for the System Software as set forth in this Agreement, including the Statement of Work, and any executed Change Notice or Amendment, the System Requirements, and/or the Documentation.

"Statement of Work"; "SOW" means the statement of Tasks, Subtasks, Deliverables, goods, services and other work to be provided by Contractor under this Agreement, as specified in Exhibit B (Statement of Work) to this Agreement, including all Attachments thereto, as the same may be amended by any executed Amendment.

"Subtask" means one or more sub-areas of work to be performed under this Agreement and identified as a numbered Subtask in the Statement of Work or any executed Change Notice or Amendment.

"System" means the System Software, System Environment, Maintenance and Support Services, Hosting Services and Professional Services, including all components and Documentation, collectively comprising the Environmental Health Permit and Inspection Management System or EHPIMS.

"System Acceptance" has the meaning specified (a) with respect to Phase 1, Paragraph 5.5.1 and (b) with respect to each Optional Phase, Paragraph 5.5.2.

“System Environment” means System Hardware, System Network and System Operating Software to be provided by Contractor as a part of its obligation to perform Hosting Services. The System Environment includes the Production Environment and all other environments described in this Agreement, including the Statement of Work.

“System Hardware” means computer hardware and all other equipment to be provided by Contractor under this Agreement as a part of its obligation to perform Hosting Services.

“System Network” means network and all other data communications components to be provided by Contractor under this Agreement as a part of its obligation to perform Hosting Services.

“System Operating Software” means the operating software provided by Contractor under this Agreement as a part of its obligation to perform Hosting Services.

“System Requirements” means the business, functional, technical and other requirements regarding the System, as specified in the Requirements Appendices, Appendix C.4 (Minimum System Requirements) to Exhibit C (System Requirements), the Statement of Work and/or any Work thereunder, elsewhere in the Agreement, and/or any executed Change Notice or Amendment.

“System Software” means Application Software, Updates, Version Releases, and Additional Products in the form of software, including all components and Documentation, provided by Contractor or by County in accordance with Contractor's requirements or specifications for the purpose of this Agreement.

“Task” means one or more major areas of work to be performed under this Agreement and identified as a numbered Task in the Statement of Work or any executed Change Notice or Amendment.

“Task/Deliverable Summary Review Form” has the meaning specified in Paragraph 5.2 (Approval of Work).

“Tax”; “Taxes” means governmental fees (including license, filing and registration fees) and all taxes (including franchise, excise, stamp, value added, income, gross receipts, gross revenue, import, export, sales, use, transfer, and property taxes), withholdings, assessments, levies, imposts, duties, charges, or interest thereon imposed.

“Technology Assessment Report” has the meaning specified in the Statement of Work.

“Term” has the meaning set forth in Paragraph 7.0 (Term).

“Third Party Software” has the meaning set forth in Paragraph 12.0 (Third Party Software).

“Updates” means any upgrades, enhancements, updates, revisions, improvements, bug fixes, patches, and/or modifications to the System Software required to be provided by Contractor as a part of Maintenance and Support Services, including in order for the System Software to remain in compliance with applicable Federal, State and local laws, rules and regulations. Updates are and shall become components of the System Software.

“User” means any person or entity authorized by the County to access or use the System. Users include County Users, as well as State and other local governmental agency Users.

“Version Releases” means any Update, accumulation of Updates and/or other major upgrade, enhancement, modification or revision to the System Software with respect to which Contractor determines are significant enough as to necessitate assigning a new version name or number to the System Software, required to be provided by Contractor as a part of Maintenance and Support Services. Version Releases are and shall become components of the System Software.

“Viruses” means any device, method or means including, without limitation, the use of any "virus", "lockup", "time bomb", or "key lock", "worm", "back door" or "Trojan Horse" device or program, any disabling code or malware, which has the potential or capability of compromising the security of County's Confidential Information or of causing any unplanned interruption of the operations of, or accessibility of County's systems to County or any User or which could alter, destroy, or inhibit the use of County's systems, or the data contained therein, or introduce a vulnerability to County's systems or networks.

“Warranty Period” has the meaning set forth in (a) with respect to Phase 1, Paragraph 16.1.1, and (b) with respect to each Optional Phase, Paragraph 16.1.2.

“Work” means any and all Tasks, Subtasks and Deliverables in the Statement of Work, Additional Work, goods, services and other work performed or provided by or on behalf of Contractor in order to meet the requirements of this Agreement, including the Statement of Work, all other Exhibits and Attachments, and all executed Change Notices and Amendments.

### **3.0 ADMINISTRATION OF AGREEMENT – COUNTY**

#### **3.1 COUNTY'S ADMINISTRATION**

A listing of all County personnel responsible for the administration of this Agreement on behalf of County (in this Paragraph 3.1, "County's Administration"), as referenced below in this Paragraph 3.0, is set forth in Attachment A.1 (County's Administration) of Exhibit A (Additional Terms and Conditions). No member of County's Administration is authorized to make any changes in any of the terms and conditions of this Agreement unless specifically authorized in Paragraph 6.0 (Change Notices and Amendments). County shall notify Contractor in writing of any change in the names or addresses shown.

### 3.2 COUNTY PROJECT DIRECTOR

3.2.1 County Project Director will be responsible for confirming that the objectives of this Agreement are met. County Project Director shall have the right at all times to inspect any and all Work provided by or on behalf of Contractor.

3.2.2 Unless otherwise specifically noted, whenever this Agreement calls for a notice, report, or other delivery to be made by Contractor (or any representative thereof) to County Project Director, such notice, report, or other delivery shall be made to County Project Director in accordance with the notice information set forth above or in accordance with such other notice information as County may notify Contractor from time to time pursuant to this Paragraph 3.2.

### 3.3 COUNTY PROJECT MANAGER

3.3.1 County Project Manager shall be a resource for addressing the technical standards and requirements of this Agreement, shall interface regularly with Contractor and further shall have the duties from time to time given to such person by County.

3.3.2 County Project Manager shall advise County Project Director as to Contractor's performance in areas relating to technical requirements and standards, County policy, information requirements, and procedural requirements.

3.3.3 Unless otherwise specifically noted, whenever this Agreement calls for a notice, report, or other delivery to be made by Contractor (or any representative thereof) to County Project Manager, such notice, report, or other delivery shall be made to County Project Manager in accordance with the notice information set forth above or in accordance with such other notice information as County may notify Contractor from time to time pursuant to this Paragraph 3.3.

### 3.4 CONSOLIDATION OF DUTIES

County reserves the right to consolidate the duties of County Project Director, enumerated in Paragraph 3.2 (County Project Director), and the duties of County Project Manager, enumerated in Paragraph 3.3 (County Project Manager), into one County position, and to assign all such duties to one individual who will act as County's liaison in all matters relating to this Agreement. County will notify Contractor no later than five (5) days prior to exercising its rights pursuant to this Paragraph 3.4.

### 3.5 COUNTY PERSONNEL

All County personnel assigned to this Agreement shall be under the exclusive supervision of County. Contractor understands and agrees that all such County personnel are assigned only for the convenience of County.

## 4.0 **ADMINISTRATION OF AGREEMENT – CONTRACTOR**

### 4.1 CONTRACTOR'S ADMINISTRATION

A listing of all Contractor personnel responsible for the administration of this Agreement on behalf of Contractor (in this Paragraph 4.1, "Contractor's Administration"), as referenced below in this Paragraph 4.0, is set forth in Attachment A.2 (Contractor's Administration) of Exhibit A (Additional Terms and Conditions). No member of Contractor's Administration is authorized to make any changes in any of the terms and conditions of this Agreement unless specifically authorized under Paragraph 6.0 (Change Notices and Amendments). Contractor shall notify County in writing of any change in the names or addresses shown.

### 4.2 CONTRACTOR PROJECT DIRECTOR

4.2.1 Contractor Project Director shall be responsible for Contractor's performance of all of the Work and ensuring Contractor's compliance with this Agreement.

4.2.2 During the Term, Contractor Project Director shall be available to meet and confer with County Project Director, as determined by County Project Director or County Project Manager, in person or by phone to review project progress and discuss project coordination.

### 4.3 CONTRACTOR PROJECT MANAGER

4.3.1 Contractor Project Manager shall be responsible for Contractor's day-to-day activities as related to this Agreement. Contractor Project

Manager shall ensure that all reports are submitted as specified in the Statement of Work and/or otherwise in this Agreement.

4.3.2 During the Term, Contractor Project Manager shall be available to meet and confer with County as necessary, but no less frequently than weekly, unless otherwise specified by County Project Director or County Project Manger.

#### 4.4 APPROVAL OF CONTRACTOR'S STAFF

4.4.1 Contractor's Administration, including Contractor Project Director and Contractor Project Manager shall be subject to County approval. County Project Director has the right to approve or disapprove any proposed replacement for the Contractor Project Director and the Contractor Project Manager. If Contractor desires to replace, or if County, at its discretion, requires removal of, either the Contractor Project Director or the Contractor Project Manager, Contractor shall provide County with a resume of each such proposed replacement, and an opportunity to interview such person prior to such person performing any Work hereunder. County shall not unreasonably delay its approval of a replacement of Contractor Project Director or Contractor Project Manager.

4.4.2 Contractor shall use best efforts to assure continuity during the Term of Contractor personnel performing key functions under this Agreement, including but not limited to [\_\_\_\_\_] (such personnel, together with Contractor Project Director and Contractor Project Manager in this Paragraph 4.4, the "Contractor Key Personnel"). Notwithstanding the foregoing, County Project Director may require removal of any Contractor Key Personnel.

4.4.3 In the event Contractor should desire to remove any Contractor Key Personnel from performing Work under this Agreement, Contractor shall provide County with notice at least fifteen (15) days in advance, except in circumstances in which such notice is not possible (e.g., a removal for cause or other egregious act), and shall work with County on a mutually agreeable transition plan so as to ensure project continuity.

4.4.4 Contractor shall promptly fill any vacancy in Contractor Key Personnel with individuals having qualifications at least equivalent to those of Contractor Key Personnel being replaced.

4.4.5 All staff employed by and on behalf of Contractor shall be adults who are legally eligible to work under the laws of the United States of



America and the State of California. All Contractor Key Personnel and all other members of Contractor's staff who have direct contact with County (either by telephone, electronic or written correspondence, or in person) shall be fully fluent in both spoken and written English.

#### 4.5 PROJECT STATUS REPORTS BY CONTRACTOR

In order to control expenditures and to ensure the reporting of all Work provided by Contractor, Contractor Project Manager shall provide County Project Director and County Project Manager with minimum weekly written project status reports which contain the information set forth in Subtask A.1.2 (Provide Ongoing Project Management) of the Statement of Work and such other information as County Project Director or County Project Manager may from time to time reasonably request.

### 5.0 **WORK AND SYSTEM ACCEPTANCE**

#### 5.1 SCOPE OF WORK

Pursuant to the terms of this Agreement, Contractor shall provide, complete and deliver all Work set forth in this Agreement, including in the Statement of Work and/or in any executed Change Notice or Amendment, in each case, in accordance with this Agreement, the System Requirements and other Specifications. Additionally, Contractor shall provide, complete and deliver such Work in accordance with the timeframes required by this Agreement, including the Statement of Work and/or any executed Change Notice or Amendment, and the Project Control Document.

All Work described in the Statement of Work shall be provided by Contractor in accordance with the three phases (each a "Phase") set forth in the Statement of Work, except that Phase 2 and Phase 3 are optional (each an "Optional Phase") and shall only be provided by Contractor following receipt of a written notice to proceed with respect to such Optional Phase from the Director.

##### 5.1.1 System

Contractor shall provide the System for Phase 1 and, if applicable, each Optional Phase, as specified in the Statement of Work and otherwise in this Agreement, the System Requirements and other Specifications.

##### 5.1.2 Maintenance and Support Services

- (a) Subject to the remainder of this Paragraph 5.1.2, with respect to each Phase, in exchange for County's payment of the applicable Maintenance Fees in accordance with this Agreement, Contractor shall provide maintenance and support services for the System, as described in, and in accordance with, the applicable Tasks of the Statement of Work, Attachment B.1 (Service Level Requirements) to the Statement of Work, and otherwise in this Agreement, including the provision of Updates and Version Releases (collectively, "Maintenance and Support Services").
- (b) In the event that (i) the System Software fails to meet the System Requirements or other Specifications relating to System performance or the System Software components are not all Compatible among each other and (ii) County, upon recommendation by Contractor, upgrades, repairs or replaces any of the County Environment components without remedying the resulting Deficiency, Contractor shall reimburse County for any and all amounts expended by County based on Contractor recommended upgrade to the County Environment to remedy such Deficiency.
- (c) For Phase 1, Maintenance and Support Services shall commence upon the Effective Date and continue throughout the Term. For each Optional Phase elected by County in accordance with this Agreement, Maintenance and Support Services shall commence upon the effective date of the applicable written notice to proceed and continue throughout the Term. County's obligation to pay Maintenance Fees in exchange for Contractor's provision of Maintenance and Support Services is described in Paragraph 8.3 (Maintenance Fees).

### 5.1.3 Hosting Services

- (a) Subject to the remainder of this Paragraph 5.1.3, Contractor shall provide to County hosting services for the System Software, as described in, and in accordance with, the applicable Tasks of the Statement of Work, Attachment B.1 (Service Level Requirements) to the Statement of Work, and otherwise in this Agreement, including provision of the System Environment (collectively, "Hosting Services").
- (b) As a part of Hosting Services, Contractor shall provide any and all goods, services and other Work, including the System Environment, necessary for Contractor to host the System Software such that the System Software performs in accordance with the System Requirements and other Specifications, as more fully described in the

applicable Tasks of the Statement of Work and Attachment B.1 (Service Level Requirements) to the Statement of Work.

- (c) For Phase 1, Hosting Services shall commence upon the Effective Date and continue throughout the Term. For each Optional Phase elected by County in accordance with this Agreement, Hosting Services shall commence upon the effective date of the applicable written notice to proceed and continue throughout the Term. County's obligation to pay Hosting Fees in exchange for Contractor's provision of Hosting Services is described in Paragraph 8.4 (Hosting Fees).

#### 5.1.4 Additional Work

- (a) Upon written request of County Project Director and execution of a Change Notice or Amendment pursuant to Paragraph 6.0 (Change Notices and Amendments), Contractor shall provide the applicable of the following to County as Additional Work:
  - (i) Software Modifications creating new functionality or Interfaces outside of the scope of the System Requirements, as they then exist, and not then-required to be provided by Contractor under this Agreement, including under Attachment B.1 (Service Level Requirements) or otherwise in the Statement of Work;
  - (ii) Software, tools and other products relating to System Software, outside of the scope of the System Requirements, as they then exist, and not then-required to be provided by Contractor under this Agreement, including under Attachment B.1 (Service Level Requirements) or otherwise in the Statement of Work ("Additional Products");
  - (iii) Professional Services outside of the scope of services then-required to be provided by Contractor under this Agreement, including under Attachment B.1 (Service Level Requirements) or otherwise in the Statement of Work;
- (b) Additional Work shall utilize and be capped by the available Pool Dollars. In no event shall County be obligated to pay in excess of the then-available Pool Dollars for Additional Work, nor shall Contractor be required to perform any Additional Work for which there are no Pool Dollars available to pay Contractor.
- (c) Additional Work shall be treated by the parties as a change requiring the execution of a Change Notice or Amendment pursuant to Paragraph 6.0 (Change Notices and Amendments).

- (d) Upon County's request for Additional Work, Contractor shall provide to County, within seven (7) days of receipt of such request, a written quotation of a "not to exceed" amount for completion and delivery of the requested Work, identifying Contractor staff and estimated personnel hours recommended for completion of such Work. With respect to any request, the portion of the "not to exceed" amount allocated to (i) any Out-of-Pocket Expenses associated with such Professional Services, and (ii) any other Professional Services, shall be calculated at no greater than the Hourly Labor Rate.
- (e) If County finds the "not to exceed" amount acceptable, Contractor and County shall mutually and cooperatively draft the applicable of a Change Notice or Amendment under Paragraph 6.0 (Change Notices and Amendments), which includes all applicable of the following:
  - (i) A functional description of the Work to be performed under the Change Notice or Amendment and a statement, signed by Contractor Project Director, which explains and certifies that the Additional Work is outside the scope of Work then-required of Contractor under this Agreement;
  - (ii) For Software Modifications and/or Additional Products, additional System Requirements and other Specifications;
  - (iii) A description of all Tasks and Deliverables;
  - (iv) A completion schedule for all Tasks and Deliverables identifying a final delivery date for completed Work and any post-delivery acceptance period;
  - (v) A payment schedule for all Tasks and Deliverables;
  - (vi) A description of, and Contractor's cost of, any (i) applicable hardware, (ii) third party software, or (iii) other materials required to complete the requested Work; and
  - (vii) If applicable, a revised Task and Deliverable completion schedule under the Statement of Work for the remaining Work (other than the Work requested under the Change Notice or Amendment).
- (f) Contractor's quotations under each proposed Change Notice and Amendment for Additional Work shall be valid for at least sixty (60) days from the date of submission to County, unless another period is agreed to by County and Contractor.

- (g) Upon completion and delivery by Contractor, and acceptance by County, of any Software Modifications and/or Additional Products, such Software Modifications or Additional Products, as the case may be, shall become part of and be included in the System Software

## 5.2 APPROVAL OF WORK

5.2.1 Upon completion of particular Tasks, including all applicable Subtasks, Deliverables, goods, services, and other Work to be provided by Contractor pursuant to this Agreement (other than Maintenance and Support Services and Hosting Services), Contractor shall submit to County Project Director a Task/Deliverable Summary Review in the form attached as Exhibit I (Task/Deliverable Summary Review Form) or such other form as approved by County Project Director (each a "Task/Deliverable Summary Review Form"), together with any supporting documentation reasonably requested by County, for County Project Director's written approval. All such Work must have the written approval of County Project Director, as evidenced by County Project Director's countersignature to the applicable Task/Deliverable Summary Review Form.

5.2.2 County Project Director shall endeavor reasonably to approve or disapprove particular Tasks, Deliverables and other Work provided by Contractor pursuant to this Agreement within the time frames set forth in the Project Control Document, or if none, within thirty (30) days from the date of Contractor's submission of the applicable Task/Deliverable Summary Review Form. In no event shall County be liable or responsible for payment respecting a particular Task or Deliverable prior to execution of the Task/Deliverable Summary Review Form or the County approved final Task/Deliverable Summary Review applicable for such Work.

## 5.3 UNAUTHORIZED WORK

If Contractor provides any work, other than as specified in this Agreement, including under any executed Change Notice or Amendment, the same shall be deemed a gratuitous effort on the part of Contractor, and Contractor shall have no claim whatsoever against County.

## 5.4 ACCEPTANCE TESTS

5.4.1 County and/or Contractor, as applicable, shall conduct all tests ("Acceptance Test(s)") specified in this Paragraph 5.4 and as may be further described in the Statement of Work for Phase 1 and for each

Optional Phase elected by County in accordance with this Agreement. Such Acceptance Tests shall include, without limitation, the following:

- (a) System Integration Test, conducted by Contractor, consists of integrated testing of all components of Application Software, as further described in Task B.7 (System Testing and Defect Resolution) and, if applicable, Task C.7 (System Testing and Defect Resolution) and Task D.7 (System Testing and Defect Resolution) of the Statement of Work.
- (b) User Acceptance Test, conducted by County with Contractor's support, consists of testing the System functionalities and capabilities, as further described in Task B.7 (System Testing and Defect Resolution) and, if applicable, Task C.7 (System Testing and Defect Resolution) and Task D.7 (System Testing and Defect Resolution) of the Statement of Work.
- (c) System Performance Test, conducted by Contractor, consists of testing to ensure that System performance requirements are met, as further described in Task B.7 (System Testing and Defect Resolution) and, if applicable, Task C.7 (System Testing and Defect Resolution) and Task D.7 (System Testing and Defect Resolution) of the Statement of Work.
- (d) If applicable, System Regression Test, conducted by Contractor, consists of testing to confirm that the System functionality for each Optional Phase works correctly with the functionality for the Phase 1 System and each other Optional Phase, as further described in Task C.7 (System Testing and Defect Resolution) and Task D.7 (System Testing and Defect Resolution) of the Statement of Work.
- (e) System Security Test, conducted by Contractor, consists of testing to confirm that the System security requirements will be met by the Application Software, as further described in Task B.7 (System Testing and Defect Resolution) and, if applicable, Task C.7 (System Testing and Defect Resolution) and Task D.7 (System Testing and Defect Resolution) of the Statement of Work.

5.4.2 With respect to any Phase, if at any time during Acceptance Testing, County Project Director makes a good faith determination that one or more components of the Application Software have not successfully completed the Acceptance Tests, County shall promptly notify Contractor in writing of such failure, specifying in reasonable detail the reasons for such failure. Contractor shall immediately commence such necessary corrections and repairs to the component(s)

Application Software to permit such Application Software to be ready for retesting. Contractor shall notify County when such corrections and repairs have been completed and County, at its election, shall engage in further Acceptance Testing.

- 5.4.3 If, following the retesting, County Project Director makes a good faith determination that one or more components of the Application Software continues to fail to successfully complete one or more Acceptance Tests, County shall promptly notify Contractor in writing of County's election to either (a) permit Contractor to repeat the correction and repair process described in Paragraph 5.4.2 above or (b) terminate this Agreement with respect to the component(s) of the Application Software which have not successfully completed the Acceptance Tests or the Application Software.
- 5.4.4 If County elects to terminate this Agreement under Paragraph 5.4.3 above, Contractor shall refund County one hundred percent (100%) of the fees previously paid to Contractor under this Agreement with respect to the affected component(s) of Application Software within fifteen (15) days from the date on which County notifies Contractor of such termination. County shall thereafter owe Contractor no further obligations under this Agreement with respect to such affected component(s) of Application Software.

## 5.5 SYSTEM ACCEPTANCE

- 5.5.1 Contractor shall achieve "System Acceptance" for Phase 1 within six (6) months following the Effective Date, unless otherwise agreed to in the Project Control Document. Without limiting Paragraph 5.2 (Approval of Work), Contractor shall achieve System Acceptance for Phase 1 upon successful completion of all of the following: (a) the successful implementation of all functions and features of the System for Phase 1 and County Project Director has verified the same; (b) the completion and delivery of all Work associated with System Acceptance for Phase 1 and County Project Director has verified the same; (c) the successful completion all testing protocols for Phase 1 and County Project Director has verified the same; (d) all System functions and features have been provided, installed and operate in the Production Environment without Deficiencies of Severity Level 3 or more severe (as defined in Attachment B.1 (Service Level Requirements) to the Statement of Work) for one continuous uninterrupted sixty (60) day period; (e) County Project Director has provided Contractor with written approval, as evidenced by County Project Director's countersignature on the Task/Deliverable Summary

Review Form, of Subtask B.10.2 (Achieve System Acceptance) of the Statement of Work.

5.5.2 Contractor shall achieve "System Acceptance" for each applicable Optional Phase on or before the date specified in the Project Control Document for such Optional Phase. Without limiting the generality of Paragraph 5.2 (Approval of Work), Contractor shall achieve System Acceptance for an Optional Phase upon successful completion of all of the following: (a) the successful implementation of all functions and features of the System for such Optional Phase and County Project Director has verified the same; (b) the completion and delivery of all Work associated with System Acceptance for such Optional Phase and County Project Director has verified the same; (c) the successful completion all testing protocols for such Optional Phase and County Project Director has verified the same; (d) all System functions and features have been provided, installed and operate in the Production Environment without Deficiencies of Severity Level 3 or more severe (as defined in Attachment B.1 (Service Level Requirements) of the Statement of Work) for one continuous uninterrupted sixty (60) day period; (e) County Project Director has provided Contractor with written approval, as evidenced by County Project Director's countersignature on the Task/Deliverable Summary Review Form, of the applicable of Subtask C.10.2 (Achieve System Acceptance) or Subtask D.10.2 (Achieve System Acceptance), in each case, of the Statement of Work.

## **6.0 CHANGE NOTICES AND AMENDMENTS**

No representative of either County or Contractor, including those named in this Agreement, is authorized to make any changes in any of the terms, obligations, or conditions of this Agreement, except through the procedures set forth in this Paragraph 6.0 or as expressly provided elsewhere in this Agreement.

### **6.1 GENERAL**

County reserves the right to change any portion of the Work required under this Agreement or amend such other terms and conditions, as may become necessary. Any such revision shall be accomplished provided below.

### **6.2 CHANGE NOTICES**

For any change which is clerical or administrative in nature (for example: changes to Contractor or County contact information, or to correct or clarify any published statement, other clerical corrections, etc.) and/or does not affect the scope of Work, period of performance, amount of payments, or any



other term or condition of this Agreement, a Change Notice shall be executed by both the County Project Director and Contractor Project Director. Such changes include changes which do any of the following, subject to the availability of funding:

6.2.1 Acquire Additional Work that requires no change to any term or condition of this Agreement, provided that (a) such acquisitions use then-available Pool Dollars, (b) the Change Notice includes all applicable items described under Paragraph 5.1.4 (Additional Work), and (c) the Change Notice has the written concurrence of DPH's Chief Information Officer or such person's designee.

6.2.2 Provide extensions of time for Contractor's performance of Work, other than extending the date by which Contractor is required to achieve System Acceptance under Paragraph 5.5 (System Acceptance).

### 6.3 AMENDMENTS

For any change which affects the scope of Work, period of performance, amount of payments, or any other term or condition of this Agreement, an Amendment shall be authorized by the Board of Supervisors and executed by authorized representatives of County and Contractor. Notwithstanding the foregoing, the Director may execute Amendments on behalf of County under this Paragraph 6.3 which do any of the following, subject to the availability of funding:

6.3.1 Implement any Option Term provided for under Paragraph 7.0 (Term). In connection therewith, such Amendment may also (a) elect to have Contractor to provide Maintenance and Support Services and/or Hosting Services as is contemplated under Paragraphs 5.1.2 (Maintenance and Support Services) and 5.1.3 (Hosting Services) respectively, for such Option Term, provided that (i) pricing for the Maintenance Fees or Hosting Fees, as the case may be, shall not exceed the pricing set forth in Exhibit D (Price and Schedule of Payments) for such Option Term, and (ii) such Amendment has written concurrence of CIO and approval as to form by County Counsel, and (b) increase the Pool Dollars for such Option Term in an amount not to exceed ten percent (10%) of the aggregate Maintenance Fees and Hosting Fees for such Option Term.

6.3.2 Update the Exhibits and/or Attachments to this Agreement (a) to move Work among Phases and/or (b) as is necessary to reflect approved Deliverables and/or lessons learned from Phase 1 or any then-

implemented Optional Phase, provided that such Amendment has approval as to form by County Counsel.

- 6.3.3 Engage Contractor to provide Additional Work under Paragraph 5.1.4 (Additional Work) that requires a change to any term or condition of this Agreement, provided that any such Amendment (a) includes all applicable items described under Paragraph 5.1.4 (Additional Work), (b) has written concurrence of DPH's Chief Information Officer or such person's designee, (c) if for Software Modifications and/or Additional Products, has written concurrence of CIO, and (d) has approval as to form by County Counsel.
- 6.3.4 Extend the date by which Contractor is required to achieve System Acceptance under Paragraph 5.5 (System Acceptance), provided that any such Amendment has written concurrence of DPH's Chief Information Officer or such person's designee and has approval as to form by County Counsel.
- 6.3.5 Consent to an assignment or delegation under Paragraph 38.0 (Assignment by Contractor) of Exhibit A (Additional Terms and Conditions), provided that such Amendment has approval as to form by County Counsel.

The Board of Supervisors or County's Chief Executive Officer, or designee, may require the addition and/or change of certain terms and conditions in the Agreement during the Term. County reserves the right to add and/or change such provisions as may be required by County's Board of Supervisors or Chief Executive Officer. To implement such changes, an Amendment to the Agreement shall be prepared and executed by the Director and an authorized representative of Contractor.

#### 6.4 TERMINATIONS AND REDUCTIONS

Notwithstanding any other provision of this Paragraph 6.0 or Paragraph 6.0 (Termination for Convenience) of Exhibit A (Additional Terms and Conditions), the Director shall take all appropriate action to carry out any orders of the Board of Supervisors relating to this Agreement, and, for this purpose, the Director is authorized to: (1) issue written notice(s) of partial or total termination of this Agreement pursuant to Paragraph 6.0 (Termination for Convenience) of Exhibit A (Additional Terms and Conditions) without further action by the Board of Supervisors and/or (2) prepare and sign Amendments to this Agreement which reduce the scope of work and the Maximum Contract Sum without further action by the Board of Supervisors.

Such notices of partial or total termination shall be authorized under the following conditions:

- (a) Notices shall be in compliance with all applicable Federal, State, and County laws, rules, regulations, ordinances, guidelines, and directives.
- (b) Notices shall have the written concurrence of County Counsel.
- (c) The Director shall file a copy of all notices with the Executive Office of the Board of Supervisors and County's Chief Executive Office within fifteen (15) days after execution of each notice.

Such Amendments shall be authorized under the following conditions:

- (a) Amendments shall be in compliance with all applicable Federal, State, and County laws, rules, regulations, ordinances, guidelines, and directives.
- (b) The Board of Supervisors has appropriated sufficient funds for purposes of such Amendments and this Agreement.
- (c) Amendments shall have the written concurrence of County Counsel.
- (d) The Director shall file a copy of all Amendments with the Executive Office of the Board of Supervisors and County's Chief Executive Office within fifteen (15) days after execution of each Amendment.

#### 6.5 DIRECTED WORK

In the event the parties fail to agree on the amount to be paid by County for the Work requested pursuant to a Change Notice or Amendment, County may, upon notice to Contractor, elect to direct Contractor to commence performing such Work (and Contractor agrees to commence performing such Work) and resolve the dispute over amounts owed to Contractor in accordance with the Dispute Resolution Procedures. To give effect to the preceding sentence, however, County agrees to pay the undisputed portion of such fees in accordance with the procedures set forth in Paragraphs 8.0 (Prices and Fees) and 10.0 (Invoices and Payments).

#### 6.6 AUDIT OF AMENDMENT WORK

County is entitled to audit, in accordance with Paragraph 40.0 (Records, Audits and Public Records Act) of Exhibit A (Additional Terms and Conditions), Contractor's compliance with this Paragraph 6.0 in respect of Work performed pursuant to any executed Change Notice or Amendment.

## **7.0 TERM**

### **7.1 DEFINITION OF TERM**

The term of this Agreement shall commence upon the Effective Date and shall continue for eighty-four (84) months thereafter, unless terminated earlier in whole or in part, as provided in this Agreement ("Initial Term"). At the end of the Initial Term, County may, at its sole option, extend this Agreement for up to three (3) additional consecutive twelve (12) month terms (each an "Option Term"); provided that if County elects not to exercise its option to extend at the end of the Initial Term, or an Option Term, the remaining option(s) shall automatically lapse. County's election to exercise each of the Option Terms shall be in accordance with Paragraph 6.0 (Change Notices and Amendments). As used herein, the word "Term" shall mean the Initial Term and each extended Option Term.

### **7.2 NOTICE OF EXPIRATION**

Contractor shall notify County when this Agreement is within six (6) months from the expiration of the Term as provided herein above. Upon occurrence of this event, Contractor shall send written notification to County Project Director at the address set forth in Attachment A.1 (County's Administration) of Exhibit A (Additional Terms and Conditions).

## **8.0 PRICES AND FEES**

### **8.1 GENERAL**

Attached to this Agreement as Exhibit D (Price and Schedule of Payments) is a schedule of all fees and rates that may be applicable to this Agreement as of the Effective Date, including (a) a payment schedule for all Tasks and Deliverables necessary for Contractor to achieve System Acceptance for Phase 1, (b) if elected by County, a payment schedule for all Tasks and Deliverables necessary for Contractor to achieve System Acceptance for Phases 2 and 3, (c) if elected by County, aggregate Maintenance Fees and Hosting Fees for the Initial Term, (d) Pool Dollars, and (e) Hourly Labor Rate(s).

### **8.2 MAXIMUM CONTRACT SUM**

8.2.1 The "Maximum Contract Sum" under this Agreement, including Pool Dollars and all applicable Taxes, is [ \$\_\_\_\_\_ ] and is allocated as set forth on Exhibit D (Price and Schedule of Payments). The Maximum Contract Sum shall be the total monetary amount payable by County to Contractor for supplying all the Tasks, Subtasks,

Deliverables, goods, services and other Work provided by Contractor under this Agreement during the Initial Term as set forth on Exhibit D (Price and Schedule of Payments). Contractor shall perform and complete all Work required of Contractor by this Agreement during the Initial Term in exchange for the amounts to be paid to Contractor as set forth in this Agreement, but in any event, not in excess of the Maximum Contract Sum.

8.2.2 Contractor acknowledges and agrees that the Maximum Contract Sum is an all-inclusive, not-to-exceed price that is an agreed upon assessment of the amount to be paid by County to Contractor in exchange for Contractor delivering to County, and County accepting, the System within the required delivery schedule. Contractor also acknowledges that the Specifications set forth in the Statement of Work and the System Requirements, are functional Specifications, and that it is Contractor's risk and responsibility to design, achieve, and timely deliver the System.

8.2.3 Notwithstanding any of the foregoing, it is understood and agreed that Contractor shall not provide (a) the System for an Optional Phase unless and until a written notice to proceed has been received with respect to such Optional Phase in accordance with Paragraph 5.1 (Scope of Work), and/or (b) any Additional Work unless and until the applicable of a Change Notice or Amendment has been entered into under Paragraph 6.0 (Change Notices and Amendments) or otherwise with respect to such Additional Work.

### 8.3 MAINTENANCE FEES

Exhibit D (Price and Schedule of Payments) includes the aggregate Maintenance Fees payable by County for each Phase during the Initial Term, as provided in Paragraph 5.1.2 (Maintenance and Support Services). For each Phase, Maintenance Fees are payable on a quarterly basis in arrears commencing with the first quarter following the expiration of the applicable Warranty Period. The Maintenance Fees shall remain firm and fixed, and shall not increase, during the Initial Term of the Agreement.

### 8.4 HOSTING FEES

Exhibit D (Price and Schedule of Payments) includes the aggregate Hosting Fees payable by County for each Phase during the Initial Term, as provided under Paragraph 5.1.3 (Hosting Services). For each Phase, Hosting Fees are payable on a quarterly basis in arrears commencing with the first quarter following County's approval in accordance with this Agreement of all Deliverables under the applicable of Task B.9 (Implementation – Transition to

Production), Task C.9 (Implementation – Transition to Production), and D.9 (Implementation – Transition to Production) of Exhibit B (Statement of Work). Contractor's rates for Hosting Services shall remain firm and fixed, and shall not increase, during the Initial Term of the Agreement.

#### 8.5 POOL DOLLARS

Exhibit D (Price and Schedule of Payments) includes the pool of dollars ("Pool Dollars") available under this Agreement for the purchase of Additional Work using a Change Notice or Amendment under Paragraph 6.0 (Change Notices and Amendments). The total amount of available Pool Dollars shall be decreased by each Change Notice or Amendment under Paragraph 6.0 (Change Notices and Amendments) and may only be increased by executing an Amendment in accordance with Paragraph 6.0 (Change Notices and Amendments).

#### 8.6 TAXES

The amounts set forth on Exhibit D (Price and Schedule of Payments) include all amounts necessary for County to reimburse Contractor for all applicable California and other State and local Taxes on all Application Software and other Work procured by County from Contractor. In addition, County shall be liable for Taxes for Updates and Version Releases that are not transmitted to County electronically, but only to the extent such Taxes are required by law. County shall not be liable or responsible for reimbursement of any Taxes associated with such procurement except as set forth on Exhibit D (Price and Schedule of Payments). Contractor shall be solely liable and responsible for, and shall pay such Tax directly to, the State or other taxing authority. In addition, Contractor shall be solely responsible for all Taxes based on Contractor's income or gross revenue, or personal property Taxes levied or assessed on Contractor's personal property to which County does not hold title, and, accordingly, shall not invoice County for any such Taxes.

#### 8.7 OUT-OF-POCKET EXPENSES

Contractor shall not be entitled for reimbursement of any Out-of-Pocket Expenses except to the extent expressly agreed in an executed Change Notice or Amendment.

### **9.0 COUNTY'S OBLIGATION FOR FUTURE FISCAL YEARS; BUDGET REDUCTIONS**

9.1 Notwithstanding any other provision of this Agreement, either expressly or by implication, County shall not be obligated for Contractor's performance

hereunder or by any provision of this Agreement during any of County's future fiscal years unless and until the Board appropriates funds for this Agreement in County's budget for each such future fiscal year. In the event that funds are not appropriated for this Agreement, then this Agreement shall terminate as of June 30 of the last fiscal year for which funds were appropriated, and such termination shall be deemed a termination for convenience pursuant to Paragraph 6.0 (Termination for Convenience) of Exhibit A (Additional Terms and Conditions). County shall endeavor to notify Contractor in writing of any such non-appropriation of funds at the earliest possible date.

- 9.2 In the event that the Board adopts, in any fiscal year, a County budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County contracts, County reserves the right to reduce its payment obligation correspondingly for that fiscal year and any subsequent fiscal year during the term of the Agreement (including any extensions), and the Work to be provided by Contractor under the Agreement shall also be reduced correspondingly, which reduction shall be accomplished in accordance with Paragraph 6.0 (Change Notices and Amendments). County's notice to Contractor regarding said reduction in payment obligation shall be provided within ten (10) calendar days of the Board's approval of such actions. Contractor shall continue to provide all of the Work set forth in the Agreement as reduced in accordance with Paragraph 6.0 (Changes Notices and Amendments).

## **10.0 INVOICES AND PAYMENTS**

### **10.1 APPROVAL OF INVOICES**

All invoices submitted by Contractor for payment must have the written approval of County Project Director prior to any payment thereof. In no event shall County be liable or responsible for any payment prior to such written approval.

### **10.2 SUBMISSION OF INVOICES**

- (a) Upon County's written approval thereof in accordance with the applicable provisions of Paragraph 5.0 (Work and System Acceptance), Contractor shall invoice County for Tasks, Subtasks, Deliverables, goods and services and other Work, which are specified in the Statement of Work and Exhibit D (Price and Schedule of Payments), or in any executed Change Notice or Amendment. Contractor shall invoice County for Maintenance Fees and Hosting Fees quarterly, in arrears.

- (b) For purposes of aligning the service periods for Maintenance and Support Services and Hosting Services, with respect to each Phase, the first invoice Contractor submits for Hosting Fees following the date on which Maintenance Fees for such Phase become payable under this Agreement, Contractor shall include Maintenance Fees in such invoice, pro-rated as of the last day of the service period for which Hosting Fees are invoiced. Thereafter, Contractor shall submit a single invoice for Maintenance Fees and Hosting Fees, listing each as separate line items.
- (c) Contractor shall submit two (2) copies of each invoice hereunder to the County Project Director at the address indicated on Attachment A.1 (County's Administration).

### 10.3 INVOICE DETAIL

Each invoice submitted by Contractor shall include:

- 10.3.1 For the Deliverables specified in the Statement of Work and Exhibit D (Price and Schedule of Payments), an identification of the specific Work for which payment is claimed, including a copy of the fully executed Task/Deliverable Summary Review evidencing County Project Director's approval of such Work, and the amount of payment therefor;
- 10.3.2 For Deliverables with respect to an Optional Phase, the date on which the written notice to proceed was received with respect to such Optional Phase;
- 10.3.3 For Maintenance Fees and Hosting Fees, the amount of payment therefor, if applicable, by Phase;
- 10.3.4 For Additional Work, the date of the executed Change Notice or Amendment, a copy of the fully executed Task/Deliverable Summary Review evidencing County Project Director's approval of such Work, and any additional supporting documentation reasonably requested by County. If applicable, the invoice further shall include the cumulative amount of Pool Dollars charged to County to date and the remaining Pool Dollars available for use in connection with this Agreement generally;
- 10.3.5 For permitted Out-of-Pocket Expenses expressly agreed to pursuant in an executed Change Notice or Amendment, the date of the executed Change Notice or Amendment and supporting documentation for the Out-of-Pocket Expenses;



10.3.6 Indication of the applicable Holdback Amount and the cumulative Holdback Amount accrued under this Agreement, including under any executed Change Notice or Amendment;

10.3.7 Indication of any credits or withholds accrued under this Agreement; and

10.3.8 Any other supporting documentation reasonably requested by County Project Director.

#### 10.4 HOLDBACKS

Except for invoices for Maintenance Fees and Hosting Fees, County will hold back twenty percent (20%) of the dollar amount of each invoice ("Holdback Amount"), approved by County, including invoices for Change Notices and Amendments. Other than for Change Notices or Amendments that the parties intend will be completed after System Acceptance for all Phases, for Phase 1 and each applicable Optional Phase, fifty percent (50%) of the aggregate Holdback Amount will be due and payable to Contractor following the applicable System Acceptance, and the remaining fifty percent (50%) of the aggregate Holdback Amount will be due and payable to Contractor at the expiration of the applicable Warranty Period. As to each Change Notice and Amendment that are to be completed after System Acceptance for all Phases, the aggregate Holdback Amount for such Change Notice or Amendment will be due and payable to Contractor upon County's written approval of all Work provided under such Change Notice or Amendment under the applicable provisions of Paragraph 5.0 (Work and System Acceptance). All Holdback Amounts are subject to adjustment for any amounts owed to County by Contractor, including any amounts arising from Paragraphs 10.7 (Invoice Discrepancy Report) and 10.8 (County's Right to Withhold) and any partial termination of any Task, Subtask, or Deliverable set forth in the Statement of Work as provided hereunder.

#### 10.5 LATE DELIVERY CREDITS

10.5.1 For each and every occasion upon which a Deliverable has not been completed by Contractor within ten (10) Business Days after the date for completion thereof as set forth in the applicable of the Statement of Work or the Project Control Document (hereafter "Due Date"), other than as a result of delays caused by acts or omissions of County as determined by County Project Director in such person's sole judgment and for which a notice of delay has been delivered in accordance with Paragraph 53.0 (Notice of Delay) of Exhibit A (Additional Terms and

Conditions), and unless otherwise approved in writing by County Project Director in such person's sole discretion, County shall receive a credit against any or all amounts due to Contractor, under this Agreement or otherwise, in the total amount of one hundred dollars (\$100) for each day of the first thirty (30) days after the Due Date that the Deliverable is not completed, and in the total amount of five hundred dollars (\$500) per day for each day in excess of thirty (30) days after the Due Date that the Deliverable is not completed, provided that the total aggregate credits pursuant to this Paragraph 10.5 shall not exceed five hundred thousand dollars (\$500,000). All of the foregoing credits shall apply separately, and cumulatively, to each Deliverable.

10.5.2 Notwithstanding the foregoing, and provided that County has not terminated this Agreement, if any Deliverable under a Phase is not completed by the Due Date, resulting in any of the above credits, but such Deliverable is thereafter completed prior the date then set forth in the Project Control Document as the date by which Contractor must achieve System Acceptance for such Phase, then from and after the date such System Acceptance is achieved, the foregoing credits shall be reversed and shall no longer be deemed to apply as to any such Deliverable. A Deliverable shall be deemed completed for purposes of this Paragraph 10.5 on the earliest date that all of the Tasks, Subtasks, Deliverables, goods, services and other Work required for the completion of such Deliverable are completed and delivered to County, provided that all of such Tasks, Subtasks, Deliverables, goods, services and other Work required for the completion of such Deliverable are thereafter approved in writing by County pursuant to the applicable provisions of Paragraph 5.0 (Work and System Acceptance).

## 10.6 NO PARTIAL OR PROGRESS PAYMENTS

Contractor shall be entitled to payment in respect of any Task, Subtask or Deliverable or other Work, only upon successful completion by Contractor and approval by County of such Task, Subtask or Deliverable or other Work. Except with regard to Maintenance and Support Services and Hosting Services, no partial or progress payments towards anticipated or substantial completion of Tasks, Subtask or Deliverables or other Work, will be made under this Agreement.

## 10.7 INVOICE DISCREPANCY REPORT

County Project Director or designee shall review all invoices for any discrepancies and issue an “Invoice Discrepancy Report” or “IDR”, a form of which is attached hereto as Exhibit F (Invoice Discrepancy Report), to Contractor within ten (10) days of receipt of invoice if payment amounts are disputed. Contractor shall review the disputed charges and send a written explanation detailing the basis for the charges within ten (10) days of receipt of the IDR from County Project Director. If County Project Director does not receive a written response within ten (10) days of County’s notice to Contractor of an IDR, then County payment will be made, less the disputed charges.

#### **10.8 COUNTY’S RIGHT TO WITHHOLD**

In addition to any rights of County provided in this Agreement, or at law or in equity, County may, upon notice to Contractor, withhold payment for any Work while Contractor is in default hereunder, or at any time that Contractor has not provided County approved Work.

#### **11.0 MINIMUM SYSTEM REQUIREMENTS**

Under Statement of Work, Contractor is required to provide a Technology Assessment Report with respect to Phase 1 and updated for each Optional Phase elected by County in accordance with this Agreement, which shall include minimum requirements for end user hardware and software configurations and network configurations that shall be Compatible with the System Software for such Phase, and are required for County to enjoy and exercise fully its rights in respect of the System Software for such Phase (referred to as "County Environment"). The Technology Assessment Report as updated for each Phase shall include version Compatibility and provide Specifications for implementing the County Environment in order to achieve Compatibility with the System Software for such Phase, along with recommended hardware make and model numbers, which shall be consistent with all Specifications specified in the Requirements Appendices. Upon County's approval of the Technology Assessment Report for Phase 1 and as updated for each Optional Phase, such Technology Assessment Report shall automatically constitute Appendix C.4 (Minimum System Requirements) to Exhibit C (System Requirements).

#### **12.0 THIRD PARTY SOFTWARE**

Contractor's use of Third Party Software as part of the Application Software in order to satisfy the requirements of this Agreement with respect to the System is subject to the provisions of this Paragraph 12.0 as specified below.

12.1 Contractor represents and warrants that none of the Application Software, other than any software specifically identified as being owned by third parties

in the Statement of Work (collectively, "Third Party Software"), is owned by third parties. Contractor further represents and warrants that Contractor has all necessary rights to grant all rights purported to grant under this Agreement with respect to the Third Party Software, including the License.

- 12.2 To the extent that any third party license agreement with respect to the Third Party Software conflicts with the License or otherwise with this Agreement, or in any way restricts County's full use and enjoyment of the System Software as contemplated herein, Contractor shall take all necessary action and pay all sums required for County fully to enjoy all the rights and benefits in respect of the System Software granted under this Agreement. Without limiting the foregoing, Contractor shall promptly and at no cost to County, either: (a) obtain a license from the appropriate third party which shall enable Contractor to modify such Third Party Software, and Contractor shall provide all necessary modifications, or (b) to the extent that Contractor is unable to obtain such a license, provide an Update, Version Release, Software Modification or alternative solution, which is functionally equivalent, in the sole determination of County Project Director or designee, in lieu of modifying such Third Party Software.

## **13.0 OWNERSHIP AND LICENSE**

### **13.1 OWNERSHIP**

13.1.1 County acknowledges that all proprietary and intellectual property rights, title and interest, including copyright, in and to the original and copies of the Application Software and the Documentation provided to County pursuant to this Agreement other than Third Party Software (which shall remain the property of the applicable third party, subject to County's License), and any changes or modifications to such Application Software by Contractor are and shall remain the exclusive property of Contractor, all such Application Software being subject to the License granted to County pursuant to this Paragraph 13.0 (Ownership and License).

13.1.2 County releases all proprietary and intellectual property rights, title and interest, including copyright, in and to all Interfaces, Baseline Customizations and Additional Customizations ("Application Modifications") to Contractor, subject to Contractor's incorporation of said Application Modifications into the Application Software in perpetuity and subject to Contractor's provision of Maintenance and Support Services for the Application Software, as required by this Agreement, including Paragraph 5.1 (Scope of Work), inclusive of such Application Modifications and any Updates and Version

Releases to Application Software, to County in exchange for County's full consideration therefor.

## 13.2 LICENSE

Subject to Paragraph 13.1 (Ownership), Contractor grants to County, effective upon the Effective Date, and except as limited by Paragraph 13.3 (Fully-Paid License), a perpetual, nonexclusive, irrevocable license ("License"):

13.2.1 To use, install, integrate with other software, operate and execute the System Software on an unlimited number of computers, servers, local area networks and wide area networks for use by the number of Users set forth in the Statement of Work;

13.2.2 To allow persons and entities to use the public facing aspects of the System Software to pay permit and inspection;

13.2.3 To configure the configurable aspects of the System Software;

13.2.4 To use, modify, copy and display the Documentation, as necessary or appropriate for County to enjoy and exercise fully the rights granted under this Agreement and the License;

13.2.5 To use, modify, copy, translate and compile the Source Code as necessary or appropriate for County to enjoy and exercise fully the rights granted under this Agreement and the License; provided, however, that without limiting the rights granted pursuant to Paragraph 15.0 (Source Code), County covenants and agrees that it shall not exercise any of the rights contained in this Paragraph 13.2.5 unless and until the occurrence of any Release Condition; and

13.2.6 To permit third party access to the System Software, Documentation, Source Code, or any part thereof, as necessary or appropriate for County to enjoy and exercise fully the rights granted under this Agreement and the License, including for the provision of Maintenance and Support Services, Hosting Services or other business use or support of the System Software; provided, however, County covenants and agrees that it shall not exercise any of the rights contained in this Paragraph 13.2.6 unless and until the occurrence of any Release Condition.

## 13.3 FULLY-PAID LICENSE

For each Phase, upon (a) Contractor's achievement of System Acceptance for such Phase and (b) County's payment to Contractor of all approved invoiced amounts for the Deliverable indicating System Acceptance for such Phase (see Paragraph 5.5 (System Acceptance)), this License is and shall be a fully paid, irrevocable License, which License survives the termination or expiration of this Agreement for any reason.

#### **14.0 PRODUCTION USE OF THE SYSTEM**

Following System Software installation by Contractor for any Phase and prior to the System Acceptance for such Phase, County shall have the right to use, in Production Use mode, any completed portion of the System Software, without any additional cost to County if County determines that it is necessary for County operations. Such Production Use shall not restrict Contractor's performance under this Agreement and shall not be deemed System Acceptance of the System with respect to any Phase.

#### **15.0 SOURCE CODE**

##### **15.1 SOURCE CODE ESCROW**

15.1.1 Contractor has named at its own expense, County as a beneficiary under the source code escrow agreement attached hereto as Exhibit N (Source Code Escrow Agreement) (in this Paragraph 15.0, "Escrow Agreement"), between Contractor and [ ] (in this Paragraph 15.0, "Escrow Agent"). The Director has authority to execute on behalf of County any forms required by the Escrow Agent in order for County to appear as a beneficiary under such Escrow Agreement. In the event that the Escrow Agreement expires or terminates, or Contractor otherwise desires to change the escrow agent, Contractor shall obtain at its own expense, a replacement source code escrow agreement with another source code escrow company, on substantially the same terms with respect to County as the Escrow Agreement. Such replacement source code escrow agreement and source code escrow company shall thereafter constitute the "Escrow Agreement" and "Escrow Agent," respectively, for all purposes under this Paragraph 15.0. Subject to this Paragraph 15.1, Contractor shall maintain the Escrow Agreement in full force and effect throughout the Term.

15.1.2 As soon as available and continuously during the Term of the Agreement, Contractor shall deposit with the Escrow Agent the Source Code for all Application Software. In addition, Contractor shall also deposit with the Escrow Agent the Source Code for any and all Additional Products and Software Modifications, Updates and Version

Releases to the Application Software, promptly after delivery to County, for any reason whatsoever, of the corresponding object code. Contractor's duty to deposit the Source Code under this Agreement shall continue throughout the Term. Contractor shall keep all deposited Source Code current and equivalent to the version of the applicable System Software then being used by County.

15.1.3 The parties acknowledge that as a result of the passage of time alone, the deposited Source Code may be susceptible to loss of quality (in this Paragraph 15.0, "Natural Degeneration"). For the purpose of reducing the risk of Natural Degeneration, during the Term, Contractor shall with the Escrow Agent a new copy of all deposited Source Code at least once every three (3) years. In the event the Source Code or any part of it is destroyed or corrupted, upon County Project Director's request, Contractor shall provide a replacement copy of the Source Code. Contractor shall deliver the replacement copy of the Source Code within thirty (30) days of receipt of County Project Director's written request. County shall pay to Contractor the actual cost of the replacement copy media, or provide Contractor with the copy media.

## 15.2 RELEASE CONDITIONS

Upon the occurrence of any of the events identified below (collectively "Release Conditions"), County shall be granted access to the Source Code and shall have the right to exercise its License rights with respect to the Source Code, at no cost to County.

15.2.1 The occurrence of an event that would give rise to County's ability to terminate pursuant to Paragraph 4.0 (Termination for Insolvency) of Exhibit A (Additional Terms and Conditions);

15.2.2 The occurrence of an event that would give rise to County's ability to terminate this Agreement as a whole or with respect to Maintenance and Support Services pursuant to Paragraph 5.0 (Termination for Default) of Exhibit A (Additional Terms and Conditions);

15.2.3 Contractor ceases to do business without a permitted successor, or if there is such a successor, before such successor commences to continue Contractor's business; or

15.2.4 Contractor ceases to provide, other than for nonpayment by County, Maintenance and Support Services pursuant to Paragraph 5.1.2 (Maintenance and Support Services).

In the event of a claim to the Source Code under this Paragraph 15.2, County shall provide Contractor with a written notice outlining the facts upon which County bases its claim that a Release Condition has occurred, following which Contractor shall have twenty (20) days to dispute the release of the Source Code. If Contractor does not notify County within twenty (20) days of County's notice that Contractor disputes the basis for County's claim that a Release Condition has occurred, then County is entitled to use any or all of the Source in accordance with the License and Paragraph 15.4 (Use and Possession of Source Code). Contractor may contest County's right to use the Source Code pursuant to the Dispute Resolution Procedures, other than judicial proceedings as provided in Paragraph 2.0 (Dispute Resolution Procedure) of Exhibit A (Additional Terms and Conditions), which process, if invoked, shall stay County's right to utilize the Source Code unless and until there has been a resolution of such dispute in accordance with the Dispute Resolution Procedures and the remainder of this Paragraph 15.0. If the Dispute Resolution Procedures result in disagreement as to whether a basis exists for any claim by County to the Source Code, and the County Project Director continues to believe that such a basis does exist, then the County Project Director may, in the County Project Director's sole discretion, give notice of such belief to Contractor, in which event County may, at any time on or after a date that is seven (7) days after the giving of such notice, use any or all of the Source Code in accordance with the License and Paragraph 15.4 (Use and Possession of Source Code).

### 15.3 COUNTY'S RIGHT TO VERIFY SOURCE CODE

Regardless of whether one of the Release Conditions occurs, County shall have the right to verify the relevance, completeness, currency, accuracy and functionality of the Source Code by, among other things, requiring Contractor (1) to compile the Source Code and to perform test runs for comparison with the applicable System Software, and (2) to provide County with a written report that details the results of such compilation and test runs and demonstrates in a manner that is able to be audited by County that the Source Code in escrow is accurate and complete. In the event such testing demonstrates that the Source Code does not correspond to the applicable System Software, Contractor shall immediately deposit with the Escrow Agent an accurate and complete copy of the Source Code.

### 15.4 USE AND POSSESSION OF SOURCE CODE

Subject to the provisions of the License, Source Code obtained by County under the provisions of this Agreement shall remain subject to every License restriction, proprietary rights protection, and other County obligation specified in this Agreement. County may use Source Code for the sole purpose as it is



Licensed hereunder, including maintaining, supporting and hosting the System. When Source Code is not in use, County agrees to keep such Source Code in a locked, secure place. When Source Code resides in a central processing unit, County shall limit access solely to its authorized employees and consultants who have a need to know in order to support the System.

## **16.0 SYSTEM WARRANTY OBLIGATIONS**

### **16.1 SYSTEM WARRANTY**

16.1.1 For Phase 1, Contractor represents, warrants, and covenants to County that, commencing on the date of System Acceptance for Phase 1 and continuing for a minimum of ninety (90) days thereafter (with respect to Phase 1, "Warranty Period"), the System Software for Phase 1, taken as a whole shall perform fully in accordance with the System Requirements and other Specifications.

16.1.2 For each Optional Phase elected by County in accordance with this Agreement, Contractor represents, warrants, and covenants to County that, commencing on the date of System Acceptance for such Optional Phase and continuing for a minimum of ninety (90) days thereafter (with respect to such Optional Phase, "Warranty Period"), the System Software for such Optional Phase, taken as a whole, and when operated together with the System Software for Phase 1 and each other then-implemented Optional Phase, shall perform fully in accordance with the System Requirements and other Specifications.

### **16.2 SYSTEM WARRANTY SUPPORT**

16.2.1 During the Warranty Period for Phase 1 and each Optional Phase elected by County in accordance with this Agreement, Contractor shall provide Maintenance and Support Services and all other services described in this Paragraph 16.2 with respect to the System Software for such Phase, at no additional cost to County.

16.2.2 During the Warranty Period for Phase 1 and each Optional Phase elected by County in accordance with this Agreement, Contractor shall provide, and County shall have discretion to implement, at least one Version Release, inclusive of all Application Modifications to date, representative of all enhancements, patches, and/or bug fixes processed to-date, to County at no additional cost.

16.2.3 All Deficiencies reported during a Warranty Period shall be corrected in accordance with Maintenance and Support Services at no

additional cost to County. Without limiting the foregoing, during each Warranty Period, Contractor shall correct any and all Deficiencies in the System Software, including, but not limited to, supplying County with corrective or replacement codes and/or programs and making such additions, modifications or adjustments to the System Software as may be necessary to keep the System operating in conformance with the System Requirements and other Specifications.

## **17.0 CONTINUOUS PRODUCT SUPPORT**

If Contractor assigns or transfers this Agreement to a permitted assignee and subsequent to such assignment, the System Software is not supported to at least the same level that Contractor supported the System Software as determined by County Project Director (because, for example, Contractor's permitted assignee chooses to support other products in preference to the products licensed herein) or, absent any assignment or transfer, if County, upon eighteen (18) months prior written request by Contractor and at County's sole discretion, waives Contractor's obligation to continue providing Maintenance and Support Services in respect of the System Software under Paragraph 5.1.2 (Maintenance and Support Services) (if for example, Contractor generally is ceasing support of the product), then in either instance County, at its option and without limiting or altering its License rights or rights to the Application Software Source Code, County may elect to transfer the License, without cost or penalty, to another similar product (in this Paragraph 17.0, "Replacement Product") within Contractor's, or Contractor's permitted assignee's, if applicable, product offering. The assignee, by taking benefit (including, without limitation, acceptance of any payment under this Agreement) shall be deemed to have ratified this Paragraph 17.0. All terms and conditions of this Agreement shall continue in full force and effect for the Replacement Product. In addition, the following terms and conditions shall apply if County elects to transfer the license to a Replacement Product:

- 17.1 Contractor, or permitted assignee, shall, at no cost to County, provide License for and implement the Replacement Product, convert and migrate all of County's System data from the Application Software format to the Replacement Product format to ensure Production User of such Replacement Product;
- 17.2 Any prepaid Maintenance Fees and/or Hosting Fees shall transfer in full force and effect for the balance of the Replacement Product's Maintenance and Support Services and/or Hosting Services term (or equivalent service) at no additional cost. If the prepaid moneys are greater than the Replacement Product's Maintenance Fees and/or Hosting Fees for the same term, the credit balance shall be applied to future Maintenance Fees and/or Hosting Fees, or returned to County, at County's option;

- 17.3 All County Users and support personnel shall receive reasonable training for purposes of learning the Replacement Product. Training shall be provided at no additional cost to County;
- 17.4 Any and all units of the Replacement Product or otherwise offered separately, and needed to match the original System Software's level of functionality or Specifications, as determined by County's Project Director, shall be supplied by Contractor's permitted assignee without additional cost or penalty and shall not affect the calculation of any Maintenance Fees and/or Hosting Fees;
- 17.5 All License terms and conditions shall remain as granted herein with no additional fees imposed on County; and
- 17.6 The definition of System Software shall then include the Replacement Product.

## **18.0 CORRECTION OF DEFICIENCIES**

### **18.1 DEFICIENCIES**

As used herein, the term "Deficiency" shall mean and include, as applicable to any Work provided by or on behalf of Contractor to County: any malfunction, error, or defect in the design, development, or implementation of any Work provided hereunder; any error or omission, or deviation from the Specifications or mutually agreed upon industry standards, or any other malfunction or error, including the provision of negligent workmanship, which results in the System Software, in whole or in part, not performing in accordance with the provisions of this Agreement, including the Statement of Work, the Specifications, and any executed Change Notice or Amendment, as determined by County Project Director, in County Project Director's sole discretion.

### **18.2 CORRECTIVE MEASURES**

Upon the earlier of (a) notice (orally, in writing or electronically) from County, or (b) Contractor's discovery, of any Deficiency, Contractor shall promptly commence corrective measures to resolve any such Deficiency as provided in this Paragraph 18.2. Contractor shall resolve each Deficiency reported by County in accordance with the time frame specified in Attachment B.1 (Service Level Requirements) of Exhibit B (Statement of Work) as the Resolution Time Requirement applicable for such Deficiency Severity Level, as may be escalated by County in accordance with Attachment B.1 (Service Level Requirements). The time during which Contractor must resolve each Deficiency shall start tolling at the earlier of when County notifies Contractor

of such Deficiency or Contractor discovers such Deficiency, and shall end when Contractor submits resolution of such Deficiency to County Project Director for approval thereof in accordance, provided such resolution is thereafter so approved by County without prior rejection by County or significant delay in County's approval thereof. The actual time take by Contractor to resolve a Deficiency correction shall not exceed the Resolution Time Requirement for such Deficiency, as set forth in Attachment B.1 (Service Level Requirements) to Exhibit B (Statement of Work).

Contractor acknowledges that, as part of corrective measures to resolve a Deficiency, Contractor may be required to repair, replace or reinstall all or any part of the System Software, provide other material or update the System, including but not limited to System Environment, for purposes of maintaining Compatibility within the System, in order to remedy such Deficiency.

### 18.3 APPROVAL

No Deficiency shall be deemed remedied until all necessary remedial action has been completed and approved in writing by County Project Director in accordance with the procedures set forth in Paragraph 5.0 (Work and System Acceptance).

## 19.0 **CONTRACTOR'S OFFICES**

Contractor's business offices are located at [\_\_\_\_\_]. Contractor shall notify County of any change in its business address at least ten (10) calendar days prior to the effective date thereof.

## 20.0 **NOTICES**

20.1 All notices or demands required or permitted to be given or made under this Agreement, unless otherwise specified, shall be in writing and shall be addressed to the parties identified on the applicable of Attachment A.1 (County's Administration) or Attachment A.2 (Contractor's Administration), in each case, of Exhibit A (Additional Terms and Conditions) and delivered: (a) by hand with signed receipt; (b) by first-class registered or certified mail, postage prepaid; (c) by facsimile or electronic mail transmission followed within twenty-four (24) hours by a confirmation copy mailed by first-class registered or certified mail, postage prepaid; or (d) by overnight commercial carrier, with signed receipt. Notice is deemed given at the time of signed receipt in the case of hand delivery, three (3) days after deposit in the United States mail as set forth above, on the date of facsimile or electronic mail transmission if followed by timely confirmation mailing, or on the date of

signature receipt by the receiving part of any overnight commercial carrier delivery. Addresses may be changed by either party giving ten (10) days prior notice in accordance with the procedures set forth above, to the other party.

20.2 The County Project Director shall have the authority to issue all notices or demands, which are required or permitted by County under this Agreement.

## **21.0 ARM'S LENGTH NEGOTIATIONS**

This Agreement is the product of an arm's length negotiation between Contractor and County. Each party has had at all times the opportunity to receive advice from independent counsel of its own choosing. Accordingly, this Agreement is to be interpreted fairly as between the parties, and not strictly construed as against either party as drafter or creator.

## **22.0 SURVIVAL**

The following Paragraphs of this Agreement shall survive its expiration or termination for any reason: 1.0, 2.0, 5.4, 5.5, 6.0, 9.0, 10.1, 13.0, 14.0, 15.0, 16.0, 18.0, 21.0, 22.0, 23.0, and all the terms and conditions set forth in Exhibit A (Additional Terms and Conditions).

IN WITNESS WHEREOF, Contractor has executed this Agreement by its authorized officer, and County, by order of its Board of Supervisors, has caused this Agreement to be executed on its behalf by the Director of County's Department of Public Health, as of the day and year first above written.

COUNTY OF LOS ANGELES

By: \_\_\_\_\_  
Jonathan E. Fielding, M.D., M.P.H.  
Director and Health Officer

CONTRACTOR

[ \_\_\_\_\_ ]

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

APPROVAL AS TO FORM:

ANDREA SHERIDAN ORDIN,  
County Counsel

By: \_\_\_\_\_  
Deputy County Counsel

APPROVED AS TO CONTRACT  
ADMINISTRATION:

By: \_\_\_\_\_  
Patricia Gibson, Chief  
Contracts and Grants Division

**[NOTE TO PROPOSERS: For Exhibit B (Statement of Work) and its Attachments, Exhibit C (System Requirements) and its Attachments, please see the applicable Appendices to the RFP.]**

**EXHIBIT D**  
**PRICE AND SCHEDULE OF PAYMENTS**  
*[Placeholder]*



## EXHIBIT E

### **CONTRACTOR'S OBLIGATIONS AS A "BUSINESS ASSOCIATE" UNDER HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA) AND THE HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT (HITECH) (BUSINESS ASSOCIATE AGREEMENT)**

Under this Agreement, Contractor ("Business Associate") provides services ("Services") to County ("Covered Entity") and Business Associate receives, has access to or creates Protected Health Information in order to provide those Services.

Covered Entity is subject to the Administrative Simplification requirements of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), and regulations promulgated thereunder, including the Standards for Privacy of Individually Identifiable Health Information ("Privacy Regulations") and the Health Insurance Reform: Security Standards ("the Security Regulations") at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (together, the "Privacy and Security Regulations"). The Privacy and Security Regulations require Covered Entity to enter into a contract with Business Associate ("Business Associate Agreement") in order to mandate certain protections for the privacy and security of Protected Health Information, and those Regulations prohibit the disclosure to or use of Protected Health Information by Business Associate if such a contract is not in place.

Further, pursuant to the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("HITECH Act"), effective February 17, 2010, certain provisions of the HIPAA Privacy and Security Regulations apply to Business Associates in the same manner as they apply to Covered Entity and such provisions must be incorporated into the Business Associate Agreement.

This Business Associate Agreement and the following provisions are intended to protect the privacy and provide for the security of Protected Health Information disclosed to or used by Business Associate in compliance with HIPAA's Privacy and Security Regulations and the HITECH Act, as they now exist or may hereafter be amended.

Therefore, the parties agree as follows:

#### **DEFINITIONS**

- 1.1 "Breach" has the same meaning as the term "breach" in 45 C.F.R. § 164.402.
- 1.2 "Disclose" and "Disclosure" mean, with respect to Protected Health Information, the release, transfer, provision of access to, or divulging in any other manner of Protected Health Information outside Business Associate's internal operations or to other than its employees.

- 1.3 “Electronic Health Record” has the same meaning as the term “electronic health record” in the HITECH Act, 42 U.S.C. section 17921. Electronic Health Record means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff.
- 1.4 “Electronic Media” has the same meaning as the term “electronic media” in 45 C.F.R. § 160.103. Electronic Media means (1) Electronic storage media including memory devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card; or (2) Transmission media used to exchange information already in electronic storage media. Transmission media include, for example, the internet (wide-open), extranet (using internet technology to link a business with information accessible only to collaborating parties), leased lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic storage media. Certain transmissions, including of paper, via facsimile, and of voice, via telephone, are not considered to be transmissions via electronic media, because the information being exchanged did not exist in electronic form before the transmission.

The term “Electronic Media” draws no distinction between internal and external data, at rest (that is, in storage) as well as during transmission.

- 1.5 “Electronic Protected Health Information” has the same meaning as the term “electronic protected health information” in 45 C.F.R. § 160.103. Electronic Protected Health Information means Protected Health Information that is (i) transmitted by electronic media; (ii) maintained in electronic media.
- 1.6 “Individual” means the person who is the subject of Protected Health Information and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502(g).
- 1.7 "Minimum Necessary" refers to the minimum necessary standard in 45 C.F.R. § 164.502 (b) as in effect or as amended.
- 1.8 "Privacy Rule" means the Standards for Privacy of Individually Identifiable Health Information at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164, also referred to as the Privacy Regulations.
- 1.9 “Protected Health Information” has the same meaning as the term “protected health information” in 45 C.F.R. § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity. Protected Health Information includes information that (i) relates to the past, present or future physical or mental health or condition of an Individual; the provision of health care to an Individual, or the past, present or future payment for the provision of health care to an Individual; (ii) identifies the Individual (or for which there is a reasonable basis for

believing that the information can be used to identify the Individual); and (iii) is received by Business Associate from or on behalf of Covered Entity, or is created by Business Associate, or is made accessible to Business Associate by Covered Entity. "Protected Health Information" includes Electronic Health Information.

- 1.10 "Required By Law" means a mandate contained in law that compels an entity to make a Use or Disclosure of Protected Health Information and that is enforceable in a court of law. Required by law includes, but is not limited to, court orders and court-ordered warrants; subpoenas or summons issued by a court, grand jury, a governmental or tribal inspector general, or any administrative body authorized to require the production of information; a civil or an authorized investigative demand; Medicare conditions of participation with respect to health care providers participating in the program; and statutes or regulations that require the production of information, including statutes or regulations that require such information if payment is sought under a government program providing benefits.
- 1.11 "Security Incident" means the attempted or successful unauthorized access, Use, Disclosure, modification, or destruction of information in, or interference with system operations of, an Information System which contains Electronic Protected Health Information. However, Security Incident does not include attempts to access an Information System when those attempts are not reasonably considered by Business Associate to constitute an actual threat to the Information System.
- 1.12 "Security Rule" means the Security Standards for the Protection of Electronic Health Information also referred to as the Security Regulations at 45 Code of Federal Regulations (C.F.R.) Part 160 and 164.
- 1.13 "Services" has the same meaning as in the body of this Agreement.
- 1.14 "Unsecured Protected Health Information" has the same meaning as the term "unsecured protected health information" in 45 C.F.R. § 164.402.
- 1.15 "Use" or "Uses" mean, with respect to Protected Health Information, the sharing, employment, application, utilization, examination or analysis of such Information within Business Associate's internal operations.
- 1.16 Terms used, but not otherwise defined in this Business Associate Agreement shall have the same meaning as those terms in the HIPAA Regulations and HITECH Act.

## **OBLIGATIONS OF BUSINESS ASSOCIATE**

- 2.1 Permitted Uses and Disclosures of Protected Health Information. Business Associate:

- (a) shall Use and Disclose Protected Health Information only as necessary to perform the Services, and as provided in Sections 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 4.3 and 5.2 of this Agreement;
- (b) shall Disclose Protected Health Information to Covered Entity upon request;
- (c) may, as necessary for the proper management and administration of its business or to carry out its legal responsibilities:
  - i. Use Protected Health Information; and
  - ii. Disclose Protected Health Information if the Disclosure is Required by Law.

Business Associate shall not Use or Disclose Protected Health Information for any other purpose or in any manner that would constitute a violation of the Privacy Regulations or the HITECH Act if so Used or Disclosed by Covered Entity.

2.2 Prohibited Uses and Disclosures of Protected Health Information. Business Associate:

- (a) shall not Use or Disclose Protected Health Information for fundraising or marketing purposes.
- (b) shall not disclose Protected Health Information to a health plan for payment or health care operations purposes if the Individual has requested this special restriction and has paid out of pocket in full for the health care item or service to which the Protected Health Information solely relates.
- (c) shall not directly or indirectly receive payment in exchange for Protected Health Information, except with the prior written consent of Covered Entity and as permitted by the HITECH Act. This prohibition shall not affect payment by Covered Entity to Business Associate. Covered Entity shall not provide such written consent except upon express approval of the departmental privacy officer and only to the extent permitted by law, including HIPAA and the HITECH Act.

2.3 Adequate Safeguards for Protected Health Information. Business Associate:

- (a) shall implement and maintain appropriate safeguards to prevent the Use or Disclosure of Protected Health Information in any manner other than as permitted by this Business Associate Agreement. Business Associate agrees to limit the Use and Disclosure of Protected Health Information to the

Minimum Necessary in accordance with the Privacy Regulation's minimum necessary standard as in effect or as amended.

- (b) as to Electronic Protected Health Information, shall implement and maintain administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of Electronic Protected Health Information; effective February 17, 2010, said safeguards shall be in accordance with 45 C.F.R. Sections 164.308, 164.310, and 164.312, and shall comply with the Security Rule's policies and procedure and documentation requirements.

#### 2.4 Reporting Non-Permitted Use or Disclosure and Security Incidents and Breaches of Unsecured Protected Health Information. Business Associate

- (a) shall report to Covered Entity each Use or Disclosure of Protected Health Information that is made by Business Associate, its employees, representatives, Agents, subcontractors, or other parties under Business Associate's control with access to Protected Health Information but which is not specifically permitted by this Business Associate Agreement or otherwise required by law.
- (b) shall report to Covered Entity each Security Incident of which Business Associate becomes aware.
- (c) shall notify Covered Entity of each Breach by Business Associate, its employees, representatives, agents or subcontractors of Unsecured Protected Health Information that is known to Business Associate or, by exercising reasonable diligence, would have been known to Business Associate. Business Associate shall be deemed to have knowledge of a Breach of Unsecured Protected Health Information if the Breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the Breach, who is an employee, officer, or other agent of the Business Associate as determined in accordance with the federal common law of agency.

2.4.1 Immediate Telephonic Report. Except as provided in Section 2.4.3, notification shall be made immediately upon discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident or Breach of Unsecured Protected Health Information by telephone call to (562) 940-3335.

2.4.2 Written Report. Except as provided in Section 2.4.3, the initial telephonic notification shall be followed by written notification made without unreasonable delay and in no event later than three (3) business days from the date of discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident, or Breach by the Business Associate to the Chief Privacy Officer at:

Chief Privacy Officer  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Suite 525  
Los Angeles, California 90012  
HIPAA@auditor.lacounty.gov  
(213) 974-2166

- (a) The notification required by section 2.4 shall include, to the extent possible, the identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by the Business Associate to have been, accessed, acquired, Used, or Disclosed; and
- (b) the notification required by section 2.4 shall include, to the extent possible, all information required to provide notification to the Individual under 45 C.F.R. 164.404(c), including:
  - i. A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
  - ii. A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
  - iii. Any other details necessary to conduct an assessment of whether there is a risk of harm to the Individual;
  - iv. Any steps Business Associate believes that the Individual could take to protect him or herself from potential harm resulting from the breach;
  - v. A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to the Individual, and to protect against any further Breaches; and
  - vi. The name and contact information for the person most knowledge regarding the facts and circumstances of the Breach.

If Business Associate is not able to provide the information specified in section 2.3.2 (a) or (b) at the time of the notification required by section 2.4.2, Business Associate shall provide such information promptly thereafter as such information becomes available.

2.4.3 Request for Delay by Law Enforcement. Business Associate may delay the notification required by section 2.4 if a law enforcement official states to Business

Associate that notification would impede a criminal investigation or cause damage to national security. If the law enforcement official's statement is in writing and specifies the time for which a delay is required, Business Associate shall delay notification, notice, or posting for the time period specified by the official; if the statement is made orally, Business Associate shall document the statement, including the identity of the official making the statement, and delay the notification, notice, or posting temporarily and no longer than 30 days from the date of the oral statement, unless a written statement as described in paragraph (a) of this section is submitted during that time.

- 2.5 Mitigation of Harmful Effect. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Business Associate Agreement.
- 2.6 Breach Notification. Business Associate shall, to the extent Covered Entity determines that there has been a Breach of Unsecured Protected Health Information, provide Breach notification for each and every Breach of Unsecured Protected Health Information by Business Associate, its employees, representatives, agents or subcontractors, in a manner that permits Covered Entity to comply with its obligations under Subpart D, Notification in the Case of Breach of Unsecured PHI, of the Privacy and Security Regulations, including:
- (a) Notifying each Individual whose Unsecured Protected Health Information has been, or is reasonably believed to have been, accessed, acquired, Used, or Disclosed as a result of such Breach;
  - (b) The notification required by paragraph (a) of this Section 2.6 shall include, to the extent possible:
    - i. A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
    - ii. A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
    - iii. Any steps the Individual should take to protect him or herself from potential harm resulting from the Breach;
    - iv. A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to individuals, and to protect against any further Breaches; and

- v. Contact procedures for Individual(s) to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.
- vi. The notification required by paragraph (a) of this section shall be written in plain language Covered Entity, in its sole discretion, may elect to provide the notification required by this Section 2.6, and Business Associate shall reimburse Covered Entity any and all costs incurred by Covered Entity, including costs of notification, internet posting, or media publication, as a result of Business Associate's Breach of Unsecured Protected Health Information.

2.7 Availability of Internal Practices, Books and Records to Government Agencies. Business Associate agrees to make its internal practices, books and records relating to the Use and Disclosure of Protected Health Information available to the Secretary of the federal Department of Health and Human Services for purposes of determining Covered Entity's compliance with the Privacy and Security Regulations. Business Associate shall immediately notify Covered Entity of any requests made by the Secretary and provide Covered Entity with copies of any documents produced in response to such request.

2.8 Access to Protected Health Information. Business Associate shall, to the extent Covered Entity determines that any Protected Health Information constitutes a "designated record set" as defined by 45 C.F.R. § 164.501, make the Protected Health Information specified by Covered Entity available to the Individual(s) identified by Covered Entity as being entitled to access and copy that Protected Health Information. Business Associate shall provide such access for inspection of that Protected Health Information within two (2) business days after receipt of request from Covered Entity. Business Associate shall provide copies of that Protected Health Information within five (5) business days after receipt of request from Covered Entity. If Business Associate maintains an Electronic Health Record, Business Associate shall provide such information in electronic format to enable Covered Entity to fulfill its obligations under the HITECH Act.

2.9 Amendment of Protected Health Information. Business Associate shall, to the extent Covered Entity determines that any Protected Health Information constitutes a "designated record set" as defined by 45 C.F.R. § 164.501, make any amendments to Protected Health Information that are requested by Covered Entity. Business Associate shall make such amendment within ten (10) business days after receipt of request from Covered Entity in order for Covered Entity to meet the requirements under 45 C.F.R. § 164.526.

2.10 Accounting of Disclosures. Upon Covered Entity's request, Business Associate shall provide to Covered Entity an accounting of each Disclosure of Protected Health Information made by Business Associate or its employees, agents,



representatives or subcontractors, in order to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528 and/or the HITECH Act which requires an Accounting of Disclosures of Protected Health Information maintained in an Electronic Health Record for treatment, payment, and health care operations.

[Optional, to be used when all Uses and Disclosures permitted in order to perform the Services will be for the Covered Entity's payment or health care operations activities: However, Business Associate is not required to provide an Accounting of Disclosures that are necessary to perform the Services because such Disclosures are for either payment or health care operations purposes, or both.]

Any accounting provided by Business Associate under this Section 2.10 shall include: (a) the date of the Disclosure; (b) the name, and address if known, of the entity or person who received the Protected Health Information; (c) a brief description of the Protected Health Information disclosed; and (d) a brief statement of the purpose of the Disclosure. For each Disclosure that could require an accounting under this Section 2.10, Business Associate shall document the information specified in (a) through (d), above, and shall securely maintain the information for six (6) years from the date of the Disclosure. Business Associate shall provide to Covered Entity, within ten (10) business days after receipt of request from Covered Entity, information collected in accordance with this Section 2.10 to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528. If Business Associate maintains an Electronic Health Record, Business Associate shall provide such information in electronic format to enable Covered Entity to fulfill its obligations under the HITECH Act.

- 2.11 Indemnification. Business Associate shall indemnify, defend, and hold harmless Covered Entity, including its elected and appointed officers, employees, and agents, from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, penalties and fines (including regulatory penalties and/or fines), and expenses (including attorney and expert witness fees), arising from or connected with Business Associate's acts and/or omissions arising from and/or relating to this Business Associate Agreement; Business Associate's obligations under this provision extend to compliance and/or enforcement actions and/or activities, whether formal or informal, of Secretary of the federal Department of Health and Human Services and/or Office for Civil Rights.

## OBLIGATION OF COVERED ENTITY

- 3.1 **Obligation of Covered Entity.** Covered Entity shall notify Business Associate of any current or future restrictions or limitations on the use of Protected Health Information that would affect Business Associate's performance of the Services, and Business Associate shall thereafter restrict or limit its own uses and disclosures accordingly.

## TERM AND TERMINATION

- 4.1 **Term.** The term of this Business Associate Agreement shall be the same as the term of this Agreement. Business Associate's obligations under Sections 2.1 (as modified by Section 4.2), 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 4.3 and 5.2 shall survive the termination or expiration of this Agreement.
- 4.2 **Termination for Cause.** In addition to and notwithstanding the termination provisions set forth in this Agreement, upon either party's knowledge of a material breach by the other party, the party with knowledge of the other party's breach shall:
- (a) Provide an opportunity for the breaching party to cure the breach or end the violation and terminate this Agreement if the breaching party does not cure the breach or end the violation within the time specified by the non-breaching party;
  - (b) Immediately terminate this Agreement if a party has breached a material term of this Agreement and cure is not possible; or
  - (c) If neither termination nor cure is feasible, report the violation to the Secretary of the federal Department of Health and Human Services.
- 4.3 **Disposition of Protected Health Information Upon Termination or Expiration.**
- (a) Except as provided in paragraph (b) of this section, upon termination for any reason or expiration of this Agreement, Business Associate shall return or destroy all Protected Health Information received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
  - (b) In the event that Business Associate determines that returning or destroying the Protected Health Information is infeasible, Business Associate shall provide to Covered Entity notification of the conditions that make infeasible. If return or destruction is infeasible, Business Associate shall extend the protections of this Business Associate Agreement to such Protected Health Information and limit further Uses and Disclosures of such Protected Health

Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information.

### MISCELLANEOUS

- 5.1 No Third Party Beneficiaries. Nothing in this Business Associate Agreement shall confer upon any person other than the parties and their respective successors or assigns, any rights, remedies, obligations, or liabilities whatsoever.
- 5.2 Use of Subcontractors and Agents. Business Associate shall require each of its agents and subcontractors that receive Protected Health Information from Business Associate, or create Protected Health Information for Business Associate, on behalf of Covered Entity, to execute a written agreement obligating the agent or subcontractor to comply with all the terms of this Business Associate Agreement.
- 5.3 Relationship to Services Agreement Provisions. In the event that a provision of this Business Associate Agreement is contrary to another provision of this Agreement, the provision of this Business Associate Agreement shall control. Otherwise, this Business Associate Agreement shall be construed under, and in accordance with, the terms of this Agreement.
- 5.4 Regulatory References. A reference in this Business Associate Agreement to a section in the Privacy or Security Regulations means the section as in effect or as amended.
- 5.5 Interpretation. Any ambiguity in this Business Associate Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the Privacy and Security Regulations.
- 5.6 Amendment. The parties agree to take such action as is necessary to amend this Business Associate Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the Privacy and Security Regulations and other privacy laws governing Protected Health Information.

\* \* \*

**EXHIBIT F**

**INVOICE DISCREPANCY REPORT**

1. INVOICE DISCREPANCY (to be completed by County Project Manager)

Today's Date: \_\_\_\_\_  
Contractor: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Date of Subject Invoice: \_\_\_\_\_  
Description of Issues with Subject Invoice: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. REVIEWED:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
County Project Director (CPD)

3. CONTRACTOR RESPONSE (to be completed by Contractor Project Director)

Date received from CPD: \_\_\_\_\_  
Explanation regarding Issues with Subject Invoice: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Corrective Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Contractor Project Director

4. COUNTY EVALUATION of Contractor's Response and Action taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Approved by COUNTY:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
County Project Director

6. Contractor Notified on \_\_\_\_\_ (Date)

INSTRUCTIONS County Project Director: Forward IDR to the Contractor for investigation and response.  
Contractor: Must respond to County Project Director in writing within ten (10) days of receipt of IDR.

**[NOTE TO PROPOSERS: For Exhibit G, please see applicable Appendix of the RFP.]**

**EXHIBIT H**

**ACKNOWLEDGEMENT, CONFIDENTIALITY AND ASSIGNMENT AGREEMENT**

**AGREEMENT NAME & NUMBER:** \_\_\_\_\_

**CONTRACTOR/EMPLOYER NAME:** \_\_\_\_\_

**GENERAL INFORMATION:**

Your employer referenced above ("Contractor") has entered into the above-referenced Agreement with the County of Los Angeles ("County") to perform work under the Agreement or has entered into a subcontract to perform such work. The County requires your signature on this Acknowledgement, Confidentiality & Assignment Agreement.

**EMPLOYEE ACKNOWLEDGEMENT:**

I understand and agree that the Contractor is my sole employer for purposes of the above-referenced Agreement. I understand and agree that I must rely exclusively upon Contractor for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced Agreement.

I understand and agree that I am not an employee of the County for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County by virtue of my performance of work under and as defined in the above-referenced Agreement. I understand and agree that I do not have and will not acquire any rights or benefits from the County pursuant to any agreement between any person or entity and the County, including, without limitation, the above-referenced Agreement.

**CONFIDENTIALITY AGREEMENT:**

I acknowledge that because I may be involved with work pertaining to services provided by the County and I may have access to confidential data and information of County and/or its constituents, including, without limitation, the Confidential Information defined below. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County, including, without limitation, the Confidential Information. I understand that the County has a legal obligation to protect all such confidential data and information in its possession and that if I am involved in County Work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I must sign this Acknowledgement, Confidentiality & Assignment Agreement as a condition of my work to be provided by Contractor for the County.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Agreement, including, without limitation, the Confidential Information. I agree to forward all requests for the

release of any data or information received by me to my immediate supervisor or such other responsible member of Contractor's staff as Contractor designates to me.

I agree to protect this data and information, including, without limitation, the Confidential Information, against disclosure to any person or entity other than Contractor or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor or such other responsible member of Contractor's staff as Contractor designates to me any and all violations of the above-referenced Agreement by myself and/or by any other person of which I become aware. I agree to return all such data and information, including, without limitation, the Confidential Information, to my immediate supervisor or such other responsible member of Contractor's staff as Contractor designates to me upon completion of the above-referenced Agreement, or termination of my employment with Contractor, whichever occurs first.

#### **ASSIGNMENT OF PROPRIETARY RIGHTS:**

As used in this document, "Works" means (i) any inventions, trade secrets, ideas, original works of authorship or Confidential Information that I conceive, develop, discover or make in whole or in part during my employment with Contractor which relates to the above-referenced Agreement, (ii) any inventions, trade secrets, ideas, original works of authorship or Confidential Information that I conceive, develop, discover or make in whole or in part during or after my employment with Contractor which are made through the use of any of Contractor's equipment, facilities, supplies, trade secrets or time, or which result from any work I perform for Contractor, and (iii) any part or aspect of any of the foregoing. "Confidential Information" means all information or material disclosed to or known by me as a consequence of my employment with Contractor, including third party information or information disclosed by County that Contractor treats as confidential, and any information disclosed to or developed by me or embodied in or relating to the Works.

All Works shall belong exclusively to Contractor whether or not fixed in a tangible medium of expression. Without limiting the foregoing, to the maximum extent permitted under applicable law, all Works shall be deemed to be "works made for hire" under the United States Copyright Act, and Contractor shall be deemed to be the author thereof.

If and to the extent any Works are determined not to constitute "works made for hire," or if any rights in the Works do not accrue to Contractor as a work made for hire, I irrevocably assign and transfer to Contractor to the maximum extent permitted by law all right, title and interest in the Works, including but not limited to all copyrights, patents, trade secret rights, and other proprietary rights in or relating to the Works. Without limiting the foregoing, I irrevocably assign and transfer to Contractor all economic rights to the Works, including without limitation the exclusive and unrestricted right to reproduce, manufacture, use,

adapt, modify, publish, distribute, sublicense, publicly perform and communicate, translate, lease, import, export, transfer, convey and otherwise exploit the Works.

I expressly acknowledge and agree that I wish to remain anonymous and not to have my name or any pseudonym used in connection with the Works.

I expressly approve any and all modifications, uses, publications and other exploitation of the Works that Contractor or any successor or transferee of Contractor may elect to make, and I expressly agree that no such modifications, uses, publications or exploitations will or may cause harm to my honor or reputation, or will be deemed to constitute a distortion or mutilation of the Works.

I agree to provide any assistance reasonably requested by Contractor, now and in the future, to obtain United States or foreign letters patent and copyright registrations covering inventions and original works of authorship belonging or assigned to Contractor. I shall execute any transfers of ownership of letters patent or assignments of copyrights or other proprietary rights transferred or assigned hereunder (including short form assignments intended for recording with the U.S. Copyright Office, the U.S. Patent and Trademark Office, or any other entity). If Contractor is unable for any reason whatsoever, including my mental or physical incapacity, to secure my signature to apply for or to pursue any application for any United States or foreign letters patent or copyright registrations or on any document transferring or assigning any patent, copyright or other proprietary right that I am obligated to transfer or assign, I irrevocably designate and appoint Contractor and its duly authorized officers and agents as my agent and attorney in fact, to act for, and on my behalf and stead, to execute and file any such applications and documents and to do all other lawfully permitted acts to further the prosecution and issuance of letters patent or copyright registrations or transfers or assignments thereof or of any other proprietary rights with the same legal force and effect as if executed by me. This appointment is coupled with an interest and is irrevocable.

This Acknowledgement, Confidentiality & Assignment Agreement shall be construed in accordance with the provisions of Section 2870 of the California Labor Code (the text of which follows) relating to inventions made by an employee. Accordingly, this Acknowledgement, Confidentiality & Assignment Agreement is not intended and shall not be interpreted to assign to or vest in Contractor any of my rights in any inventions developed entirely on my own time without using Contractor's equipment, supplies, facilities, or trade secret information, except for those inventions that either relate at the time of conception or reduction to practice of the invention to Contractor's business or the actual or demonstrably anticipated research or development of Contractor, or result from any work I performed for Contractor.

California Labor Code Section 2870. Employment Agreements; Assignment of Rights

- (a) Any provision in an employment agreement which provides that an employee shall assign or offer to assign any of his or her rights in an invention to his or



her employer shall not apply to an invention that the employee developed entirely on his or her own time without using the employer's equipment, supplies, facilities, or trade secret information except for those inventions that either:

- i. Relate at the time of conception or reduction to practice of the invention to the employer's business or actual or demonstrably anticipated research or development of the employer; or
  - ii. Result from any work performed by the employee for the employer.
- (b) To the extent a provision in an employment agreement purports to require an employee to assign an invention otherwise excluded from being required to be assigned under subdivision (a), the provision is against the public policy of this state and is unenforceable.

I acknowledge that violation of this document may subject me to civil and/or criminal action and that the County may seek all possible legal redress.

Signed: \_\_\_\_\_

Dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

Printed: \_\_\_\_\_

Position: \_\_\_\_\_

**EXHIBIT I**  
**TASK/DELIVERABLE SUMMARY REVIEW FORM**

[See Attached]

(Contractor Name and Address)		<b>TRANSMITTAL DATE</b>
<b>TASK/DELIVERABLE SUMMARY REVIEW FORM</b>		<b>AGREEMENT NAME</b>
		<b>COUNTY CONTRACT NUMBER</b>
FROM: <i>Contractor Project Director</i>  Name: _____ _____ (Signature Required)	TO: <i>County Project Director</i>  Name: _____	
Contractor hereby certifies to County that as of the date of this Task/Deliverable Summary Review Form, it has satisfied all conditions precedent in the above Agreement (including the Exhibits and Attachments thereto and any executed Change Notices and Amendments) to the completion of the Work described below, including satisfaction of all completion criteria applicable to such Work (including obtaining County's approval of any other Work which is a prerequisite to obtaining County's approval of the Work described below). Contractor further represents and warrants that the Work described below has been completed in accordance with the Agreement, including the Exhibits and Attachments thereto and any executed Change Notices and Amendments. County's approval and signature constitutes an acceptance of the Work described below. Capitalized terms used in this Task/Deliverable Summary Review Form without definition have the meanings given to such terms in the Agreement.		
<b>TASK DESCRIPTION</b>  (Reference any Task designation in Exhibit B (Statement of Work) and/or executed Change Notice/Amendment)	<b>DELIVERABLE DESCRIPTION</b>  (Reference any Deliverable designation in the in Exhibit B (Statement of Work) and/or executed Change Notice/Amendment)	<b>OTHER WORK DESCRIPTION</b>  (Reference any other designation in Exhibit B (Statement of Work) and/or executed Change Notice/Amendment)
<b>Comments:</b>		
Attached hereto is a copy of all supporting documentation required pursuant to the Agreement, including the Exhibits and Attachments thereto, and any executed Change Notices and Amendments, and including any additional documentation reasonably requested by County.		
COUNTY <input type="checkbox"/> APPROVAL OR <input type="checkbox"/> DISAPPROVAL IF DISAPPROVAL, CORRECTIVE ACTION REQUIRED: _____ _____ _____ _____		
NAME: _____  TITLE: County Project Director  SIGNATURE: _____  DATE: _____		

**[NOTE TO PROPOSERS: For Exhibits J and K, please see to the applicable Appendices of the RFP.]**

**EXHIBIT L**  
**SOURCE CODE ESCROW AGREEMENT**  
***[Placeholder]***

**[NOTE TO PROPOSERS: For Exhibit M, please see to the applicable Appendix of the RFP.]**

**EXHIBIT A**  
**ADDITIONAL TERMS AND CONDITIONS**  
**[See Attached]**

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The following additional terms and conditions are applicable to, and form a part of, the Agreement. Capitalized terms not otherwise defined in this Exhibit A (Additional Terms and Conditions) (as used herein, this "Exhibit") have the meanings given to such terms in the body of the Agreement.

## **1.0 SUBCONTRACTING**

### **1.1 GENERAL**

County has relied, in entering into the Agreement, on the reputation of and on obtaining the personal performance of Contractor itself. Consequently, no performance of the Agreement, or any portion thereof, shall be subcontracted by Contractor, except in accordance with the procedures set forth in this Paragraph 1.0. Any attempt by Contractor to subcontract any performance, obligation, or responsibility under the Agreement, including Hosting Services, except in accordance with the procedures set forth in this Paragraph 1.0, shall be null and void and shall constitute a material breach of the Agreement, upon which County may immediately terminate the Agreement.

### **1.2 PROCEDURE FOR SUBCONTRACTING**

1.2.1 If Contractor desires to subcontract any portion of its performance, obligations, or responsibilities under the Agreement, including Hosting Services, to any Subcontractor, Contractor shall adhere to the following procedures.

- (a) Contractor shall provide a notice to County Project Director of its desire to subcontract a portion of the Work, which notice shall include:
  - (1) The reason for the proposed subcontract and a description of the Work to be performed under the proposed subcontract;
  - (2) The identity of such Subcontractor and a statement of qualifications;
  - (3) A certificate of insurance from Contractor or the Subcontractor, which establishes that the Subcontractor maintains all the programs of insurance required by Paragraph 13.0 (Insurance and Performance Security) of this Exhibit;

- (4) An executed Acknowledgment, Confidentiality, and Assignment Agreement substantially in the form of (see Exhibit H (Acknowledgement, Confidentiality and Assignment Agreement)), with such changes as are approved in advance by County Project Director in writing, for each of Subcontractor's employees performing Work under the subcontract which (a) requires such employees to have access to County's Confidential Information, and/or (b) requires such employees to come on-site to any County facility, and/or (c) as otherwise reasonably requested by County Project Director;
- (5) Evidence that Contractor has complied with the requirements of Paragraph 32.0 (Background and Security Investigations) for each of Subcontractor's employees performing Work under the subcontract which (a) requires such employees to have access to County's Confidential Information, and/or (b) requires such employees to come on-site to any County facility, and/or (c) as otherwise reasonably requested by County Project Director;
- (6) A draft copy of the proposed subcontract; and
- (7) Any other information and/or certifications reasonably requested by County Project Director.

County Project Director may provide written authorization for an extension of time with respect to Contractor's delivery of any of the aforementioned items.

- (b) County Project Director will review Contractor's request to subcontract and determine, in sole discretion, whether or not to consent to such request on an individual basis. Without limiting in any way County's prior approval rights, Contractor shall deliver to the County Project Director a fully executed copy of each subcontract entered into by Contractor pursuant to this Paragraph 1.0 no later than the date any Work is performed under the subcontract.

### 1.3 CONTRACTOR RESPONSIBILITIES

- 1.3.1 Notwithstanding any County consent to any subcontracting, Contractor shall remain responsible for any and all performance required under the Agreement, including the obligation properly to supervise, coordinate, and perform, all Work required hereunder, and no subcontract shall bind or purport to bind County. Further, County approval of any subcontract shall not be construed to limit in any way Contractor's performance, obligations or responsibilities to County. Contractor shall indemnify, defend, and hold harmless County Indemnitees pursuant to Paragraph 9.0 (Indemnification) of this Exhibit, from and against any and all liability in any way arising from, connected with, or related to Contractor's Subcontractors' acts, errors or omissions.
- 1.3.2 In the event that County consents to any subcontracting, such consent shall be subject to County's right to reject any and all Subcontractor personnel providing services under such subcontract. Further, in the event that County consents to any subcontracting, such consent shall be subject to County's right to terminate, in whole or in part, performance of any Subcontractor under this Agreement at any time upon written notice Contractor when such Subcontractor is deemed by County be in material breach of its subcontract or this Agreement. County shall not be liable or responsible whatsoever for any claims, demands, damages, liabilities, losses, costs or expenses, including defense costs and legal, accounting and other professional fees, in any way relating to County's exercise of such rights.
- 1.3.3 In the event that County consents to any subcontracting, Contractor shall cause the Subcontractor, on behalf of itself, its successors and administrators, to assume and be bound by and shall be deemed to have assumed and agreed to be bound by each and all of the provisions of the Agreement and any executed Change Order or Amendment hereto as it relates to or affects the Work performed by Subcontractor hereunder.
- 1.3.4 Contractor shall be solely liable and responsible for any and all payments and other compensation to all Subcontractors and their officers, employees, and agents. County shall have no liability or responsibility whatsoever for any payment or other compensation for any Subcontractors or their officers, employees, and agents.

#### 1.4 NO WAIVER

Subcontracting of any Work performed under the Agreement, with or without consent of County, shall not be, or be construed to be, a waiver of the requirements of this Paragraph 1.0 or a blanket consent to any further subcontracting.

### 2.0 DISPUTE RESOLUTION PROCEDURE

#### 2.1 GENERAL

Contractor and County agree to act immediately to resolve mutually any disputes that may arise with respect to the Agreement. All such disputes shall be subject to the provisions of this Paragraph 2.0 (such provisions are collectively referred to as the "Dispute Resolution Procedures"). Time is of the essence in the resolution of disputes.

#### 2.2 CONTINUED WORK

Subject to County's express rights under the Agreement, Contractor and County agree that, the existence and details of a dispute notwithstanding, both parties shall continue without delay their performance hereunder, except for any performance, which the parties mutually determine should be delayed as a result of such dispute.

#### 2.3 DISPUTE RESOLUTION PROCESS

In the event of any dispute between the parties with respect to the Agreement, Contractor and County shall submit the matter as follows:

2.3.1 Contractor and County shall first submit the matter to their respective Project Managers for the purpose of endeavoring to resolve such dispute.

2.3.2 If the Project Managers are unable to resolve the dispute within a reasonable time, not to exceed five (5) Business Days from the date of submission of the dispute, then the matter immediately shall be submitted to the parties' respective Project Directors for further consideration and discussion to attempt to resolve the dispute.

2.3.3 If the Project Directors are unable to resolve the dispute within a reasonable time not to exceed five (5) Business Days from the date of submission of the dispute, then the matter shall be immediately submitted to Contractor's president or chief operating officer and

the Director. These persons shall have five (5) Business Days to attempt to resolve the dispute.

2.3.4 In the event that at these levels, there is not a resolution of the dispute acceptable to both parties, then each party may assert its other rights and remedies provided under the Agreement and its rights and remedies as provided by law.

## 2.4 DOCUMENTATION OF DISPUTE RESOLUTION

All disputes utilizing the Dispute Resolution Procedures shall be documented in writing by each party and shall state the specifics of each alleged dispute and all actions taken. The parties shall act in good faith to resolve all disputes. At all levels of the Dispute Resolution Procedures, the efforts to resolve a dispute shall be undertaken by conference between the parties' respective representatives, either orally, by face-to-face meeting or by telephone, or in writing by exchange of correspondence.

## 2.5 NOT APPLICABLE TO COUNTY'S RIGHT TO TERMINATE

Notwithstanding any other provision of the Agreement, County's right to terminate the Agreement pursuant to Paragraphs 4.0 (Termination for Insolvency), 5.0 (Termination for Default), 6.0 (Termination for Convenience) or 7.0 (Termination for Improper Consideration), in each case, of this Exhibit, or any other termination provision under the Agreement, shall not be subject to the Dispute Resolution Procedures. The preceding sentence is intended only as a clarification of County's rights and shall not be deemed to impair any claims that Contractor may have against County or Contractor's rights to assert such claims after any such termination or such injunctive relief has been obtained.

## 3.0 CONFIDENTIALITY

3.1 Contractor shall maintain the confidentiality of all County Materials to which Contractor and/or its employees or agents have access during the course of performance of Work hereunder and all events or circumstances which occur during the course of such performance (collectively "Confidential Information"), in accordance with all applicable Data Security Guidelines, Card Rules, Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including HIPAA (as defined below), HITECH (as defined below), California Civil Code Section 1798.82 and County policies concerning information technology security and the protection of confidential records and information. Further, Contractor shall take all reasonable actions necessary or advisable to protect all Confidential Information in its possession, custody

and/or control from loss or damage by any cause, including fire, theft or other catastrophe. In addition, if requested by County Project Director, Contractor shall provide notification to all persons whose unencrypted personal information was, or is reasonably believed to have been, acquired by any unauthorized person, and the content, method and timing of such notification shall be subject to the prior approval of County Project Director.

- 3.2 Notwithstanding any provision to the contrary in the Agreement, either party may disclose information about the other party that: (a) is in lawfully in the public domain at the time of disclosure; (b) is disclosed with the prior approval of the party to which such information pertains; or (c) is required by law to be disclosed.
- 3.3 Contractor shall not reproduce, distribute or disclose to any person or entity any information identifying, characterizing or relating to any risk, threat, vulnerability, weakness or problem regarding information security or maintenance in County's computer systems, or to any safeguard, countermeasure or contingency plan, policy or procedure for data security contemplated or implemented by County.
- 3.4 With respect to any of the Confidential Information, Contractor shall: (a) not use any such Confidential Information for any purpose whatsoever other than carrying out the express terms of the Agreement; (b) promptly transmit to County all requests for disclosure of any such Confidential Information; (c) not disclose, except as otherwise specifically permitted by the Agreement, any such Confidential Information to any person or organization other than County without County's prior written authorization; and (d) at the expiration or termination of the Agreement, return all such Confidential Information as instructed under Paragraph 8.0 (Effect of Termination) of this Exhibit.
- 3.5 Contractor shall indemnify, defend, and hold harmless County Indemnitees pursuant to Paragraph 9.0 (Indemnification) of this Exhibit, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or Subcontractors, to comply with this Paragraph 3.0, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 3.5 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be



entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.

- 3.6 Contractor shall inform all of its officers, employees, agents and Subcontractors performing Work hereunder of the confidentiality provisions of the Agreement. Notwithstanding the foregoing, Contractor acknowledges and agrees that it is responsible for any breach of the obligations of confidentiality set forth herein by any person or entity to which Contractor discloses the Confidential Information or provides access to such Confidential Information by virtue of performing Work on behalf of Contractor under the Agreement.
- 3.7 Contractor shall cause each employee and non-employee performing Work hereunder to sign and adhere to the provisions of Exhibit H (Acknowledgment, Confidentiality and Assignment Agreement) to the Agreement, with such changes as are approved in writing in advance by County Project Director.
- 3.8 Contractor acknowledges that a breach by Contractor of this Paragraph 3.0 may result in irreparable injury to County that may not be adequately compensated by monetary damages, and that, in addition to County's other rights under the Agreement, at law and in equity, County shall have the right to injunctive relief to enforce the provisions of this Paragraph 3.0.

#### **4.0 TERMINATION FOR INSOLVENCY**

- 4.1 County may terminate the Agreement immediately at any time following the occurrence of any of the following:
  - 4.1.1 Contractor has ceased to pay or has admitted in writing its inability to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the United States Bankruptcy Code and whether or not Contractor is insolvent within the meaning of the United States Bankruptcy Code, provided that Contractor shall not be deemed insolvent if it has ceased in the normal course of business to pay debts that Contractor disputes in good faith;
  - 4.1.2 The filing of a voluntary or involuntary petition (which involuntary petition is not dismissed within sixty (60) days) regarding Contractor under the United States Bankruptcy Code;

- 4.1.3 The appointment of a receiver or trustee for Contractor; or
- 4.1.4 The execution by Contractor of a general assignment for the benefit of creditors other than in the course of arranging financial lines of credit.
- 4.2 The rights and remedies of County provided in this Paragraph 4.0 shall not be exclusive and are in addition to any other rights and remedies provided at law or in equity, or under the Agreement.
- 4.3 Contractor agrees that if Contractor as a debtor-in-possession, or if a trustee in bankruptcy, rejects the Agreement, County may elect to retain its rights under the Agreement, as provided under Section 365(n) of the United States Bankruptcy Code (11 U.S.C. Section 365(n)). Upon written request by County to Contractor or the trustee in bankruptcy, as applicable, Contractor or such trustee shall allow County to exercise all of its rights and benefits under the Agreement. The foregoing shall survive the termination or expiration of the Agreement for any reason whatsoever.

## **5.0 TERMINATION FOR DEFAULT**

### **5.1 EVENT OF DEFAULT**

County may, upon written notice to Contractor, terminate the whole or any part of the Agreement in any one of the following circumstances:

- 5.1.1 Contractor fails to perform or provide any Work, including System Software, Maintenance and Support Services, Hosting Services, and/or Optional Work, within the times specified in the Agreement; or
- 5.1.2 Contractor breaches or fails to perform or comply with any of the other provisions of the Agreement; or
- 5.1.3 Contractor otherwise materially breaches the Agreement,

in each case, including the applicable notice and cure periods, if any (if no cure period is specified in the Agreement, Contractor shall have ten (10) days following notice from the County Project Director specifying such breach or failure to cure prior to termination under this Paragraph 5.0, or such longer period as the County Project Director may authorize, in writing, but in no event shall the period, as extended by the County Project Director, exceed thirty (30) days), provided that nothing in this Paragraph 5.1 shall in any way limit or modify any rights of County or obligations of Contractor relating to timely performance by Contractor as otherwise set forth in the Agreement.

## 5.2 DEEMED TERMINATION FOR CONVENIENCE

If, after County has given notice of termination under the provisions of this Paragraph 5.0, it is determined by County or otherwise that Contractor was not in default under the provisions of this Paragraph 5.0, or that the default was excusable or curable under the provisions of this Paragraph 5.0 (Termination for Default), the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Paragraph 6.0 (Termination for Convenience) of this Exhibit, except that no additional notice shall be required to effect such termination.

## 5.3 COMPLETION OF WORK

Without limiting any of County's rights and remedies pursuant to the Agreement, upon the occurrence of any event giving rise to County's rights to terminate the Agreement, in whole or in part, pursuant to this Paragraph 5.0, County may, in lieu of such termination, (a) perform, or cause the performance of, any required correction, remedy and deficiency, replace any non-complying Work, or take any other such action as may be reasonably required to promptly remedy such default, and (b) debit Contractor therefor at County's direct actual cost of outside labor and materials and County's burdened rates for labor (including salary, employee benefits and reimbursement policies). Such debit shall be made against any amounts owed by County to Contractor under the Agreement. In the event County elects to proceed under this Paragraph 5.3, any Work created, modified, or repaired by or at the direction of County shall be deemed Work under the Agreement.

## 6.0 TERMINATION FOR CONVENIENCE

### 6.1 TERMINATION FOR CONVENIENCE

The Agreement may be terminated, in whole or in part from time to time, by County in its sole discretion for any reason. Termination of Work hereunder shall be effected by delivery to Contractor of a notice of termination specifying the extent to which performance of Work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than thirty (30) days after notice.

### 6.2 NO PREJUDICE; SOLE REMEDY

Nothing in this Paragraph 6.0 is deemed to prejudice any right of Contractor to make a claim against the County in accordance with the Agreement and applicable law and County procedures for payment for Work through the effective date of termination. Contractor, however, acknowledges that the rights and remedies set forth in this Paragraph 6.2 shall be the only remedy available to Contractor in the event of a termination or suspension pursuant to this Paragraph 6.0 by County.

## **7.0 TERMINATION FOR IMPROPER CONSIDERATION**

- 7.1 County may, upon notice to Contractor, immediately terminate the right of Contractor to proceed under the Agreement if it is found that consideration, in any form, was offered or given by Contractor, either directly or through an intermediary, to any County officer, employee or agent with the intent of securing the Agreement or securing favorable treatment with respect to the award, amendment or extension of the Agreement or the making of any determinations with respect to Contractor's performance pursuant to the Agreement. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.
- 7.2 Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to County Auditor-Controller's employee fraud hotline at (800) 544-6861.
- 7.3 Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

## **8.0 EFFECT OF TERMINATION**

### **8.1 REMEDIES**

In the event that County terminates the Agreement in whole or in part as provided in Paragraphs 4.0 (Termination for Insolvency), 5.0 (Termination for Default), 6.0 (Termination for Convenience) or 7.0 (Termination for Improper Consideration), in each case, of this Exhibit, then:

- 8.1.1 Contractor shall (a) stop performing Work under the Agreement on the date and to the extent specified in such notice, (b) promptly transfer and deliver to County copies of all completed Work and Work in progress in a media reasonably requested by County, (c) promptly transfer and deliver all items previously paid for by County, and (d) complete performance of such part of the Work as shall not have been terminated by such notice;

- 8.1.2 Unless County has terminated the Agreement pursuant to Paragraph 6.0 (Termination for Convenience) of this Exhibit, County shall have the right to procure, upon such terms and in such a manner as County may determine appropriate, goods, services, and other Work, similar and competitive to those so terminated, and Contractor shall be liable to County for, and shall promptly pay to County by cash payment, any and all excess costs reasonably incurred by County, as determined by County, to procure and furnish such similar goods, services, and other Work;
- 8.1.3 Contractor shall promptly return to County any and all of County's Confidential Information that relates to that portion of the Agreement or Work terminated by County, including all County records, data and other information, in a media requested by County. In doing so, Contractor shall remove all copies of such Confidential Information from its media in accordance with Paragraph 12.13 of this Exhibit;
- 8.1.4 Contractor shall tender promptly payment to County and shall continue to tender payment for the duration of any credits levied pursuant to Paragraph 10.5 (Late Delivery Credits) of the body of the Agreement and/or Attachment B.1 (Service Level Requirements) to the Statement of Work, to the extent applicable; and
- 8.1.5 Contractor and County shall continue the performance of the Agreement to the extent not otherwise terminated.

## 8.2 TRANSITION SERVICES

Contractor agrees that in the event of any full or partial termination of the Agreement for any reason, including expiration, Contractor shall fully cooperate with County in the transition by County to a new contractor toward the end that there be no interruption of the County's day-to-day operations due to the unavailability of the Work during such transition. Contractor agrees that if County terminates the Agreement in full or in part pursuant to Paragraph 6.0 (Termination for Convenience) or Paragraph 5.2 (Deemed Termination for Convenience) of this Exhibit, Contractor shall perform transition services, and shall invoice County for such transition services determined in accordance with the rates specified in Exhibit D (Price and Schedule of Payments) and agreed upon maximum amount, in accordance with a transition plan to be agreed upon, in advance, by the County Project Director and the Contractor Project Director. Contractor further agrees that in the event that County terminates the Agreement for any breach by

Contractor, Contractor shall perform transition services at no cost to County. In connection with the provision of any transition services pursuant to this Paragraph 8.2, Contractor shall provide to the County Project Director, upon the County Project Director's request, documentation that reasonably details the source and amount of the expenses Contractor purports to have incurred in the provision of such transition services.

### 8.3 REMEDIES NOT EXCLUSIVE

The rights and remedies of County set forth in this Paragraph 8.0 are not exclusive of any other rights and remedies available to County at law or in equity, or under the Agreement.

## 9.0 INDEMNIFICATION

Contractor shall indemnify, defend, and hold harmless County, its Special Districts, and their elected and appointed officers, employees, and agents (the "County Indemnitees") from and against any and all liability (alleged or actual), including damages, losses, fees, costs, and expenses (including defense costs and legal, accounting and other expert witness, consulting, attorney and other professional fees) in any way arising from, connected with, or related to Contractor's, Contractor's agents', employees', officers', directors', or shareholders' acts, errors or omissions. Notwithstanding the foregoing, in no event shall Contractor be responsible for indemnifying or defending County for claims arising solely out of the negligence of any County Indemnitee or arising from or related solely to County's employment, scheduling or personnel decisions. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 9.0 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County in writing, which approval shall not be unreasonably withheld or delayed. Contractor shall not, however, without County's prior written approval, accept any settlement, or enter a plea of guilty or nolo contendere, to any charge or claim that results in other than a monetary judgment against County Indemnitees, which monetary judgment shall not exceed Contractor's ability to pay and which shall be paid by Contractor.

## 10.0 WARRANTY AGAINST CONTINGENT FEES

10.1 Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Agreement upon any agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by Contractor for the purpose of securing business.

10.2 For breach of this warranty, County shall have the right to terminate the Agreement and, in its discretion, deduct from the Agreement price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

## **11.0 AUTHORIZATION WARRANTY**

Contractor and the person executing the Agreement on behalf of Contractor hereby represent and warrant that each of the person executing the Agreement for Contractor and each other person identified as an authorized signatory on Attachment A.2 (Contractor's Administration) to this Exhibit, is an authorized agent who has actual authority to bind Contractor to each and every term, condition, and obligation of the Agreement and that all requirements of Contractor have been fulfilled to provide such actual authority.

## **12.0 GENERAL WARRANTIES AND COVENANTS**

In addition to Contractor's representations, warranties, and covenants elsewhere in the Agreement, Contractor represents, warrants, and further covenants and agrees to the following:

12.1 (a) Contractor has the full power and authority to grant the License and all other rights granted by the Agreement to County; (b) no consent of any other person or entity is required by Contractor to grant such rights other than consents that have been obtained and are in effect; (c) County is entitled to use the System without interruption of use; (d) the Agreement and the System licensed or acquired herein, are neither subject to any liens, encumbrances, or pledges nor subordinate to any right or claim of any third party, including Contractor's creditors; (e) during the Term, Contractor shall not subordinate the Agreement or any of its rights hereunder to any third party without the prior written consent of County, and without providing in such subordination instrument for non-disturbance of County's use of the System, and any part thereof, in accordance with the Agreement; (f) there is no litigation, dispute, claim, proceeding or other action pending, or to Contractor's knowledge, threatened against Contractor or in respect of the System, that could have a material adverse effect on Contractor's business or on Contractor's ability to perform and meet in a timely fashion Contractor's obligations under the Agreement; and (g) neither the performance of the Agreement by Contractor, nor the License to, and use by, County and its users of the System in accordance with the Agreement will in any way violate any non-disclosure agreement, nor, to the Contractor's knowledge, constitute any infringement or other violation of any copyright, trade secret, trademark, service mark, patent, invention, proprietary information, moral, or other rights of any third party.

- 12.2 For each Phase, Contractor bears the full risk of loss due to total or partial destruction of all or any part of the System acquired from Contractor, as applicable, until the date of System Acceptance for such Phase.
- 12.3 Contractor shall, in the performance of all Work, strictly comply with all descriptions and representations (including, but not limited to, the Specifications, Deliverable Documentation, performance capabilities, accuracy, completeness, characteristics, specifications, configurations, standards, functions, and requirements) as set forth in the Statement of Work and elsewhere in the Agreement. Except as otherwise expressly provided in the Agreement, the System shall be free from Deficiencies.
- 12.4 All Work shall be performed in a timely and professional manner by qualified personnel.
- 12.5 All Documentation developed or provided under the Agreement shall be uniform in appearance.
- 12.6 All System components shall interface and be Compatible with each other; and the System components, when taken together, shall be capable of delivering all of the functionality as set forth in the Agreement, including System Requirements and the other Specifications.
- 12.7 Updates that are provided pursuant to Contractor's obligation to provide Maintenance and Support Services will be Compatible with the System Environment, Specified Hardware and Specified Operating Software, or Contractor will provide backward functionality to maintain such Compatibility.
- 12.8 Contractor shall not cause any unplanned interruption of the operations of, or accessibility to the System or any component of the System through any Virus, device, method or means including the use of any "virus," "lockup," "time bomb," or "key lock," "worm," device or program, or disabling code (each a "Disabling Device"), which has the potential or capability of compromising the security of County's confidential or proprietary information or of causing any unplanned interruption of the accessibility of the System or any component of the System by County or any user or which could alter, destroy, or inhibit the use of the System Software, any component of the System, or the data contained therein. Contractor represents, warrants and agrees that it has not purposely placed, nor is it aware of, any Disabling Device on any component of the System provided to County under the Agreement, nor shall Contractor knowingly permit any subsequently delivered component of the System to contain any Disabling Device.
- 12.9 Contractor shall implement practices and procedures consistent with guidance defined in International Organization for Standardization security



standard 27002, section 10.4.1, as in effect from time to time, to prevent Disabling Devices from being incorporated or introduced into any component of the System by Contractor or any third party and to detect Disabling Devices in the event preventive measures fail.

- 12.10 With respect to each Phase, Contractor shall maintain and support all System Software components licensed to County hereunder in the Version Release that is installed as of System Acceptance for such Phase for the Initial Term and the level of maintenance and support shall not degrade throughout the Initial Term.
- 12.11 Contractor shall maintain comprehensive data security procedures and practices appropriate to the nature of the Confidential Information, which shall include, but not be limited to, reasonable and appropriate technical, organizational, administrative and other security measures, to protect the Confidential Information from unauthorized access, destruction, use, modification, or disclosure. The content and implementation of the data security program and associated technical, organizational, administrative and security measures shall be fully documented in writing by Contractor, and Contractor shall provide comprehensive training on the data security program to all parties granted access to the Confidential Information. The documentation shall address control architecture, encryption and data separation procedures, access control and verification, the presence or absence of audit trails, System testing and monitoring, disaster recovery and back-up, and program responsibility, among other items.
- 12.12 Under no circumstances shall Contractor make any changes in its technical, organizational, administrative and other security measures that materially weaken any technical, organizational, administrative or other security measure in place to safeguard the Confidential Information or result in Contractor's failure to meet any of the minimum standards set forth in this Agreement.
- 12.13 Contractor agrees to permanently and securely destroy or erase such Confidential Information in accordance with the National Institute of Standards and Technology (NIST) Guidelines for Media Sanitization (Special Publication 800-88), as amended from time to time, from all computer systems and storage media from which Contractor is removing Confidential Information. Under no circumstances shall Contractor, or such entity as the case may be, use, re-use, sell, lease or otherwise transfer computer systems or storage media on which the Confidential Information has been stored for any purpose unless such Confidential Information has been permanently and securely destroyed or erased. To the extent that Contractor is disposing of any hard copies of County's Confidential Information (including following any

records retention requirements under this Agreement or applicable law), Contractor agrees to shred such copies in a manner that renders such copies unable to be recognized and/or reconstructed and not to put in trash container when Contractor disposes of such copies. All such copies to be shredded are to be placed in a locked or secure container/bin/box and labeled "shred" until they are destroyed. No such copies are to be recycled.

- 12.14 As a precondition to accepting the first credit/debit card payment over the Internet, Contractor shall submit a letter from an authorized officer of Contractor (a) certifying that Contractor or each such entity, as the case may be, is in compliance with the Data Security Guidelines and (b) providing in a manner/format to maintain Contractor's security strategy and network architecture provide detailing the status a brief synopsis in general terms that quantifies risks remediated, not-remediated, and not-applicable that articulates sustained of such compliance, including, without limitation, an identification of any security vulnerabilities as identified in connection with Contractor's most recent CISP and/or PCI Data Security Standard compliance audit and corrective action taken with respect thereto. Thereafter, no less frequently than annually and, in any event, within forty-five (45) days of the completion of any CISP and/or PCI Data Security Standard compliance audit with respect to Contractor, Contractor shall provide a letter from an authorized officer of Contractor (a) certifying that Contractor is in compliance with CISP and PCI Data Security Standard and (b) providing a brief synopsis in general terms that quantifies risks remediated, not-remediated, and not-applicable that articulates sustained compliance, as identified in connection with Contractor's most recent CISP and/or PCI Data Security Standard thereto detailing the status of such compliance, including, without limitation, an identification of any security vulnerabilities identified in connection with Contractor's most recent CISP and/or PCI Data Security Standard compliance audit and corrective action taken with respect thereto.
- 12.15 Without limiting Paragraphs 18.0 (Compliance with Applicable Law) or 49.0 (Contractor's Obligations as a "Business Associate" Under HIPAA and HITECH) of this Exhibit, Contractor shall comply with all applicable Federal, State and local laws, rules, regulations, ordinances, policies, guidelines and directives (in this Paragraph 12.0, "Laws") relating to incidents which compromise, are reasonably believed to have compromised, or may potentially compromise, the security, confidentiality and/or integrity of any Confidential Information (collectively in this Paragraph 12.0, "Security Incidents"), including without limitation, California Civil Code Section 1798.82. Under no circumstances will this Section be deemed to confer upon County responsibility for Contractor's compliance with all applicable Laws.

- 12.16 Also without limiting Paragraphs 18.0 (Compliance with Applicable Law) or 49.0 (Contractor's Obligations as a "Business Associate" Under HIPAA and HITECH) of this Exhibit, in connection with the occurrence of any Security Incident with respect to the System, Contractor shall (a) no later than forty-eight (48) hours of the occurrence of such Security Incident, provide County Project Director and DPH's Departmental Information Security Officer with written notification detailing such Security Incident, (b) investigate (with County's participation if so desired by County) such Security Incident, (c) perform a root cause analysis and prepare a corrective action plan, (d) provide written reports of its findings and proposed actions to County for its review, (e) to the extent such Security Incident is within Contractor's areas of control, remediate such Security Incident or potential Security Incident and prevent its recurrence at Contractor's sole cost and expense, (f) cooperate with County in providing any notices that County deems appropriate to affected data subjects, government agencies, credit bureaus and other entities, and (g) cooperate with County in any litigation and investigation against third parties deemed necessary by County to protect the Confidential Information. Contractor shall be solely responsible for all costs it incurs as a result of compliance with the above requirements. No later than ten (10) business days' of County Project Director's or County Project Manager's request therefor, Contractor shall make the staff responsible for compliance with the Data Security Guidelines available for a conference call with County staff to discuss each Security Incident and the response to such Security Incident, which response shall include, but not be limited to, the steps taken (a) to prevent the reoccurrence of such a Security Incident and (b) to comply with the provisions of this Section 12.0 with respect to such Security Incident.
- 12.17 Without limiting any provisions of this Agreement, Contractor shall bear: (a) the costs incurred by Contractor in complying with its legal obligations relating to such breach, and (b) in addition to any other costs, expenses, or damages for which Contractor may be liable for under this Agreement, the following costs incurred by County in responding to such breach, to the extent applicable: (i) the cost of providing notice to affected individuals, (ii) the cost of providing notice to government agencies, credit bureaus, and other required entities, (iii) the cost of providing affected individuals with credit monitoring or restoration services for a minimum of 12 months or such longer minimum period required by applicable Law, to the extent the incident could lead to a compromise of the data subject's credit or credit standing, (iv) call center support for such affected individuals for a specific period not to exceed 30 days, (v) the cost of any other measures required under applicable Law, and (vi) any other damages for which Contractor would be liable under this Agreement, including, but not limited to costs incurred by issuing banks to restore or correct the data subject's credit or credit standing.

- 12.18 At all times during which Contractor is obligated to maintain the public facing aspects of the System, Contractor's maintenance of such public facing aspects shall comply with County's privacy and security policy as it then-exists, which shall be conspicuously linked from each page of the public facing aspects of the System. County Project Director will provide Contractor with a copy of such policy prior to Production Use of the public facing aspects of the System and as such policy is updated from time to time.
- 12.19 Contractor shall assign to County to the fullest extent permitted by law or by Agreement and shall otherwise ensure that the benefits of any applicable warranty or indemnity offered by any manufacturer of any Third Party Software or other third party product or service provided hereunder shall fully extend to and be enjoyed by County.

### **13.0 INSURANCE AND PERFORMANCE SECURITY**

#### **13.1 GENERAL INSURANCE REQUIREMENTS**

Without limiting Contractor's indemnification of County Indemnitees, and in the performance of the Agreement and until all of its obligations pursuant to the Agreement have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in this Paragraph 13.0. These minimum insurance coverage terms, types and limits (in this Paragraph 13.0, "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to the Agreement. County in no way warrants that the Required Insurance is sufficient to protect Contractor for liabilities which may arise from or relate to the Agreement.

#### **13.2 EVIDENCE OF COVERAGE AND NOTICE TO COUNTY**

- 13.2.1 Certificate(s) of insurance coverage (in this Paragraph 13.0, "Certificate") satisfactory to County, and a copy of an Additional Insured endorsement confirming County Indemnitees have been given Insured status under the Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing services under the Agreement.
- 13.2.2 Renewal Certificates shall be provided to County not less than ten (10) days prior to Contractor's policy expiration dates. County reserves the right to obtain complete, certified copies of any required Contractor and/or Subcontractor insurance policies at any time.

- 13.2.3 Certificates shall identify all Required Insurance coverage types and limits specified herein, reference the Agreement by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of Contractor identified as the contracting party in the Agreement. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand (\$50,000.00) dollars, and list any County required endorsement forms.
- 13.2.4 Neither County's failure to obtain, nor County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.
- 13.2.5 Certificates and copies of any required endorsements shall be sent to:
- COPY:  
Department of Public Health  
Division of Contracts & Grants  
313 N. Figueroa  
Los Angeles CA 90012  
Attention: Patricia Gibson, Director
- ORIGINAL:  
County Project Director at the address indicated on Attachment A.1 (County's Administration)
- 13.2.6 Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its Subcontractors which arises from or relates to the Agreement, and could result in the filing of a claim or lawsuit against Contractor and/or County.

### 13.3 ADDITIONAL INSURED STATUS AND SCOPE OF COVERAGE

The County Indemnitees shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County Indemnitees additional insured status shall apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also shall apply to the County Indemnitees as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

13.4 CANCELLATION OF INSURANCE

Except in the case of cancellation for non-payment of premium, Contractor's insurance policies shall provide, and Certificates shall specify, that County shall receive not less than thirty (30) days advance written notice by mail of any cancellation of the Required Insurance. Ten (10) days prior notice may be given to County in event of cancellation for non-payment of premium.

13.5 INSURER FINANCIAL RATINGS

Coverage shall be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

13.6 CONTRACTOR'S INSURANCE SHALL BE PRIMARY

Contractor's insurance policies, with respect to any claims related to the Agreement, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

13.7 WAIVERS OF SUBROGATION

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to the Agreement. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

13.8 SUBCONTRACTOR INSURANCE COVERAGE REQUIREMENTS

Contractor shall include all Subcontractors as insureds under Contractor's own policies, or shall provide County with each Subcontractor's separate

evidence of insurance coverage. Contractor shall be responsible for verifying each Subcontractor complies with the Required Insurance provisions herein, and shall require that each Subcontractor name the County and Contractor as additional insureds on the Subcontractor's General Liability policy. Contractor shall obtain County's prior review and approval of any Subcontractor request for modification of the Required Insurance.

### 13.9 DEDUCTIBLES AND SELF-INSURED RETENTIONS (SIRS)

Contractor's policies shall not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the County, or to provide a bond guaranteeing Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

### 13.10 CLAIMS MADE COVERAGE

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of the Agreement. Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following Agreement expiration, termination or cancellation.

### 13.11 APPLICATION OF EXCESS LIABILITY COVERAGE

Contractors may use a combination of primary, and excess insurance policies which provide coverage as broad as ("follow form" over) the underlying primary policies, to satisfy the Required Insurance provisions.

### 13.12 SEPARATION OF INSUREDS

All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

### 13.13 ALTERNATIVE RISK FINANCING PROGRAMS

The County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required Insurance provisions. The County Indemnitees shall be designated as an Additional Covered Party under any approved program.

13.14 COUNTY REVIEW AND APPROVAL OF INSURANCE REQUIREMENTS

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County’s determination of changes in risk exposures.

13.15 INSURANCE COVERAGE

13.15.1 Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County Indemniteses as an additional insured, with limits of not less than:

General Aggregate:	\$4 million
Products/Completed Operations Aggregate:	\$2 million
Personal and Advertising Injury:	\$2 million
Each Occurrence:	\$2 million

13.15.2 Automobile Liability insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor’s use of autos pursuant to the Agreement, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

13.15.3 Insurance covering Contractor’s professional liability/errors and omissions arising from or related to the Agreement, with limits of not less than \$1 million per claim and \$3 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following the Agreement’s expiration, termination or cancellation

13.15.4 Workers Compensation and Employers’ Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers’ Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor’s operations, coverage also shall be arranged to satisfy the requirements of any federal workers



or workmen's compensation law or any federal occupational disease law.

#### **13.16 PERFORMANCE SECURITY REQUIREMENTS**

County reserves the right to require performance security (e.g. performance bond, irrevocable letter of credit, etc.) in a form and amount satisfactory to County. County Project Director has the authority to approve the form and amount of performance security on behalf of County.

#### **13.17 FAILURE TO PROCURE AND MAINTAIN INSURANCE AND PERFORMANCE SECURITY**

Failure on the part of Contractor to procure and maintain the Required Insurance or performance security, or to provide evidence of insurance coverage acceptable to County, shall constitute a material breach of the Agreement, upon which County may either (i) terminate the Agreement pursuant to Paragraph 5.0 (Termination for Default) of this Exhibit and seek all remedies pursuant to Paragraph 8.0 (Effect of Termination) of this Exhibit, or (ii) purchase such required insurance coverage or performance security and debit Contractor pursuant to Paragraph 5.3 (Completion of Work) of this Exhibit.

### **14.0 INTELLECTUAL PROPERTY INDEMNIFICATION**

14.1 Contractor shall indemnify, defend, and hold harmless County Indemnitees pursuant to Paragraph 9.0 (Indemnification) of this Exhibit, from and against any and all liability (alleged or actual), including damages, losses, costs, fees and other expenses (including reasonable defense costs and legal, accounting and other expert, consulting or professional fees), for or by reason of any actual or alleged infringement of any patent, copyright, trademark, or other proprietary rights of any third party, or any actual or alleged trade secret disclosure or misappropriation, arising from or related to the System or the operation and utilization of the Work under the Agreement (collectively referred to in this Paragraph 14.0 as "Infringement Claims").

14.2 Without limiting the foregoing, in the event County Project Director becomes aware that ongoing use of the System, or any part of it, is the subject of any Infringement Claim that might preclude or impair County's use of the System or any component of the System (e.g., injunctive relief), or that County's continued use of the System or any part of it may subject it to punitive damages or statutory penalties or other costs or expenses, County shall give notice to Contractor of such facts. Upon notice of such facts, Contractor shall, at no cost to County, either (a) procure the right, by license or otherwise, for County to continue to use the affected portion of the System, to

the same extent as granted by the License, or (b) to the extent Contractor is unable to procure such right, replace or modify the affected portion of the System with product of equivalent quality and performance capabilities, in County's reasonable determination, to become non-infringing, non-misappropriating and non-disclosing.

- 14.3 If Contractor fails to complete the remedial acts set forth above within sixty (60) days of the date of the notice from County or if completion of such measures is not possible despite Contractor's commercially reasonable best efforts within such sixty (60) day period and County has not approved in writing (such approval not to be unreasonably withheld) Contractor's plan of completing such remediation, then, in either instance, County shall have the right, without limiting any other rights or remedies that County may have under the Agreement or at law or equity, to take such remedial acts it determines to be reasonable to mitigate any impairment of its use of the System. Contractor shall indemnify and hold County harmless for all amounts paid and all direct and indirect costs associated with such remedial acts by County.

## **15.0 PROPRIETARY CONSIDERATIONS**

### **15.1 COUNTY MATERIALS**

Contractor and County agree that all (a) County records, data and other information, including records, data and other information that may (i) from time to time be collected, transmitted and/or stored by the System or (ii) pertain to any person or entity using the public facing aspects of the System, and (b) materials, plans, reports, project schedules, project plans, Project Control Document, documentation and training materials developed by or solely for County, departmental procedures and processes, algorithms and any other information provided by County or specifically provided by Contractor for County pursuant to this Agreement (excluding the System Software and related Documentation), and all copyrights, patent rights, trade secret rights and other proprietary rights therein (collectively "County Materials") shall be the sole property of County. Contractor hereby assigns and transfers to County all of Contractor's right, title, and interest in and to all such County Materials, provided that notwithstanding such County ownership, Contractor may retain possession of all working papers prepared by Contractor. During and for a minimum of five (5) years subsequent to the Term, Contractor shall retain any and all such working papers. County shall have the right to inspect any and all such working papers, make copies thereof, and use the working papers and the information contained therein.

### **15.2 TRANSFER TO COUNTY**

Upon request of County, Contractor shall execute all documents requested by County and shall perform all other reasonable acts requested by County to assign and transfer to, and vest in, County all Contractor's right, title and interest in and to the County Materials, including, but not limited to, all copyright, patent and trade secret rights. County shall have the right to register all copyrights and patents in the name of County of Los Angeles. All material expense of effecting such assignment and transfer of rights shall be borne by County. Further, County shall have the right to assign, license or otherwise transfer any and all County's right, title and interest, including, but not limited to, copyrights and patents, in and to the County Materials.

### 15.3 PROPRIETARY AND CONFIDENTIAL

Any and all materials which are developed or were originally acquired by Contractor outside the scope of this Agreement, which Contractor desires to use hereunder, and which Contractor considers to be proprietary or confidential, must be specifically identified by Contractor to County Project Director as proprietary or confidential, and shall be plainly and prominently marked by Contractor as "PROPRIETARY" or "CONFIDENTIAL", if applicable. Notwithstanding any other provision of this Agreement, County shall not be obligated in any way under this Agreement for:

- (a) Any disclosure of any materials which County is required to make under the California Public Records Act or otherwise by law; and
- (b) Any Contractor's proprietary and/or confidential materials not plainly and prominently marked with restrictive legends.

In the event County is required to defend an action on a California Public Records Act request for any of the aforementioned documents marked "trade secret", "confidential", or "proprietary", Contractor agrees to defend and indemnify County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the California Public Records Act.

### 16.0 FORCE MAJEURE

Except with respect to defaults of any Subcontractors, Contractor shall not be liable for any such excess costs, if its failure to perform the Agreement arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by Contractor or any of Contractor's Subcontractors), freight embargoes, or other similar acts to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of Contractor. If the failure to perform is caused by the default of a

Subcontractor, and if such default arises out of causes beyond the control of both Contractor and Subcontractor, and without any fault or negligence of either of them, Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. Contractor agrees to use commercially reasonable best efforts to obtain such goods or services from other sources, and to mitigate the damages and reduce the delay caused by any of the above mentioned force majeure events. As used in this Paragraph 16.0, the term "Subcontractor" and "Subcontractors" mean Subcontractors at any tier.

## **17.0 CONTRACTOR RESPONSIBILITY AND DEBARMENT**

- 17.1 A responsible contractor is a contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the Agreement. It is the County's policy to conduct business only with responsible contractors.
- 17.2 Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if County acquires information concerning the performance of Contractor on this or other contracts which indicates that Contractor is not responsible, County may, in addition to other remedies provided in the Agreement, debar Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which will not exceed five (5) years, but may exceed five (5) years or be permanent if warranted by the circumstances, and terminate any or all existing contracts Contractor may have with County.
- 17.3 County may debar a Contractor if the Board finds, in its discretion, that Contractor has done any of the following: (a) violated a term of a contract, including the Agreement, with County or a nonprofit corporation created by County, (b) committed an act or omission which negatively reflects on Contractor's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same, (c) committed an act or offense which indicated a lack of business integrity or business honesty, or (d) made or submitted a false claim against County or any other public entity.
- 17.4 If there is evidence that Contractor may be subject to debarment, DPH will notify Contractor in writing of the evidence which is the basis for the proposed debarment and will advise Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

- 17.5 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Contractor should be debarred, and, if so, the appropriate length of time of the debarment. Contractor and DPH shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.
- 17.6 After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board. The Board shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 17.7 If a Contractor has been debarred for a period longer than five (5) years, that Contractor may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of County.
- 17.8 The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
- 17.9 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board. The Board shall have

the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

17.10 These terms shall also apply to Subcontractors of County contractors.

17.11 A listing of Contractors that are currently on the Debarment List for Los Angeles County may be found at the following website: [http://lacounty.info/doing\\_business/DebarmentList.htm](http://lacounty.info/doing_business/DebarmentList.htm).

## **18.0 COMPLIANCE WITH APPLICABLE LAW**

18.1 In the performance of the Agreement, Contractor shall comply with all applicable Data Security Guidelines, Card Rules, Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in the Agreement are hereby incorporated herein by reference.

18.2 Contractor shall indemnify, defend, and hold harmless County Indemnitees pursuant to Paragraph 9.0 (Indemnification) of this Exhibit, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or Subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 18.2 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

## **19.0 FAIR LABOR STANDARDS**

Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act, and shall indemnify, defend, and hold harmless County Indemnitees pursuant to Paragraph 9.0 (Indemnification) of this Exhibit, from any and all liability (actual or alleged), including damages, losses, wages, overtime

pay, liquidated damages, penalties, court costs, fees and other expenses (including attorneys' fees) arising under any wage and hour law, including the Federal Fair Labor Standards Act for Work performed by Contractor's employees.

## **20.0 NONDISCRIMINATION, AFFIRMATIVE ACTION AND ASSURANCES**

Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and will be treated equally as required by applicable laws and regulations without regard to or because of race, color, religion, ancestry, national origin, sex, age, or physical or mental handicap, in compliance with all applicable Federal and State anti-discrimination laws and regulations.

- 20.1 Contractor shall certify to, and comply with, the provisions of Contractor's EEO certification, attached as Exhibit G (Contractor's EEO Certification) to the Agreement.
- 20.2 Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, or physical or mental handicap, in compliance with all applicable Federal and State anti discrimination laws and regulations. Such action shall include: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 20.3 Contractor certifies and agrees that it will deal with its bidders, or vendors as required by applicable laws and regulations without regard to or because of race, color, religion, ancestry, national origin, sex, age, or physical or mental handicap.
- 20.4 Contractor certifies and agrees that it, its affiliates, subsidiaries or holding companies, shall comply with all applicable Federal and State laws and regulations, including:
  - 20.4.1 Title VII, Civil Rights Act of 1964;
  - 20.4.2 Section 504, Rehabilitation Act of 1973;
  - 20.4.3 Age Discrimination Act of 1975;
  - 20.4.4 Title IX, Education Amendments of 1973, as applicable; and
  - 20.4.5 Title 43, part 17, Code of Federal Regulations, subparts a & b;

And that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, or physical or mental handicap, be unlawfully excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Agreement, or under any project, program, or activity supported by the Agreement.

- 20.5 Contractor shall, with reasonable notice and during regular business hours, allow County representatives access to Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 20.0 when so requested by County; provided that County's access to such employment records of Contractor shall be limited to access that does not constitute an unlawful invasion of the privacy rights of any such employee. If County finds that any of the provisions of this Paragraph 20.0 have been violated, such violation shall, at the election of County, constitute a material breach of the Agreement upon which County may immediately terminate the Agreement. While County reserves the right to determine independently that the anti-discrimination provisions of the Agreement have been violated, in addition, a determination by the California Fair Employment Practices Commission or the Federal Equal Employment Opportunity Commission that Contractor has violated State or Federal anti-discrimination laws or regulations such determination shall constitute a finding by County that Contractor has violated the anti-discrimination provisions of the Agreement. All determinations of violations made pursuant to this Paragraph 20.5 shall be appealable by Contractor in accordance with applicable laws and regulations, and separately pursuant to the Dispute Resolution Procedures.
- 20.6 The parties agree that if Contractor violates the anti-discrimination provisions of the Agreement, County shall, at its option, be entitled to the sum of five hundred dollars (\$500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating the Agreement.

## **21.0 EMPLOYMENT ELIGIBILITY VERIFICATION**

- 21.1 Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing Work under the Agreement meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. Contractor shall obtain, from all employees performing Work hereunder, all verification and other documentation of employment eligibility status required by Federal statutes and regulations as they currently exist and as they may be hereafter amended. Contractor shall retain all such documentation for the period prescribed by law.



21.2 Contractor shall indemnify, defend, and hold harmless County Indemnitees pursuant to Paragraph 9.0 (Indemnification) of this Exhibit, from and against any and all liability (alleged or actual), including damages, losses, fees, costs, and expenses (including defense costs and legal, accounting and other expert witness, consulting or professional fees) arising out of or in connection with any employer sanctions and any other liability which may be assessed against Contractor or County in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing Work hereunder.

## **22.0 HIRING OF EMPLOYEES**

22.1 Contractor and County agree that, during the Term and for a period of one (1) year thereafter, except with the prior written consent of the other party, neither party shall in any way intentionally induce or solicit any Project Director, Project Manager or other employee, of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

22.2 Notwithstanding the foregoing, County shall be entitled to make offers of employment to employees of Contractor necessary or desirable to perform Work described in the Agreement, in the event that: (a) County has the right to terminate the Agreement pursuant to Paragraph 4.0 (Termination for Insolvency) of this Exhibit, (b) the Agreement is terminated by County due to Contractor's default pursuant to Paragraph 5.0 (Termination for Default) of this Exhibit, (c) without resolution acceptable to both parties, Contractor and County have followed the Dispute Resolution Procedures, or (d) Contractor either announces the withdrawal of support of, or otherwise no longer provides services County deems essential to, the ongoing support of the Work as applicable.

## **23.0 CONFLICT OF INTEREST**

23.1 No County employee whose position with County enables such employee to influence the award of the Agreement or any competing agreement, and no spouse or economic dependent of such employee, shall be employed in any capacity by Contractor or have any other direct or indirect financial interest in the Agreement. No officer or employee of Contractor, who may financially benefit from the performance of Work hereunder, shall in any way participate in County's approval, or ongoing evaluation, of such Work, or in any way attempt to unlawfully influence County's approval or ongoing evaluation of such Work.

23.2 Contractor shall comply with all conflict of interest laws, ordinances and regulations now in effect or hereafter to be enacted during the Term.

Contractor warrants that it is not now aware of any facts that do or could create a conflict of interest. If Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to County. Full written disclosure shall include identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this Paragraph shall be a material breach of the Agreement.

## **24.0 RE-SOLICITATION OF BIDS, PROPOSALS OR INFORMATION**

24.1 Contractor acknowledges that, prior to the expiration or earlier termination of the Agreement, County, in its discretion, may exercise its right to invite bids, request information, or request proposals for the continued provision of the goods and services delivered or contemplated under the Agreement. County shall make the determination to re-solicit bids, request information, or request proposals in accordance with applicable County policies.

24.2 Contractor acknowledges that County, in its discretion, may enter into a contract for the future provision of goods and services, based upon the bids, information, or proposals received, with a provider or providers other than Contractor. Further, Contractor acknowledges that it obtains no greater right to be selected through any future invitation for bids, request for information, or request for proposals by virtue of its present status as Contractor.

## **25.0 RESTRICTIONS ON LOBBYING**

Contractor, and each County lobbyist or County lobbying firm as defined in County Code Section 2.160.010 retained by Contractor, shall fully comply with the County Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of Contractor or any County lobbyist or County lobbying firm retained by Contractor to fully comply with County Lobbyist Ordinance shall constitute a material breach of the Agreement upon which County may immediately terminate or suspend the Agreement.

## **26.0 CONSIDERATION OF HIRING GAIN/GROW PROGRAM PARTICIPANTS**

Should Contractor require additional or replacement personnel after the effective date of the Agreement to perform the services set forth herein, Contractor shall give reasonable consideration for any such employment openings to participants in County's Department of Public Social Services' greater avenues for independence (in this Paragraph 26.0, "GAIN") or general relief opportunity for work (in this Paragraph 26.0, "GROW") programs who meet Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that Contractor will interview qualified candidates. County will refer GAIN/GROW participants by job category to Contractor. In the event that both laid-off County employees and

GAIN/GROW participants are available for hiring, the County employees shall be given the first opportunity.

**27.0 STAFF PERFORMANCE WHILE UNDER THE INFLUENCE**

Subject to all applicable laws and regulations, Contractor shall use reasonable efforts to ensure that no employee will perform services hereunder while under the influence of any alcoholic beverage, medication, narcotic, or other substance, which might reasonably, or have been observed to, impair such person's physical or mental performance.

**28.0 CONTRACTOR PERFORMANCE DURING CIVIL UNREST**

Contractor recognizes that County provides services essential to the residents of the communities it serves, and that these services are of particular importance at the time of a riot, insurrection, civil unrest, natural disaster or similar event. Notwithstanding any other provision of this Exhibit or the Agreement, full performance by Contractor during any riot, insurrection, civil unrest, natural disaster or similar event is not excused if such performance remains physically possible without related danger to Contractor's employees or suppliers. During any such event in which the health or safety of any of Contractor's staff members would be endangered by performing their services on-site, such staff members may perform any or all of their services remotely. Failure to comply with this requirement shall be considered a material breach of the Agreement by Contractor, for which County may immediately terminate the Agreement.

**29.0 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM**

29.1 Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from the County through Contract are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

29.2 As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under the Agreement to comply with all applicable provisions of law, the Contractor warrants that it is now in compliance and shall during Term maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child,

Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

29.3 Failure of Contractor to maintain compliance with the requirements set forth in this Paragraph 29.0, shall constitute default under the Agreement. Without limiting the rights and remedies available to County under any other provision of the Agreement, failure of Contractor to cure such default within ninety (90) calendar days of written notice shall be grounds upon which County may terminate the Agreement pursuant to Paragraph 5.0 (Termination for Default) of this Exhibit and pursue debarment of the Contractor, pursuant to County Code Chapter 2.202.

### **30.0 RECYCLED-CONTENT PAPER**

Consistent with the Board's policy to reduce the amount of solid waste deposited at County landfills, Contractor agrees to use recycled-content paper to the maximum extent possible in Contractor's provision of Work pursuant to the Agreement.

### **31.0 COMPLIANCE WITH JURY SERVICE PROGRAM**

#### **31.1 JURY SERVICE PROGRAM**

The Agreement is subject to the provisions of County's ordinance entitled Contractor Employee Jury Service (in this Paragraph 31.0 "Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the County Code, a copy of which is attached as Exhibit K (Jury Service Ordinance) to the Agreement and incorporated by reference into and made a part of the Agreement.

#### **31.2 WRITTEN EMPLOYEE JURY SERVICE POLICY**

31.2.1 Unless Contractor has demonstrated to County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), Contractor shall have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employees' regular pay the fees received for jury service.

31.2.2 For purposes of this Paragraph 31.0, "Contractor" means a person, partnership, corporation or other entity which has a contract with

County or a subcontract with a County contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full time employee of Contractor. "Full time" means 40 hours or more worked per week, or a lesser number of hours if: (a) the lesser number is a recognized industry standard as determined by County, or (b) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any Subcontractor to perform services for County under the Agreement, the Subcontractor shall also be subject to the provisions of this Paragraph 31.0. The provisions of this Paragraph 31.0 shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.

31.2.3 If Contractor is not required to comply with the Jury Service Program when the Agreement commences, Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor shall immediately notify County if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. County may also require, at any time during the Term and at its sole discretion, that Contractor demonstrate to County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" or that Contractor continues to qualify for an exception to the Jury Service Program.

31.2.4 Contractor's violation of this Paragraph 31.0 may constitute a material breach of the Agreement. In the event of such material breach, County may, in its sole discretion, terminate the Agreement or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

## **32.0 BACKGROUND AND SECURITY INVESTIGATIONS**

32.1 At any time prior to or during the Term, County may require, at Contractor's cost and expense, all Contractor staff, Subcontractors and agents of Contractor performing Work under the Agreement undergo and pass, to the

satisfaction of County, a background investigation as a condition of beginning and continuing Work under the Agreement. County shall use its discretion in determining the method of background investigation to be used, up to and including a County-performed fingerprint security clearance.

- 32.2 If any of Contractor's staff, Subcontractors or agents do not pass the background clearance investigation, County may require that the individual immediately be removed from performing Work at any time during the Term. County will not provide to Contractor or to the individual any information obtained through the County's background investigation.
- 32.3 County may immediately deny or terminate facility access to Contractor's staff, Subcontractors or agents who do not pass such investigation(s) to the satisfaction of County, or whose background or conduct is incompatible with County facility access, at the sole discretion of County.
- 32.4 Disqualification, if any, of Contractor staff, Subcontractors or agents pursuant to this Paragraph 32.0 shall not relieve Contractor of its obligations to complete all Work in accordance with the terms and conditions of the Agreement.

### **33.0 ACCESS TO COUNTY FACILITIES**

Contractor, its employees, Subcontractors and agents will be granted access to County facilities, subject to Contractor's prior notification to the County Project Director, for the purpose of executing Contractor's obligations hereunder. Contractor shall have no tenancy, or any other property or other rights in County facilities. While present at County facilities, Contractor, its employees, Subcontractors and agents shall be accompanied by County personnel at all times, unless this requirement is waived in writing prior to such event by the County Project Director.

### **34.0 COUNTY FACILITY OFFICE SPACE**

In order for Contractor to perform services hereunder and only for the performance of such services, County may elect, subject to County's standard administrative and security requirements, to provide Contractor with office space and equipment, as determined at the discretion of the County Project Director, at County facilities, on a non-exclusive use basis. County shall also provide Contractor with reasonable telephone service and network connections in such office space for use only for purposes of the Agreement. County disclaims any and all responsibility for the loss, theft or damage of any property or material left at such County office space by Contractor.

### **35.0 DAMAGE TO COUNTY FACILITIES, BUILDINGS, OR GROUNDS**

- 35.1 Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings or grounds caused by Contractor or employees or agents of Contractor. Such repairs shall be made promptly after Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.
- 35.2 If Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by County, for such repairs shall be repaid by Contractor by cash payment upon demand, or without limitation of all County's other rights and remedies provided at law or equity, or under the Agreement, County may deduct such costs from any amounts due to Contractor from County under the Agreement.

### **36.0 PHYSICAL ALTERATIONS**

Contractor shall not in any way physically alter or improve any County facility without the prior written approval of the County Project Director and County's Director of Internal Services, in their discretion.

### **37.0 FEDERAL EARNED INCOME TAX CREDIT**

Contractor shall notify its employees, and shall require each Subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the Federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice 1015.

### **38.0 ASSIGNMENT BY CONTRACTOR**

- 38.1 Contractor shall not assign its rights or delegate its duties under the Agreement, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this Paragraph 38.0, County consent shall require a written Amendment to the Agreement, which is formally approved and executed by the parties in accordance with Paragraph 6.0 (Change Notices and Amendments) of the body of the Agreement. Any payments by County to any approved delegate or assignee on any claim under the Agreement shall be deductible, at County's sole discretion, against the claims which Contractor may have against County.
- 38.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person, corporation, partnership, or legal entity

other than the majority controlling interest therein at the time of execution of the Agreement, such disposition is an assignment requiring the prior written consent of County in accordance with Paragraph 38.1 of this Exhibit.

- 38.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Agreement which may result in the termination of the Agreement. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

### **39.0 INDEPENDENT CONTRACTOR STATUS**

- 39.1 The Agreement is by and between County and Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between County and Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever. Contractor shall function as, and in all respects is, an independent Contractor.
- 39.2 County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of Contractor.
- 39.3 Contractor understands and agrees that all persons performing Work pursuant to the Agreement are, for purposes of workers' compensation liability, the sole employees of Contractor and not employees of County. County shall have no obligation to furnish, or liability for, workers' compensation benefits to any person as a result of any injuries arising from or connected with any Work performed by or on behalf of Contractor pursuant to the Agreement.

### **40.0 RECORDS AND AUDITS**

- 40.1 Contractor shall maintain accurate and complete financial records of its activities and operations relating to the Agreement, including any termination hereof, in accordance with generally accepted accounting principles. Contractor shall also maintain accurate and complete employment and other records relating to its performance of the Agreement. Contractor agrees that County, or its authorized representatives, shall, with reasonable notice and



during regular business hours, have access to and the right to examine, audit, excerpt, copy or transcribe any pertinent transaction, activity, or records of Contractor relating to the Agreement. All such material, including all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, shall be kept and maintained by Contractor and shall be made available to County during the Term and for a period of five (5) years thereafter, unless County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then at Contractor's option, Contractor shall either (i) provide County with access to such material at a mutually agreed upon location inside Los Angeles County, or (ii) pay County for travel, per diem, and other costs and expenses incurred by County to examine, audit, excerpt, copy or transcribe such material at such outside location.

- 40.2 If an audit is conducted of Contractor specifically regarding the Agreement by any Federal or State auditor, or by an auditor or accountant employed by Contractor or otherwise, then Contractor shall file a copy of such audit report with County's Auditor Controller and the County Project Director within thirty (30) days of Contractor's receipt thereof, unless otherwise provided by applicable federal or state law or under the Agreement. If any such audit report is confidential and Contractor desires County to treat it as such, then Contractor shall mark such audit report in accordance with Paragraph 15.3 (Proprietary and Confidential).
- 40.3 If, at any time during or after the Term, representatives of County conduct an audit of Contractor, as and to the extent permitted hereunder, regarding the Work performed under the Agreement, the results of such audit, including any final determination in respect of an underpayment or overpayment, if any by County under the Agreement, shall be provided in writing to Contractor. Contractor shall have thirty (30) days to review the findings contained in such audit and notify County of any objection to the same. Such notice must include, in reasonable detail, the basis for Contractor's objection and any supporting documentation and analysis for Contractor's objection. If the parties cannot agree, within fifteen (15) days of receipt of Contractor's objection to the findings contained in County's audit, on the amount of underpayment or overpayment, if any, by County to Contractor hereunder, then either party may submit such matter to the Dispute Resolution Procedures, provided such matter shall be submitted initially, directly to the County Project Director and the Contractor Project Director. If Contractor fails to notify County of any objection it has to the findings of County's audit within the thirty (30) day period set forth above, Contractor waives any right

to object to the findings of such audit, including any determination of overpayment by County. If such audit, whether initially following a waiver by Contractor of its right of objection or upon final determination pursuant to the Dispute Resolution Procedures, finds that County's dollar liability for any such Work is less than payments made by County to Contractor, then the difference, together with County's reasonable costs of audit, shall be either repaid by Contractor to County by cash payment upon demand or, at the discretion of the County Project Director, deducted from any amounts due to Contractor from County. If such audit finds that County's dollar liability for such Work is more than the payments made by County to Contractor, then the difference shall be paid to Contractor by County, but in no event shall County's payments to Contractor exceed the Maximum Contract Sum.

40.4 Commencing with respect to Contractor's first fiscal year following the Effective Date, and for each of Contractor's fiscal year thereafter during the Term, Contractor shall have an auditor (a) perform a Type 2 audit of Contractor's operations as defined in, and in accordance with, Statement on Auditing Standards (SAS) No. 70, Service Organizations, as amended, and (b) prepare an audit report in respect of such audit. Contractor shall provide County a copy of each audit report in no event later than forty-five (45) days of the auditor's delivery of such audit report to Contractor. If any such audit report is confidential and Contractor desires County to treat it as such, then Contractor shall mark such audit report in accordance with Paragraph 15.3 (Proprietary and Confidential).

40.5 Failure on the part of Contractor to comply with any of the provisions of this Paragraph 40.0 shall constitute a material breach upon which County may terminate or suspend the Agreement.

**41.0 LICENSES, PERMITS, REGISTRATIONS, ACCREDITATION, AND CERTIFICATES**

Contractor shall obtain and maintain in effect during the Term all licenses, permits, registrations, accreditation, and certificates required by all Federal, State, and local laws, ordinances, rules, and regulations, which are applicable to the Work under the Agreement. Contractor shall further ensure that all of its officers, employees and agents who perform Work hereunder, shall obtain and maintain in effect during the Term all licenses, permits, registrations, accreditation, and certificates which are applicable to their performance hereunder. If and to the extent requested by County, Contractor shall provide copy of each such license, permit, registration, accreditation, and certificate to:

ORIGINAL:  
Department of Public Health

Division of Contracts & Grants  
313 N. Figueroa  
Los Angeles CA 90012  
Attention: Patricia Gibson, Director

COPY:

County Project Director at the address indicated on Attachment A.1  
(County's Administration)

**42.0 NO THIRD PARTY BENEFICIARIES**

Notwithstanding any other provision of the Agreement, Contractor and County do not in any way intend that any person or entity shall acquire any rights as a third party beneficiary of the Agreement, except that this Paragraph 42.0 shall not be construed to diminish Contractor's indemnification obligations hereunder.

**43.0 TIME IS OF THE ESSENCE**

Time is of the essence under this Agreement.

**44.0 MOST FAVORED PUBLIC ENTITY**

If Contractor's prices decline, or should Contractor, at any time during the Term, provide the same goods or substantially similar services under similar quantity, delivery, and other applicable terms and conditions to the State of California or any county, municipality, public agency, or district within California at prices below those set forth in the Agreement, then such lower prices shall be extended immediately to County.

**45.0 COUNTY'S QUALITY ASSURANCE PLAN AND CONTRACTOR PERFORMANCE HISTORY DATABASES**

45.1 County or its agent will evaluate Contractor's performance under the Agreement on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with the terms and performance standards of the Agreement. Contractor deficiencies which County determines are severe or continuing and that may place performance of the Agreement in jeopardy if not corrected will be reported to the Board. The report will include improvement and corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the Agreement or impose other penalties as specified in the Agreement.

45.2 County maintains databases that track/monitor contractor performance history. Information entered into such databases may be used for a variety of

purposes, including determining whether County will exercise a contract term extension option.

**46.0 CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFF/ ON RE-EMPLOYMENT LIST**

Should Contractor require additional or replacement personnel after the effective date of the Agreement to perform the Work hereunder, Contractor shall give consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the Term.

**47.0 CONTRACTOR TO NOTIFY COUNTY WHEN IT HAS REACHED 75% OF MAXIMUM CONTRACT SUM**

Contractor shall maintain a system of record keeping that will allow Contractor to determine when it has incurred seventy-five percent (75%) of the Maximum Contract Sum. Upon occurrence of this event, Contractor shall send written notification to the County Project Director and the County Project Manager.

**48.0 NO PAYMENT FOR SERVICES PROVIDED FOLLOWING EXPIRATION OR TERMINATION OF CONTRACT**

Contractor shall have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any Work performed or provided by Contractor under the Agreement after the expiration or other termination of the Agreement. Should Contractor receive any such payment, it shall immediately notify County and shall immediately repay all such funds to County. Payment by County for Work performed or provided after expiration or termination of the Agreement shall not constitute a waiver of County's right to recover such payment from Contractor. This provision shall survive the expiration or other termination of the Agreement.

**49.0 CONTRACTOR'S OBLIGATIONS AS A "BUSINESS ASSOCIATE" UNDER HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA) AND THE HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT (HITECH)**

County is subject to the Administrative Simplification requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Under this Agreement, Contractor provides services to County and Contractor receives, has access to, and/or creates Protected Health Information as defined in Exhibit E (Contractor's Obligations As a "Business Associate" Under Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information

Technology for Economic and Clinical Health Act (HITECH)) in order to provide those services. County and Contractor therefore agree to the terms of Exhibit E.

## **50.0 SAFELY SURRENDERED BABY LAW**

### **50.1 NOTICE TO EMPLOYEES**

Contractor shall notify and provide to its employees, and shall require each Subcontractor performing Work under the Agreement to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Exhibit J (Safely Surrendered Baby Law) to the Agreement and is also available on the Internet at [www.babysafela.org](http://www.babysafela.org) for printing purposes.

### **50.2 CONTRACTOR'S ACKNOWLEDGEMENT OF COUNTY'S COMMITMENT TO THE SAFELY SURRENDERED BABY LAW**

Contractor acknowledges that County places a high priority on the implementation of the Safely Surrendered Baby Law. Contractor understands that it is County's policy to encourage all County Contractors to voluntarily post County's "Safely Surrendered Baby Law" poster in a prominent position at Contractor's place of business. Contractor will also encourage its Subcontractors, if any, to post this poster in a prominent position in the Subcontractor's place of business. County's Department of Children and Family Services will supply Contractor with the poster to be used. Information on how to receive the poster can be found on the Internet at [www.babysafela.org](http://www.babysafela.org).

## **51.0 LOCAL SMALL BUSINESS ENTERPRISE (SBE) PREFERENCE PROGRAM**

51.1 The Agreement is subject to the provisions of County's ordinance entitled Local Small Business Enterprise Preference Program, as codified in Chapter 2.204 of the County Code.

51.2 Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Local Small Business Enterprise.

51.3 Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Local Small Business Enterprise.

- 51.4 If Contractor has obtained certification as a Local Small Business Enterprise by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded the Agreement to which it would not otherwise have been entitled, shall:
- (a) Pay to County any difference between the contract amount and what the County's costs would have been if the Agreement had been properly awarded;
  - (b) In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10 percent (10%) of the amount of the Agreement; and
  - (c) Be subject to the provisions of Chapter 2.202 of the County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the state and County's Office of Affirmative Action Compliance of this information prior to responding to a solicitation or accepting a contract award.

## **52.0 TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM**

- 52.1 The Agreement is subject to the provisions of the County's ordinance entitled Transitional Job Opportunities Preference Program, as codified in Chapter 2.205 of the County Code.
- 52.2 Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Transitional Job Opportunity vendor.
- 52.3 Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Transitional Job Opportunity vendor.
- 52.4 If Contractor has obtained County certification as a Transitional Job Opportunity vendor by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or

should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, shall:

- (a) Pay to the County any difference between the contract amount and what the County's costs would have been if the contract had been properly awarded;
- (b) In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10 percent (10%) of the amount of the contract; and
- (c) Be subjected to the provisions of Chapter 2.202 of the County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any entity that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the certifying department of this information prior to responding to a solicitation or accepting a contract award.

### **53.0 NOTICE OF DELAY**

53.1 In the event Contractor determines at any time that failure, delay, or inadequacy of performance of any of County's obligations hereunder may prevent or tend to prevent Contractor from completing any of Contractor's obligations in a timely manner or may cause or tend to cause Contractor to incur additional or unanticipated costs or expenses, Contractor shall promptly following such determination (and without limiting Contractor's obligation of prompt notification, in any event within five (5) days following such determination), notify County Project Director in writing, which notice shall specify in reasonable detail: (a) any alleged failure, delay or inadequacy of performance by County and (b) to the best knowledge of Contractor after due inquiry and analysis, the estimated impact of such alleged failure, delay or inadequacy on the performance of Contractor's obligations, including any estimated delay and any estimated amount of additional or unanticipated costs or expenses that may be incurred (a "Notice of Delay").

53.2 Such Notice of Delay, if timely filed, shall be treated as a request by Contractor for a Change Notice or an Amendment to the Agreement, as applicable pursuant to Paragraph 6.0 (Change Notices and Amendments) of the body of the Agreement. In the event Contractor fails to notify County in writing of any alleged failure, delay, or inadequacy of performance of any of

County's obligations in a timely manner as set forth in this Paragraph 53.0, Contractor shall not be entitled to rely upon such alleged failure, delay, or inadequacy of performance for any purpose whatsoever, including as a purported justification for either: (i) claiming that Contractor is entitled to receive any additional payments from County hereunder or (ii) failing to fulfill any of Contractor's obligations in a timely manner. This Paragraph 53.0 shall not be interpreted or construed as expanding in any manner the financial obligations of County under the Agreement.

#### **54.0 COUNTY'S DEFAULTED PROPERTY TAX PROGRAM**

- 54.1 Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their California property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.
- 54.2 Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this Agreement will maintain compliance, with County Code Chapter 2.206.
- 54.3 Failure of Contractor to maintain compliance with the requirements set forth in this Paragraph 54.0 shall constitute default under this Agreement. Without limiting the rights and remedies available to County under any other provision of this Agreement, failure of Contractor to cure such default within 10 days of notice shall be grounds upon which County may terminate this Agreement and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

#### **55.0 WAIVER**

No waiver by County of any breach of any provision of the Agreement shall constitute a waiver of any other breach or of such provision. Failure of County to enforce at any time, or from time to time, any provision of the Agreement shall not be construed as a waiver thereof.

#### **56.0 GOVERNING LAW, JURISDICTION, AND VENUE**

The Agreement shall be governed by, and construed in accordance with, the substantive and procedural laws of the State of California applicable to contracts made and to be performed within that state. Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California (except with respect to claims that are subject to exclusive Federal subject matter jurisdiction, as to which Contractor agrees and consents to the exclusive jurisdiction of the United States



District Court of the Central District of California) for all purposes regarding the Agreement and further agrees and consents that venue of any action brought hereunder shall be exclusively in the Central District of the Superior Court for the County of Los Angeles, California.

**57.0 SEVERABILITY**

If any provision of the Agreement is adjudged void or invalid, for any reason whatsoever, but would be valid if part of the wording thereof were deleted or changed, then such provision shall apply with such modifications as may be necessary to make it valid and effective. In the event that one or more of the provisions of the Agreement is found to be invalid, illegal or unenforceable in any respect, such provision shall be deleted here from and the validity, legality, and enforceability of the remaining provisions contained herein shall not in any way be affected or impaired thereby, unless the Agreement fails of its essential purpose because of such deletion.

**58.0 RIGHTS AND REMEDIES NOT EXCLUSIVE**

The rights and remedies of County provided in any given Paragraph, as well as throughout the Agreement, including throughout this Exhibit, are not exclusive and are cumulative with any and all other rights and remedies under the Agreement, at law, or in equity.

**59.0 FACSIMILE**

Except for the parties initial signatures to the Agreement, which must be provided in "original" form, and not by facsimile, County and Contractor hereby agree to regard facsimile representations of original signatures of authorized officials of each party, when appearing in appropriate places on Change Notices, Amendments or in other correspondence, notices, etc. requiring signatures, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed thereto, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

\* \* \*

**ATTACHMENT A.1**  
**COUNTY'S ADMINISTRATION**

COUNTY PROJECT DIRECTOR: The following person or such person's designee:

[TBD]  
Phone:  
Fax:  
E-mail:

COUNTY PROJECT MANAGER:

[TBD]  
Phone:  
Fax:  
E-mail:

ADDRESS FOR NOTICES:

Patricia Gibson, Director  
Los Angeles County Department of Public Health  
Division of Contracts & Grants  
313 N. Figueroa  
Los Angeles CA 90012  
Fax: (213) 240-8343  
E-mail: pgibson@ph.lacounty.gov

With a copy to:

County Project Director and County Project Manager as indicated above.

**ATTACHMENT A.2**

**CONTRACTOR'S ADMINISTRATION**

CONTRACTOR PROJECT DIRECTOR:

[TBD]  
Phone:  
Fax:  
E-mail:

CONTRACTOR PROJECT MANAGER:

[TBD]  
Phone:  
Fax:  
E-mail:

CONTRACTOR'S AUTHORIZED SIGNATORIES:

<u>NAME</u>	<u>TITLE</u>	<u>SIGNATURE</u>
-------------	--------------	------------------

ADDRESS FOR NOTICES:

[TBD]  
Phone:  
Fax:  
E-mail:



## **APPENDIX B**

### **STATEMENT OF WORK (SOW)**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) and Related Services  
(RFP No. 44)**

*The rights and obligations of any party contracting with the County will be determined in accordance with the terms of the resultant Contract and applicable law.*

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- ATTACHMENT B1 (Service Level Requirements)
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- ATTACHMENT B8 (Toxic Epi Call Database Data Dictionary)

**STATEMENT OF WORK**  
**COUNTY OF LOS ANGELES**  
**ENVIRONMENTAL HEALTH**

**1.0 INTRODUCTION**

This Appendix B (Statement of Work) (together with all attachments, "SOW") is attached to the Request for Proposal (No. 44) For Environmental Health Permits and Inspection Management System and Related Services (together with all appendices, "RFP"). Capitalized terms used in this SOW without definition have meanings given to such terms in Appendix L (Glossary) of the RFP and if not defined therein, in Appendix A (Sample Agreement) to the RFP.

The general scope of work to be performed under this SOW shall include, but not be limited to, (a) providing services and necessary products to design, develop, and implement a Commercial Off-the-Shelf (COTS) Environmental Health Permit and Inspection Management System (EHPIMS) software solution (as further defined in the Agreement, "System Software"), which shall meet all of the System Requirements in Appendix C1 (Functional Business Requirements), Appendix C2 (Technical Requirements), Appendix C3 (Security Requirements) (together with respective attachments and as may be updated in accordance with this SOW collectively the "Requirements Appendices"), and (b) providing ongoing Hosting Services and Maintenance and Support Services with respect to such System Software, all of which are further described in this SOW.

Implementation of the System Software will occur in three (3) Phases as described in this SOW. Note, however, that Phases 2 and 3 are Optional Phases which shall only be provided by Contractor following receipt of a written notice to proceed with respect to such Optional Phase in accordance with Paragraph 5.1 (Scope of Work) of the body of Appendix A (Sample Agreement) (see SOW, Attachment B1 (EHPIMS Phasing Profile)).

Contractor shall perform, complete and deliver all Tasks, Subtasks, Deliverables, goods, services and other Work, however denoted, as set forth below or in any attached or referenced document, in full compliance with this SOW and otherwise with this Agreement. Unless otherwise specified as an obligation of the County, the Contractor shall perform all Tasks and Subtasks and provide all Deliverables as defined herein. This SOW has a number of attachments. Contractor shall reference the attachments to the SOW in conjunction with the functional business, technical, and security requirements to meet the scope of work as specified by the Tasks and Subtasks within the SOW.

**Instructions**

Contractor shall provide the Deliverables under this SOW to the County as follows:

- A. All status reports and other Deliverable documents – in electronic format delivered via e-mail;
- B. All Documentation – electronically or on CD/DVD to install on County's system then Contractor retains the CD/DVD;

- C. All Project Control Document updates – in electronic format delivered via email using County project management standards in accordance with Task A.1 (Project Planning and Management);
- D. Training materials – electronically or on CD/DVD to install on County’s system then Contractor retains the CD/DVD; and
- E. As applicable, all other plans, reports, and Documentation delivered in accordance with this SOW – in electronic format compatible with the County’s Microsoft Office Suite standards.

**2.0 TASKS AND DELIVERABLES**

Unless specified otherwise and as applicable, all Tasks, Subtasks and Deliverables described in this Section 2.0 of the SOW shall be performed by Contractor, which include the following four (4) major areas of responsibility:

- A. Project Management
- B. Phase 1 – Implementation of One (1) District Office and One (1) Environmental Protection Program (as specified in Attachment B3 (Phasing Profile))
- C. Phase 2 – Implementation of Remaining District Offices and Programs (as specified in Attachment B3 (Phasing Profile))
  - a. Phase 2A Implementation of Remaining Fifteen (15) District Offices (as specified in Attachment B3 (Phasing Profile))
  - b. Phase 2B Implementation of All Remaining Programs (as specified in Attachment B3 (Phasing Profile))
- D. Phase 3 – Implementation of Financial Management (as specified in Attachment B3 (Phasing Profile))

All Tasks, Subtasks and Deliverables in this SOW shall be completed by the date specified in the SOW and if not, then as specified in the PCD. Contractor shall submit a Task/Deliverable Summary Review Form for each Deliverable as described in the applicable of Paragraph 5.2 (Approval of Work) and Paragraph 5.5 (System Acceptance) of the body of the Agreement. County Project Director shall approve or disapprove Tasks and Deliverables provided by the Contractor in a Task/Deliverable Summary Review Form in accordance with the applicable of Paragraph 5.2 (Approval of Work) and Paragraph 5.5 (System Acceptance) of the body of Appendix A (Sample Agreement). In no event shall County be liable or responsible for payment respecting a particular Task or Deliverable prior to execution of the Task/Deliverable Summary Review Form or the County approved final Task/Deliverable Summary Review applicable for such Work.

**A. PROJECT MANAGEMENT**

**TASK A.1 – PROJECT PLANNING AND MANAGEMENT**

Under the direction of the County Project Director, Contractor shall apply requisite technical and management skills and techniques to assure satisfactory, timely completion of project milestones, and shall establish a project control and reporting system which will provide routine and realistic assessments of the project progress throughout the Term of the

resultant Agreement, including all applicable Warranty Periods, against the approved Project Control Document's milestones and Detailed Work Plan.

### **SUBTASK A.1.1 – Develop Project Control Document**

Contractor shall prepare a Project Control Document (PCD). The contents of the PCD shall include the following:

- ◆ **Introduction:** Summarizes the PCD; a review of the shared vision for the project relationship, the strategic goal(s) of the implementation effort, and how Contractor will contribute to meet County's operational objectives;
- ◆ **Executive summary:** Provides a high level overview of the main features and goals of the PCD;
- ◆ **Project mission and objectives:** Describes the operational need for proceeding with the project, the objectives to be achieved under the project and critical success factors for County, all based upon information provided to Contractor by County and any assumptions or limitations related to the PCD;
- ◆ **Project scope:** Describes the overall scope and Deliverables of the project. Acts as a confirmation of project scope, phasing, training and implementation objectives;
- ◆ **Work Breakdown Structure (WBS):** Identifies the Phases within the overall Project Implementation and the key Deliverables within each Phase. It may also go down to the Task level, if appropriate;
- ◆ **Master Project Plan:**  
Following the WBS, Contractor shall develop a Master Project Plan for the project Tasks, Deliverables, and milestones within each Phase. Tasks to be performed by both Contractor and EH or other DPH divisions and County departments (see Attachment B2 (Introduction to EHPIMS Programs, Divisions, and Departments) and Attachment B3 (Phasing Profile)) must be specifically addressed in the PCD. The PCD shall include the order in which the Tasks and Subtasks will be performed and the order in which the Deliverables will be produced. Contractor and the EHPIMS Project Team (EPT) will review this analysis on a regular basis. The PCD shall also address, at a minimum, the following project Tasks:
  - Work Breakdown Structure
  - Project Plan
  - Installation plan
  - Requirements review
  - Configuration plan
  - Test Plan
  - Requirements Traceability Matrix (RTM) and associated tests
  - Training Plan
  - Implementation plan
  - Staffing Plan
  - Implementation testing

- Production/support plan
- Quality Control Plan
- Risk Management Plan

In addition, the PCD should also address the following ongoing project Tasks:

- Project Status Report
- Risk management
- Issue escalation and dispute resolution
- Deliverable review and approval
- Change control management

Contractor shall provide the County with a PCD within two weeks of the Effective Date of the resultant Agreement. The PCD shall be updated and maintained throughout the life of the project and shall include, without limitation, the following components:

- **System description** – A brief statement describing the basic functionality and related components of the Core Application.
- **Project organization, roles and responsibilities** – A hierarchical structure depicting the organization of the project team and its reporting relationships. This should include the County’s project team and key personnel, and any additional relevant organizational relationships, as well as a description of the primary roles and responsibilities of the project team members.
- **Contractor staff hours** – Contractor shall include as part of the Staffing Plan a listing of the number of onsite and offsite hours each project team member will spend on the project.
- **Key assumptions** – Contractor shall include key assumptions used to develop the project approach, Project Plan and Staffing Plan. Contractor shall list all relevant assumptions made in the development of the Project Plan/Detailed Work Plan. All estimated assumptions which have been calculated must be clearly documented here.
- **Project Plan/Detailed Work Plan** – Contractor shall provide, in conjunction with the WBS, a detailed narrative description of project Tasks and Subtasks, roles and responsibilities of project team members by Task, timeframe to complete each Task and any dependencies on other Tasks.
- **Deliverables list** – In sequential order or numbered Deliverables, a list of the Deliverables to be produced for each Task and Subtask, including a paragraph description of each Deliverable.
- **Milestone chart** – A list of key project milestones, including Deliverables, the target completion date and action completion date.
- **GANTT chart** – A chart showing the Tasks, Subtasks, milestones, critical path, and dependencies organized by Deliverables, as appropriate, and in accordance with the Project Plan/Detailed Work Plan.
- **Communication plan** – A description of the primary means of communication that will be used throughout the project. This should include a description of any recurring Tasks and Subtasks (e.g. status meetings, etc.), and the date and time of such meetings.
- **Testing strategies** – Contractor shall include in the Test Plan a description of the different types of tests that will be conducted against the software and

the approach to be used, including the roles and responsibilities of each team member.

- **Training strategies** – Contractor shall include in the Training Plan a description of the training approach addressing technical training, end-user training and train-the-trainer for County staff.
- **Risk management** – Contractor shall include in the Risk Management Plan a description of the risk management process, including a tracking mechanism for potential project risks; the probability of those risks occurring; potential impact of those risks; and risk mitigation strategies.
- **Issue escalation and dispute resolution procedures** – Contractor shall include a description of the process to be used to resolve project conflicts, including a diagram of the process and key project team members responsible for issue escalation, decision-making and conflict resolution.
- **Change management** – Contractor shall include a description of the change control management process that will be used in order to mitigate any negative impact on the County as a result of System implementation and ongoing enhancements.

Contractor shall specify the planned review cycle for each Deliverable in the PCD in accordance with the process specified in Section 4.0 (Project Review and Acceptance) of this SOW. Contractor shall update the PCD on a monthly basis with the exception of the Project Plan, Milestone Chart and Risk Management sections, which shall be updated when changes are made.

#### **SUBTASK A.1.2 – Provide Ongoing Project Management**

Contractor shall be required to manage project activities and resources, and track project status. This shall include managing and tracking all issues. The Contractor Project Manager shall spend such amount of project management time on site in LA County as needed, as reasonably determined by the County, during the initial implementation of all three (3) Phases but in no event less than 50% of such time. The Contractor Project Manager shall attend weekly project meetings with EH and other DPH divisions and County departments (see Attachment B3 (Phasing Profile) for the duration of the resultant Agreement. At least half of the weekly project meetings should be attended in person by the Contractor Project Manager. County Project Manager may, in such person's sole discretion, waive or modify this requirement. Additional meetings may take place via teleconference. For each meeting, the Contractor Project Manager shall prepare and provide weekly a written Project Status Report to the County Project Director, as well as meeting attendees when applicable. The report shall cover, at a minimum, project progress, plans, and outstanding issues. All identified issues shall be resolved through the issue resolution process as specified in the Agreement.

The Project Status Report shall include but not limited to the following:

- ◆ Executive summary – highlighting key accomplishments and issues
- ◆ Tasks completed
- ◆ Tasks delayed
- ◆ Upcoming Tasks

- ◆ Issue log
- ◆ Deliverable status
- ◆ Updated Detailed Work Plan

Contractor shall also participate in monthly County Project Director meetings to include a review of project accomplishments, issues, risks, and any delayed Tasks/Deliverables.

**DELIVERABLES FOR TASK A.1:**

- ◆ Provide Project Control Document
- ◆ Provide weekly Project Status Reports/ongoing project management
- ◆ Provide completed Task/Deliverable Summary Review Form for all Tasks and Deliverables

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel for project planning and on-going management; and
- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Providing access to or copies of Project Plans, schedules directly related to this project;
- ◆ Providing EH and other DPH divisions and County departments' business subject matter experts to work with Contractor Project Manager(s); and
- ◆ Ensuring that the appropriate staff members (stakeholders) participate in the project planning process.

**B. PHASE 1 – IMPLEMENTATION OF ONE (1) DISTRICT OFFICE AND ONE (1) ENVIRONMENTAL PROTECTION PROGRAM**

This section provides the Tasks, Subtasks, Deliverables, goods, services and other Work of Contractor that pertain to activities associated with Phase 1: configuring the Core Application; developing the Baseline Customizations and Baseline Interfaces; conducting technology assessments; establishing the System Environments; conducting data conversion; developing of security plans; backing up data; developing Disaster Recovery Plans; conducting testing; providing training; providing training Documentation; providing technical documentation; implementation; and providing Maintenance and Support Services and Hosting Services for this Phase 1 (see Attachment B3 (Phasing Profile) to this SOW).



## **TASK B.1 – REQUIREMENTS REVIEW/CONFIRMATION AND DESIGN**

### **SUBTASK B.1.1 – Review, Confirm and Finalize Requirements**

The specified requirements in the *Requirements Appendices* will be reviewed, confirmed, and finalized for Phase 1 (see *Attachment B3 (Phasing Profile)*). The review process will be conducted at a County location with Contractor and designated key members of the County's EPT, especially business subject matter experts. Any additional requirements identified beyond those specified in this SOW or in the *Requirements Appendices* will be analyzed and documented. These additional requirements, if any, will be subject to the change control process described in *Appendix A (Sample Agreement), Paragraph 6.0 (Change Notices and Amendments)* and will result in an agreed-to final set of *Requirements Appendices*.

### **SUBTASK B.1.2 – Design**

After an agreed-to final set of *Requirements Appendices* has been finalized, Contractor shall perform a Phase 1 gap analysis to identify the primary differences between the final set of Requirements Appendices and the Core Application. The gap analysis will form the basis for the Phase 1 design by identifying which parts of the Core Application will require Baseline Customizations and which parts require configuration of Baseline Application components.

As part of the System design, Contractor shall at a minimum include flow charts, tables, screens, generated reports, test plans, and data conversion maps. The design process will be conducted with designated key members of the Contractor and designated key members of the County's EPT. The design meetings will be conducted onsite at a location provided by County.

### **DELIVERABLES FOR TASK B.1:**

- ◆ Finalized requirements document for Phase 1 that either confirms the *Requirements Appendices* or identifies any mutually agreed upon changes;
- ◆ A Phase 1 gap analysis that identifies required functionality and business processes compared against the Core Application; and
- ◆ Phase 1 Design.

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel for the Requirements Appendices review/confirmation;
- ◆ Providing appropriately skilled personnel for the design review; and
- ◆ Completion of all Deliverables stated above.

### **COUNTY RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel to assist in Requirements Appendices review/confirmation; and
- ◆ Providing appropriately skilled personnel to assist in the design review and approval.

## **TASK B.2 – CORE APPLICATION CONFIGURATION**

### **SUBTASK B.2.1 – Configure Core Application**

The configuration process to be performed by Contractor will be based on the approved Phase 1 gap analysis, Phase 1 Subtask B.1.2 (Design) and the finalized Requirements Appendices for Phase 1 including the design of the DPH website and offline version of the System (see Requirement Appendices). The Contractor shall provide a fully configured Baseline Application ready for testing.

As part of configuring the Core Application, Contractor shall:

- Build Baseline Interfaces;
- Map/convert EH information for Phase 1 (see Attachment B3 (Phasing Profile)); and
- Provide any Baseline Customizations required by County.

Contractor shall complete configuration of the Baseline Application to ensure that the Baseline Application meets all of the requirements specifications set forth in the Requirements Appendices for Phase 1 (see Attachment B3 (Phasing Profile)).

### **SUBTASK B.2.2 – Configure Review Sessions**

The County project staff will review the configuration effort at check points that will be agreed to by both the County Project Director and the Contractor Project Director, as specified in the PCD. These check point reviews will be used to determine if the effort is on schedule and meets the requirements as specified in the finalized Requirements Appendices for Phase 1.

Contractor shall develop a Requirements Traceability Matrix (RTM) as part of this Task B.2. Contractor shall incorporate the RTM document as an Appendix to the PCD developed under Subtask A.1.1 (Develop Project Control Document). The RTM document is created by associating the requirements with the work products (the Core Application versus configured Baseline Application components) that satisfy them. Subsequent Acceptance Tests will utilize the RTM, and the product tested to meet the requirements.

The RTM and associated tests shall be designed to provide reasonable assurance to County and Contractor that the completed effort meets the County requirements, as specified in the agreed-upon final Requirements Appendices, and Contractor's proposed solution.

### **DELIVERABLES FOR TASK B.2:**

- ◆ Fully configured Baseline Application
- ◆ Completed RTM

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel to develop the RTM and associated tests; and
- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Timely review of Contractor providing appropriately skilled personnel to configure the Application;
- ◆ Providing access to specific data and information as may be required and mutually agreed on.

**TASK B.3 – TECHNOLOGY ASSESSMENT AND ESTABLISH HOSTED SYSTEM ENVIRONMENTS**

**SUBTASK B.3.1 – Conduct Technology Assessment and Prepare Report**

Contractor shall perform a technology assessment review. This Subtask shall consist of assessments in the areas of hardware, network, system management, software and operational readiness (e.g., human resources, facilities, etc.) at EH, other DPH divisions and County department locations (see *Attachment B3 (Phasing Profile)*) required on County's end in order for EHPIMS to perform in accordance with the System Requirements and as otherwise required under the Agreement. As part of this Subtask, Contractor shall identify impact points that may affect the timely and successful implementation of the project, including, but not limited to, any issues associated with County's desktop devices (e.g., workstations, laptops, handheld devices, etc.). LAN/WAN operations management, and the Help Desk. Contractor shall also specify recommended corrective action to be taken by the County.

The Technology Assessment Report shall include the following:

- Executive Summary
  - Key findings and recommendations
  - Summary of software and hardware requirements
  - Summary of software installation and configuration for System Software
  - Summary of County's required training
- Technical Architecture describing how the System Environments will be deployed
- Minimum Requirements for Specified Hardware and Operating Software
  - Technical recommendations including County infrastructure requirements
  - Technical recommendations on what mobile devices and other devices the Application Software will be able to support offline (Blackberry or other smart phone device, tablet, PDA, standard PC)

### **SUBTASK B.3.2 – Establish Hosted Environments**

Upon County's review and approval of the Contractor's Technology Assessment Report, Contractor shall establish the Hosted environments (referred to in the Agreement as System Environments) for the System Software, to support Phase 1 (see Attachment B3 (Phasing Profile)), install required System Hardware including network connectivity, utilities, Core Application and any related software (e.g., operating system software, etc.) necessary for the County to access and operate the EHPIMS in accordance with the System Requirements and Specifications. The Hosted environments must reside in secured location within the Continental United States.

The Hosted environments shall include the following:

- Development — a processing environment for the programming of the System to be used primarily by programmers. This environment shall include unit testing;
- Test — a test environment shall be able to support multiple testing scenarios, including System integration testing, User Acceptance Testing (UAT), and System performance testing (pre-migration to production testing);
- Staging – a staging environment for use before putting final changes into production;
- Production — a fully tested and integrated environment accessible by Users for use of the EHPIMS in Production Use; and
- Training — an environment used to train Users by using samples of production data.

Contractor may combine Staging and Testing Environments. County shall have the right to require Contractor to provide separate Staging and Testing Environments upon seventy two (72) hours written notification from County Project Director.

The Hosted environments shall contain all the functionality specified by the Requirements Appendices. The Contractor is to use the attachments to the SOW in conjunction with the Requirements Appendices to establish the Hosted environments.

### **DELIVERABLES FOR TASK B.3:**

- ◆ Provide Technology Assessment Report
- ◆ Establish Hosted environments
  - Development Environment installed and operational
  - Test Environment installed and operational
  - Staging Environment installed and operational
  - Production Environment installed and operational
  - Training Environment installed and operational

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Converting all applicable EH programs' related data to the Hosted environments, prior to the environments becoming operational.
- ◆ Providing appropriately skilled personnel for the application installation(s);
- ◆ Providing hardware platform(s) to be used for the Hosted environments, based on specifications provided by Contractor;
- ◆ Providing appropriate technical staff in accessing hardware and networks; and
- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Ensuring that the appropriate staff members (stakeholders) participate in the project planning process.

**TASK B.4 – DATA CONVERSION**

Contractor shall conduct data conversion for Phase 1 with respect to all applicable current EH systems and other DPH divisions and County departments' systems that will include, but not be limited to, data clean up, data migration, data mapping and data conversion testing (see Attachment B3 (Phasing Profile)). Data conversion field level information is included in attachments to the SOW (see Attachment B4 (EHMIS Data Dictionary), Attachment B5 (EH Data Conversion Field Specification), Attachment B6 (TTC Data Conversion Field Specification), Attachment B7 (Tobacco Program Data Conversion Field Specification), Attachment B8 (Toxic Epi Call Database Data Dictionary)).

**SUBTASK B.4.1 – Develop Data Conversion Plan**

Contractor shall develop a data conversion plan for Phase 1 that addresses data clean-up, data conversion, data mapping and validation for conversions of all applicable current EH systems and other DPH divisions and County departments' systems to EHPIMS. Contractor shall develop the data conversion plan to include a Phase 1 conversion approach and comprehensive testing. Contractor shall develop a data conversion plan that shall include, at a minimum:

- County's and Contractor's roles and responsibilities;
- Scope of conversion activities including data cleanup, data scrubbing, and data merging across duplicated sites/accounts;
- Pre-conversion requirements;
- Conversion test scripts and results report(s);
- Process for updating and enhancing the conversion approach and programs; and

- Strategy for converting system data that includes a plan for restoring system data to the original stage, identifying changes/transactions that have been made to existing system data

### **SUBTASK B.4.2 – Execute Data Conversion Strategy and Plan**

Data conversion testing shall include, but not be limited to, the following:

- Compatibility and migration testing
- Conversion testing for initial data transfer and thereafter

Upon successful completion of conversion tests and County’s approval thereof, Contractor shall carry out the data conversion plan according to a Phase 1 implementation schedule. The conversion of System data from production shall occur prior to Subtask B.9.3. (Conduct Phase 1 Implementation of One (1) District Office and One (1) Environmental Protection Program).

### **DELIVERABLES FOR TASK B4:**

- ◆ Provide data conversion plan documentation
- ◆ Execute data conversion strategy and plan

### **TASK B.5 – INTERFACES AND DATA EXCHANGES**

Contractor shall build Baseline Interfaces for data exchange with external systems required for Phase 1. Baseline Interfaces include the loading of flat files from external systems; the transmission of flat files to external systems; and direct system-to-system data exchange. Information about the external side of the Baseline Interfaces are specified in attachment to Appendix C2 (Technical Requirements) (see the web link for County GIS web services ([http://gis.lacounty.gov/eGIS/?page\\_id=190](http://gis.lacounty.gov/eGIS/?page_id=190))).

### **SUBTASK B.5.1 – Develop an Interface and Data Exchange Plan**

Contractor shall develop an Interface and data exchange plan for Phase 1 that, at a minimum, includes:

- Schedule for building Baseline Interfaces and data exchange capabilities
- Identification of resources needed and responsibilities
  - Contractor personnel
  - EH and other County personnel
- Identification of mechanisms to secure sensitive data
- Risk analysis and contingency plan
- Method for dealing with future Interfaces
  - What API will be available for Interfaces
  - What web services will be available for Interfaces

## **SUBTASK B.5.2 – Execute Interface and Data Exchange Strategy and Plan**

Contractor shall execute the Interface and data exchange strategy and plan for the Baseline Interfaces and data exchanges identified in Attachment B3 (Phasing Profile) for Phase 1.

### **DELIVERABLES FOR TASK B.5:**

- ◆ Develop and provide an Interface and data exchange plan
- ◆ Baseline Interfaces and data exchange capabilities established and operational

## **TASK B.6 – SECURITY, DISASTER RECOVERY, AND BUSINESS CONTINUITY PLANS**

Contractor shall develop and implement security, disaster recovery and business continuity plans.

### **SUBTASK B.6.1 – Develop and Provide System Security Plan and Documentation**

Contractor shall develop an EHPIMS security plan. Varying levels of EHPIMS security shall be documented on the security plan, in accordance with County's security requirements specified in the Appendix C3 (Security Requirements). At a minimum, Contractor shall:

- Establish security standards for the EHPIMS that are consistent with the County's security requirements as specified in the Appendix C3 (Security Requirements). Support and be compliant with all applicable County of Los Angeles Board approved Information Technology (I/T) Security Policies set forth in Chapter 6 of the Board of Supervisors Policy Manual <http://countypolicy.co.la.ca.us/>;
- Develop and implement a process to establish audit trails, report and monitor System security on an on-going basis;
- Develop and implement an audit process to ensure that System security measures address all County policies, procedures and instructions;
- Review the network topology and access controls to ensure the security of the System;
- Ensure plan includes security standards for contingencies such as security incidents, disasters and emergency access;
- Ensure plan includes security standards for preventing Virus infections that could lead to data loss, and loss of data integrity or availability;
- Review the security design with County; and
- Develop a EHPIMS security testing plan to perform initial and periodic application host and network (System Software and System Environments) security vulnerability

and penetration testing, as described in Subtask B.7.5 (Conduct System Security Tests).

Contractor shall provide, in conjunction with the security plan, security documentation on the following:

- Security assessment/audit report which does the following:
  - Assesses the security (e.g., physical and logical) of the environment for all Users of EHPIMS;
  - At a minimum addresses:
    - Regulatory compliance
    - Web application and data security
    - Identity management and access control
    - Application and network (System Software and System Environments) vulnerability and penetration tests
    - Incident response and digital forensics
    - Business continuity and disaster recovery
  - Identifies and describes the potential risks and vulnerabilities that may exist with the development and deployment of this application; and
  - Describes how all high-risk items have been mitigated and/or remediated;
- Identification of minimum infrastructure security requirements - services, protocols, firewall rules, etc.;
- Description of how the infrastructure will be assuring high-availability with automatic full hardware redundancy, load balancing and failover;
- Documentation articulating a system to implement and maintain a patch management solution that will ensure currency of software updates and security patches for the System;
- Network topology diagrams for the Hosted environment;
- Reports on testing for compliance with PCI DSS requirements (if the System manages credit card transactions) and
- Illustration of data flow based security controls, including all security interfaces, within the proposed application architecture.

### **SUBTASK B.6.2 – Disaster Recovery and Business Continuity Plans**

The System shall have a Disaster Recovery Plan that is updated when there are changes and at a minimum includes the following (see Attachment B1 (Service Level Requirements)):

- The location of the Hot Site/Warm Site/Cold Site for backup;



- The performance capabilities of the backup site, including the means by which Contractor shall measure and test the backup site's ability to meet County's requirements;
- Installation schedule for Hot Site/Warm Site/Cold Site for backup, including roles and responsibilities of Contractor, Subcontractors and County;
- Schedule of multiple disaster recovery tests to be performed in phased increments;
- Schedule for performing annual disaster recovery test; and
- Multiple tests for transferring the backup site to the production environment at the end of the disaster. Contractor shall also specify the strategy to be followed for incrementally storing data at the backup site and for transferring data back to the production environment.
- Communication plan;
- Action plan;
- Data backup and recovery plan including:
  - Encryption of data backups and other sensitive information; and
  - Secure offsite storage of data and System backups;
- Data backup procedures
- Recovery procedures for hardware and software;
- Identification of mission critical functions and data;
- List of manual/automated tools to be used to facilitate disaster recovery;
- Identification of disaster recovery team;
- Escalation procedures;
- DRP testing plan and results of past tests;
- DRP scenarios; and
- Disaster recovery training plan for training of personnel assigned with DRP responsibilities.

Contractor shall provide a Business Continuity Plan (BCP) documentation that at a minimum addresses the following Business Continuity (BC) management processes:

- Business Continuity assets, roles, tasks, assignment of roles to individuals and calling/notification tree;
- Identification of critical business applications and dependent systems;
- Assessment of risks to and impacts on critical business applications;
- Communication plan;
- List of manual/automated tools to be used to facilitate Business Continuity;
- Business Continuity training of personnel assigned with Business Continuity roles;
- Hot Site/Warm Site/Cold Site identification and preparation; and
- BC Testing plans and results of past tests.

#### **DELIVERABLES FOR TASK B.6:**

- ◆ Develop and provide a System security plan and documentation with all the minimum components of the plan and documentation as specified in Subtask B.6.1
- ◆ Provide all the minimum components of the Disaster Recovery Plan as specified in Subtask B.6.2
- ◆ Provide all the minimum components of the Business Continuity Plan as specified in Subtask B.6.2

#### **TASK B.7 – SYSTEM TESTING AND DEFECT RESOLUTION**

The testing process ensures that all components of the System Software including the DPH website and the offline version are thoroughly tested and that the implemented project consists of high quality and reliable software that performs in accordance with the System Requirements and otherwise with the Agreement. The Unit Test for each module shall be conducted by Contractor as part of the internal configuration effort, Subtask B.2.1. System Integration Test, System Performance Test, System Security Test and User Acceptance Test will subsequently be performed or, in the case of the User Acceptance Test, supported by the Contractor as part of this Task and set of Deliverables. The initial plan to conduct Acceptance Tests as specified in the PCD will be revised, as required. Subsequently, the Test Plan will be finalized to meet the requirements of, and implemented for, the System Integration Test, System Performance Test, System Security Test and User Acceptance Test performed and test results documented.

##### **SUBTASK B.7.1 – Revise Test Plan**

Contractor shall revise the Test Plan given as part of the PCD under Task A.1 (Project Planning and Management) to meet the needs of this Phase 1. The Test Plan at a minimum must include the following:

- Test schedule including duration of tests
- Types of testing; at a minimum should include:

- System Integration Test
- User Acceptance Test
- System Performance Test
- System Security Test
- Testing strategy
  - Manual testing details
  - Automation testing details
  - Requirements Traceability Matrix (RTM) details - tie requirements to test scenarios and sequences
- Base criteria
  - Item pass/fail criteria
  - Suspension criteria and resumption requirements
- Identification of testing resources needed and responsibilities
  - Contractor personnel
  - EH and other County personnel
- Test cases
  - Test scenarios
  - Test sequences
- Risk analysis and contingency plan

### **SUBTASK B.7.2 – Conduct System Integration Test**

Contractor shall prepare for and conduct the System Integration Test in accordance with the Test Plan, consisting of integrated testing of all components of the System Software, including Baseline Interfaces with other systems, in the specified System Hardware, Operating Software and Network Environment (System Environment). Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Integration Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Integration Test has been successfully completed and that Contractor has successfully completed all required corrective actions.

### **SUBTASK B.7.3 – Support User Acceptance Test**

Contractor shall provide onsite assistance and support to the County EPT designated to conduct the User Acceptance Test with performing the User Acceptance Test. The Contractor's project team will develop test scenarios that test business functionality as well as System capabilities, such as recovery procedures after a System failure. The EPT, in conjunction with specified Users, will execute the test scenarios with Contractor's assistance using the testing environment ("Test Environment") and test database. Defects identified and documented by the EPT shall be corrected by Contractor in a reasonable time, to be specified by the County Project Director based on the circumstances. After all problems and other Deficiencies are corrected, as determined by County, the User Acceptance Test shall again be conducted by the County. Contractor Project Director and County Project Director shall certify in writing that the User Acceptance Test has been completed, the System is

acceptable and the System is ready for implementation. User Acceptance Test shall include, but not be limited to the following:

- Operational readiness testing
- Usability testing

#### **SUBTASK B.7.4 – Conduct System Performance Test**

Contractor shall conduct the System Performance Test to confirm that the System Requirements will be met by the System Software and System Environment. Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Performance Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Performance Test has been successfully completed and that Contractor has successfully completed all required corrective actions. System Performance Test shall include, but is not limited to, the following:

- Initial load testing
- Volume and stress testing
- Dependability testing for reliability, maintainability, availability, and recoverability

#### **SUBTASK B.7.5 – Conduct System Security Tests**

Contractor shall conduct the System Security Test to confirm that the County's System security requirements will be met by the System Software and System Environment. Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Security Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Security Test has been successfully completed and that Contractor has successfully completed all required corrective actions. System Security Test shall include, but is not limited to, the following:

- Test for compliance with Appendix C3, Security Requirements
- Application host and network (System Software and System Environment) vulnerability scanning
- Automated application penetration testing
- Manual application penetration testing, if required to verify results of automated testing

The Contractor will use industry leading security testing tools to perform application host and network (System Software and System Environment) vulnerability scanning and penetration testing. The tools must receive periodic updates at a frequency of not more than a week from the tool vendor to test for recently published vulnerabilities.

Initial scans of pre-production System Software and System Environment must include deep intrusive credentialed scans using 3 different types of users: non-authenticated user, authenticated user and admin user. All identified security issues (high, medium and low risk) will be documented, tracked and reported. All medium and high-risk items will be mitigated and/or remediated and confirmed by re-testing before the System Software and System Environment can be deployed in production.

The Contractor shall subscribe to alerts/notifications of and monitor new security vulnerabilities and attacks through industry standard security bulletins such as US-CERT, Internet Storm Center, Securityfocus.com, PHCERT, etc. As soon as a high or medium risk attack is published, the Contractor will take steps to mitigate the new attacks immediately, pending patching of the System Software and System Environment to protect against the attacks. The Contractor will test the System Software and System Environment to confirm that the attacks are being blocked.

Standard Contractor change management process will be followed for applying security patches to System Software and System Environment. Contractor will perform vulnerability scanning after System Software and System Environment are patched.

#### **DELIVERABLES FOR TASK B.7:**

- ◆ Revised Test Plan
- ◆ System Integration Test and results report
- ◆ User Acceptance Test and results report
- ◆ System Performance Test and results report
- ◆ System Security Test and results report

#### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriate Subject Matter Expert (SME) and technical staff for installing and testing solution environment;
- ◆ Conducting onsite training to the County Users involved in User Acceptance Test;
- ◆ Correcting all identified errors and results that are not in compliance with the requirements;
- ◆ Contractor shall identify test site if different than proposed Hosting location; and
- ◆ Ensuring necessary equipment (servers, etc.) is available for the entire duration of this Task B.7

**COUNTY RESPONSIBILITIES** include:

- ◆ Ensuring necessary equipment (workstations, etc.) is available for the entire duration of this Task B.7;
- ◆ Providing SME and technical staff;
- ◆ Providing sample data and appropriate scenarios for testing; and
- ◆ Conducting User Acceptance Test, recording results and conducting re-test of the User Acceptance Test, as needed, until the test is successfully completed

**TASK B.8 – TRAINING AND DOCUMENTATION**

Contractor shall provide training materials to support on-going training requirements. Contractor shall coordinate the delivery of comprehensive training to all Users identified in Attachment B3 (Phasing Profile) to this SOW for Phase 1.

**SUBTASK B.8.1 – Produce User and Technical Documentation**

Contractor shall provide the following User Documentation in an electronic format:

- User manuals and on-line documentation available for distribution
- Technical documentation for all aspects of the System operation

**SUBTASK B.8.1.1. – Software User’s Manual (SUM)**

Contractor shall develop, with input from County, the creation of a first-draft Software User’s Manual (SUM) for the EHPIMS. The SUM shall contain, but not be limited to, the following:

- ◆ **Introduction:** Defines EHPIMS;
- ◆ **User’s Guide:** Self-guided, step-by-step use of the Application Software, including graphics or ‘screen shots’. Shall include, but not be limited to, program descriptions, and screen definitions and descriptions;
- ◆ **Trouble-shooting:** An index to common user problems defined in a tabular format with recommended solutions; and
- ◆ **Training Appendix:** This section of the manual is intended to be used in conjunction with training classes facilitated by the Contractor. This training appendix is separate from the self-guided User’s Guide portion of the manual. This section would be analogous to teacher-guided, printed, slide-show guide for a classroom of individuals.

The SUM must be updated/revised when Updates, Version Releases and Software Modifications are deployed into Production Use. Contractor shall update/reverse the SUM created under this Subtask B.8.1 (Produce User and Technical Documentation) to include

updated information consistent with the Application Software as configured in the Production Environment. The updated/revised SUM shall incorporate all changes to-date, including those resulting from Task B.10 (System Acceptance). A final, edited and approved SUM shall be required as one of the criteria for successful System Acceptance under Task B.10 (System Acceptance). The SUM shall be made available in alternate formats upon request, at no additional charge.

SUBTASK B.8.1.2. – Technical Specifications Document (TSD)

Contractor shall develop, with input from County, the creation of a first-draft EHPIMS Technical Specifications Document (TSD), the purpose of which is to catalog in sufficient technical detail each of the component modules to the configured Application Software. The TSD shall include, but not be limited to, the following:

- ◆ **Minimum Specified Hardware Requirements:** Contractor-specified hardware requirements needed for County to access EHPIMS in accordance with the System Requirements and Specifications
- ◆ **Minimum Specified Operating Software Requirements:** Contractor-specified optimum operational requirements (e.g., OS requirements, interface requirements, 3<sup>rd</sup> party software such as report writing, etc) needed for County to access EHPIMS in accordance with the System Requirements and Specifications;
- ◆ **Communications System Requirements:** Outline and schematics/diagrams;
- ◆ **EHPIMS Capabilities:** A technical summary of Application Software capabilities, possible future build-outs (Interfaces, etc), reporting features, etc.;
- ◆ **Catalog of Changes:** Defines each of the configurations, modifications, customizations and/or approved limitations in scope of the EHPIMS;
- ◆ **Inputs and Outputs:** A listing of specifications for all inputs and outputs which enable EHPIMS total functionality; includes schematics/diagrams (visualization of inputs and outputs) and report-writing capabilities;
- ◆ **Summary of Development Problems:** An index to each of the problems encountered in the configuration of the Baseline Application along with the solutions and/or workarounds used to maximize the functionality of the application as defined in the Requirements Appendices; and
- ◆ **Database Documentation:** Includes, but is not limited to, ERD (Entity Relationship Diagram), data dictionaries, data flow diagrams, and naming conventions for tables and fields. This Documentation must be updated after each database change.
- ◆ **System Security Documentation:** Includes at a minimum
  - Minimum hosting environment requirements, such as required services, ports, and other System dependencies;

- All User and data Interfaces with User/account privilege requirements. For example:
  - Logon page. Accessible to all Users;
  - Create/Modify user page. Accessible to authenticated and authorized Users only;
  - Application DB queries to backend databases. Can be called by application's trusted service accounts only;
- Privileged resources and privileged operations;
- Account creation and management policies and procedures such as;
  - Creation of application roles and privileges;
  - Mutually exclusive roles when assigning multiple roles to a User (segregation of duties);
  - User account creation;
  - Assignment/change of User privileges;
  - User account de-provisioning;
  - Management of administrative accounts – System admins, DB admins, User admins;
- Procedures for granting/revoking administrative privileges;
- Service accounts and minimum privileges required to run EHPIMS;
- Accounts used to authenticate with the database;
- An access control list with all EHPIMS roles and their rights and privileges;
- Cryptographic algorithm and key size for the EHPIMS data encryption requirements;
- Mechanisms used to protect the credentials over the wire (SSL (secure socket layer), IPsec (IP security), encryption and so on);
- Key management procedure to secure and manage the encryption keys; including key generation, renewal, revocation, recycle, and escrow;
- Data and application code backup, recovery and restore procedures; and
- Audit trails in the application and hosting environment with the key events and event parameters being logged and audited.

The TSD must be updated/revised when Updates, Version Releases and Software Modifications are deployed into Production Use. Contractor shall revise all Documentation created under this Subtask B.8.1 (Produce User and Technical Documentation) to include updated information consistent with the Application Software as configured in the Production Environment. The updated/revised TSD shall incorporate all changes to-date, including those resulting from Task B.10 (System Acceptance). A final, edited and approved TSD shall be required as one of the criteria for successful System Acceptance under Task B.10 (System Acceptance).

### **SUBTASK B.8.2 – Prepare and Conduct Training**

Contractor will provide training at the designated EH district office and the location of the EH drinking water program as specified in Attachment B3 (Phasing Profile) for Phase 1.



Contractor shall sufficiently train a pre-determined number of specified Users to assist with Subtask B.7.3 (Support User Acceptance Test). The number of testing personnel to be trained will be mutually agreed upon by Contractor and County.

Contractor shall conduct training for each Phase for all Users identified by County in Attachment B3 (Phasing Profile), which shall be completed prior to Subtask B.9.3 (Conduct Phase 1 Implementation of One (1) District Office and One (1) Environmental Protection Program). Contractor shall utilize the training environment established in Task B.3 (Technology Assessment and Establish Hosted System Environments) and training support documentation developed in Subtask B.8.1 (Produce User and Technical Documentation). The time gap between training and using EHPIMS in Production Use will not be more than two (2) weeks.

The use of new personal computing devices and peripherals upon conversion to EHPIMS will require that trainees be assigned and distributed these devices and will require basic device training in addition to application and business process training. County will be responsible for personal computing device and peripheral training.

Training should utilize production data (in a Training Environment) from the district office or program being trained so that previously un-entered inspection data can be utilized for hands-on training.

#### **DELIVERABLES FOR TASK B.8:**

- ◆ First draft SUM and TSD
- ◆ Updated/revised SUM and TSD (including Updates, Version Releases, and Software Modifications deployed to Production Use and changes resulting from System Acceptance)
- ◆ Completed onsite training sessions for Phase 1 Users prior to Subtask B.7.3 (Support User Acceptance Test) and any updated onsite training sessions for Phase 1 Users prior to Subtask B.9.3 (Conduct Phase 1 Implementation of One (1) District Office and One (1) Environmental Protection Program). Phase 1 Users are specified in Attachment B3 (Phasing Profile).

#### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Completion of all Deliverables stated above.

#### **COUNTY RESPONSIBILITIES** include:

- ◆ Providing a large physical classroom for trainings (training room contains space and internet connectivity for 30 people);
- ◆ Providing personal computing device and peripheral training;
- ◆ Providing appropriate project staff to review first-draft SUM and TSD;

- ◆ Assigning a single-point-of-contact training coordinator to assist in scheduling County personnel for training; and
- ◆ Participating in all training sessions.

**TASK B.9– IMPLEMENTATION – TRANSITION TO PRODUCTION**

Phase 1 implementation shall be performed in a manner which ensures that System implementation, training and conversion plans are complete and approved of by the County. Contractor shall conduct Phase 1 implementation in accordance to the Phase 1 implementation plan and schedules.

**SUBTASK B.9.1 – Update Implementation Plan**

Contractor shall, with the assistance of the County Project Director, clearly identify the overall strategy to implement EHPIMS to the Production Environment (for Phase1). This Subtask is an update to the implementation plan originally developed by Contractor in the PCD. Additionally, Contractor shall review and revise the tasks and time frames for the implementation, as necessary.

The updated implementation plan shall include, at a minimum, the following elements:

- ◆ Departmental Resource Requirements for Phase 1;
- ◆ Implementation strategy;
- ◆ Implementation timeline;
- ◆ Lessons learned from implementation;
- ◆ Cost estimates (one time and recurring); and
- ◆ Any other information requested by County and/or agreed to by both parties.

**SUBTASK B.9.2 – Prepare Production Environment**

The preparation of the Production Environment will be the sole responsibility of Contractor, in preparing and confirming the complete System Environment, including System Hardware, System Operating Software and System Network environment, necessary for full Production Use.

Contractor shall assist the EPT in setting up the profiles, security, entering the initial Users, and testing the User accounts to ensure security and access as specified.

**DELIVERABLES FOR TASK B.9, SUBTASKS B.9.1 AND B.9.2:**

- ◆ Updated/revise implementation plan

- ◆ Prepared Production Environment

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Ensuring availability of the Production Environment, including production server environment, networking and end user hardware and software;
- ◆ Providing appropriate staff for installing, testing and populating the Production Environment;
- ◆ Providing deployment schedules based on County's schedule; and
- ◆ Providing appropriate personnel to assist in the development and review of the Phase 1 implementation plan.

**COUNTY RESPONSIBILITIES** include:

- ◆ Providing appropriate staff for installing, testing and populating the Production Environment.

**SUBTASK B.9.3 – Conduct Phase 1 Implementation of One (1) District Office and One (1) Environmental Protection Program**

The Contractor shall implement the System to one (1) specific district chosen by County. The Contractor shall also implement the System to one (1) environmental protection program as specified in Attachment B3 (Phasing Profile).

This Phase 1 implementation serves as the primary validation of the System and ensures the System, including the offline version of the System and DPH website, is able to meet business needs of County. During the Phase 1 implementation period, Contractor shall identify and resolve, in accordance with County's requirements, any outstanding issues prior to next Phase implementation. Contractor shall provide technical assistance and on-site support at the designated district office and the location of the designated environmental protection program during the Phase 1 implementation.

It will be County's sole option on when to implement the offline version of the System and the DPH website for purposes of this Subtask B.9.3, including after the date on which all other Phase 1 System components have been implemented for purposes of this Subtask B.9.3. If, the offline version of the System and DPH website have been successfully tested in accordance with this SOW and are live in Production Environment and all other Phase 1 System components have otherwise been implemented for purposes of this Subtask B.9.3, then County may, in its sole discretion, approve of the Deliverables under this Subtask B.9.3 in accordance with the resultant Agreement.

**DELIVERABLES FOR TASK B.9, SUBTASK B.9.3**

- ◆ Conduct Phase 1 Implementation

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing on-site support to designated locations during this Phase 1 implementation; and
- ◆ Identifying and resolving, in accordance with County's requirements, any outstanding issues.

**COUNTY RESPONSIBILITIES** include:

- ◆ Participating in Phase 1 implementation.

**TASK B.10 – SYSTEM ACCEPTANCE**

The System, in its entirety, as installed and configured for Phase 1, will be accepted by County if, and only if, the System operates in the Production Environment for a period of 60 days continuously without Deficiencies of Severity Level 3 or more severe, as provided in Section 3.0 (Assumptions), Paragraph 3.4 (System Acceptance) below and Attachment B1 (Service Level Requirements) to this SOW.

**SUBTASK B.10.2 – Achieve System Acceptance**

Contractor shall ensure that the System for Phase 1 achieves System Acceptance by reviewing with County all Documentation and project results against pre-defined Acceptance Criteria. The System shall achieve System Acceptance after the System completes a full continuous uninterrupted 60-day operation run in the Production Environment without Deficiencies of Severity Level 3 or more severe (System Acceptance Test), as specified in Section 3.0 (Assumptions), Paragraph 3.4 (System Acceptance) below and Attachment B1 (Service Level Requirements) to this SOW. Notwithstanding the foregoing, should County, in its sole discretion, determine to approve the Deliverables under Subtask B.9.3(Conduct Phase 1 Implementation of One (1) District Office and One (1) Environmental Protection Program) prior to Contractor's implementation of the offline version of the System and the DPH website for purposes of Subtask B.9.3, then at least 30 days of the above referenced full continuous uninterrupted 60-day operation run shall be required to include the offline version of the System and the DPH website, as well as all other Phase 1 System components.

Contractor shall manage and track all Deficiencies in the Production Environment, and provide weekly reports to County. If, at any time during the continuous 60-day period, the System has failed to pass the System Acceptance due to Deficiencies, Contractor shall correct such Deficiencies, and the continuous 60-day period shall be restarted in its entirety. System Acceptance for Phase 1 shall be achieved no later than six (6) months after the Effective Date of the resultant Agreement, unless otherwise agreed to in the PC.D.

## **DELIVERABLES FOR TASK B.10:**

- ◆ Weekly reports that document and verify that the System in Production Environment successfully and continuously operates for a period of 60 continuous days without Deficiencies of Severity Level 3 or more severe
- ◆ Achieve System Acceptance for Phase 1 after no later than six (6) months after the Effective Date of the resultant Agreement, unless as otherwise agreed to in the PCD

## **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing full System support; and
- ◆ Preparing all final-form Documentation for review.

## **TASK B.11 – MAINTENANCE AND SUPPORT SERVICES**

Contractor shall provide ongoing Maintenance and Support Services for Phase 1 in accordance with Paragraph 5.1.2 of the body of Appendix A (Sample Agreement) and Attachment B1 (Service Level Requirements) to this SOW, commencing on the Effective Date of the resultant Agreement and continuing through the Term of the resultant Agreement. If County elects to proceed with either or both of Phases 2 and 3 in accordance with the Agreement, then Contractor shall provide such ongoing Maintenance and Support Services for the applicable of Phases 2 and 3 commencing on the effective date of County's election and continuing through the Term of the resultant Agreement. Definitions on service related terms are specified by Attachment B1 (Service Level Requirements). Performance requirements are specified in the Requirement Appendices.

### **SUBTASK B.11.1 – Provide Maintenance and Support Services Plan for the System**

Contractor shall provide a detailed Maintenance and Support Services plan for Maintenance and Support Services for the System.

### **SUBTASK B.11.2 – Provide Ongoing Maintenance and Support Services for the System**

Contractor shall provide ongoing Maintenance and Support Services for the Phase 1 System in accordance with Paragraph 5.1.2 of the body of Appendix A (Sample Agreement) and Attachment B1 (Service Level Requirements) to this SOW, commencing on the Effective Date of the resultant Agreement and continuing through the Term of the resultant Agreement. If County elects to proceed with either or both of Phases 2 and 3 in accordance with the Agreement, then Contractor shall provide such ongoing Maintenance and Support Services for the applicable of Phases 2 and 3 commencing on the effective date of County's election and continuing through the Term of the resultant Agreement. County's payment for all such Maintenance and Support Services shall be in accordance with Paragraph 8.3 of the body of Appendix A (Sample Agreement).

## **DELIVERABLES FOR TASK B.11:**

- ◆ Provide Maintenance and Support Services plan for System
- ◆ Contractor shall provide Maintenance and Support Services for System as specified in Subtask B.11.2 of this SOW.

## **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing System Maintenance and Support Services plan;
- ◆ Providing ongoing System Maintenance Services and Support Services;

## **TASK B.12 – HOSTING SERVICES**

Contractor shall provide ongoing Hosting Services for all System Environments for Phase 1 in accordance with Paragraph 5.1.3 of the body of Appendix A (Sample Agreement) and Attachment B1 (Service Level Requirements) to this SOW, commencing upon the Effective Date of the resultant Agreement and continuing through the Term of the resultant Agreement. If County elects to proceed with either or both of Phases 2 and 3 in accordance with the Agreement, then Contractor shall provide such ongoing Hosting Services for the applicable of Phases 2 and 3 commencing on the effective date of County's election and continuing through the Term of the resultant Agreement. Definitions on service related terms are specified by Attachment B1 (Service Level Requirements). Performance requirements are specified in Requirement Appendices.

### **SUBTASK B.12.1 – Provide Hosting Services Plan**

Contractor shall provide a detailed Hosting Services plan for maintenance and support for Hosting Services that will be reviewed and approved by the County Project Manager. The Hosting Services plan shall at a minimum include:

- Schedule for providing routine hardware maintenance
- Indication of what physical security will be in place for the Hosting Services hardware
- Plan for communicating and escalating Hosting Services issues

### **SUBTASK B.12.2 – Provide Ongoing Hosting Services**

Contractor shall provide ongoing Hosting Services for all System Environments for Phase 1 in accordance with Paragraph 5.1.3 (Hosting Services) of the body of Appendix A (Sample Agreement) and Attachment B1 (Service Level Requirements) to this SOW, commencing on the Effective Date of the resultant Agreement and continuing through the Term of the resultant Agreement. If County elects to proceed with either or both of Phases 2 and 3 in accordance with the Agreement, then Contractor shall provide such ongoing Hosting Services for the applicable of Phases 2 and 3 commencing on the effective date of County's election and continuing Term of the resultant Agreement. County's payment for all such Hosting Services shall be in accordance with County's obligation to pay Hosting Fees in

exchange for Contractor provision of Hosting Services described in Paragraph 8.4 (Hosting Fees) of Appendix A (Sample Agreement).

**DELIVERABLES FOR TASK B.12:**

- ◆ Provide Hosting Services plan
- ◆ Contractor shall provide ongoing Hosting Services as specified in Subtask B.12.2.

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing Hosting Services plan;
- ◆ Providing ongoing Hosting Services;

**TASK B.13 – ESTABLISH BACKUP SITE**

Contractor shall provide a Hot Site/Warm Site/Cold Site for backup approved by County that is located in an environmentally stable and mutually agreed upon and secure location within the Continental United States and at least 50 miles outside of Los Angeles.

The backup site will be in operation and maintained commencing upon the implementation of Phase 1 and continuing through the Term of the resultant Agreement. If County elects to proceed with either or both of Phases 2 and 3 in accordance with the Agreement, then Contractor shall operate and maintain such backup site for the applicable of Phases 2 and 3 commencing on the effective date of County's election and continuing Term of the resultant Agreement.

**SUBTASK B.13.1 – Establish Backup Site**

Contractor shall establish a Hot Site/Warm Site/Cold Site for backup that shall be operational within twenty-four (24) to thirty-six (36) hours of notification of the occurrence of any event that renders EHPIMS inoperable. The Hot Site/Warm Site/Cold Site must allow for a System Recovery Point Objective (RPO) of zero data loss in any event that renders EHPIMS inoperable; the RPO is 2 hours.

**SUBTASK B.13.2 – Backup Site Disaster Recovery Preparedness**

The Contractor shall measure and test the backup site's ability to meet County's requirements. Contractor shall perform multiple disaster recovery tests in regards to the backup site to be performed in phased increments including tests for transferring the backup site to the Production Environment at the end of a disaster recovery test. Contractor shall develop and follow a strategy for incremental storing of data at the backup site and for transferring data back to the Production Environment. This strategy for data storage and transfer at the backup site will be included as part of the Disaster Recovery Plan in Subtask B.6.2, and updated as part of Subtask C.6.2, and Subtask D.6.2.

**DELIVERABLES FOR TASK B.13:**

- ◆ Establish a Hot Site/Warm Site/Cold Site for backup that meets County requirements for performance and operation within time frame specified in Subtask B.13.1
- ◆ Perform disaster recovery tests in regards to the Hot Site/Warm Site/Cold Site for backup

**TASK B.14 – EXIT STRATEGY AND PLAN**

Contractor shall develop an exit strategy and Exit Plan upon the completion of Phase 1. The approved Exit Plan shall be used should County decide to transfer/relocate/turnover the EHPIMS.

**SUBTASK B.14.1 – Develop Exit Strategy and Plan**

Contractor shall, with the assistance of the County Project Director, clearly identify the overall strategy to exit the implementation, hosting, and maintenance and support of EHPIMS. As part of this Subtask, Contractor shall develop an Exit Plan that at a minimum includes:

- Procedures and processes, which shall provide for a smooth transition or transfer of the EHPIMS, System data and the System repository from Contractor’s environment to the new environment of County or County-selected vendor;
- Identification of resource requirements needed to transition, host and operate the EHPIMS at County or County-selected vendor data center(s);
- Identification of transition team members and their roles and responsibilities; and
- Proposed timeline for completion of transition activities;
- Provision of transition services under Paragraph 8.0 (Effect of Termination) of Exhibit A (Additional Terms and Conditions) to Appendix A (Sample Agreement).

Should County decide to transfer/relocate/turnover the EHPIMS software solution, within thirty (30) days of notification by County or sixty (60) days prior to Contract expiration date, Contractor shall assist County or its designee to conduct a successful transfer/relocation/turnover of the EHPIMS software solution based on the approved Exit Plan.

**DELIVERABLES FOR TASK B.14:**

- ◆ Exit Plan after Phase 1 implementation.

**CONTRACTOR RESPONSIBILITIES** include:



- ◆ Provide Exit Plan after Phase 1 implementation.

**COUNTY RESPONSIBILITIES** include:

- ◆ Reviewing Contractor's Exit Plan.

## C. PHASE 2 – IMPLEMENTATION OF REMAINING DISTRICT OFFICES AND PROGRAMS (OPTIONAL PHASE)

This section provides the Tasks, Subtasks, Deliverables, goods, services and other Work of Contractor that pertain to activities associated with Phase 2: configuring the Core Application; developing Baseline Customizations and Baseline Interfaces; updating technology assessments, updating System Environments; conducting data conversion; updating of security plans; backing up data; updating Disaster Recovery Plans; conducting testing; providing training; updating training documentation; updating technical documentation; implementation; and providing Maintenance and Support Services and Hosting Services for Phase 2 (Implementation of Remaining District Offices and Programs) (see Attachment B3 (Phasing Profile) to this SOW).

Phase 2 is an Optional Phases which shall only be provided by Contractor following receipt of a written notice to proceed with respect to such Optional Phase in accordance with Paragraph 5.1 (Scope of Work) of the body of Appendix A (Sample Agreement). Further, Phase 2 consists of two sub-phases, Phase 2A and Phase 2B. Phase 2B is contingent upon the success of Phase 2A and County will determine, in County's sole discretion, whether to proceed with Phase 2B. Thus, Contractor's provision of Phase 2B additionally requires a written notice to proceed under Paragraph 5.1 (Scope of Work) of the body of Appendix A (Sample Agreement).

### **TASK C.1 – REQUIREMENTS REVIEW/ CONFIRMATION AND DESIGN**

#### **SUBTASK C.1.1 – Review, Confirm and Finalize Requirements**

The specified requirements in the Requirements Appendices will be reviewed, confirmed, and finalized for each of Phase 2A and, as applicable, Phase 2B (see Attachment B3 (Phasing Profile)). The review process will be conducted at a County location with Contractor and designated key members of the County's EPT especially business subject matter experts. Any additional requirements identified beyond those specified in this SOW or in the Requirements Appendices will be analyzed and documented. These additional requirements, if any, will be subject to the change control process described in Appendix A (Sample Agreement), Paragraph 6.0 (Change Notices and Amendments) and will result in an agreed-to final set of Requirements Appendices.

#### **SUBTASK C.1.2 – Design**

After an agreed-to final set of Requirements Appendices has been finalized, Contractor shall perform a Phase 2 gap analysis to identify the primary differences between the final set of

Requirements Appendices and the Core Application. The gap analysis will form the basis for the Phase 2A design and the Phase 2B design by identifying which parts of the Core Application will require Baseline Customizations and which parts require configuration of Baseline Application components.

As part of the System design, Contractor shall at a minimum include flow charts, tables, screens, generated reports, test plans, and data conversion maps. The design process will be conducted with Contractor and designated key members of the County's EPT. The design meetings will be conducted onsite at a location provided by County.

### **DELIVERABLES FOR TASK C.1:**

#### **Phase 2A:**

- ◆ Finalized requirements document for Phase 2A that either confirms the Requirements Appendices or identifies any mutually agreed upon changes;
- ◆ A gap analysis for Phase 2A that identifies required functionality and business processes compared against the Core Application; and
- ◆ Phase 2A Design.

#### **Phase 2B:**

- ◆ Finalized requirements document for Phase 2B that either confirms the Requirements Appendices or identifies any mutually agreed upon changes;
- ◆ A gap analysis for Phase 2B that identifies required functionality and business processes compared against the Core Application; and
- ◆ Phase 2B Design.

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel for the Requirement Appendices review/confirmation;
- ◆ Providing appropriately skilled personnel for the design; and
- ◆ Completion of all Deliverables stated above.

### **COUNTY RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel to assist in the Requirement Appendices review/confirmation; and
- ◆ Providing appropriately skilled personnel to assist in the design review and approval.

## **TASK C.2 – APPLICATION CONFIGURATION**

### **SUBTASK C.2.1 – Configure Baseline Application**

For each of Phase 2A and, as applicable, 2B, the configuration process to be performed by Contractor will be based on the approved gap analysis for Phase 2A and 2B, Phase 2A and 2B Subtask C.1.2 (Design) and finalized Requirements Appendices for Phase 2A and, as applicable, 2B, including the design of the DPH website and offline version of the System. The Contractor shall provide a fully configured Baseline Application ready for testing.

As part of configuring the Baseline Application, Contractor shall:

- Build Baseline Interfaces;
- Map/convert all applicable EH and other DPH division and County departments' information for Phase 2 (see Attachment B3 (Phasing Profile)); and
- Provide any Baseline Customizations required by County

Contractor shall complete configuration of the Baseline Application to ensure that the Baseline Application meets all of the requirements and specifications set forth in the Requirements Appendices for Phase 2 (see Attachment B3 (Phasing Profile)).

### **SUBTASK C.2.2 – Configure Review Sessions**

The County project staff will review the configuration effort at check points that will be agreed to by both the County Project Director and the Contractor Project Director, as specified in the PCD. These check point reviews will be used to determine if the effort is on schedule and meets the user requirements as specified in the finalized Requirements Appendices.

For each of Phase 2A and, as applicable, Phase 2B, Contractor shall update the Requirements Traceability Matrix (RTM) developed as part of the Task A.1 Contractor shall incorporate the RTM document as an Appendix to the PCD developed under Subtask A.1.1 (Develop Project Control Document). The RTM document is created by associating the requirements with the work products (the Core Application versus configured Baseline Application components) that satisfy them. Subsequent Acceptance Tests will utilize the RTM, and the product tested to meet the requirements.

The RTM and associated tests shall be designed to provide reasonable assurance to County and Contractor that the completed effort meets the user requirements, as specified in the agreed-upon final Requirements Appendices, and Contractor's proposed solution.

### **DELIVERABLES FOR TASK C.2:**

#### **Phase 2A:**

- ◆ Fully configured Baseline Application for Phase 2A
- ◆ Updated RTM for Phase 2A

#### **Phase 2B:**

- ◆ Fully configured Baseline Application for Phase 2B
- ◆ Updated RTM for Phase 2B

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel to develop the RTM and associated tests; and
- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Timely review of Contractor providing appropriately skilled personnel to configure the Application;
- ◆ Providing access to specific data and information as may be required and mutually agreed on.

**TASK C.3 – UPDATE TECHNOLOGY ASSESSMENT AND HOSTING ENVIRONMENTS**

**SUBTASK C.3.1 – Update Technology Assessment**

Contractor shall update the technology assessment report created under Subtask B.3.1 for each of Phase 2A and, as applicable, Phase 2B.

**SUBTASK C.3.2 – Update Hosted Environments**

Upon County’s review and approval of the Contractor’s updated Technology Assessment Report for each of Phase 2A and, as applicable, Phase 2B, Contractor shall update the Hosted environments (referred to in the Agreement as System Environments) for the System Software established in Phase 1 (see Subtask B.3.2 (Established Hosted Environments)), to support for each of Phase 2A and, as applicable, Phase 2B (see Attachment B3 (Phasing Profile)).

The updated Hosted environments shall contain all the functionality specified by the Requirements Appendices. The Contractor is to use the attachments to the SOW in conjunction with EHPIMS software solution requirements specified by the Requirements Appendices to update the Hosted environments.

**DELIVERABLES FOR TASK C.3:**

**Phase 2A:**

- ◆ Update Technology Assessment Report for Phase 2A
- ◆ Update Hosted environments for Phase 2A
  - Updated Development Environment installed and operational
  - Updated Test Environment installed and operational
  - Updated Staging Environment installed and operational

- Updated Production Environment installed and operational
- Updated Training Environment installed and operational

**Phase 2B:**

- ◆ Update Technology Assessment Report for Phase 2B
- ◆ Update Hosted environments for Phase 2B
  - Updated Development Environment installed and operational
  - Updated Test Environment installed and operational
  - Updated Staging Environment installed and operational
  - Updated Production Environment installed and operational
  - Updated Training Environment installed and operational

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Converting all applicable EH programs and other DPH divisions and County departments' related data to the Hosted environments, prior to the environments becoming operational. The specifics of data conversion are specified in the next Task on data conversion.
- ◆ Providing appropriately skilled personnel for the application installation(s);
- ◆ Providing hardware platform(s) to be used for the Hosted environments, based on specifications provided by Contractor;
- ◆ Providing appropriate technical staff in accessing hardware and networks; and
- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Ensuring that the appropriate staff members (stakeholders) participate in the project planning process; and

**TASK C.4 – DATA CONVERSION**

Contractor shall conduct data conversion for current EH systems and other DPH divisions and County departments' systems that will include, but not be limited to, data clean up, data migration, data mapping and data conversion testing (see Attachment B3 (Phasing Profile)). Data conversion field level information is included in attachments to the SOW (see Attachment B4 (EHMIS Data Dictionary), Attachment B5 (EH Data Conversion Field Specification), Attachment B6 (TTC Data Conversion Field Specification), Attachment B7 (Tobacco Program Data Conversion Field Specification), and Attachment B8 (Toxic Epi Call Database Data Dictionary)).

### **SUBTASK C.4.1 – Develop Data Conversion Plan**

Contractor shall develop a data conversion plan for each of Phase 2A and, as applicable, Phase 2B that addresses data clean-up, data conversion, data mapping and validation for conversions of all applicable current EH systems and other DPH divisions and County departments' systems to EHPIMS. Contractor shall develop the data conversion plan for each of Phase 2A and, as applicable, Phase 2B to respectively include a Phase 2A and Phase 2B conversion approach and comprehensive testing. Contractor shall develop a data conversion plan that shall include, at a minimum:

- County's and Contractor's roles and responsibilities;
- Scope of conversion activities including data cleanup, data scrubbing, and data merging across duplicated sites/accounts;
- Pre-conversion requirements;
- Conversion test scripts and results report(s);
- Process for updating and enhancing the conversion approach and programs; and
- Strategy for converting system data that includes a plan for restoring system data to the original stage, identifying changes/transactions that have been made to existing system data

### **SUBTASK C.4.2 – Execute Data Conversion Strategy and Plan**

Data conversion testing shall include, but not be limited to, the following:

- Compatibility and migration testing
- Conversion testing for initial data transfer and thereafter

Upon successful completion of conversion tests and County's approval, Contractor shall carry out the data conversion plan each of Phase 2A and, as applicable, Phase 2B according to the respective Phase 2A and Phase 2B implementation schedules. The conversion of system data from production shall initially occur prior to Subtask C.9.3. (Conduct Phase 2A Implementation of Remaining Fifteen (15) District Offices), and shall be completed with Subtask C.9.4 (Conduct Phase 2B Implementation of All Remaining Programs).

### **DELIVERABLES FOR TASK C.4:**

#### **Phase 2A:**

- ♦ Provide data conversion plan documentation for Phase 2A
- ♦ Execute data conversion strategy and plan for Phase 2A

#### **Phase 2B:**

- ♦ Provide data conversion plan documentation for Phase 2B

- ◆ Execute data conversion strategy and plan for Phase 2B

### **TASK C.5 – INTERFACES AND DATA EXCHANGES**

Contractor shall build Baseline interfaces for data exchange with external systems required for Phase 2. Baseline Interfaces include the loading of flat files from external systems; the transmission of flat files to external systems; and direct system-to-system data exchange. Record layouts and interface specifications for the external side of the Baseline Interfaces are specified in attachments to Appendix C2 (Technical Requirements) (see Attachment C2E (Agricultural Lab Field Specification), and Attachment C2F (vCMR Field Specification)).

#### **SUBTASK C.5.1 – Develop an Interface and Data Exchange Plan**

Contractor shall develop an Interface and data exchange plan for each of Phase 2A and, as applicable, Phase 2B that, at a minimum, includes:

- Schedule for building Baseline Interfaces and data exchange capabilities
- Identification of resources needed and responsibilities
  - Contractor personnel
  - EH and other County personnel
- Identification of mechanisms to secure sensitive data
- Risk analysis and contingency plan
- Method for dealing with future Interfaces
  - What API will be available for Interfaces
  - What web services will be available for Interfaces

#### **SUBTASK C.5.2 – Execute Interface and Data Exchange Strategy and Plan**

Contractor shall execute the Interface and data exchange strategy and plan for the Baseline Interfaces and data exchanges identified in Attachment B3 (Phasing Profile) each of Phase 2A and, as applicable, Phase 2B.

### **DELIVERABLES FOR TASK C.5:**

#### **Phase 2A:**

- ◆ Develop and provide an Interface and data exchange plan for Phase 2A
- ◆ Baseline Interfaces and data exchange capabilities established and operational for Phase 2A

#### **Phase 2B:**

- ◆ Develop and provide an Interface and data exchange plan for Phase 2B
- ◆ Baseline Interfaces and data exchange capabilities established and operational for Phase 2B

## **TASK C.6 – UPDATE SECURITY, DISASTER RECOVERY AND BUSINESS CONTINUITY PLANS**

Contractor shall update the security plan and associated security documentation, the Disaster Recovery Plan, and the Business Continuity Plan.

### **SUBTASK C.6.1 – Update System Security Plan and Documentation**

Contractor shall update the EHPIMS security plan developed under Subtask B.6.1 for any changes needed for each of Phase 2A and, as applicable, Phase 2B. Contractor shall update the security documentation developed under Subtask B.6.1 in conjunction with updating the security plan for this Subtask C.6.1.

### **SUBTASK C.6.2 – Update Disaster Recovery and Business Continuity Plans**

Contractor shall update the Disaster Recovery Plan (DRP) documentation developed under Subtask B.6.2 for each of Phase 2A and, as applicable, Phase 2B. Contractor shall update the Business Continuity Plan (BCP) documentation developed under Subtask B.6.2 for each of Phase 2A and, as applicable, Phase 2B.

### **DELIVERABLES FOR TASK C.6:**

#### **Phase 2A:**

- ◆ Update System security plan and documentation created in Subtask B.6.1 for Phase 2A
- ◆ Update all the Disaster Recovery Plan created in Subtask B.6.2 for Phase 2A
- ◆ Update all the Business Continuity Plan created in Subtask B.6.2 for Phase 2A

#### **Phase 2B:**

- ◆ Update for Phase 2B System security plan and documentation from Phase 2A
- ◆ Update for Phase 2B the Disaster Recovery Plan from Phase 2A
- ◆ Update for Phase 2B the Business Continuity Plan from Phase 2A

## **TASK C.7 – SYSTEM TESTING AND DEFECT RESOLUTION**

The testing process ensures that all components of the System Software are thoroughly tested and that the implemented project consists of high quality and reliable software that performs in accordance with the System Requirements and otherwise with the Agreement. The Unit Test for each module shall be conducted by Contractor as part of the internal configuration effort, Subtask C.2.1. System Integration Test, System Performance Test, System Security Test, System Regression Test and User Acceptance Test will subsequently be performed or, in the case of the User Acceptance Test, supported by the Contractor as part of this Task and set of Deliverables.

Testing must include making sure the functionality for each Phase 2A and Phase 2B works with functionality for preceding Phases and sub-phases. The System Regression Test testing functionality from the preceding Phase must be performed. The System Regression



Test must be performed prior to System implementation of Phase 2A, Subtask C.9.3, and prior to System implementation of Phase 2B, Subtask C.9.4. The System Regression Test prior to System implementation to Phase 2B will include testing on functionality from Phase 2A as well as from the preceding Phase 1. The initial plan to conduct Acceptance Tests as specified in the PCD will be revised, as required. Subsequently, the Test Plan will be finalized to meet the requirements of, and implemented for, the System Integration Test, System Performance Test, System Security Test, System Regression Test and User Acceptance Test performed and test results documented.

### **SUBTASK C.7.1 – Revise Test Plan**

Contractor shall revise the Test Plan given as part of the PCD under Task A.1 (Project Planning and Management) each of Phase 2A and, as applicable, Phase 2B to meet the needs of this Phase 2. The Test Plan at a minimum must include the following:

- Test schedule including duration of tests
- Types of testing; at a minimum should include:
  - System Integration Test
  - User Acceptance Test
  - System Performance Test
  - System Security Test
  - System Regression Test
- Testing strategy
  - Manual testing details
  - Automation testing details
  - Requirements Traceability Matrix (RTM) details - tie requirements to test scenarios and sequences
- Base criteria
  - Item pass/fail criteria
  - Suspension criteria and resumption requirements
- Identification of testing resources needed and responsibilities
  - Contractor personnel
  - EH and other County personnel
- Test cases
  - Test scenarios
  - Test sequences
- Risk analysis and contingency plan

### **SUBTASK C.7.2 – Conduct System Integration Test**

Contractor shall prepare for and conduct the System Integration Test in accordance with the Test Plan, consisting of integrated testing of all components of the System Software, including interfaces with other systems, in the specified System Hardware, Operating Software and Network Environment (System Environment). Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Integration Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall

re-test System to confirm these changes. Contractor shall certify, in writing, that the System Integration Test has been successfully completed and that Contractor has successfully completed all required corrective actions.

### **SUBTASK C.7.3 – Support User Acceptance Test**

Contractor shall provide onsite assistance and support to the County EPT designated to conduct the User Acceptance Test with performing the User Acceptance Test. The Contractor's project team will develop test scenarios that test business functionality as well as System capabilities, such as recovery procedures after a System failure. The EPT, in conjunction with specified Users, will execute the test scenarios with Contractor's assistance using the testing environment ("Test Environment") and test database. Defects identified and documented by the EPT shall be corrected by Contractor in a reasonable time, to be specified by the County Project Director based on the circumstances. After all problems and other Deficiencies are corrected, as determined by County, the User Acceptance Test shall again be conducted by the County. Contractor Project Director and County Project Director shall certify in writing that the User Acceptance Test has been completed, the System is acceptable and the System is ready for implementation. User Acceptance Test shall include, but not be limited to the following:

- Operational readiness testing
- Usability testing

### **SUBTASK C.7.4 – Conduct System Performance Test**

Contractor shall conduct the System Performance Test to confirm that the System Requirements will be met by the System Software and System Environment. Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Performance Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Performance Test has been successfully completed and that Contractor has successfully completed all required corrective actions. System Performance Test shall include, but is not limited to, the following:

- Initial load testing
- Volume and stress testing
- Dependability testing for reliability, maintainability, availability, and recoverability

### **SUBTASK C.7.5 – Conduct System Regression Tests**

Contractor shall conduct the System Regression Test to confirm that the System Software functionality for preceding Phase works correctly with functionality for this Phase 2. Regression testing must be performed prior to System implementation of Phase 2A,

Subtask C.9.3 and prior to System implementation of Phase 2B, Subtask C.9.4. The System Regression Test prior to System implementation of Phase 2B will include testing on functionality from Phase 2A and from the preceding Phase 1.

Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Regression Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Regression Test has been successfully completed and that Contractor has successfully completed all required corrective actions.

### **SUBTASK C.7.6 – Conduct System Security Tests**

Contractor shall conduct the System Security Test to confirm that the County's System security requirements will be met by the System Software and System Environment. Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Security Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Security Test has been successfully completed and that Contractor has successfully completed all required corrective actions. System Security Test shall include, but is not limited to, the following:

- Test for compliance with Appendix C3, Security Requirements
- Application host and network (System Software and System Environment) vulnerability scanning
- Automated application penetration testing
- Manual application penetration testing, if required to verify results of automated testing

The Contractor will use industry leading security testing tools to perform application host and network (System Software and System Environment) vulnerability scanning and penetration testing. The tools must receive periodic updates at a frequency of not more than a week from the tool vendor to test for recently published vulnerabilities.

Initial scans of pre-production System Software and System Environment must include deep intrusive credentialed scans using 3 different types of users: non-authenticated user, authenticated user and admin user. All identified security issues (high, medium and low risk) will be documented, tracked and reported. All medium and high-risk items will be mitigated and/or remediated and confirmed by re-testing before the System Software and System Environment can be deployed in production.

The Contractor shall subscribe to alerts/notifications of and monitor new security vulnerabilities and attacks through industry standard security bulletins such as US-CERT, Internet Storm Center, Securityfocus.com, PHCERT, etc. As soon as a high or medium risk attack is published, the Contractor will take steps to mitigate the new attacks immediately, pending patching of the System Software and System Environment to protect against the attacks. The Contractor will test the System Software and System Environment to confirm that the attacks are being blocked.

Standard Contractor change management process will be followed for applying security patches to System Software and System Environment. Contractor will perform vulnerability scanning after System Software and System Environment are patched.

### **DELIVERABLES FOR TASK C.7:**

#### **Phase 2A:**

- ◆ Revised Test Plan for Phase 2A
- ◆ System Integration Test and results report for Phase 2A
- ◆ User Acceptance Test and results report for Phase 2A
- ◆ System Performance Test and results report for Phase 2A
- ◆ System Regression Test and results report prior to system implementation to Phase 2A, Subtask C.9.3 (includes testing on functionality from Phase 1)
- ◆ System Security Test and results report for Phase 2A

#### **Phase 2B:**

- ◆ Revised Test Plan for Phase 2B
- ◆ System Integration Test and results report for Phase 2B
- ◆ User Acceptance Test and results report for Phase 2B
- ◆ System Performance Test and results report for Phase 2B
- ◆ System Regression Test and results report prior to System implementation to Phase 2B, Subtask C.9.4 (includes testing on functionality from Phase 2A and Phase 1)
- ◆ System Security Test and results report for Phase 2B

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriate SME and technical staff for installing and testing solution environment;
- ◆ Conducting onsite training to the County Users involved in User Acceptance Test;
- ◆ Correcting all identified errors and results that are not in compliance with the requirements;
- ◆ Contractor shall identify test site if different than proposed Hosting location; and
- ◆ Ensuring necessary equipment (servers, etc.) is available for the entire duration of this Task C.7

**COUNTY RESPONSIBILITIES** include:

- ◆ Ensuring necessary equipment (workstations, servers, etc.) is available for the entire duration of this Task C.7;
- ◆ Providing SME and technical staff;
- ◆ Providing sample data and appropriate scenarios for testing; and
- ◆ Conducting User Acceptance Test, recording results and conducting re-test of the User Acceptance Test, as needed, until the test is successfully completed

**TASK C.8 – TRAINING AND DOCUMENTATION**

Contractor shall update the SUM and TSD created under Task B.8 to support training for each of Phase 2A and, as applicable, Phase 2B. Contractor shall coordinate the delivery of comprehensive training to all Users identified in Attachment B3 (Phasing Profile) to this SOW for Phase 2.

**SUBTASK C.8.1 – Update User and Technical Documentation**

Contractor shall update the following User Documentation and provide in an electronic format:

- User manuals and on-line documentation available for distribution
- Technical documentation for all aspects of the System operation

**SUBTASK C.8.1.1. – Update Software User’s Manual (SUM)**

Contractor shall update/revise the SUM created under Subtask B.8.1 (Produce User and Technical Documentation) to include updated information consistent with the Application Software as configured in the Production Environment. The SUM must be updated/revise when Updates, Version Releases and Software Modifications are deployed into Production Use. The updated/revise SUM shall incorporate all changes to-date, including those resulting from Task C.10 (System Acceptance).

A final, edited and approved SUM shall be required as one of the criteria for successful System Acceptance under Task C.10 (System Acceptance). The SUM shall be made available in alternate formats upon request, at no additional charge.

**SUBTASK C.8.1.2. – Update Technical Specifications Document (TSD)**

Contractor shall update/revise all documentation created under Subtask B.8.1 (Produce User and Technical Documentation) to include updated information consistent with the Application Software as configured in the Production Environment. The TSD must be updated/revise when Updates, Version Releases and Software Modifications are deployed into Production Use. The updated/revise TSD shall incorporate all changes to-date,

including those resulting from Task C.10 (System Acceptance). A final, edited and approved TSD shall be required as one of the criteria for successful System Acceptance under Task C.10 (System Acceptance).

### **SUBTASK C.8.2 – Prepare and Conduct Training**

Contractor will provide training at the EH Baldwin Park facility or other County location(s), for all EH programs and other DPH divisions and County departments as specified in Attachment B3 (Phasing Profile) for Phase 2.

Contractor shall sufficiently train a pre-determined number of specified Users to assist with Subtask C.7.3 (Support User Acceptance Test). The number of testing personnel to be trained will be mutually agreed upon by Contractor and County.

Contractor shall conduct training for each Phase for all Users identified by County in Attachment B3 (Phasing Profile), which shall be completed prior to Subtask C.9.3 (Conduct Phase 2A Implementation of Remaining Fifteen (15) District Offices) and prior to Subtask C.9.4 (Conduct Phase 2B Implementation of All Remaining Programs). Contractor shall utilize the training environment established in Task C.3 (Technology Assessment and Establish Hosted System Environments) and training support documentation developed in Subtask C.8.1 (Produce User and Technical Documentation). The time gap between training and using EHPIMS in Production Use will not be more than two (2) weeks.

The use of new personal computing devices and peripherals upon conversion to EHPIMS will require that trainees will need to be assigned and distributed these devices and will require basic device training in addition to application and business process training. County will be responsible for personal computing device and peripheral training.

Training should utilize production data (in a Training Environment) from the district office or program being trained so that previously un-entered inspection data can be utilized for hands-on training.

### **DELIVERABLES FOR TASK C.8:**

#### **Phase 2A:**

- ◆ Updated/revise SUM and TSD (including Updates, Version Releases, and Software Modifications) deployed to Production Use and changes resulting from System Acceptance for Phase 2A
- ◆ Completed onsite training sessions for Phase 2A Users prior to Subtask C.7.3 (Support User Acceptance Test) and any updated onsite training sessions for Phase 2A Users prior to Subtask C.9.3 (Conduct Phase 2A Implementation of Remaining Fifteen (15) District Offices). Phase 2A Users are specified in Attachment B3 (Phasing Profile).

#### **Phase 2B:**

- ◆ Updated/revise SUM and TSD (including Updates, Version Releases, and Software Modifications) deployed to Production Use and changes resulting from System Acceptance for Phase 2B

- ◆ Completed onsite training sessions for Phase 2B Users prior to Subtask C.7.3 (Support User Acceptance Test) and any updated onsite training sessions for Phase 2B Users prior to Subtask C.9.4 (Conduct Phase 2B Implementation for all Remaining EH Programs). Phase 2B Users are specified in Attachment B3 (Phasing Profile).

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Providing a large physical classroom for trainings (training room contains space and internet connectivity for 30 people);
- ◆ Providing personal computing device and peripheral training;
- ◆ Providing appropriate project staff to review first-draft SUM and TSD;
- ◆ Assigning a single-point-of-contact training coordinator to assist in scheduling County personnel for training; and
- ◆ Participating in all training sessions.

**TASK C.9 – IMPLEMENTATION – TRANSITION TO PRODUCTION**

Phase 2 implementations shall be performed in a manner which ensures that System implementation, training and conversion plans are complete and approved of by the County. Contractor shall develop for each of Phase 2A and, as applicable, Phase 2B implementation plans and schedules in accordance to Attachment B3 (Phasing Profile) and conduct Phase 2A and, as applicable, Phase 2B implementations accordingly.

**SUBTASK C.9.1 – Update Implementation Plan**

Contractor shall, with the assistance of the County Project Director, clearly identify the overall strategy to implement EHPIMS to the Production Environment for Phase 2A and, as applicable, Phase 2B. As part of this Subtask, Contractor shall work with the County to update/revise the high level planning document developed as part of Subtask B.9.1 for full implementation of the Application Software for Phase 2A and, as applicable, Phase 2B. The updated/revise implementation plan shall include, at a minimum, the following elements:

- ◆ Departmental Resource Requirements for Phase 2A and, as applicable, Phase 2B;
- ◆ Implementation strategy;
- ◆ Implementation timeline;

- ◆ Lessons learned from implementation;
- ◆ Cost estimates (one time and recurring); and
- ◆ Any other information requested by County and/or agreed to by both parties.

### **SUBTASK C.9.2 – Prepare Production Environment**

The preparation of the Production Environment will be the sole responsibility of Contractor, in preparing and confirming the complete System Environment, including System Hardware, System Operating Software and System Network environment, necessary for full Production Use.

Contractor shall assist the EPT in setting up the profiles, security, entering the initial Users, and testing the User accounts to ensure security and access as specified.

### **DELIVERABLES FOR TASK C.9, SUBTASK C.9.1 AND C.9.2:**

#### **Phase 2A:**

- ◆ Updated/revise implementation plan for Phase 2A
- ◆ Prepared Production Environment for Phase 2A

#### **Phase 2B:**

- ◆ Updated/revise implementation plan for Phase 2B
- ◆ Prepared Production Environment for Phase 2B

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Ensuring availability of the Production Environment, including production server environment, networking and end user hardware and software;
- ◆ Providing appropriate staff for installing, testing and populating the Production Environment;
- ◆ Providing deployment schedules based on County’s schedule; and
- ◆ Providing appropriate personnel to develop Phase 2A and 2B implementation plan.

### **COUNTY RESPONSIBILITIES** include:

- ◆ Providing appropriate staff for installing, testing and populating the Production Environment; and



- ◆ Providing appropriate personnel to assist in the development and review of the Phase 2A and 2B implementation plan.

### **SUBTASK C.9.3 – Conduct Phase 2A Implementation of Remaining Fifteen (15) District Offices**

The Contractor shall conduct and complete the System implementation of the Production Environment, including the offline version of the system and the DPH website, to the remaining fifteen (15) district offices of Food and Housing programs, Subtask C.9.3 (Conduct Phase 2A Implementation of Remaining Fifteen (15) District Offices). This Subtask C.9.3 shall be implemented one EH district office (food and housing programs) at a time and/or implemented as groups of EH district offices at the same time. County will determine the order in which each district office or group of district offices will be implemented during Phase 2A. During the implementation of each remaining EH district office or groups of EH district offices, Contractor shall identify and resolve, in accordance with County's requirements, any outstanding issues prior to moving on to implementation of the next remaining EH district office or groups of EH district offices, and prior to the next Phase implementation. Contractor shall provide technical assistance and on-site support at the designated district offices during this Phase 2A implementation.

It will be County's sole option on when to implement the offline version of the System and the DPH website for purposes of this Subtask C.9.3, including after the date on which all other Phase 2A System components have been implemented for purposes of this Subtask C.9.3. If, the offline version of the System and DPH website have been successfully tested in accordance with this SOW and are live in Production Environment and all other Phase 2A System components have otherwise been implemented for purposes of this Subtask C.9.3, then County may, in its sole discretion, approve of the Deliverables under this Subtask C.9.3 in accordance with the resultant Agreement.

### **DELIVERABLES FOR TASK C.9, SUBTASK C.9.3:**

- ◆ Conduct Phase 2A Implementation

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing on-site support to designated locations during this Phase 2A implementation; and
- ◆ Identifying and resolving, in accordance with County's requirements, any outstanding issues.

### **COUNTY RESPONSIBILITIES** include:

- ◆ Participating in Phase 2A implementation.

### **SUBTASK C.9.4 – Conduct Phase 2B Implementation of All Remaining Programs**

The Contractor shall conduct and complete the System implementation of the Production Environment to all remaining programs. This Subtask C.9.4 shall be implemented one program at a time and/or implemented as groups of programs at the same time. County will determine the order in which each program or groups of programs will be implemented during Phase 2B. During the implementation of each remaining program or groups of programs, Contractor shall identify and resolve, in accordance with County's requirements, any outstanding issues prior to moving to implementation of the next remaining program or groups of programs, and prior to the next Phase implementation. Contractor shall provide technical assistance and on-site support at the locations of the EH programs and other DPH programs during Phase 2B implementation.

It will be County's sole option on when to implement the offline version of the System and the DPH website for purposes of this Subtask C.9.4, including after the date on which all other Phase 2B System components have been implemented for purposes of this Subtask C.9.4. If, the offline version of the System and DPH website have been successfully tested in accordance with this SOW and are live in Production Environment and all other Phase 2B System components have otherwise been implemented for purposes of this Subtask C.9.4, then County may, in its sole discretion, approve of the Deliverables under this Subtask C.9.4 in accordance with the resultant Agreement.

#### **DELIVERABLES FOR TASK C.9, SUBTASK C.9.4:**

- ◆ Conduct Phase 2B Implementation

#### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing on-site support for EH programs during the Phase 2B implementation; and
- ◆ Identifying and resolving, in accordance with County's requirements, any outstanding issues.

#### **COUNTY RESPONSIBILITIES** include:

- ◆ Participating in Phase 2B implementation.

#### **TASK C.10 – SYSTEM ACCEPTANCE**

The System, in its entirety, as installed and configured for Phase 2A and, as applicable, Phase 2B, will be accepted by County if, and only if, the System operates in the Production Environment for all district offices and EH programs, and related Interfaces for a period of 60 days continuously without Deficiencies of Severity Level 3 or more severe, as provided in Section 3.0 (Assumptions), Paragraph 3.4 (System Acceptance) below and Attachment B1 (Service Level Requirements) to this SOW.

## **SUBTASK C.10.2 – Achieve System Acceptance**

Contractor shall ensure that the System for Phase 2 achieves System Acceptance for Phase 2A and, as applicable, Phase 2B by reviewing with County all Documentation and project results against pre-defined Acceptance Criteria. The System for Phase 2A and, as applicable, Phase 2B shall achieve System Acceptance after the System completes a full continuous uninterrupted 60-day operation run in the Production Environment without Deficiencies of Severity Level 3 or more severe (System Acceptance Test), as specified in Section 3.0 (Assumptions), Paragraph 3.4 (System Acceptance) below and Attachment B1 (Service Level Requirements) to this SOW. Notwithstanding the foregoing, should County, in its sole discretion, determine to approve the Deliverables under Subtasks C.9.3 (Conduct Phase 2A Implementation of Remaining Fifteen (15) District Offices) and C.9.4 (Conduct Phase 2B Implementation of All Remaining Programs) prior to Contractor's implementation of the offline version of the System and the DPH website for purposes of Subtasks C.9.3 and C.9.4, then at least 30 days of the above referenced full continuous uninterrupted 60-day operation run shall be required to include the offline version of the System and the DPH website, as well as all other Phase 2 System components.

Contractor shall manage and track all Deficiencies in the Production Environment, and provide weekly reports to County. If, at any time during the continuous 60-day period, the System has failed to pass the System Acceptance due to Deficiencies, Contractor shall correct such Deficiencies, and the continuous 60-day period shall be restarted in its entirety.

### **DELIVERABLES FOR TASK C.10:**

#### **Phase 2A:**

- ◆ Weekly reports which document and verify that the System for Phase 2A in Production Environment successfully and continuously operates for a period of 60 continuous days without Deficiencies of Severity Level 3 or more severe
- ◆ Achieve System Acceptance for Phase 2A on or before the date specified in the PCD

#### **Phase 2B:**

- ◆ Weekly reports which document and verify that the System for Phase 2B in Production Environment successfully and continuously operates for a period of 60 continuous days without Deficiencies of Severity Level 3 or more severe
- ◆ Achieve System Acceptance for Phase 2B on or before the date specified in the PCD

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing full System support; and
- ◆ Preparing all final-form documentation for review.

## **TASK C.11 – UPDATE MAINTENANCE AND SUPPORT SERVICES PLAN**

Contractor shall update the Maintenance and Support Services plan for Phase 2A and, as applicable, Phase 2B that was developed in Subtask B.11.1 (Provide Maintenance and Support Services Plan).

### **SUBTASK C.11.1 – Update Maintenance and Support Services Plan**

Contractor shall update the Maintenance and Support Services plan prior to Phase 2A implementation. Contractor shall also update the Maintenance and Support Services plan prior to Phase 2B implementation and prior to Phase 3 implementation.

#### **DELIVERABLES:**

##### **Phase 2A:**

- ◆ Updated Maintenance and Support Services plan prior to Phase 2A implementation

##### **Phase 2B:**

- ◆ Updated Maintenance and Support Services plan prior to Phase 2B implementation

#### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Provide updated Maintenance and Support Services plan prior to Phase 2A implementation; and
- ◆ Provide updated Maintenance and Support Services plan prior to Phase 2B implementation.

#### **COUNTY RESPONSIBILITIES** include:

- ◆ Reviewing Contractor's updated Maintenance and Support Services plans.

## **TASK C.12 – UPDATE HOSTING SERVICES PLAN**

Contractor shall update the Hosting Services plan for Phase 2A and, as applicable, Phase 2B that was developed in Subtask B.12.1 (Provide Hosting Services Plan).

### **SUBTASK C.12.1 – Update Hosting Services Plan**

Contractor shall update the Hosting Services plan prior to Phase 2A implementation. Contractor shall also update the Hosting Services plan prior to Phase 2B implementation and prior to Phase 3 implementation.

#### **DELIVERABLES:**

##### **Phase 2A:**

- ◆ Updated Hosting Services plan prior to Phase 2A implementation

**Phase 2B:**

- ◆ Updated Hosting Services plan prior to Phase 2B implementation

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Provide updated Hosting Services plan prior to Phase 2A implementation; and
- ◆ Provide updated Hosting Services plan prior to Phase 2B implementation.

**COUNTY RESPONSIBILITIES** include:

- ◆ Reviewing Contractor's updated Hosting Services plan for Phase 2A and, as applicable, Phase 2B.

**TASK C.13 – UPDATE EXIT STRATEGY AND PLAN**

Contractor shall update the exit strategy and Exit Plan for Phase 2A and, as applicable, Phase 2B that was developed in Subtask B.14.1 (Develop Exit Strategy and Plan).

**SUBTASK C.13.1 – Update Exit Strategy and Plan**

Contractor shall update the Exit Plan after Phase 2A implementation and prior to Phase 2B implementation. Contractor shall also update the Exit Plan after Phase 2B implementation and prior to Phase 3 implementation.

**DELIVERABLES:**

**Phase 2A:**

- ◆ Updated Exit Plan after Phase 2A implementation

**Phase 2B:**

- ◆ Updated Exit Plan after Phase 2B implementation

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Provide updated Exit Plan after Phase 2A implementation; and
- ◆ Provide updated Exit Plan after Phase 2B implementation.

**COUNTY RESPONSIBILITIES** include:

- ◆ Reviewing Contractor's updated Exit Plan for Phase 2A and, as applicable, Phase 2B.

**D. PHASE 3 – IMPLEMENTATION OF FINANCIAL MANAGEMENT (OPTIONAL PHASE)**

This section provides the Tasks, Subtasks, Deliverables, goods, services and other work of Contractor that pertain to activities associated with configuring the Baseline Application updating technology assessments, developing System Environments; conducting data conversion; building interfaces; updating of security plans; backing up data; updating Disaster Recovery Plans; testing; training; updating training documentation; updating technical documentation; and implementation for Phase 3 (Implementation of Financial Management) (see Attachment B3 (Phasing Profile) to this SOW).

This Phase is optional and County will determine, in County's sole discretion, whether to proceed with this Phase 3, which determination, in part, will be based upon the success or failure of preceding Phases.

**TASK D.1 – REQUIREMENTS REVIEW/CONFIRMATION AND DESIGN**

**SUBTASK D.1.1 – Review, Confirm and Finalize Requirements**

The specified requirements in the Requirements Appendices will be reviewed, confirmed, and finalized for Phase 3. The review process will be conducted at a County location with Contractor and designated key members of the County's EPT, especially business subject matter experts. Any additional requirements identified beyond those specified in this SOW or in the Requirements Appendices will be analyzed and documented. These additional requirements, if any, will be subject to the change control process described in Appendix A (Sample Agreement), Paragraph 6.0 (Change Notices and Amendments) and will result in an agreed-to final set of Requirements Appendices.

**SUBTASK D.1.2 – Design**

After an agreed-to final set of Requirements Appendices has been finalized, Contractor shall perform a Phase 3 gap analysis to identify the primary differences between the final set of Requirements Appendices and the Core Application. The gap analysis will form the basis for the Phase 3 design by identifying which parts of the Core Application will require Baseline Customizations and which parts require configuration of Baseline Application components.

As part of System design, Contractor shall at a minimum include flow charts, tables, screens, generated reports, test plans, and data conversion maps. The design process will be conducted with Contractor and designated key members of the County's EPT. The design meetings will be conducted onsite at a location provided by County.

**DELIVERABLES FOR TASK D.1:**

- ◆ Finalized requirement document for this Phase 3 that either confirms the Requirements Appendices or identifies any mutually agreed upon changes.
- ◆ A Phase 3 gap analysis that identifies required functionality and business processes compared against the Core Application; and

- ◆ Phase 3 Design

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel for the Requirements Appendices review/confirmation;
- ◆ Providing appropriately skilled personnel for the design; and
- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel to assist in the Requirements Appendices review/confirmation; and
- ◆ Providing appropriately skilled personnel to assist in the design review and approval.

**TASK D.2 – APPLICATION CONFIGURATION**

**SUBTASK D.2.1 – Configure Baseline Application**

For Phase 3, the configuration process to be performed by Contractor will be based on the approved Phase 3 gap analysis, the approved Phase 3 Subtask D.1.2 (Design) and finalized Requirements Appendices for Phase 3 including the design of the DPH website and offline version of the System. This Deliverable shall be a fully configured application ready for testing consistent with the requirements as specified in Contractor's proposed solution and the agreed to final requirements.

As part of configuring the Baseline Application, Contractor shall:

- Build Baseline Interfaces;
- Map/convert County of Los Angeles Treasurer & Tax Collector information for Phase 3 (see Attachment B3 (Phasing Profile)); and
- Provide any Customizations required by County

Contractor shall complete configuration of the Baseline Application to ensure that the Baseline Application meets all of the requirements and specifications set forth in the Requirements Appendices for Phase 3 (see Attachment B3 (Phasing Profile)).

**SUBTASK D.2.2 – Configure Review Sessions**

The County project staff will review the configuration effort at check points that will be agreed to by both the County Project Director and the Contractor Project Director, as specified in the PCD. These check point reviews will be used to determine if the effort is on schedule and meets the user requirements as specified in the finalized Requirements Appendices.

For Phase 3, Contractor shall update the Requirements Traceability Matrix (RTM) developed as part of the Task A.1 Contractor shall incorporate the RTM document as an Appendix to

the PCD developed under Subtask A.1.1 (Develop Project Control Document). The RTM document is created by associating the requirements with the work products (the Core Application versus configured Baseline Application components) that satisfy them. Subsequent Acceptance Tests will utilize the RTM, and the product tested to meet the requirements.

The RTM and associated tests shall be designed to provide reasonable assurance to County and Contractor that the completed effort meets the user requirements, as specified in the agreed-upon final Requirements Appendices, and Contractor's proposed solution.

#### **DELIVERABLES FOR TASK D.2:**

- ◆ Fully configured Baseline Application
- ◆ Updated RTM

#### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriately skilled personnel to develop the RTM and associated tests; and
- ◆ Completion of all Deliverables stated above.

#### **COUNTY RESPONSIBILITIES** include:

- ◆ Timely review of Contractor providing appropriately skilled personnel to configure the Application;
- ◆ Providing access to specific data and information as may be required and mutually agreed on.

### **TASK D.3 – UPDATE TECHNOLOGY ASSESSMENT AND HOSTING ENVIRONMENTS**

#### **SUBTASK D.3.1 – Update Technology Assessment**

Contractor shall update the technology assessment report from Subtask C.3.1 for Phase 3.

#### **SUBTASK D.3.2 – Update Hosted Environments**

Upon County's review and approval of the Contractor's updated Technology Assessment Report, Contractor shall update the Hosted environments (referred to in Appendix A (Sample Agreement) as System Environments) for the System Software from Phase 2 (i.e., development, test, staging, production, and training environments), to support Phase 3 (see Attachment B3 (Phasing Profile)).

Contractor may combine Staging and Testing Environments. County shall have the right to require Contractor to provide separate Staging and Testing Environments upon seventy two (72) hours written notification from County Project Director.



The updated Hosted environments shall contain all the functionality specified by the Requirements Appendices. The Contractor is to use the attachments to the SOW in conjunction with EHPIMS software solution requirements specified by the Requirements Appendices to update the Hosted environments.

### **DELIVERABLES FOR TASK D.3:**

- ◆ Update Technology Assessment Report
- ◆ Update Hosted environments
  - Updated Development Environment installed and operational
  - Updated Test Environment installed and operational
  - Updated Staging Environment installed and operational
  - Updated Production Environment installed and operational
  - Updated Training Environment installed and operational

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Converting all applicable other DPH divisions and County departments' related data to the Hosted environments, prior to the environments becoming operational. The specifics of data conversion are specified in the next Task on data conversion.
- ◆ Providing appropriately skilled personnel for the application installation(s);
- ◆ Providing hardware platform(s) to be used for the Hosted environments, based on specifications provided by Contractor;
- ◆ Providing appropriately skilled technical staff in accessing hardware and networks; and
- ◆ Completion of all Deliverables stated above.

### **COUNTY RESPONSIBILITIES** include:

- ◆ Ensuring that the appropriate staff members (stakeholders) participate in the project planning process; and

### **TASK D.4 – DATA CONVERSION**

Contractor shall conduct data conversion for current EH systems and other DPH divisions and County departments' systems that will include, but not be limited to, data clean-up, data migration, data mapping and data conversion testing (see Attachment B3 (Phasing Profile)). Data conversion field level information is included in attachments to the SOW (see Attachment B4 (EHMIS Data Dictionary), Attachment B5 (EH Data Conversion Field Specification), Attachment B6 (TTC Data Conversion Field Specification), Attachment B7 (Tobacco Program Data Conversion Field Specification), and Attachment B8 (Toxic Epi Call Database Data Dictionary)).

### **SUBTASK D.4.1 – Develop Data Conversion Plan**

Contractor shall develop a data conversion plan for Phase 3 that addresses data clean-up, data conversion, data mapping and validation for conversions of all applicable current EH systems and other DPH divisions and County departments' systems to EHPIMS. Contractor shall develop the data conversion plan to include a Phase 3 conversion approach and a comprehensive testing. Contractor shall develop a data conversion plan that shall include, at a minimum:

- County's and Contractor's roles and responsibilities;
- Scope of conversion activities including data cleanup, data scrubbing, and data merging across duplicated sites/accounts;
- Pre-conversion requirements;
- Conversion test scripts and results report(s);
- Process for updating and enhancing the conversion approach and programs; and
- Strategy for converting system data that includes a plan for restoring system data to the original stage, identifying changes/transactions that have been made to existing system data

### **SUBTASK D.4.2 – Execute Data Conversion Strategy and Plan**

Data conversion testing shall include, but not be limited to, the following:

- Compatibility and migration testing
- Conversion testing for initial data transfer and thereafter

Upon successful completion of conversion tests and County's approval, Contractor shall carry out the data conversion plan according to a Phase 3 implementation schedule. The conversion of system data from production shall occur prior to Subtask D.9.3. (Conduct Phase 3 System Implementation of Financial Management).

### **DELIVERABLES FOR TASK D.4:**

- ◆ Provide data conversion plan documentation
- ◆ Execute data conversion strategy and plan

### **TASK D.5 – INTERFACES AND DATA EXCHANGES**

Contractor shall build Baseline Interfaces for data exchange with external systems required for Phase 3. Baseline Interfaces include the loading of flat files from external systems; the

transmission of flat files to external systems; and direct system-to-system data exchange. Record layouts and interface specifications for the external side of the Baseline Interfaces are specified in attachments to Appendix C2 (Technical Requirements) (see Attachment C2B (Link2Gov Interface), Attachment C2C (County EMC Documentum Standards) and Attachment C2D (WAUSAU and CORE Field Specification)).

#### **SUBTASK D.5.1 – Develop an Interface and Data Exchange Plan**

Contractor shall develop an Interface and data exchange plan for Phase 3 that, at a minimum, includes:

- Schedule for building Baseline Interfaces and data exchange capabilities
- Identification of resources needed and responsibilities
  - Contractor personnel
  - EH and other County personnel
- Identification of mechanisms to secure sensitive data
- Risk analysis and contingency plan
- Method for dealing with future Interfaces
  - What API will be available for Interfaces
  - What web services will be available for Interfaces

#### **SUBTASK D.5.2 – Execute Interface and Data Exchange Strategy and Plan**

Contractor shall execute the Interface and data exchange strategy and plan for the Baseline Interfaces and data exchanges identified in Attachment B3 (Phasing Profile) for Phase 3.

#### **DELIVERABLES FOR TASK D.5:**

- ◆ Develop and provide an Interface and data exchange plan
- ◆ Baseline Interfaces and data exchange capabilities established and operational

#### **TASK D.6 – UPDATE SECURITY, DISASTER RECOVERY AND BUSINESS CONTINUITY PLANS**

Contractor shall update the security plan and associated security documentation, the Disaster Recovery Plan, and Business Continuity Plan.

#### **SUBTASK D.6.1 – Update System Security Plan and Documentation**

Contractor shall update the EHPIMS security plan from Subtask C.6.1 for any changes needed for Phase 3. Contractor shall update security documentation from Subtask C.6.1 in conjunction to the security plan for this Subtask D.6.1.

## **SUBTASK D.6.2 – Update Disaster Recovery and Business Continuity Plans**

Contractor shall update the Disaster Recovery Plan (DRP) documentation from Subtask C.6.2. Contractor shall update the Business Continuity Plan (BCP) documentation that at a minimum addresses from Subtask C.6.2.

### **DELIVERABLES FOR TASK D.6:**

- ◆ Update System security plan and documentation created in Subtask B.6.1 and updated in Subtask C.6.1
- ◆ Update the Disaster Recovery Plan created in Subtask B.6.2 and updated in Subtask C.6.2
- ◆ Update the Business Continuity Plan created in Subtask B.6.2 and updated in Subtask C.6.2

## **TASK D.7 – SYSTEM TESTING AND DEFECT RESOLUTION**

The testing process ensures that all components of the System Software are thoroughly tested and that the implemented project consists of high quality and reliable software that performs in accordance with the System Requirements and otherwise with the Agreement. The Unit Test for each module shall be conducted by Contractor as part of the internal configuration effort, Subtask C.2.1. System Integration Test, System Performance Test, System Security Test, System Regression Test and User Acceptance Test will subsequently be performed or, in the case of the User Acceptance Test, supported by the Contractor as part of this Task and set of Deliverables.

Testing must include making sure the functionality for this Phase 3 works with functionality of preceding Phases. The System Regression Test testing on functionality from preceding Phases must be performed prior to Phase 3 implementation, Subtask D.9.3. The initial plan to conduct Acceptance Tests as specified in the PCD will be revised, as required. Subsequently, the Test Plan will be finalized to meet the requirements of, and implemented for, the System Integration Test, System Performance Test, System Security Test, System Regression Test and User Acceptance Test performed and test results documented.

### **SUBTASK D.7.1 – Revise Test Plan**

Contractor shall revise the Test Plan given as part of the PCD under Task A.1 (Project Planning and Management) to meet the needs of this Phase 3. The Test Plan, at a minimum, must include the following:

- Test schedule including duration of tests
- Types of testing; at a minimum should include:
  - System Integration Test
  - User Acceptance Test
  - System Performance Test
  - System Security Test
  - System Regression Test

- Testing strategy
  - Manual testing details
  - Automation testing details
  - Requirements Traceability Matrix (RTM) details - tie requirements to test scenarios and sequences
- Base criteria
  - Item pass/fail criteria
  - Suspension criteria and resumption requirements
- Identification of testing resources needed and responsibilities
  - Contractor personnel
  - EH and other County personnel
- Test cases
  - Test scenarios
  - Test sequences
- Risk analysis and contingency plan

### **SUBTASK D.7.2 – Conduct System Integration Test**

Contractor shall prepare for and conduct the System Integration Test in accordance with the Test Plan, consisting of integrated testing of all components of the System Software, including interfaces with other systems, in the specified System Hardware, Operating Software and Network Environment (System Environment). Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Integration Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Integration Test has been successfully completed and that Contractor has successfully completed all required corrective actions.

### **SUBTASK D.7.3 – Support User Acceptance Test**

Contractor shall provide onsite assistance and support to the County EPT designated to conduct the User Acceptance Test with performing the User Acceptance Test. The Contractor’s project team will develop test scenarios that test business functionality as well as System capabilities, such as recovery procedures after a System failure. The EPT, in conjunction with specified Users, will execute the test scenarios with Contractor’s assistance using the testing environment (“Test Environment”) and test database. Defects identified and documented by the EPT shall be corrected by Contractor in a reasonable time, to be specified by the County Project Director based on the circumstances. After all problems and other Deficiencies are corrected, as determined by County, the User Acceptance Test shall again be conducted by the County. Contractor Project Director and County Project Director shall certify in writing that the User Acceptance Test has been completed, the System is acceptable and the System is ready for implementation. User Acceptance Test shall include, but not be limited to the following:

- Operational readiness testing

- Usability testing

#### **SUBTASK D.7.4 – Conduct System Performance Test**

Contractor shall conduct the System Performance Test to confirm that the System Requirements will be met by the System Software and System Environment. Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Performance Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Performance Test has been successfully completed and that Contractor has successfully completed all required corrective actions. System Performance Test shall include, but is not limited to, the following:

- Initial load testing
- Volume and stress testing
- Dependability testing for reliability, maintainability, availability, and recoverability

#### **SUBTASK D.7.5 – Conduct System Regression Test**

Contractor shall conduct the System Regression Test to confirm that the System Software functionality for preceding Phases works correctly with functionality for this Phase 3. Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Regression Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Regression Test has been successfully completed and that Contractor has successfully completed all required corrective actions.

#### **SUBTASK D.7.6 – Conduct System Security Tests**

Contractor shall conduct the System Security Test to confirm that the County's System security requirements will be met by the System Software and System Environment. Contractor shall submit its intended approach for performing the test to County for approval and, following the County approval, shall conduct the System Security Test and present the test results to County for approval. This Subtask includes conducting the test and documenting test results. Based upon the results of this test, Contractor shall make any changes required and shall re-test System to confirm these changes. Contractor shall certify, in writing, that the System Security Test has been successfully completed and that Contractor has successfully completed all required corrective actions. System Security Test shall include, but is not limited to, the following:

- Test for compliance with *Appendix C3, Security Requirements*

- Application host and network (System Software and System Environment) vulnerability scanning
- Automated application penetration testing
- Manual application penetration testing, if required to verify results of automated testing

The Contractor will use industry leading security testing tools to perform application host and network (System Software and System Environment) vulnerability scanning and penetration testing. The tools must receive periodic updates at a frequency of not more than a week from the tool vendor to test for recently published vulnerabilities.

Initial scans of pre-production System Software and System Environment must include deep intrusive credentialed scans using 3 different types of users: non-authenticated user, authenticated user and admin user. All identified security issues (high, medium and low risk) will be documented, tracked and reported. All medium and high-risk items will be mitigated and/or remediated and confirmed by re-testing before the System Software and System Environment can be deployed in production.

The Contractor shall subscribe to alerts/notifications of and monitor new security vulnerabilities and attacks through industry standard security bulletins such as US-CERT, Internet Storm Center, Securityfocus.com, PHCERT, etc. As soon as a high or medium risk attack is published, the Contractor will take steps to mitigate the new attacks immediately, pending patching of the System Software and System Environment to protect against the attacks. The Contractor will test the System Software and System Environment to confirm that the attacks are being blocked.

Standard Contractor change management process will be followed for applying security patches to System Software and System Environment. Contractor will perform vulnerability scanning after System Software and System Environment are patched.

#### **DELIVERABLES FOR TASK D.7:**

- ◆ Revised Test Plan
- ◆ System Integration Test and results report
- ◆ User Acceptance Test and results report
- ◆ System Performance Test and results report
- ◆ System Regression Test prior to Phase 3 implementation, Subtask D.9.3, and results report
- ◆ System Security Test and results report

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing appropriate SME and technical staff for installing and testing solution environment;
- ◆ Conducting onsite training to the County Users involved in User Acceptance Test;
- ◆ Correcting all identified errors and results that are not in compliance with the requirements;
- ◆ Contractor shall identify test site if different than proposed Hosting location; and
- ◆ Ensuring necessary equipment (servers, etc.) is available for the entire duration of this Task D.7

**COUNTY RESPONSIBILITIES** include:

- ◆ Ensuring necessary equipment (workstations, servers, etc.) is available for the entire duration of this Task D.7;
- ◆ Providing SME and technical staff;
- ◆ Providing sample data and appropriate scenarios for testing; and
- ◆ Conducting User Acceptance Test, recording results and conducting re-test of the User Acceptance Test, as needed, until the test is successfully completed

**TASK D.8 – TRAINING AND DOCUMENTATION**

Contractor shall update the SUM and the TSD created for Task C.8 to support training for Phase 3. Contractor shall coordinate the delivery of comprehensive training to all Users identified in Attachment B3 (Phasing Profile) to this SOW for Phase 3.

**SUBTASK D.8.1 – Update User and Technical Documentation**

Contractor shall update the following User Documentation and provide in an electronic format:

- User manuals and on-line documentation available for distribution
- Technical documentation for all aspects of the System operation

**SUBTASK D.8.1.1. – Update Software User’s Manual (SUM)**

Contractor shall update/revise the SUM from Subtask C.8.1 (Produce User and Technical Documentation) to include updated information consistent with the Application Software as configured in the Production Environment. The SUM must be updated/revise when Updates, Version Releases and Software Modifications are deployed into Production Use. The updated/revise SUM shall incorporate all changes-to-date, including those resulting from Task D.10 (System Acceptance).



A final, edited and approved SUM shall be required as one of the criteria for successful System Acceptance under Task D.10 (System Acceptance). The SUM shall be made available in alternate formats upon request, at no additional charge.

SUBTASK D.8.1.2. – Update Technical Specifications Document (TSD)

Contractor shall update/revise the TSD from Subtask C.8.1 (Produce User and Technical Documentation) to include updated information consistent with the Application Software as configured in the Production Environment. The TSD must be updated/revise when Updates, Version Releases and Software Modifications are deployed into Production Use. The updated/revise TSD shall incorporate all changes-to-date, including those resulting from Task D.10 (System Acceptance). A final, edited and approved TSD shall be required as one of the criteria for successful System Acceptance under Task D.10 (System Acceptance).

**SUBTASK D.8.2 – Prepare and Conduct Training**

Contractor will provide training at the EH Baldwin Park facility or other County location(s), for all EH programs and other DPH divisions and County departments as specified in Attachment B3 (Phasing Profile) for Phase 3.

Contractor shall sufficiently train a pre-determined number of specified Users to assist with Subtask D.7.3 (Support User Acceptance Test). The number of testing personnel to be trained will be mutually agreed upon by Contractor and County.

Contractor shall conduct training for each Phase for all Users identified by County in Attachment B3 (Phasing Profile), which shall be completed prior to Subtask D.9.3 (Conduct Phase 3 Implementation of Financial Management). Contractor shall utilize the training environment established in Task D.3 (Technology Assessment and Establish Hosted System Environments) and training support documentation developed in Subtask D.8.1 (Produce User and Technical Documentation). The time gap between training and using EHPIMS in Production Use will not be more than two (2) weeks.

The use of new personal computing devices and peripherals upon conversion to EHPIMS will require that trainees will need to be assigned and distributed these devices and will require basic device training in addition to application and business process training. County will be responsible for personal computing device and peripheral training.

Training should utilize production data (in a Training Environment) from the group being trained so that previously un-entered data can be utilized for hands-on training.

**DELIVERABLES FOR TASK D.8:**

- ◆ Updated/revise SUM and TSD (including Updates, Version Releases, and Software Modifications deployed to Production Use and changes resulting from System Acceptance)

- ◆ Completed onsite training session for Phase 3 Users prior to Subtask D.7.3 (Support User Acceptance Test) and any updated onsite training sessions for Phase 3 Users prior to Subtask D.9.3 (Conduct Phase 3 Implementation of Financial Management. Phase 3 Users are specified in Attachment B3 (Phasing Profile).

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Completion of all Deliverables stated above.

**COUNTY RESPONSIBILITIES** include:

- ◆ Providing a large physical classroom for trainings (training room contains space and internet connectivity for 30 people);
- ◆ Providing personal computing device and peripheral training
- ◆ Providing appropriate project staff to review first-draft SUM and TSD;
- ◆ Assigning a single-point-of-contact training coordinator to assist in scheduling County personnel for training; and
- ◆ Participating in all training sessions.

**TASK D.9 – IMPLEMENTATION – TRANSITION TO PRODUCTION**

Phase 3 implementation shall be performed in a manner which ensures that System implementation, training and conversion plans are complete and approved of by the County. Contractor shall develop Phase 3 implementation plan and schedules in accordance to Attachment B3 (Phasing Profile) and conduct Phase 3 implementations accordingly.

**SUBTASK D.9.1 – Update Implementation Plan**

Contractor shall, with the assistance of the County Project Director, clearly identify the overall strategy to implement EHPIMS to the Production Environment for this Phase 3. As part of this Subtask, Contractor shall work with the County to update/revise the high level planning document from Subtask C.9.1 for full implementation of the Application Software for this Phase 3. The Phase 3 Financial Management implementation plan shall include, at a minimum, the following elements:

- ◆ Departmental Resource Requirements for Phase 3;
- ◆ Implementation strategy;
- ◆ Implementation timeline;
- ◆ Lessons learned from implementation;
- ◆ Cost Estimates (One Time and Recurring); and

- ◆ Any other information requested by County and/or agreed to by both parties.

### **SUBTASK D.9.2 – Prepare Production Environment**

The preparation of the Production Environment will be the sole responsibility of Contractor, in preparing and confirming the complete System Environment, including System Hardware, System Operating Software and System Network environment, necessary for full Production Use.

Contractor shall assist the EPT in setting up the profiles, security, entering the initial Users, and testing the User accounts to ensure security and access as specified.

### **DELIVERABLES FOR TASK D.9, SUBTASK D.9.1 AND D.9.2:**

- ◆ Updated/revised implementation plan
- ◆ Prepared Production Environment

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Ensuring availability of the Production Environment, including production server environment, networking and end user hardware and software;
- ◆ Providing appropriate staff for installing, testing and populating the Production Environment;
- ◆ Providing deployment schedules based on County's schedule; and
- ◆ Providing appropriate personnel to develop Phase 3 implementation plan.

### **COUNTY RESPONSIBILITIES** include:

- ◆ Providing appropriate staff for installing, testing and populating the Production Environment; and
- ◆ Providing appropriate personnel to assist in the development and review of the Phase 3 implementation plan.

### **SUBTASK D.9.3. – Conduct Phase 3 Implementation of Financial Management**

The Phase 3 implementation serves as the primary validation of the financial management components of the EHPIMS software solution, including the implementation of offline version of the System and the DPH website, and ensures the System is able to meet business needs of County. During this Phase 3 implementation, Contractor shall identify and resolve, in accordance with County's requirements, any outstanding issues prior to the

completion of this Phase 3. Contractor shall provide technical assistance and on-site support at EH and other DPH divisions and County departments' locations. This work will not be considered complete until County's approval and Acceptance.

It will be County's sole option on when to implement the offline version of the System and the DPH website for purposes of this Subtask D.9.3, including after the date on which all other Phase 3 System components have been implemented for purposes of this Subtask D.9.3. If, the offline version of the System and DPH website have been successfully tested in accordance with this SOW and are live in Production Environment and all other Phase 3 System components have otherwise been implemented for purposes of this Subtask D.9.3, then County may, in its sole discretion, approve of the Deliverables under this Subtask D.9.3 in accordance with the resultant Agreement.

### **DELIVERABLES FOR TASK D.9, SUBTASK D.9.3:**

- ◆ Conduct Phase 3 Implementation

### **CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing on-site support to designated locations during this Phase 3 implementation; and
- ◆ Identifying and resolving, in accordance with County's requirements, any outstanding issues.

### **COUNTY RESPONSIBILITIES** include:

- ◆ Participating in Phase 3 implementation to production.

## **TASK D.10 – SYSTEM ACCEPTANCE**

The System, in its entirety, as installed and configured for Phase 3, will be accepted by County if, and only if, the System operates in the Production Environment for a period of 60 days continuously without Deficiencies of Severity Level 3 or more severe, as provided in Section 3.0 (Assumptions), Paragraph 3.4 (System Acceptance) below and Attachment B1 (Service Level Requirements) to this SOW.

### **SUBTASK D.10.2 – Achieve System Acceptance**

Contractor shall ensure that the System for Phase 3 achieves System Acceptance by reviewing with County all Documentation and project results against pre-defined Acceptance Criteria. The System shall achieve System Acceptance after the System completes a full continuous uninterrupted 60-day operation run in the Production Environment without Deficiencies of Severity Level 3 or more severe (System Acceptance Test), as specified in Section 3.0 (Assumptions), Paragraph 3.4 (System Acceptance) below and Attachment B1 (Service Level Requirements) to this SOW. Notwithstanding the foregoing, should County, in its sole discretion, determine to approve the Deliverables under Subtask D.9.3 (Conduct

Phase 3 Implementation of Financial Management) prior to Contractor's implementation of the offline version of the System and the DPH website for purposes of Subtask D.9.3, then at least 30 days of the above referenced full continuous uninterrupted 60-day operation run shall be required to include the offline version of the System and the DPH website, as well as all other Phase 3 System components.

Contractor shall manage and track all Deficiencies in the Production Environment, and provide weekly reports to County. If, at any time during the continuous 60-day period, the System has failed to pass the System Acceptance due to Deficiencies, Contractor shall correct such Deficiencies, and the continuous 60-day period shall be restarted in its entirety.

**DELIVERABLES FOR TASK D.10:**

- ◆ Weekly reports which document and verify that the System in Production Environment successfully and continuously operates for a period of 60 continuous days without Deficiencies of Severity Level 3 or more severe
- ◆ Achieve System Acceptance for Phase 3 on or before the date specified in the PCD

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Providing full System support; and
- ◆ Preparing all final-form documentation for review.

**TASK D.11 – UPDATE MAINTENANCE AND SUPPORT SERVICES PLAN**

Contractor shall update the Maintenance and Support Services plan that was updated in Subtask C.11.1 (Update Maintenance and Support Services Plan).

**SUBTASK D.11.1 – Update Maintenance and Support Services Plan**

Contractor shall update the Maintenance and Support Services plan prior to Phase 3 implementation.

**DELIVERABLES FOR TASK D.11:**

- ◆ Updated Maintenance and Support Services plan prior to Phase 3 implementation

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Provide updated Maintenance and Support Services plan prior to Phase 3 implementation.

**COUNTY RESPONSIBILITIES** include:

- ◆ Reviewing Contractor's updated Maintenance and Support Services plan.

**TASK D.12 – UPDATE HOSTING SERVICES PLAN**

Contractor shall update the Hosting Services plan that was updated in Subtask C.12.1 (Update Hosting Services Plan).

**SUBTASK D.12.1 – Update Hosting Services Plan**

Contractor shall update the Hosting Services plan prior to Phase 3 implementation.

**DELIVERABLES FOR TASK D.12:**

- ◆ Updated Hosting Services plan prior to Phase 3 implementation

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Provide updated Hosting Services plan prior to Phase 3 implementation.

**COUNTY RESPONSIBILITIES** include:

- ◆ Reviewing Contractor's updated Hosting Services plans.

**TASK D.13 – UPDATE EXIT STRATEGY AND PLAN**

Contractor shall update the exit strategy and Exit Plan from Subtask C.11.1 (Update Exit Strategy and Plan) that was updated after Phase 2B implementation.

**SUBTASK D.13.1 – Update Exit Strategy and Plan**

Contractor shall update the Exit Plan from Subtask C.11.1 (Update Exit Strategy and Plan) after Phase 3 implementation.

**DELIVERABLES FOR TASK D.13:**

- ◆ Updated Exit Plan after Phase 3 implementation

**CONTRACTOR RESPONSIBILITIES** include:

- ◆ Provide updated Exit Plan after Phase 3 implementation

**COUNTY RESPONSIBILITIES** include:

- ◆ Reviewing Contractor's updated Exit Plan.

### **3.0 ASSUMPTIONS**

#### **3.1 GENERAL**

The following assumptions apply to all Phases of this Statement of Work and should be taken into consideration:

- ◆ To the extent possible and consistent with the System Requirements, Contractor will make all necessary Baseline Customizations in the form of software modifications or enhancements to their Core Application provided as part of the EHPIMS;
- ◆ The Contractor will be required to provide EHPIMS installation and configuration services, Monday through Friday, 7:00 AM through 5:00 PM, Pacific Time, excluding County designated holidays. The Contractor shall be required to provide EHPIMS Hosting Services and Maintenance and Support Services 24 hours a day, seven (7) days per week, fifty-two (52) weeks a year. The County will provide a list of the County designated holidays to the Contractor at the time the Contract is approved, and annually thereafter, at the beginning of each new calendar year.
- ◆ County will provide the project facilities (space, printers and office consumables) to support the joint County and Contractor project teams;
- ◆ Work shall be provided as specified under Section 1.0 instructions
- ◆ Contractor shall be responsible for providing all personal computing devices and software (e.g. Microsoft Office and Microsoft Project) for its staff.

#### **3.2 PEOPLE RESOURCES**

Contractor shall, insofar as possible, accommodate the pairing of its implementation resources with the appropriate EH programs and other DPH divisions and County departments' resources to facilitate knowledge transfer during implementation. The appropriate hours and resource effort to facilitate this knowledge transfer will be up to the discretion and decision of the Contractor Project Manager, contingent on the impact to the overall project schedule.

#### **3.3 TECHNOLOGY**

- ◆ Any changes in scope to the Tasks of the Statement of Work or any inaccuracies in the assumptions will necessitate a change to the Statement of Work in accordance with Appendix A (Sample Agreement), Paragraph 6.0 (Change Notices and Amendments);
- ◆ Contractor shall be responsible for recommended specifications of County Specified Hardware and Specified Operating Software necessary to run EHPIMS as provided in this SOW;

- ◆ County shall be responsible for acquiring all tablets to be used in the field by each EH inspector, and for acquiring all other Specified Hardware and Specified Operating Software based on the recommended specifications of County Specified Hardware and Specified Operating Software for EHPIMS as indicated by the technology assessment Subtasks of this SOW; and
- ◆ Contractor shall provide Authorized Users administrative access privileges as required.

### **3.4 EHPIMS PROJECT TEAM (EPT) RESPONSIBILITIES**

- ◆ Providing the Contractor Project Director with the current organization chart for EH and select other DPH divisions and County departments;
- ◆ Providing direction to EH, other DPH divisions and County departments, coordinating Contractor's execution of all Tasks and Deliverables, and facilitating Contractor relations;
- ◆ Participating in Dispute Resolution Procedures, when necessary; and
- ◆ Final approval authority for System Acceptance.

## **4.0 PROJECT REVIEW**

### **4.1 DOCUMENT REVIEW PROCESS**

When Contractor creates Documentation as part of the project, each document Deliverable will initially be developed in draft form.

When the draft document is complete, the Contractor Project Manager shall submit the initial release document to EH and other DPH divisions and County departments for review and comment. EH and other DPH divisions and County departments will be responsible for distributing copies of the initial release document for internal review. The EPT is responsible for consolidating EH and other DPH divisions and County departments' comments and for providing a clearly marked version of the draft document to Contractor's Project Manager. The EPT will review and return the consolidated comments to the Contractor Project Manager within time frame agreed upon by County and the Contractor. Contractor shall review and evaluate EH and other DPH divisions and County departments' comments and respond to them in writing, within time frame agreed upon by County and the Contractor. EH and other DPH divisions and County departments' comments, and Contractor's recommendations will be discussed and integrated into a final version and delivered to the EPT within time frame agreed upon by County and the Contractor.



# ATTACHMENT B1

## SERVICE LEVEL REQUIREMENTS

This Attachment B1 sets forth Contractor's service level commitment with respect to the System provided by Contractor under any resultant Agreement. Capitalized terms used in this Attachment B1 without definition shall have the meanings given to such terms in the body of Appendix A (Sample Agreement) (together with all Exhibits thereto, "Agreement") and, if not defined therein, in Appendix B (Statement of Work) (together with all Attachments thereto, "SOW") or Appendix L (Glossary).

### I. SCOPE OF SERVICES

#### A. Description

Contractor shall provide Maintenance and Support Services and Hosting Services in accordance with the requirements set forth in the body of the Agreement and this Attachment B1. Maintenance and Support Services and Hosting Services shall be provided for the period described respectively in Paragraphs 5.1.2 (Maintenance and Support) and 5.1.3 (Hosting Services) of the body of the Agreement.

#### B. Definitions

1. As used herein, the term "Invoice Credit" shall be the discount to be applied to the quarterly Maintenance Fees and Hosting Fees for Unscheduled Downtime as specified in Section VIII (INVOICE CREDITS FOR UNACHIEVED SERVICE LEVELS).
2. As used herein, the terms "Problem Management System" and "PMS" shall mean Contractor's system for reporting, tracking and monitoring resolution of System problems reported by County or identified by Contractor.
3. As used herein, the terms "Problem Management Ticket" and "PM Ticket" shall mean a tracking number or other identifier issued by Contractor's PMS for tracking resolution of System problems reported by County or identified by Contractor.
4. As used herein, the term "Remote Management Tools" shall mean a suite of automated tools used by Contractor to monitor server(s) and EHPIMS performance.
5. As used herein, the term "Scheduled Downtime" shall have the meaning set forth in Section III.C (Scheduled Downtime) below.
6. As used herein, the term "Severity Level" shall have the meaning set forth in Section VI.A (Identification of Deficiencies).
7. As used herein, the term "Support Hours" shall mean twenty-four (24) hours per day, seven (7) days per week, 365/366 days per year.
8. As used herein, the term "System Performance Warranty" shall have the meaning set forth in Section VII (SYSTEM PERFORMANCE WARRANTIES).

9. As used herein, the term “Updates” shall have the meaning set forth in the Agreement.

10. As used herein, the term “Version Release” shall have the meaning set forth in the Agreement.

## **II. MAINTENANCE AND SUPPORT SERVICES**

Contractor shall provide all goods, services and other Work necessary in order to maintain the System Software such that it shall perform in accordance with the System Requirements and otherwise with the Agreement (as further defined in the Agreement collectively, “Maintenance and Support Services”). As part of Maintenance and Support Services, Contractor shall (a) correct any and all Deficiencies, including Compatibility issues among System components themselves and/or among System components and the County Environment, (b) provide Updates and Version Releases to the System Software, (c) provide operational support for the System, including through a Help Desk, (d) provide training, training materials and other implementation support for System Software Updates and Version Releases.

### **A. Updates**

Contractor shall provide Updates to the System Software (and related Documentation) to keep current with Contractor’s technology standards, industry standards including applicable enhancements, Updates, etc., and as provided to Contractor’s general customer base. Additionally, Contractor shall, at all times, provide Updates to the System, insofar as it has functionality to address the requirements for a particular Environmental Health program, to provide functionality to maintain compliance with California statutes and regulations.

Additionally, Contractor shall offer to County each Update, concurrently with or promptly after an Update is released to its general customer base Contractor shall notify County of all Updates to the System Software prior to the anticipated installation date therefore. Installation of each Update shall be subject to prior written approval of County Project Manager and shall be performed at a date and time mutually agreeable to both Contractor and County. Contractor shall deliver the related Documentation for such Update upon installation of such Update. Contractor’s installation of such Updates to the System Software and provision of training/training materials on such Updates shall be at no additional cost to County beyond the Maintenance Fees.

### **B. Version Release and Support**

In addition to Contractor’s obligation to provide and support Updates, Contractor shall provide Version Releases to the System Software (and related Documentation), should Contractor determine that an Update, accumulation of Updates and/or other major upgrade, enhancement, modification or revision (other than Baseline Customizations or Software Modifications) to the System Software are significant enough as to necessitate assigning a new and unique version name or number to the System Software.

Additionally, Contractor shall offer to County each Version Release concurrently with or promptly after a Version Release is released to its general customer base. Contractor shall notify County of all Version Releases to the System Software prior to the anticipated installation date therefor. Installation of each Version Release shall be subject to prior written approval of County Project Manager and shall be performed at a date and time mutually agreeable to both Contractor and County. Contractor shall deliver the related Documentation for such Version Release upon installation of such Version Release. Contractor’s installation of such Version Releases to the System Software and provision of training/training materials on such Version Releases shall be at no additional cost to County beyond the Maintenance Fees.

Contractor shall support all environments even if the Production Environment and other environments are not running on the same Version Release.

### **C. County Environment**

As part of Maintenance and Support Services, Contractor shall provide ongoing maintenance of the System Software's Compatibility with the County Environment.

Prior to the installation of Updates and Version Releases to the System Software or installation of Additional Products or Additional Interfaces, Contractor shall test the Compatibility in an acceptable Test Environment to validate and demonstrate the viability of the change/enhancement with all impacted County Environment components, Additional Products and/or Additional Interfaces, before seeking authorization from the County Project Manager.

Compatibility issues between the System Software and County Environment shall be subject to the provisions of Section VI (PROBLEM RESOLUTION).

### **D. System Software Support**

Contractor shall provide operational support for the System in all environments during the Support Hours, including, without limitation, through a Help Desk. Such operational support shall include troubleshooting and provision of all goods or services necessary to correct any problems and to remedy Deficiencies in such a way that the System shall operate in accordance with System Requirements and otherwise with this Agreement, including the functional requirements and System performance requirements.

Without limiting Contractor's obligations to respond to and remedy Deficiencies, Contractor shall provide a live response (i.e. not automated) to each telephone and email message left by County through the Help Desk or PMS (a) during the hours of 7:00 AM to 5:00 PM Pacific Time on Business Days, within one (1) hour, and (b) during all other hours, within two (2) hours.

### **E. Ongoing Training**

Should County request additional onsite training, the parties shall handle such request in accordance with Paragraph 6.0 (Change Notices and Amendments) of the Agreement.

### **F. Location of Services**

Contractor shall provide Maintenance and Support Services for the System Software from Contractor's business premises or other County-approved Hosting site (it being understood that in order to be County-approved, the Hosting site must have been approved as a subcontractor under Paragraph 1.0 (Subcontracting) of Exhibit A (Additional Terms and Conditions)), as necessary to fulfill its obligations under the Agreement.

## **III. HOSTING SERVICES**

Contractor shall provide and maintain the System Environments and shall provide all other goods and services necessary in order to host the System Software such that it shall perform in accordance with the System Requirements and otherwise with the Agreement (as further defined in the Agreement, collectively, "Hosting Services").

There shall be a single secured hosting location within the continental United States. Other sites can be used for redundancy if part of a Disaster Recovery Plan or Business Continuity Plan. Data should not be stored in a separate physical location, nor should more than one

Contractor/Subcontractor be responsible for hosting separate parts of the System Software or any data associated with the System Software.

As a part of Hosting Services, Contractor shall provide the following:

#### **A. Hardware Maintenance**

Contractor shall upgrade or replace System Hardware or any of its components as may be required to:

- (a) comply with the System Performance Warranties set forth in Section VII below: and
- (b) if necessary to support an Update or Version Release to the System Software by:
  - i. performing hardware refresh, as necessary;
  - ii. re-racking or otherwise reconfiguring System Hardware;
  - iii. upgrading System Hardware and/or System Software, as necessary; and/or
  - iv. doing whatever else is deemed necessary to comply with Contractor's Maintenance and Support Services obligations, including warranties, set forth herein at no additional cost to County beyond the Hosting Fees.

#### **B. Performance**

County from time to time may request that Contractor evaluate and report System performance relating to the agreed upon System Performance Warranties set forth in Section VII of this Attachment B1. Contractor shall so evaluate and report on the performance of the System in accordance with a monitoring plan mutually agreed upon between County Project Manager and Contractor Project Manager in connection with County's request.

Contractor shall use industry recognized Remote Management Tools to actively monitor the System, including server and application performance indicators. Contractor shall provide County with access to reports on System performance. Any identified Deficiencies impacting the performance or operational integrity of the System Software or System Environment will be logged within the Contractor's Problem Management System and all necessary corrective action taken to correct the open performance problem in accordance with the applicable time frames required by this Attachment B1.

#### **C. Scheduled Downtime**

For the purpose of this Attachment B1, "Scheduled Downtime" shall mean period of time that the System or any component thereof cannot be accessed due to scheduled maintenance including, but not limited to, preventive maintenance, updates, upgrades, scheduled reboots and restarts. Contractor shall work with County to determine a mutually agreeable time for Scheduled Downtime.

#### **D. System Backup and Disaster Recovery**

Contractor shall maintain and keep current the Disaster Recovery and Business Continuity Plans approved by County under the Statement of Work. Contractor shall provide disaster recovery services in accordance with such Disaster Recovery Plan that ensures compliance with this Attachment B1 including a Recovery Point Objective (RPO) of 2 hours.

Systems that have been recovered or restored after a crash or disaster must undergo System Security Test as described in the SOW.

Disaster tests are to be performed minimally once a year, or as requested by County and agreed to by Contractor, but not to exceed twice a year.

#### **IV. CHANGE MANAGEMENT**

Contractor shall follow the change management process approved by County under the SOW to manage all changes to the System Software and System Environment. All changes related to System Environment require prior County Project Manager written approval and Documentation by Contractor. Changes to the System Software that are Updates and Version Releases shall be handled in accordance with this Attachment B1. All other changes to the System Software (e.g. Software Modifications) shall be handled in accordance with Paragraph 6.0 (Change Notices and Amendments) of the Agreement.

#### **V. SECURITY MONITORING AND REPORTING**

In addition to the other monitoring and reporting requirements of the Agreement the Contractor shall perform the following services for monitoring and reporting security:

- A.** Report to the Department of Public Health Information Security Officer and the County Project Director repeated attempts to gain unauthorized access to the System. The report should include the capture of the identification/address of the location where the attempt was made, and the type of access that was being attempted.
- B.** Perform security scanning and penetration testing from the Internet and internally, at least annually. The testing should be performed using industry leading tools and certified by a reputable independent outside company recognized as market leaders by the latest vendor research reports such as Gartner Magic Quadrant, Forrester Wave, or Burton Group Market Insight. Reports must be provided to the Department of Public Health Information Security Officer and the County Project Director. The third party independent security assessments should at a minimum address:
  - a. Regulatory compliance
  - b. Web application and data security
  - c. Identity management and access control
  - d. System and network vulnerability and penetration tests
  - e. Incident response and digital forensics
  - f. Business continuity and disaster recovery

The Contractor will notify all affected parties before running vulnerability scans on the System in the Production Environment.

- C.** System, application or transaction logs, access logs, audit trails and reports will be made available to the Department of Public Health Information Security Officer or the County Project Director within 3 Business Days, when requested.

#### **VI. PROBLEM RESOLUTION**

##### **A. Identification of Deficiencies**

Deficiencies may be identified either as a result of Contractor's use of its Remote Management Tool or as discovered by County or Contractor. Upon discovery of a Deficiency by County, County will report the Deficiency to Contractor's Help Desk or otherwise during Support Hours via telephone or as otherwise directed in writing by Contractor for resolution in accordance with this Attachment B1.

If a Deficiency of Severity Level 1 or 2 is identified by Contractor, Contractor shall notify County at first available opportunity between 7:00 AM and 5:00 PM Pacific Time during County's Business Day.

If a Security Incident as defined in the Business Associate Agreement or other security problem in the System Software (e.g., closing “back door” or other intrusion-related problem) is identified by Contractor, Contractor shall provide to County within the time frame specified in the Business Associate Agreement of Contractor’s knowledge of the existence of such security problem, either an Update curing such security problem or a workaround and a mitigation plan approved by County Project Director for curing such security problem.

The Severity Level of a Deficiency will be assigned by the County as specified in Section VI.B (Severity Level Deficiency Definitions) below (each a "Severity Level"). Based on Contractor’s proposed solution to correct the Deficiency and/or workaround(s) for the Deficiency, County may, in its sole discretion, escalate or downgrade the Severity Level of the Deficiency pursuant to Section VI.C (Resolution of Deficiencies) below.

**B. Severity Level Deficiency Definitions**

County (through its authorized staff identified under Section VI.C.1 (Resolution Process) below) shall assign one of the Severity Levels described below to each Deficiency. Contractor shall resolve such Deficiencies within the timeframes as follows:

DESCRIPTION OF DEFICIENCY	RESOLUTION TIME REQUIREMENT (SUBJECT TO ESCALATION BY COUNTY)
Widespread System unavailability; or EHPIMS Production Environment of the System is down; or Training Environment cannot be used on any workstation; or the EHPIMS Production Environment cannot be used or disrupts functionality to the extent the System cannot be used.	<b>SEVERITY LEVEL 1: CRITICAL</b>  One (1) hour, beginning when County reports the Deficiency to Contractor or upon discovery of Deficiency by Contractor, whichever comes first.
A problem that severely degrades the performance of the EHPIMS Production Environment or materially restricts business; or restricts the use of one or more features of the System to perform necessary business functions but does not completely restrict usage of the EHPIMS Production Environment; or ability to use the EHPIMS Production Environment, but an important function is not available and operations are severely impacted; or any Testing or Staging Environment can not be used on any workstation.	<b>SEVERITY LEVEL 2: SEVERE</b>  Eight (8) hours, beginning when County reports the Deficiency to Contractor or upon discovery of Deficiency by Contractor, whichever comes first.
A problem that causes only a minor impact on the use of the EHPIMS (e.g., report generation issues, issues with any non-Production Environment), but the problem can be easily circumvented; or the problem can cause some functional restrictions, but does not have a critical or severe impact on operations.	<b>SEVERITY LEVEL 3: MINOR</b>  One (1) week (7 calendar days) beginning when County reports Deficiency to Contractor or upon discovery of Deficiency by Contractor, whichever comes first.

DESCRIPTION OF DEFICIENCY	RESOLUTION TIME REQUIREMENT (SUBJECT TO ESCALATION BY COUNTY)
Represents cosmetic defects that do not affect the functionality, but affect the general look and feel of the System Software.	<p><b>SEVERITY LEVEL 4: COSMETIC</b></p> <p>Earlier of (a) the next Version Release or (b) within 12 months of when County reports Deficiency to Contractor or upon discovery of Deficiency by Contractor, whichever comes first.</p>

**C. Resolution of Deficiencies**

1. Resolution Process

The following shall be the process for tracking and/or resolving the Deficiencies.

- a. Contractor shall have an industry-recognized Problem Management System for Deficiency reporting and tracking.
- b. County Project Director or his/her designee will identify County staff authorized to access and initiate incident reports/service requests. County will notify Contractor in writing of all such authorized personnel.
- c. The Severity Level of the Deficiency shall be assigned by County. The identification and Severity Level assignment of Deficiencies shall be subject to the provisions of Section VI.B (Severity Level Deficiency Definitions) above.
- d. Contractor shall commence to develop a workaround or a fix, if applicable, and maintain a sustained level of effort until such workaround or fix is available.
- e. Contractor's Help Desk will address each reported or identified incident in accordance with this Attachment B1.
- f. Systems patched for a security problem or mitigated with a workaround must be tested for effectiveness of the implemented solution and the results of tests shall be provided to the County.

2. Response

Contractor shall either resolve or escalate a Deficiency reported by County in accordance with this Attachment B1.

3. Escalation

County or Contractor may escalate a Deficiency's Severity Level as necessary for resolution. Contractor shall assist County with all aspects of Maintenance and Support Services and Deficiency resolution and escalation, as required by County. County may engage the support of Contractor at any time and for any aspects of the System.

If any Deficiency is not resolved within the applicable resolution time set forth in Section VI.B (Severity Level Deficiency Definitions), in addition to other remedies available to County under

this Attachment B1, County shall have the right to escalate the problem to the next more severe Severity Level as set forth in this Attachment B1.

#### 4. Resolution

Contractor shall resolve each Deficiency reported hereunder in accordance with the applicable resolution time specified in Section VI.B (Severity Level Deficiency Definitions). The time for resolving each Deficiency shall start tolling when County notifies Contractor of such Deficiency by telephone or otherwise, including Contractor PMS, or upon discovery of Deficiency by Contractor, whichever comes first, and shall end when Contractor submits resolution of such Deficiency to County Project Director for approval thereof in accordance with Paragraph 18.2 (Corrective Measures) of the body of the Agreement, provided such resolution is thereafter so approved by County without prior rejection by County or significant delay in County's approval thereof.

Contractor acknowledges that, as part of corrective measures to resolve a Deficiency, Contractor may be required to repair, replace or reinstall all or any part of the System Software, provide other material or update the System, including but not limited to System Environment, in order to remedy such Deficiency.

Contractor shall assign a Contractor technical support team member to diagnose and determine the course of action to resolve Deficiencies. Contractor shall maintain ongoing communication with County regarding the status of correction of all Deficiencies reported or discovered. In addition, County may contact Contractor personnel to inquire about the status of resolution of any Deficiency.

County will have appropriate resources available throughout the duration of each Deficiency to provide reasonable cooperation and assistance to Contractor.

## VII. SYSTEM PERFORMANCE WARRANTIES

Contractor represents, warrants, covenants and agrees that for so long as Contractor is obligated to provide Maintenance and Support Services and Hosting Services in accordance with the terms hereof, the System shall meet the System performance requirements (hereinafter "System Performance Warranty") specified below:

### 1. System Availability Warranty

The System will be available 99.9% of the time, exclusive of Scheduled Downtime or any other downtime to the extent not otherwise specifically attributable to a Deficiency, during any given calendar month (hereinafter "System Availability Warranty," "System Availability Requirements" or "Uptime Warranty"). This does not relieve Contractor from its obligations as specified in Section III.D (System Backup and Disaster Recovery) of this Attachment B1. Failure by Contractor to meet its obligations as specified under Section III.D of this Attachment B1 shall be considered unscheduled downtime against which System availability will be measured.

### 2. System Response Time Warranty

- a. The System will deliver a requested record, on an average under one (1) second measured from the time the record is requested while in online mode (hereinafter "System Response Time Warranty") provided that:
  - i. The System is not undergoing an Acceptance Test or other System test agreed to by the parties, disaster recovery or other non-operational System condition;



- ii. The County Environment is properly configured and operational based on Contractor's recommendation on network configuration; and
  - iii. System response time will be measured exclusive of reporting services impacting System resources.
- b. The System Response Time Warranty applies for up to 800 concurrent users. As used herein, the term "concurrent users" means the identified number of users logged on to the System simultaneously under normal operational conditions as defined by that type of user.
- c. In the event that the System does not satisfy the System Response Time Warranty, Contractor shall begin System diagnostics after receiving notice from County of System Performance Warranty issues, and County shall assign a Severity Level to each System Performance Warranty issue as described in this Attachment B1.

**VIII. INVOICE CREDITS FOR UNACHIEVED SERVICE LEVELS**

Invoice Credits are calculated based on accumulated hours of unachieved Service Levels. See table below.

SERVICE LEVEL REQUIREMENTS	TIME ACCUMULATION BEGINS
System Response Time Warranty	Follows Time Accumulation of the Deficiency Severity Level it is assigned.
Severity Level 1	Immediately after County notifies Contractor through the Help Desk or otherwise of the existence of Deficiency or upon discovery of Deficiency by Contractor, whichever comes first.
Severity Level 2	Eight (8) hours after County notifies Contractor through the Help Desk or otherwise of the existence of Deficiency or upon discovery of Deficiency by Contractor, whichever comes first.
Severity Level 3	One (1) week after County notifies Contractor through the Help Desk or otherwise of the existence of Deficiency or upon discovery of Deficiency by Contractor, whichever comes first.
Severity Level 4	Twelve (12) months after County notifies Contractor through the Help Desk or otherwise of the existence of Deficiency or upon discovery of Deficiency by Contractor, whichever comes first.

In the event that Contractor is unable to meet service level requirements defined within this Attachment B1, Contractor shall discount the applicable monthly Maintenance Fees and Hosting Fees based on the table below. All individual incidences of service level requirements which accumulated time because service level requirements were not met are added together to obtain a monthly count of accumulated hours of unachieved service levels.

Should it be necessary for the County to apply Invoice Credits in consecutive calendar months, the Invoice Credit percentage shall be multiplied by the number of consecutive calendar months for which the Invoice Credits are applicable (e.g. If Invoice Credit Percentage is 10% for the month of January 2011 and 15% for the month of February 2011 then the Invoice Credit for the month of February will be (2x15%) = 30%.

ACCUMULATED HOURS OF UNACHIEVED SERVICE LEVELS	INVOICE CREDIT PERCENTAGE
One (1) hour	None
For every additional Hour or portion thereof	5% (Not exceeding 100%)

**Attachment B2 – Introduction to Programs,  
Divisions and Departments**

**FOR  
ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES  
(RFP No. 44)**

### **1.0 ENVIRONMENTAL HEALTH (EH) Scope Statement:**

Environmental Health Division of the Department of Public Health consists of 5 bureaus, 16 district offices, spread out over 4,700 square miles with over 700 employees. The following is a break down by bureau of the programs that are a part of the scope for EHPIMS:

#### **1.1. Bureau of District Surveillance and Enforcement (Regions 1 and 2)**

##### **1.1.1 DISTRICT OFFICES Scope Statement:**

The district offices inspect both retail food facilities and residential housing sites. This may include responding to complaints, and referrals from city, county and other agencies. There are approximately more than 26,000 restaurants, 12,000 markets, 1,000 other retail food establishments, and 65,000 annual residential housing inspections.

The Offices have the following processes:

- Retail Food Inspection Process
- Owner and Department Initiated Inspection Process
- Certified Farmers Market
- Certified Farmers Market Permit Process
- Certified Farmers Market Inspection Process
- Temporary Event Permit Process
- Public Health Permit Issuance Process
- Basic Housing inspection process
- Inspection report copies process
- Eyewitness fees process

The following is a break down of the district offices by region of the County of Los Angeles:

##### **1.1.1.1 North County**

- Antelope Valley
- West Valley
- Mid-Valley
- East Valley

##### **1.1.1.2. Central County**

- Civic Center
- Mid-Wilshire
- Mid-City
- South LA

##### **1.1.1.3. East County**

- Norwalk
- East LA
- West San Gabriel
- East San Gabriel

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### **1.1.1.4. West County**

- Hollywood Wilshire
- Inglewood
- South Bay
- West

### **1.1.2 PLAN CHECK Scope Statement:**

The Plan Check Program is within the Bureau of District Surveillance and Enforcement and is responsible for ensuring that new and remodeled food establishments in Los Angeles County are in full compliance with applicable California State laws and local ordinances relating to construction, equipment, equipment installation, ventilation systems, and building materials prior to the issuance of a Public Health Permit or the approval of a remodeled area within an existing food facility. This program has the following responsibilities and services:

- Providing consultation to food operators, architects, food facility designers, engineers, equipment installers and contractors
- Providing consultation to district staff in the office or in the field
- Consulting and coordinating with the food service industry concerning technical problems relating to equipment and materials
- Participating as a member on the Southern California Food Technical Advisory Committee to coordinate plan check activities and to provide uniform interpretation of the California Health and Safety Code relating to food facilities
- Reviewing, approving or rejecting plans relating to construction, remodeling or conversion of food facilities
- Evaluating and approving or rejecting equipment and materials in accordance with State laws and local Environmental Health's equipment performance evaluation policies
- Conducting final inspections of new food facilities to issue a Public Health Permit or to approve remodeled areas of existing food facilities for operation;
- Conducting site evaluations of existing food facilities that have been out of business more than 90 days to determine compliance with current laws and ordinances.

## **1.2. *Bureau of Toxicology and Environmental Assessment***

### **1.2.1. TOXIC EPIDEMIOLOGY Scope Statement:**

The Toxic Epidemiology program is contacted by communities, workplaces or schools that are concerned about a potential toxics exposure in the environment and their health. Referrals may come from the Board of Supervisors, outside agencies (Los Angeles Unified School District (LAUSD), Air Quality Management District (AQMD), etc), or the communities, workplaces or schools themselves. Toxic Epidemiology Program collaborates with other Department of Public Health programs and consults with outside agencies as needed to develop an environmental assessment.

Some of this program's responsibilities include:

- Creating surveys as needed to assist in the environmental assessment.
- Conducting an environmental assessment.

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- Collecting data from surveys and/or environmental testing.
- Analyzing data from all sources and develop findings from the environmental assessment.
- Receiving referrals from another Department of Public Health program, a partner agency, outside organization or the public regarding an environmental concern.
- Consulting with individuals via phone or email regarding their environmental and/or health concerns, logging all contacts.
- Forwarding referrals to the appropriate EH programs or districts if necessary.

### **1.2.2. ENVIRONMENTAL HYGIENE Scope Statement:**

The Environmental Hygiene program has the following six independent processes:

- General complaint and fee for service procedures
- Noise and vibration control
- Body art program plan check
- Body art program technician registration
- Body art establishment inspection
- Body art trainer accreditation
- Response procedure to Man Made Natural Disaster
- EIR Reviews
- Occupational Hazards
- Chemical Hazards
- Air Pollution
- Mold
- Asbestos and Dust
- Response to man made natural disaster

### **1.2.3. LEAD CDC Scope Statement:**

The goal of the Childhood Lead Poisoning Prevention Program's (CLPPP) grant from the Federal Centers for Disease Control and Prevention (CDC) is to protect the public from the environmental hazards associated with lead based paint, soil, dust, toys, home remedies, water, medicines, foods, and other similar items, with special emphasis on children 6 months to 6 years of age. The CLPPP/CDC Grant Program's work plan for FY 2009-2010 includes expanding the scope of work to integrate healthy homes elements. The CDC Grant Program has the following processes:

- CDC Grant Program Education/Outreach Process
- CDC Grant Program Referral Process

### **1.2.4. CLPPP Scope Statement:**

The Childhood Lead Poison Prevention Program (CLPPP) processes are designed to protect the public from the environmental hazards of lead (paint, soil, dust, toys, home remedies, water, medicines, foods, etc.), with special emphasis on people less than 21 years of age, and with a focus on children under six years old. CLPPP processes are as follows:

## **Attachment B2**

- Referral from State Agencies
- Complaints

CLPPP processes are broken down into the following sub-processes:

- Environmental Investigations of Referrals of child lead poisoning cases from State Agencies
- Investigations of Complaints from the public of unsafe work practices that create lead hazards
- Environmental Investigations of Referrals of elevated blood lead levels (10-14 ug/dL) in children from State Agencies

### **1.3. Bureau of Environmental Planning and Support**

#### **1.3.1. Program Planning and Development:**

This program is responsible for:

- Coordinate, distribute and maintain all EH Policy and Procedure Manuals;
- Revise all Policy and Procedure Manuals to reflect current policies and operations;
- Coordinate legislative analysis and dissemination;
- Monitor and verify implementation of policy and procedures;
- Update and maintain County and State Code Literature and Books;
- Maintain the master log and inventory of all equipment used by field and office staff;
- Maintain the various EH decals and forms issued to operators/public;
- Responsible for maintaining the EH technical library;
- Responsible for coordinating County vehicle reporting and maintenance;
- Responsible for employee enhancement activities;
- Perform special projects for the Director of Environmental Health
- Coordinate strategic planning activities;
- Coordinate cellular phones, calling cards, and pager activities;
- Prepare quarterly and annually reports on behalf of the Environmental Health Division;
- Preparing and processing Internal Services Department work orders.

#### **1.3.2. Management Information System**

This program is responsible for all EH hardware, software and information administration, support and management activities. There are 2 implicit sections of the MIS/IT program: Business Information Management; and General IT Support & Management - Hardware / Software / Network Support.

The Business Information Management Unit is responsible for the following:

- Coordinating, implementing, maintaining and managing all elements of EH Management Information System (EHMIS) & provides specialized information/data analysis and information reporting services;
- Preparing special data analysis and reports from EHMIS data for management, administration, outside agencies, the public, and the media;

## Attachment B2

- Researching and examining information systems issues, and prepares reports for management;
- Preparing quarterly and annual production reports as well as quarterly food program trend reports;
- Providing map-based reporting services and analysis through the use of Geographic Information Systems applications and administering GIS databases;
- Providing epidemiological analysis of Environmental Health inspection, food-borne illness, and surveillance data;
- Developing and revising EHMIS codes as needed to maintain appropriate data collection and analysis in view of evolving EH policies and procedures;
- Providing data entry, storage, and maintenance of all Daily Activity Reports;
- Providing functional analysis of EH processes and acts as liaison to EHMIS software programmers as needed for maintenance and programming of EHMIS system;
- Acting as liaison to Financial Management for counts, costs, and specialized data analyses used for public health permit and license fee determination.
- Providing training to staff on new EHMIS user functions.
- Manage EH web site accessed by the public as well as other web based application systems within EH;
- Manage all aspects of project development and implementation involving new software development or purchases

### **1.3.3. CONSULTATIVE SERVICES Scope Statement:**

The Environmental Health (EH) Consultative Services (CS) Program has a number of processes that fall under the area of Workforce Development and Advisory Services and include the following:

- Certified Food Handler Certification
- Certified Food Handler Provider Approval Process
- Certificate of Excellence
- Trans-Fat Certification
- Home Kitchen Self-Inspection Quiz
- Liaison between the Industry and EH, including Media Relation, and Training.

### **1.3.4. STAFF RECRUITMENT AND TRAINING Scope Statement:**

The mission of the Staff Recruitment and Training (SR&T) program is to provide training in Environmental Health to staff and to provide training support to Environmental Health Administration. The mission is accomplished by administering or coordinating the following types of activities:

- In-Service Training
- Recruitment
- Classification Specific Training and/or Orientation
- Technical Research
- General Staff Development and Support



## **Attachment B2**

### **1.3.5. PUBLIC HEALTH PERMITS AND LICENSING Scope Statement:**

The Public Health Permits and Licensing program has the following independent financial processes:

- Direct Assessment Process (e.g. direct assessment procedure to add, change or delete public health fees on the property tax bill for the Multi Family Dwelling (MFD) building)
- Public Health License/Permit Application Referral Process
- Business License Application Referral Process
- Permit Refunds Process
- Unlicensed Activity Fee Process
- Reinspection Fee Process

### **1.3.6. QUALITY ASSURANCE Scope Statement:**

The Environmental Health (EH) Quality Assurance (QA) program covers the following processes:

- Complaint Investigation
- Special Projects / Assignments
- Inspection Review – This process is subject to change due to current policy revision.
- Office Procedure Review
- Standardization – This process is subject to change due to current policy revision

## **1.4. *Bureau of Environmental Protection***

### **1.4.1. DRINKING WATER Scope Statement:**

EH has the following processes for the Water Quality program:

- Organized Camp Ground Construction Process
- Recreational Cabin Construction Process
- Public Water System Process
- Subdivision Process
- Well Decommissioning Process
- Well Monitoring Process

### **1.4.2. LAND USE (formerly known as Onsite Wastewater Treatment Systems) Scope Statement:**

The Land Use program performs all functions in regards to the following processes:

- Review and License/Permit process for Onsite Wastewater Treatment Systems (Septic System) for Single/Multiple Family Dwellings and commercial establishments.
- Sewage Cleaning Vehicles Inspection and License/Permit Process
- Chemical Toilet Inspection and License/Permit Process
- Recreational Cabins Inspection within U.S. Forest Service areas.
- Review Conditional Use Permit (CUP) and Subdivision applications.

## Attachment B2

- Inspect and Permit Organized Camps in remote areas of Los Angeles County and Catalina Island.
- Food Establishments Inspection and Permit Process in remote areas of Los Angeles County and Catalina Island.
- Hotels/Motels Inspection and Licensing Process in remote areas of Los Angeles County and Catalina Island.
- Fire Camps Inspection during major fires within Los Angeles County.
- Plan review for gray water.

### 1.4.3. **CROSS CONNECTIONS Scope Statement:**

The Cross Connections program has the following processes related to backflow inspection:

- Plan check
- Backflow inspection process
- Backflow prevention device test notice process
- Certification/Recertification process
- Billing process

In addition, there are the following independent processes:

- Recycled water procedures
- Four year recycled water inspection process
- Water use practices survey process
- Complaints process
- Non-compliance process
- Barrel duty process
- Water treatment
- Backflow prevention

### 1.4.4. **RECREATIONAL WATER POLLUTION CONTROL PROGRAM Scope Statement:**

The Los Angeles County Environmental Health (EH) has a number of processes for the Recreational Waters Program. They are as follows:

- Ocean Monitoring Program – Sewage Spill Process
- Ocean Monitoring Program – Rain Advisory Process
- Ocean Monitoring Program – Notification of Exceedance of State Standards Process
- Fresh Water Sampling Program Process
- Routine and complaint inspections of commercial swimming pools and spas located at health clubs, condos and apartments (four or more units), mobile home parks, hotels and motels, public and private schools, swim schools, country clubs, water parks, resorts and camps, medical facilities and municipal pools.
- Plan approval of commercial public swimming pools
- Certification of Swimming Pool Service Technicians

## Attachment B2

### 1.4.5. SOLID WASTE MANAGEMENT Scope Statement:

The Solid Waste Management program has the following interrelated processes regarding Solid Waste Facilities:

- Initial Permitting of Solid Waste Facilities
- The Permit review process
- Determination of environmental impact using CEQA
- Enforcement activities for those facilities that are not in compliance with solid waste laws and regulations
- Landfill closure and post-closure procedures.

In addition to the above processes, which define the lifecycle of a Solid Waste Facility, three independent but related processes fall under the Solid Waste Management program:

- Determination of solid waste regulatory service fees
- Determination of solid waste personnel costs for Puente Hills and Sunshine Canyon Landfills
- The process for issuing a Permit for waste collection

### 1.4.6. RADIATION MANAGEMENT Scope Statement:

The Radiation Management program has the following two independent processes:

- Radiation Plan Check
- Radiation Inspection

The Radiation Management program has the following responsibilities:

- Inspects all x-ray machines and radioactive-material including medical, dental, research & industrial users, to assure compliance with federal and state standards.
- Evaluates the radiation shielding design for all new or modified x-ray installations.
- Measures the adequacy of shielding in walls, using specified instruments.
- Test x-ray machines and fluoroscopes for such elements as KVP and timer accuracy, output, reproducibility, and proper grids and filters.
- Surveys the operating characteristics of x-ray tubes & fluoroscopes to determine the need for calibration & repair.
- Responds to complaints.
- Assures all users of x-ray equipment and radioactive materials are properly certified as required.
- Responds to emergency incidents regarding radioactive materials as required.
- Provides consultation to physicians, dentists and x-ray personnel on radiation safety.
- Investigates over exposure to radiation and makes recommendations or citations to reduce repeat incidents.
- Prepares County for radiology event in case of Terrorism.
- Evaluates and consults with the State on radioactive materials licenses.
- Evaluates levels of contamination.
- Makes recommendations to improve image quality and reduce patient exposures.

## Attachment B2

### **1.4.7. EMERGENCY PREPAREDNESS AND RESPONSE Scope Statement:**

The Emergency Preparedness and Response program was formally known as the Bio Terrorism program. This program's responsibilities include:

- Coordinate emergency planning/preparedness projects for all types of emergencies such as Wild-fire, earthquake, power outage, etc.
- Oversee administrative and financial issues and act as liaison with the Public Health's EPRP unit regarding grant-funded issues.
- Plan, coordinate and submit grant budget request. Monitor and review expenditures and review and comment on various disaster response and hazard plans.
- Coordinate the development of bio terrorism planning and exercise and attend various disaster/emergency preparedness and response meetings.
- Provide and review comments on various Emergency Preparedness and Response related documents for Public Health and coordinates collaboration effort with various bio terrorism project programs within Public Health.

### **1.5. *Bureau of Specialized Surveillance and Enforcement***

#### **1.5.1. GARMENT INSPECTION Scope Statement:**

The Garment Inspection program ensures compliance with the laws and standards related to the garment manufacturing industry, for commercial laundry and the wiping rag business. A change of ownership and/or business site location requires repeating the permitting process. A "Waiver Letter" is issued as proof to the State that EH does not license warehouses, wholesale / retail stores, and home-based businesses. The program has the following independent processes:

- Garment Facility, Commercial Laundry and Wiping Rag Business Routine Inspections
- Garment Facility, Commercial Laundry and Wiping Rag Business Complaint Investigations
- Unlicensed buildings Occupied by Garment Facilities
- Garment Inspection Program Public Health License Permit
- Garment Inspection Program Public Health License Waiver Letter

#### **1.5.2. HOUSING AND INSTITUTIONS Scope Statement:**

The Housing and Institutions program has a number of independent processes to inspect Housing and Institutions facilities; private schools, shelters, day care, detention facilities, hotels and motels, residential hotels or Single Room Occupancy (SRO), day care facilities and boarding homes. Each process includes both routine and complaint inspections. The following are the Housing and Institutions program's processes:

- Hotel/Motel/SRO Routine Inspection
- Hotel/Motel/SRO Complaint Investigation
- Vendor Hotel and Motel Evaluation
- Vendor Hotel and Motel Routine Inspection
- Inspect Contract Shelters/Hotels/Motels
- Jail Routine Inspection
- Jail Complaint Investigation
- Community Care Routine Inspection

## Attachment B2

- Community Care Complaint Investigation
- Private School Investigation
- Daycare Complaint Investigation
- Boarding Home Routine Inspection

### **1.5.3. STREET VENDING COMPLIANCE Scope Statement:**

The Program's responsibility is to conducting enforcement sweeps that inspect food vendors with no permit.

### **1.5.4. VECTOR MANAGEMENT Scope Statement:**

- The Vector Management program has the following independent processes:
- Request for service complaints
- Request for service complaints with violations
- Rat bite complaints
- Supervisory complaints
- Departmental Service Orders (DSO)
- Animal keeper inspections
- Rodent activity sites
- Vector-borne disease surveillance inspections
- Submitted samples

### **1.5.5. VEHICLE INSPECTION Scope Statement:**

This program is responsible for the inspection and code enforcement of the various types of Mobile Food Facilities and the commissaries associated with the servicing and storing of these vehicles. A Mobile Food Facility includes a motorized or non-motorized conveyance or portable food service unit upon which prepackaged food or approved unpackaged food is sold or offered for retail sale. A commissary is a food facility that services mobile food facilities, where food, containers, or supplies are stored; food is prepared or prepackaged for sale at other locations; utensils are cleaned; liquid and solid wastes are disposed of; and potable water is obtained. The Vehicle Inspection Program has the following processes:

- Plan check
- Headquarters Inspections
- Field Inspections
- Commissary Inspections
- Complaint Investigations

The program's responsibilities include:

- Conducting field inspections to ensure that proper food preparation and handling techniques are being performed.
- Investigating citizen complaints regarding food vehicles.
- Consulting with food vehicle manufacturers and individuals to ensure proper construction of Mobile Food Facility.
- Reviewing plans for new Mobile Food Facilities and commissaries and giving final approval prior to commencing operation.

## Attachment B2

### 1.5.6. FOOD AND MILK Scope Statement:

This program is responsible for the inspection of wholesale food processing and manufacturing plants, and inspects their delivery vehicles only on a complaint basis. The program is also responsible for inspecting caterers, food salvagers, movie catering commissaries, food vehicles designed to service the movie industry on location and their associated commissaries, independent milk distributor vehicles, wholesale independent milk vehicles, food vehicles that service vending machines, vending machines, employee "in-plant" feeding operations, food demonstrators, soft-service and yogurt dispensing equipment at all food facilities throughout the County and any retail food facilities that are in conjunction with a wholesale facility. The Food and Milk has the following processes to ensure compliance with applicable local, state, and federal statutes of a variety of wholesale and retail food facilities:

- Wholesale and Retail Food Facility Inspection
  - 1.1. Wholesale Food Processors
  - 1.2. Wholesale Food Warehouses
  - 1.3. Wholesale Produce Markets
  - 1.4. Wholesale market complex
  - 1.5. Caterers
  - 1.6. In-Plant Feeding Facilities i.e. cafeterias
  - 1.7. Motion Picture Caterers
  - 1.8. Motion Picture Commissaries
- Wholesale and Retail Plan Check
- Motion Picture Truck Inspection
- Motion Picture Truck Permit
- Vending Machine Inspection
- Soft Serve Sampling
- Soft Serve Permit
- Food Demonstrator Permit
- Food Demonstrator Inspection
- Food Borne Illness Complaint
- Recall (Food Product)
- Food Emergencies (i.e. inspection after fire, flood, accidents etc.)

The Food and Milk program's responsibilities and services include the following:

- Liaison with the Federal Food and Drug Administration, United States Department of Agricultural, California Department of Public Health Food and Drug Branch and the California Department of Agriculture;
- Coordinate the investigation of reports of alleged/suspected Food borne illnesses that occur within the jurisdiction of the Los Angeles County Department of Public Health with the Department's Acute Communicable Disease Program;
- Investigate possible contamination or adulteration of foods that have been exposed to fire, flood, accidents or any preparation or transportation complications;
- Respond to complaints regarding contaminated, adulterated or mislabeled foods;
- Perform plan check reviews and final inspections for new food manufacturing and processing facilities and in-plant cafeterias;

## Attachment B2

- Make referrals to other agencies when contaminated, adulterated or mislabeled foods are processed in areas outside County jurisdiction;
- Share jurisdiction with state and federal agencies and work with those agencies to ensure a healthful and safer food supply;
- Coordinate activities involving recall and control of hazardous foods;
- Enforce state statutes, rules and regulations pertaining to soft-serve ice cream plants within the County;
- Enforce sections of the State Food and Agricultural Code in food establishments with soft-serve products to ensure that these products are safe and healthy; and
- Serve as an Official Food Processing Inspection Program as designated by the California State Department of Health Services.

### **1.5.7. HOUSING TASK FORCE Scope Statement:**

The Los Angeles County Housing Task Force is an inspectional unit and part of a joint agency program organized to address the problems of substandard housing within the City of Los Angeles. The activities of this unit are coordinated by the Office of the City Attorney and are composed of representatives from the County of Los Angeles, Environmental Health Unit, City Fire and Housing Departments and County of Los Angeles Housing and Institutions Program. The Housing Task Force identifies those dwellings with multi-agency violations or histories of noncompliance and initiates proceedings to ensure corrections through joint legal actions. Criminal or civil prosecutions may be employed as determined by the Office of the City Attorney in order to obtain compliance. District Inspectors, private citizens and other agencies may refer complaints regarding recalcitrant property owners to the Housing Task Force for consideration. Housing Task Force processes include:

- Housing Task Force- Court Process
- Housing Task force- Change of Ownership Process
- Housing Task Force- Receiver Appointed by Court Process

## **2.0 COUNTY DEPARTMENTS:**

Listed below are other County departments and DPH divisions involved with EHPIMS.

### **2.1. TREASURER & TAX COLLECTOR (TTC) Scope Statement:**

The Treasury Tax Collector (TTC) program has the following processes for creating, deleting or deactivating, changing, and renewing Public Health Permits and Business Licenses in the Los Angeles County:

- New and renewal Application Process with Payment
- New Application Process without Payment
- Status Update/Change Delete Account Process
- Direct Assessment (Multiple Family Dwelling) Process
- Renewal Permit Account Process
- County Fair Permit Process
- Vending Machine Permit Process (provide stickers for the vending machines)
- Payment Processing

## **Attachment B2**

TTC also provides accounting and financial reporting services to EH. For example, they generate a report on permits by business code called the PH 38 report.

Systems used by TTC that will be a part of the EHPIMS project are:

- STR (Secured Tax Roll) – Has data on 1) accounts with real property (i.e. where business owner owns the land the business resides on), and 2) exceptions to accounts with real property.
- WAUSAU and CORE – Has data on payment status. CORE is a cashiering system and WAUSAU is a system used for checks received through postal mail.
- Registrar Recorder – Has data on liens including: 1) delinquent accounts, and 2) Date lien was released and recording fee amount.
- eCAPS – The enterprise financial application for Los Angeles County; includes accounting and purchasing components

### **2.2. AGRICULTURAL COMMISSIONER WEIGHTS AND MEASURES (AGRICULTURAL LAB) Scope Statement:**

The Agricultural Commissioner Weights and Measures Environmental Toxicology Laboratory provides Lead and Water testing (e.g. testing of wipes, soil, paint, water, candies, toys) for Environmental Health (EH).

## **3.0 DPH DIVISIONS:**

### **3.1. PUBLIC HEALTH FINANCIAL MANAGEMENT Scope Statement:**

Public Health Financial Management (PHFM) is responsible for revenue reports for EH. PHFM posts payments on money they collect and money sent in by EH district offices as well as EH Permits and Licensing Department. If PHFM finds a discrepancy between records they receive from EH and other records they receive, they would work with EH to investigate where the discrepancy. An example of money that PHFM collects directly is for massage parlors; PHFM does the accounting to tie payment back to a specific site.

### **3.2. PUBLIC HEALTH LAB Scope Statement:**

The Public Health Laboratory provides Water (drinking, oceans, and streams) and Soft Serve testing for Environmental Health (EH).

### **3.3. TOBACCO CONTROL AND PREVENTION Scope Statement:**

The Tobacco Control and Prevention program's process that impacts EH is tobacco permit/licenses process. The mission of the Tobacco Control and Prevention Program (TCPP) is to reduce tobacco-related death, disease, and disability in Los Angeles County. To this end TCPP works closely with community-based organizations and coalitions, health advocates and other health providers to provide tobacco prevention, education, policy, cessation, and media services throughout the County of Los Angeles. The goals of TCPP are to:

- Decrease secondhand smoke,
- Reduce tobacco availability,
- Counter pro-tobacco influences, and



## Attachment B2

- Provide tobacco cessation

T CPP does this by using a comprehensive "social norm" change model. T CPP in the year 2008 has begun enforcement of a new LA County tobacco retail licensing ordinance that was passed in December 2007 requiring tobacco permits for all retailers in unincorporated areas that sell tobacco related products, and a regular inspection to ensure these retailers are following federal, state and local tobacco retailing laws. As of today, T CPP only interacts with Environmental Health (EH) by request i.e. to survey restaurants and bars after hours and check that the proper permits and signs are posted. However, with the enforcement of the new County Ordinance, T CPP will integrate more with current EH information systems, as well as the new EHPIMS system. The inspection process and policy is still being developed and further discussions need to be conducted between EH and T CPP. Tentative arrangements have been discussed requiring a dedicated EH Technician to conduct these inspections.

### **3.4. ACUTE COMMUNICABLE DISEASE CONTROL (ACDC) Scope Statement:**

The Acute Communicable Disease Control (ACDC) program does not fall under the EH, but does fall under the umbrella of the Department of Public Health (DPH). ACDC interacts specifically with the EH Food and Milk program on the Food Borne Illness Complaint Investigation process. Currently ACDC uses a system called VCMR which is where food borne illness complaints are entered by ACDC staff. The Food and Milk (F&M) program's Food Borne Illness (FBI) team retrieves information on the complaint from the VCMR system.

## **4.0 COUNTY SYSTEMS:**

### **4.1. LINK2GOV Scope Statement:**

The Link2Gov system falls under the County's E-Commerce Readiness Group (ERG). The Link2Gov Payment Gateway provides external clients the ability to process e-check, credit card, and debit card payments through the Link2Gov Gateway Infrastructure.

NOTE: Should the County have another electronic payment processing system by the time that EHPIMS Phase 3 is implemented, such replacement electronic payment processing system shall be substituted in the work required under Phase 3 at no additional cost to County. The existing Link2Gov required information is presented here.

### **4.2. GIS WEB SERVICES Scope Statement:**

The County has GIS web services available for integration with custom applications. These GIS web services can be used to perform geocoding and routing. In relations to the EHPIMS project, this web service could be used in EHPIMS and or the Map Viewer. The web service returns the XY coordinates for an address which can be used to see the address pin pointed on a map.

### **4.3 DOCUMENTUM Scope Statement:**

EMC Documentum is used by DPH as the County's Document Management System (DMS) standard. EHPIMS' DMS must be able to share documents with EMC Documentum.

**DEPARTMENT OF PUBLIC HEALTH**

**ATTACHMENT B3**

**Phasing Profile**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS) AND  
RELATED SERVICES  
(RFP No. 44)**

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## Attachment B3

### Introduction to EHPIMS' Phasing Profile

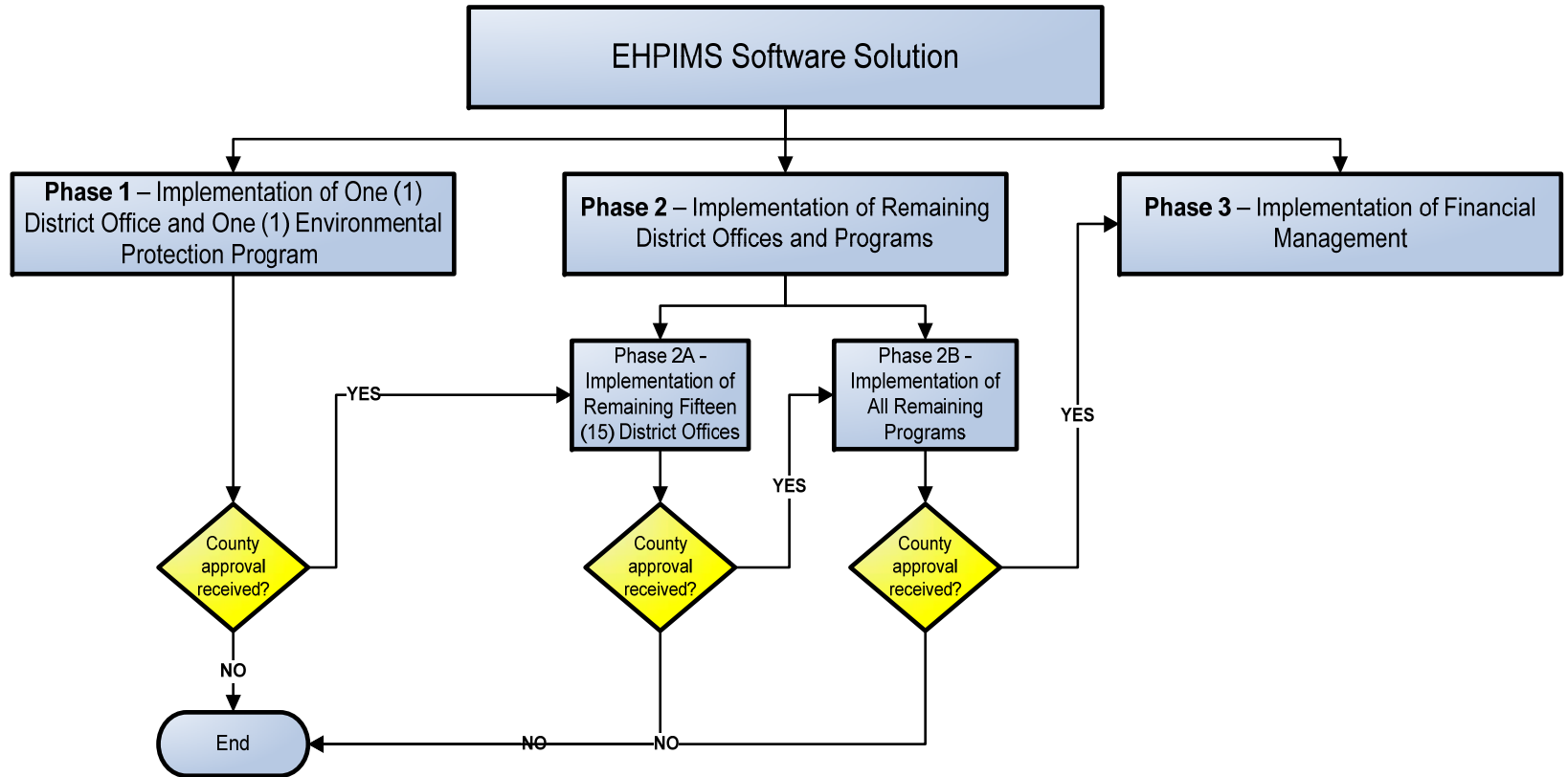
The purpose of this document Attachment B3 is to provide a structural overview of each implementation Phase and sub-phase for implementation of the EHPIMS software solution.

Within each Phase in this document Attachment B3 there is a high level introductory diagram followed by a series of descriptive tables on the following information:

- Implementation of EHPIMS Requirements for EH programs and other DPH divisions and County departments included in each Phase
- Interfaces
- Forms and/or reports to be generated
- Number of Users to include in training and the EH programs, other DPH divisions and County departments the users belong to
- Data conversion information (database names, descriptions/purpose, types, and number of records/size of database to be converted)

See Figure 1 on the next page for a high level overview on the Phasing for implementation of EHPIMS software solution.

**Figure 1 - EHPIMS Phasing Overview Diagram**



## 1.0 Phase 1- Implementation of One (1) District Office and One (1) Environmental Protection Program

Phase 1 consists of implementation of one (1) District Office (e.g. West San Gabriel District Office) within the Bureau of District Surveillance and Enforcement and the implementation of one (1) program (e.g. the Drinking Water Program) from the Bureau of Environmental Protection.

See Figure 2 (EHPIMS Phase 1 Overview Diagram) on the next page for an overview on Phase 1.

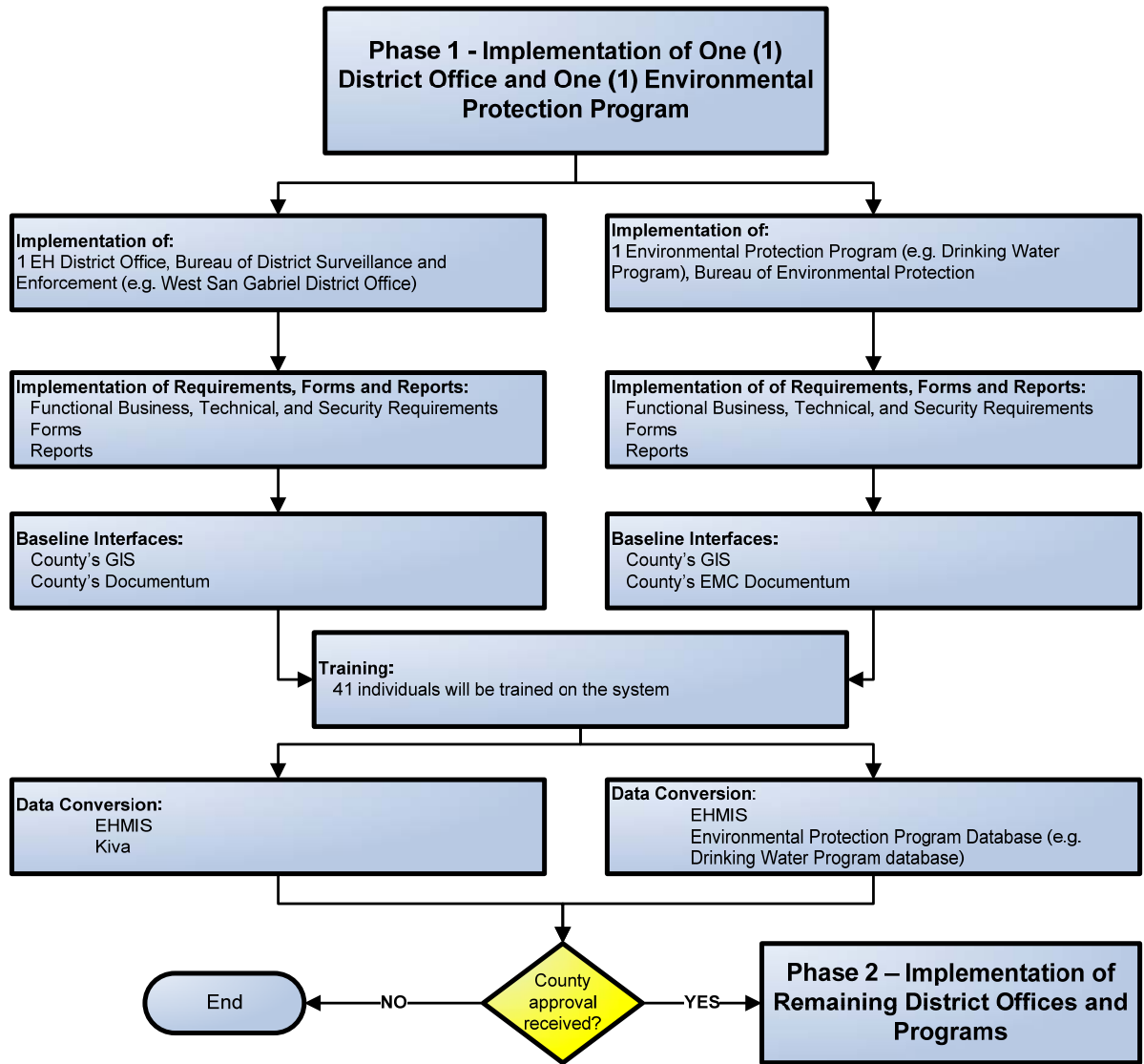
See Figure 3 (EH As-Is Context Diagram with Existing EHMIS System) which depicts the general operations flow of paper and processes for a District Office's retail food inspections which currently utilize the existing EHMIS system.

See Figure 4 (EHPIMS Anticipated To-Be Phase 1 Context Diagram) which depicts the general operations flow of paper and processes anticipated for a converted District Office's retail food inspections after Phase 1 and Phase 2A are implemented (up to, but not including, the implementation of Phase 3).

Following both Figure 3 and Figure 4, this document contains some key points of emphasis regarding the current (As-Is) retail food business environment. While the figures represent the context of the District Office retail food environment, similar challenges/changes will face all the District Offices and other programs converting to EHPIMS.

(NOTE: All sample forms, documents, and reports provided in Attachments C1A, C1B, C1C and C1I are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer's solution must include the production of all forms/document/reports provided as samples in the above-referenced Attachments and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.)

**Figure 2 - EHPIMS Phase 1 Overview Diagram**







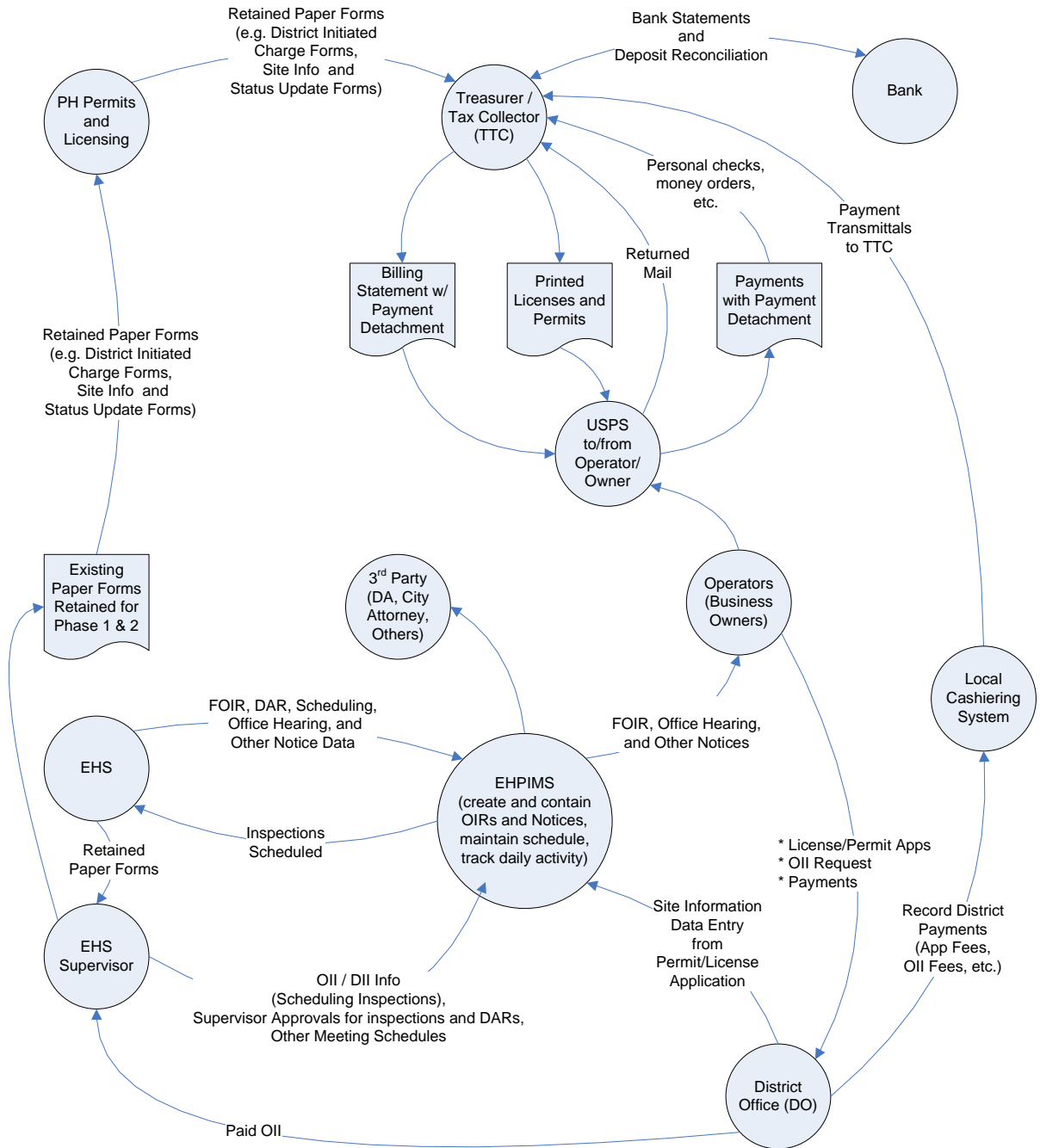
## Attachment B3

### *Key Points of Emphasis Regarding the EH As-Is Context Diagram with the Existing EHMIS System*

1. The Treasurer/Tax Collector (TTC) bubble represents both people and systems used and maintained by TTC. The data fields can be found in Attachment B6 (TTC Data Conversion Field Specification). Basic background on the systems can be obtained in Attachment B2 (Introduction to Programs, Divisions and Departments).
2. TTC maintains systems separate from EHMIS that maintain billing, payment, and other financial information related to some EH programs. This financial data is not interfaced into EHMIS. Additionally, TTC prints billing statements and licenses/permits.
3. The District Office utilizes handwritten papers and files to schedule, inspect, provide inspection reports/notices, and perform other processes for inspections. The EH As-Is Context Diagram specifically addresses retail food establishments as an example.
4. The District Office utilizes handwritten Daily Activity Reports (DARs) that are mailed to a central EH location for keying into EHMIS. This contains information about the site, the business codes, the inspection type, the inspection violation codes, and other relevant information related to the site visit. Most of this information is contained in two or three digit codes.
5. The District Office frequently receives payments accompanying inspection requests or applications. This money is gathered and transported with a paper transmittal to TTC for bank deposit and posting to retail food establishment accounts.
6. Of the many paper forms that the District Office utilizes, some must be keyed separately into both the TTC system and EHMIS system. The TTC system uses the term “account number” as a synonym of “permit number” in the EHMIS system.

**Figure 4 - EHPIMS Anticipated To-Be Phase 1 Context Diagram**

This Data Flow Diagram (DFD) depicts the general operations flow of paper and processes for a converted District Office's retail food inspections after Phase 1 and Phase 2A are implemented (up to, but not including, the implementation of Phase 3). This is not intended to be a complete representation of all processes or interfaces.



## Attachment B3

### *Key Points of Emphasis Regarding the EHPIMS To-Be Phase 1 Context Diagram*

1. Printing Billing and Printing Licenses/Permits
  - a. **As-Is:** TTC maintains systems separate from EHMIS that maintain billing, payment, and other financial information related to some EH programs. This financial data is not interfaced into EHMIS. Additionally, TTC prints billing statements and licenses/permits.
  - b. **To-Be:** Until Phase 3, TTC will continue the same practices.
2. Handwritten papers and files.
  - a. **As-Is:** The District Office utilizes handwritten papers and files to schedule, inspect, provide inspection reports/notices, and perform other processes for inspections. The EH As-Is Context Diagram specifically addresses retail food establishments as an example.
  - b. **To-Be:** The District Office will use the proposed EHPIMS software solution to replace all paper forms. However, until Phase 3 is implemented, handwritten paper forms and files used to maintain the TTC Systems will still be used by District Offices even after conversion to the proposed EHPIMS software solution.
3. Handwritten Daily Activity Reports (DARs)
  - a. **As-Is:** The District Office utilizes handwritten DARs that are mailed to a central EH location for keying into EHMIS. This contains information about the site, the business codes, the inspection type, the inspection violation codes, and other relevant information related to the site visit. Most of this information is contained in two or three digit codes.
  - b. **To-Be:** The handwritten DARs will be replaced by the proposed EHPIMS software solution.
4. Payments made at District Offices
  - a. **As-Is:** The District Office frequently receives payments accompanying inspection requests or applications. This money is gathered and transported with a paper transmittal to TTC for bank deposit and posting to retail food establishment accounts.
  - b. **To-Be:** This process will remain the same after conversion to the proposed EHPIMS software solution. During Phase 1 and 2, financial data related to all District Offices and some EH programs will not be entered or interfaced in to and/or out of the proposed EHPIMS software solution.
5. Duplicate Data Entry
  - a. **As-Is:** Of the many paper forms that the District Office utilizes, some must be keyed separately into both the TTC system and EHMIS system. The TTC system uses the term “account number” as a synonym of “permit number” in the EHMIS system.

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- b. **To-Be:** Until Phase 3 is implemented, some handwritten paper forms will continue to be entered into both the TTC system and EHMIS (or the proposed EHPIMS software solution) as appropriate.

## Attachment B3

### 1.1. Implementation of EHPIMS Requirements – Phase 1

All functional and technical requirements that are assigned to Phase 1 will be implemented during Phase 1 (see (Appendix C1, Functional Requirements) and (Appendix C2, Technical Requirements)). All security requirements must be implemented in Phase 1 and must apply to each subsequent Phase (see (Appendix C3, Security Requirements)).

The following table lists all the EH programs to be implemented (requires data conversion) in Phase 1.

**Table 1: Phase 1 EH Programs**

Phase 1– EH Programs
EH Program
Bureau of District Surveillance & Enforcement District Office (e.g. West San Gabriel District Office)
Bureau of Environmental Protection Program (e.g. Drinking Water Program)

### 1.2. Baseline Interfaces – Phase 1

EHPIMS software solution must have the ability to interface with County’s GIS and County’s Document Management System standard called EMC Documentum starting with implementation in Phase 1 and will carry over to each subsequent Phase. The Baseline Interfaces that are listed in Table 2 must be implemented during Phase 1 and be fully functional.

## Attachment B3

**Table 2: Phase 1 Baseline Interfaces**

Phase 1- Baseline Interfaces	
Interfaces / Integrations	Database Name/Reference
County's GIS	Please see web services guide at: <a href="http://gis.lacounty.gov/eGIS/?page_id=190">http://gis.lacounty.gov/eGIS/?page_id=190</a>
County's Document Management System standard (EMC Documentum)	Please see ( <u>Appendix C2, Attachment C2C (County EMC Documentum Standards)</u> )

### 1.3. Forms and Reports – Phase 1

Forms and reports pertaining to Environmental Health programs included in Phase 1 will be implemented during Phase 1. For samples of Environmental Health forms see (Attachment C1A, Phase 1 Forms), and for samples of Environmental Health reports see (Attachment C1D, Reports).

(NOTE: All sample forms, documents, and reports provided in Attachments C1A, C1B, C1C and C1D are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer's solution must include the production of all forms/document/reports provided as samples in the above-referenced Attachments and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.)

### 1.4. Training – Phase 1

EH Programs listed in Table 3 will be included in Phase 1 training sessions. The number of training sessions for each program may vary based on the complexity of the training materials and the number of Users. The number of Users equals the total number of people assigned to a location. Staffing levels are dynamic and the number of

## Attachment B3

Users represents approximate figures on the number of trainees. The physical classroom for trainings contains space and internet connectivity for 30 people. Users from different programs should not be trained together unless the programs are very closely related.

**Table 3: Phase 1 Training**

<b>Phase 1 – Training</b>		
<b>EH Program</b>	<b>Location</b>	<b>Number of Users</b>
Bureau of District Surveillance & Enforcement District Office (e.g. West San Gabriel District Office)	LA	23
Bureau of Environmental Protection Program (e.g. Drinking Water Program)	Baldwin Park	11
Management Information Systems (note: Data Analysis and Technical Support is included here)	Baldwin Park	7
<b>TOTAL</b>		<b>41</b>

### **1.5. Data Conversion – Phase 1**

During Phase 1, data stored in Environmental Health’s main databases (Kiva and EHMIS) will be converted for the West San Gabriel District Office and Drinking Water program (see (Attachment B4, EHMIS Data Dictionary)).



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**Table 1: Phase 1 Data Conversion**

Phase 1– Data Conversion			
EH Program/District Office	Database Purpose	Database or System Type	Number of Records and/or Reference
DSE – District Office (e.g. West San Gabriel)	EHMIS/Only for West San Gabriel District Office	Foxpro 2.6	1,578,773.00 Records See <u>(Attachment B4, EHMIS Data Dictionary)</u>
Housing – District Office (e.g. West San Gabriel)	Kiva/ Only for West San Gabriel District Office	Oracle	1577 Records from Total records of 100,000 The Kiva ERD will be made available to the resultant Contractor.
Environmental Protection Program (e.g. Drinking Water)	Tracks Small Water Systems and Complaints	Paradox (in process of converting to MS Access)	22 MB See <u>(Attachment B5, EH Data Conversion Field Specification)</u>

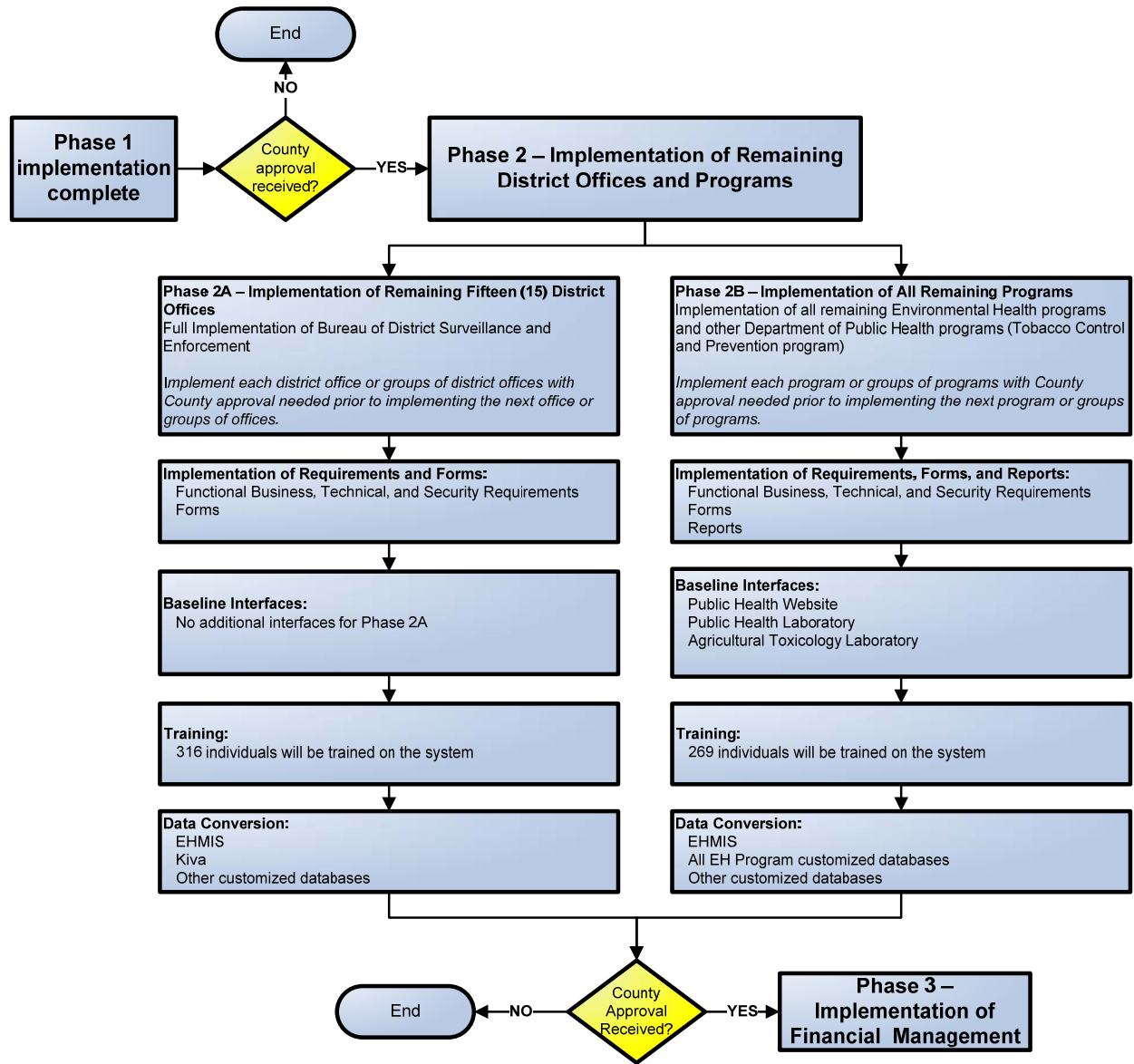
## **2.0 Phase 2 – Implementation of Remaining District Offices and Programs**

Phase 2 implementation consists of Phase 2A – Implementation of Remaining Fifteen (15) District Offices, and Phase 2B – Implementation of Remaining Programs. This Phase is optional and County will determine, in County's sole discretion, whether to proceed with this Phase 2, which determination, in part, will be based upon the success or failure of the preceding Phase.

Phase 2 contains a significant number of users, EH programs, and District Offices converting to EHPIMS. The diversity across programs, the complexity of the processes, the variety of users, and the geographic size of LA County will create a challenging Phase 2 implementation. Proposers should carefully consider their proposed implementation and project management plan based on the contents of this RFP.

See Figure 5 on the next page for an overview on Phase 2.

**Figure 5 - EHPIMS Phase 2 Overview Diagram**



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### 2.1 Phase 2A – Full Implementation of Bureau of District Surveillance and Enforcement

Phase 2A is optional and County will determine, in County’s sole discretion, whether to proceed with this Phase 2A, which determination, in part, will be based upon the success or failure of the preceding Phase 1.

Upon receipt of a written notice to proceed as described in Appendix A (Sample Agreement), the Contractor shall conduct and complete the implementation of Phase 2A. This Phase 2A information assumes that the West San Gabriel District Office was implemented in Phase 1.

Phase 2A shall be implemented one EH district office (food and housing programs) at a time and/or implemented as groups of EH district offices at the same time. County will determine the order in which each district office or group of district offices will be implemented during Phase 2A. During the implementation of each remaining EH district office or groups of EH district offices, Contractor shall identify and resolve, in accordance with County’s requirements, any outstanding issues prior to moving on to implementation of the next remaining EH district office or groups of EH district offices, and prior to the next Phase implementation.

#### 2.1.1 Implementation of EHPIMS Requirements – Phase 2A

All functional and technical requirements assigned to Phase 2A will be implemented during this Phase 2A (See (Appendix C1, Functional Requirements) and (Appendix C2, Technical Requirements)). In addition, all requirements implemented in Phase 1 will carry over into this Phase 2A.

Table 5 lists all the EH District offices included in this Phase 2A.

Table 2: Phase 2A EH District Offices

Phase 2A – Implementation of Remaining Fifteen (15) District Offices	
EH District Office	
District Surveillance & Enforcement (North County) – Antelope Valley	

**Attachment B3**

<b>Phase 2A – Implementation of Remaining Fifteen (15) District Offices</b>
<b>EH District Office</b>
District Surveillance & Enforcement (North County) – West Valley
District Surveillance & Enforcement (North County) – Mid Valley
District Surveillance & Enforcement (North County) – East Valley
District Surveillance & Enforcement (Central County) – Civic Center
District Surveillance & Enforcement (Central County) – Mid Wilshire
District Surveillance & Enforcement (Central County) – Mid City
District Surveillance & Enforcement (Central County) – South LA
District Surveillance & Enforcement (East County) – Norwalk
District Surveillance & Enforcement (East County) – East LA
District Surveillance & Enforcement (East County) – East San Gabriel
District Surveillance & Enforcement (West County) – Hollywood Wilshire
District Surveillance & Enforcement (West County) – Inglewood
District Surveillance & Enforcement (West County) – South Bay
District Surveillance & Enforcement (West County) - West

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### 2.1.2 Baseline Interfaces – Phase 2A

County's GIS and EMC Documentum implemented during Phase 1 will be accessible to the users included in Phase 2A and subsequent Phases. There are no additional interfaces to be implemented during Phase 2A.

### 2.1.3 Forms and Reports – Phase 2A

All the forms and reports implemented during Phase 1 for Bureau of District Surveillance and Enforcement will be accessible and used by the remaining fifteen (15) District Offices of this Bureau for Phase 2A.

### 2.1.4 Training – Phase 2A

Districts and programs listed in Table 6 will be included in Phase 2A training sessions. The number of training sessions may vary based on the complexity of the training materials and the number of users. The number of users equals the total number of people assigned to a location. Staffing levels are dynamic and the number of users represents approximate figures on the number of trainees. The physical classroom for trainings contains space and internet connectivity for 30 people. Users from different programs should not be trained together unless the programs are very closely related.

**Table 3: Phase 2A Training**

Phase 2A – Training		
EH District Office/ EH Program	Location	Number of Users
District Surveillance & Enforcement (North County)	Antelope Valley	13
District Surveillance & Enforcement (North County)	West Valley	22
District Surveillance & Enforcement (North County)	Mid-Valley	23
District Surveillance & Enforcement (North County)	East Valley	18

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<b>Phase 2A – Training</b>		
<b>EH District Office/ EH Program</b>	<b>Location</b>	<b>Number of Users</b>
District Surveillance & Enforcement (Central County)	Civic Center	19
District Surveillance & Enforcement (Central County)	Mid-Wilshire	19
District Surveillance & Enforcement (Central County)	Mid-City	19
District Surveillance & Enforcement (Central County)	South LA	18
District Surveillance & Enforcement (East County)	Norwalk	24
District Surveillance & Enforcement (East County)	East LA	19
District Surveillance & Enforcement (East County)	East San Gabriel	21
District Surveillance & Enforcement (West County)	Hollywood-Wilshire	19
District Surveillance & Enforcement (West County)	Inglewood	20
District Surveillance & Enforcement (West County)	South Bay	19
District Surveillance & Enforcement (West County)	West	21
Quality Assurance	Baldwin Park	8
Management Information Systems (note: Data Analysis and Technical Support is included here)	Baldwin Park	7
Staff Recruitment and Training	Baldwin Park	7
<b>TOTAL</b>		<b>316</b>

## Attachment B3

### 2.1.5 Data Conversion – Phase 2A

During this Phase Kiva and EHMIS data will only be converted for the remaining fifteen (15) District Offices (see (Attachment B4, EHMIS Data Dictionary)). The Kiva ERD will be made available to the resultant Contractor.

Table 7 lists the EH district offices that will have their data converted in Phase 2A.

**Table 4: Phase 2A Data Conversion**

Phase 2A – Data Conversion		
EH District Office	Database Purpose and Type	Number of Records (as of November 2009)
DSE (North County) – Antelope Valley	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,082,548.00 KIVA – 1843.00
DSE (North County) – West Valley	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,562,112.00 KIVA – 48334.00
DSE (North County) – Mid Valley	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,619,527.00 KIVA – 3656.00
DSE (North County) – East Valley	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS –856,961.00 KIVA –1141.00
DSE (Central County) – Civic Center	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,613,114.00 KIVA – 1044.00
DSE (Central County) – Mid Wilshire	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,610,250.00 KIVA – 3974.00



**Attachment B3**

<b>Phase 2A – Data Conversion</b>		
<b>EH District Office</b>	<b>Database Purpose and Type</b>	<b>Number of Records (as of November 2009)</b>
DSE (Central County) – Mid City	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,694,287 KIVA – 22,002
DSE (Central County) – South LA	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,466,695 KIVA – 1,729
DSE (East County) – Norwalk	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,567,436 KIVA – 722
DSE (East County) – East LA	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,670,786 KIVA – 2,258
DSE (East County) – East San Gabriel	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,385,131 KIVA – 152
DSE (West County) – Hollywood Wilshire	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,559,815 KIVA – 1,835
DSE (West County) – Inglewood	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,494,085 KIVA – 475
DSE (West County) – South Bay	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,436,286 KIVA – 57
DSE (West County) - West	EHMIS - Foxpro 2.6 KIVA - Oracle	EHMIS – 1,620,984 KIVA – 380

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### 2.2 Phase 2B – Implementation of All Remaining Programs

Phase 2B is optional and County will determine, in County's sole discretion, whether to proceed with this Phase 2B, which determination, in part, will be based upon the success or failure of the preceding Phase 2A. Upon receipt of a written notice to proceed as described in Appendix A (Sample Agreement), the Contractor shall implement Phase 2B. Phase 2B shall be implemented one program at a time and/or implemented as groups of programs at the same time. County will determine the order in which each program or groups of programs will be implemented during Phase 2B. During the implementation of each remaining program or groups of programs, Contractor shall identify and resolve, in accordance with County's requirements, any outstanding issues prior to moving to implementation of the next remaining program or groups of programs, and prior to the next Phase implementation.

Phase 2B will implement all remaining Environmental Health Programs for Bureau of Toxicology and Environmental Assessment, Bureau of Environmental Planning and Support, Bureau of Environmental Protection and Bureau of Specialized Surveillance and Enforcement. In addition, Phase 2B will implement the Tobacco Control Prevention program which is under the Department of Public Health (DPH). This Phase 2B information assumes that the Drinking Water Program was implemented in Phase 1.

#### 2.2.1 Implementation of EHPIMS Requirements – Phase 2B

All functional and technical requirements assigned to Phase 2B will be implemented during Phase 2B (See (Appendix C1, Functional Requirements) and (Appendix C2, Technical Requirements)). In addition, all requirements implemented in Phase 1 and Phase 2A will carry over into this Phase 2B. Table 8 lists all the EH programs and other DPH programs included in Phase 2B.

**Attachment B3**

**Table 5: Phase 2B EH Programs and Other DPH Programs**

Phase 2B – Programs Included
EH Program/ Other DPH Program
Plan Check
Consultative Services
Staff Recruitment and Training
Quality Assurance
Program Planning and Development
Management Information Systems (note: Data Analysis and Technical Support is included here)
Land Use
Cross Connections
Recreational Waters
Solid Waste Management
Radiation Management
Environmental Hygiene
CLPPP

**Attachment B3**

<b>Phase 2B – Programs Included</b>
<b>EH Program/ Other DPH Program</b>
Garment Inspection
Housing & Institutions
Food & Milk
Vehicle Inspection / Street Vending Compliance
Vector Management
Tobacco Control and Prevention, Department of Public Health (DPH)
Toxic Epidemiology

**2.2.2 Baseline Interfaces – Phase 2B**

All Baseline interfaces indicated in Table 9 must be implemented during Phase 2B and be fully functional.

## Attachment B3

Table 6: Phase 2B Baseline Interfaces

Phase 2B – Baseline Interfaces		
DPH Divisions and County Departments	Database Name/Reference	Database Type
a. Public Health Laboratory	Public Health Lab Interface Specification will be made available to the resultant Contractor.	SQL
b. Agricultural Commissioner Weights and Measures (ACWM) Environmental Toxicology Laboratory	<u>(Attachment C2E, Agricultural Lab Field Specification)</u>	Oracle 10.2.0.1
c. Public Health Website	<u>(Attachment C2A, County Web Site Content Guide)</u>	Access

### 2.2.3 Forms and Reports – Phase 2B

Forms and reports pertaining to Environmental Health programs and other DPH programs included in Phase 2B will be implemented during Phase 2B. For samples of Environmental Health forms see (Attachment C1B, Phase 2 Forms) and (Attachment C1I, Toxic Epi Forms and Reports), and for samples of Environmental Health reports see (Attachment C1D, Reports).

(NOTE: All sample forms, documents, and reports provided in Attachments C1A, C1B, C1C and C1D are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer’s solution must include the production of all forms/document/reports provided as samples in the above-referenced Attachments and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.)

## Attachment B3

### 2.2.4 Training – Phase 2B

Table 10 lists EH programs and other DPH programs that will be included in Phase 2B training sessions. The number of training sessions may vary based on the complexity of the training materials and the number of users. The number of users equals the total number of people assigned to a location. Staffing levels are dynamic and the number of users represents approximate figures on the number of trainees. The physical classroom for trainings contains space and internet connectivity for 30 people. Users from different programs should not be trained together unless the programs are very closely related.

**Table 7: Phase 2B Training**

Phase 2B – Training		
EH Program/ Other DPH Program	Location	Number of Users
Plan Check	Baldwin Park	5
	Los Angeles	4
	East Los Angeles	1
	San Pedro	2
	Culver City	3
	Van Nuys	2
	Lancaster	1
	Santa Clarita	6
	Total for Plan check: 24	
Consultative Services	Baldwin Park	13
Program Planning and Development	Baldwin Park	7
Management Information Systems (note: Data Analysis and Technical Support is included here)	Baldwin Park	7

**Attachment B3**

<b>Phase 2B – Training</b>		
<b>EH Program/ Other DPH Program</b>	<b>Location</b>	<b>Number of Users</b>
Land Use	Baldwin Park	10
Cross Connections	Baldwin Park	11
Recreational Waters	Baldwin Park	20
Solid Waste Management	Baldwin Park	24
Radiation Management	Baldwin Park	18
Environmental Hygiene	Baldwin Park	10
CLPPP/CDC	Baldwin Park	22
Garment Inspection	Baldwin Park	9
Housing & Institutions	Baldwin Park	21
Food & Milk	Baldwin Park	25
Vehicle Inspection/ Street Vending Compliance	Baldwin Park	30
Vector Management	Baldwin Park	14
Tobacco Control and Prevention, Department of Public Health (DPH)	Los Angeles (Wilshire Metroplex)	4
Toxic Epidemiology	Los Angeles	10

**Attachment B3**

<b>Phase 2B – Training</b>		
<b>EH Program/ Other DPH Program</b>	<b>Location</b>	<b>Number of Users</b>
<b>TOTAL</b>		<b>279</b>

**2.2.5 Data Conversion – Phase 2B**

During Phase 2B, data stored in EHMIS will be converted for the remaining EH programs, prior to the live date set for each program. In addition, some EH programs and the DPH program of Tobacco Control and Prevention have customized databases that will be converted. The table below displays the number of records or the size of databases to be converted.

**Table 8: Phase 2B Data Conversion**

<b>Phase 2B – Data Conversion</b>			
<b>EH Program/ Other DPH Program</b>	<b>Database Name and Reference or Database Purpose</b>	<b>Database or System Type</b>	<b>Number of Records or Size of Database</b>
Lead Program	EHMIS <i>(See (Attachment B4, EHMIS Data Dictionary))</i>	FoxPro 2.6	435,668
Food and Milk	EHMIS <i>(See (Attachment B4, EHMIS Data Dictionary))</i>	FoxPro 2.6	1,047,678
Garment Inspection	EHMIS <i>(See (Attachment B4, EHMIS Data Dictionary))</i>	FoxPro 2.6	725,759



**Attachment B3**

<b>Phase 2B – Data Conversion</b>			
<b>EH Program/ Other DPH Program</b>	<b>Database Name and Reference or Database Purpose</b>	<b>Database or System Type</b>	<b>Number of Records or Size of Database</b>
Housing and Institution	EHMIS <i>(See (Attachment B4, EHMIS Data Dictionary))</i>	FoxPro 2.6	690,308
Tobacco Control and Prevention	Main Database of Tobacco Retailers See <i>(Attachment B7 (Tobacco Program Data Conversion Field Specification))</i> .	Excel	1,023
Cross Connections	Tracks Backflow Prevention Devices and Reclaim Water Sites, Testers, Water Treatment Devices and Submittal of Plans	Paradox	60,000
Lead CDC/CLPPP	LOGCASA Database Tracks Lead Poisoning Case and Complaint Investigations	Access	28,000
Recreational Waters	Tracks Licensed Swimming Pool Technician and Fees See <i>(Attachment B5, EH Data Conversion Field Specification)</i> .	Access	Database Size: 4 GB
Recreational Waters	Tracks Swage Discharge See <i>(Attachment B5, EH Data Conversion Field Specification)</i> .	Access	Database Size: 1 MB
Recreational Waters	Tracks Plan Approvals for Swimming Pools See <i>(Attachment B5, EH Data Conversion Field Specification)</i> .	Access	Database Size: 4 MB

**Attachment B3**

<b>Phase 2B – Data Conversion</b>			
<b>EH Program/ Other DPH Program</b>	<b>Database Name and Reference or Database Purpose</b>	<b>Database or System Type</b>	<b>Number of Records or Size of Database</b>
Solid Waste Management	Tracks Waste Tire Sites See ( <u><i>Attachment B5, EH Data Conversion Field Specification</i></u> ).	Paradox	5,000
Food and Milk	Tracks Softserve Sites and Samples	Access	3,000
Food and Milk	FBIA (Food Borne Illness Advisor) Tracks Food Borne Illness complaints. See ( <u><i>Attachment B5, EH Data Conversion Field Specification</i></u> ).	Access	14,500
Food and Milk	Recalls See ( <u><i>Attachment B5, EH Data Conversion Field Specification</i></u> ).	Access	Database Size: 429 MB
Vehicle Inspection Program (VIP)	Tracks Food Vehicles Complaints	Access	28,000
Land Use	Onsite Waste Treatment System See ( <u><i>Attachment B5, EH Data Conversion Field Specification</i></u> ).	Paradox	30,000
Toxic Epidemiology	Call DB See ( <u><i>Attachment B8, Toxic Epi CALLDB Data Dictionary</i></u> ).	Access	Unknown
Toxic Epidemiology	Environmental Hygiene DB (data specifications will be provided at the start of Phase 2B)	Access	Unknown

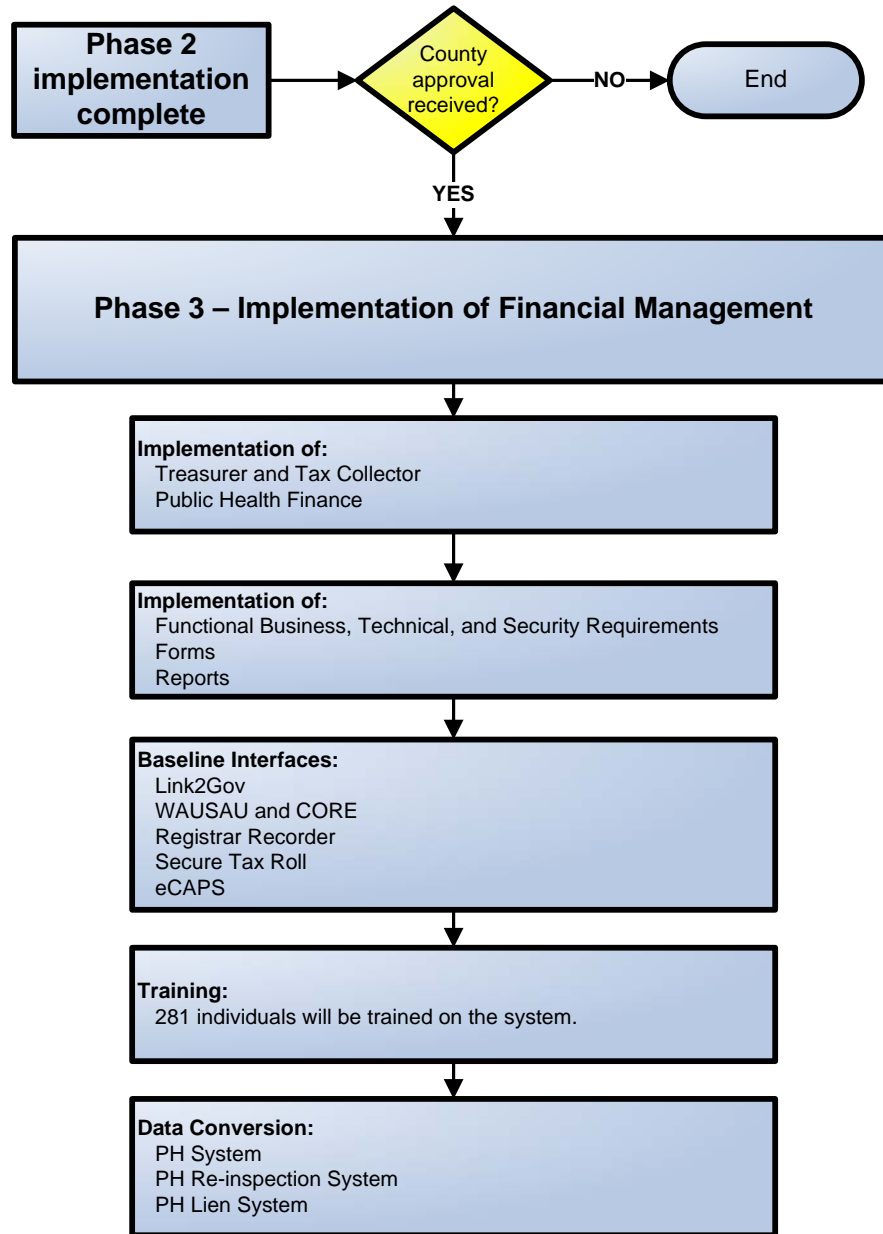
### **3.0 Phase 3 – Implementation of Financial Management**

This Phase is optional and County will determine, in County's sole discretion, whether to proceed with this Phase 3, which determination, in part, will be based upon the success or failure of preceding Phases. Phase 3 implements financial components of EHPIMS.

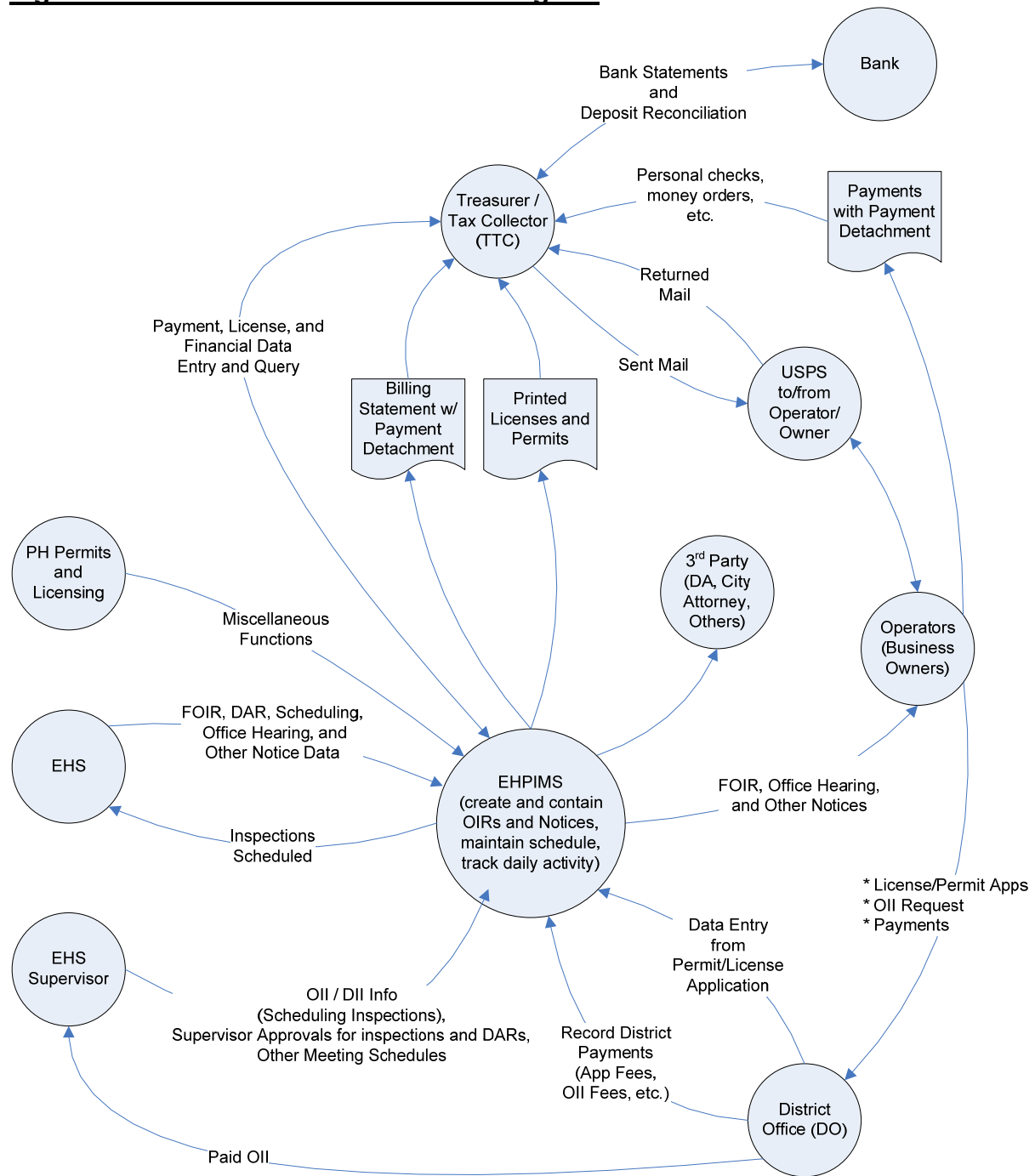
See Figure 6 (EHPIMS Phase 3 Overview Diagram) on the next page for an overview on Phase 3.

See Figure 7 (EHPIMS Fully Functional Context Diagram). This diagram depicts the anticipated general operations flow for a converted District Office's retail food inspections after all three phases have been fully implemented. This is not intended to be a complete representation of all processes or interfaces nor is it intended to limit the capability of a Proposer to deliver a system which meets the County's needs as expressed in this RFP.

**Figure 6 - EHPIMS Phase 3 Overview Diagram**



**Figure 7 - EHPIMS Phase 3 Overview Diagram**



## Attachment B3

### *Key Points of Emphasis Regarding the EHPIMS To-Be Phase 3 Context Diagram*

1. Printing Billing and Printing Licenses/Permits
  - a. **As-Is:** TTC maintains systems separate from EHMIS that maintain billing, payment, and other financial information related to some EH programs. This financial data is not interfaced into EHMIS. Additionally, TTC prints billing statements and licenses/permits.
  - b. **To-Be Phase 3:** TTC utilizes EHPIMS to maintain billing, payment, and other financial information.
2. Handwritten papers and files.
  - a. **As-Is:** The District Office utilizes handwritten papers and files to schedule, inspect, provide inspection reports/notices, and perform other processes for inspections. The EH As-Is Context Diagram specifically addresses retail food establishments as an example.
  - b. **To-Be Phase 3:** The District Office will use the proposed EHPIMS software solution to replace or generate all paper forms.
3. Handwritten Daily Activity Reports (DARs)
  - a. **As-Is:** The District Office utilizes handwritten DARs that are mailed to a central EH location for keying into EHMIS. This contains information about the site, the business codes, the inspection type, the inspection violation codes, and other relevant information related to the site visit. Most of this information is contained in two or three digit codes.
  - b. **To-Be Phase 3:** The handwritten DARs will be replaced by the proposed EHPIMS software solution. No central EH location for keying information is necessary.
4. Payments made at District Offices
  - a. **As-Is:** The District Office frequently receives payments accompanying inspection requests or applications. This money is gathered and transported with a paper transmittal to TTC for bank deposit and posting to retail food establishment accounts.
  - b. **To-Be Phase 3:** The District Office will record payments received into EHPIMS. The need for a Transmittal Form to be sent to TTC will be eliminated.
5. Duplicate Data Entry
  - a. **As-Is:** Of the many paper forms that the District Office utilizes, some must be keyed separately into both the TTC system and EHMIS system.
  - b. **To-Be Phase 3:** Duplicate data entry by EH and TTC will be eliminated. All data in EHPIMS.

## Attachment B3

### 3.1. Implementation of EHPIMS Requirements – Phase 3

All functional and technical requirements assigned to this Phase will be implemented during Phase 3 (see (Appendix C1, Functional Requirements) and (Appendix C2, Technical Requirements)). In addition, all requirements implemented in Phase 1, Phase 2A, and Phase 2B will carry over into this Phase 3.

Table 12 lists the County department and DPH division included in Phase 3.

**Table 9: Phase 3 DPH Division and County Department**

<b>Phase 3 – DPH Division and County Department Included</b>	
<b>County Department/ DPH Division</b>	
Treasurer and Tax Collector (TTC)	
Public Health Finance (PHF)	

### 3.2. Baseline Interfaces – Phase 3

All Baseline interfaces indicated in the table below must be implemented during Phase 3 and be fully functional.

## Attachment B3

**Table 10: Phase 3 Baseline Interfaces**

Phase 3 – Baseline Interfaces		
County Department	System Name	Database Type, Description, or Reference
Treasurer and Tax Collector (TTC)	County of Los Angeles Registrar-Recorder's system	Flat files will be sent and received.
Treasurer and Tax Collector (TTC)	STR (Secured Tax Roll)	Flat files will be sent and received.
Treasurer and Tax Collector (TTC)	WAUSAU and CORE	See <u>(Attachment C2D, WAUSAU and CORE Field Specification)</u>
Treasurer and Tax Collector (TTC)	eCAPS	eCAPS Interface Specification will be made available to the resultant Contractor
Internal Services	Link2Gov	See <u>(Attachment C2B, Link2Gov Interface Specification)</u> . Should the County have another electronic payment processing system by the time that EHPIMS Phase 3 is implemented, such replacement electronic payment processing system shall be substituted in the work required under Phase 3 at no additional cost to County. The existing Link2Gov required information is presented here.

### 3.3. Forms and Reports – Phase 3

TTC and Public Health Finance forms and reports will be implemented during Phase 3. For samples of forms and reports see (Attachment C1C, Phase 3 Reports and Forms).



## Attachment B3

(NOTE: All sample forms, documents, and reports provided in Attachments C1A, C1B, C1C and C1I are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer’s solution must include the production of all forms/document/reports provided as samples in the above-referenced Attachments and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.)

### 3.4. Training – Phase 3

EH programs, other DPH Divisions, and County departments listed in the Table 14 will be included in Phase 3 training sessions. The number of training sessions may vary based on the complexity of the training materials and the number of users. The number of users equals the total number of people assigned to a location. Staffing levels are dynamic and the number of users represents approximate figures on the number of trainees.

**Table 11: Phase 3 Training**

<b>Phase 3 – Training</b>		
<b>EH Program/ DPH Division/ County Department</b>	<b>Location</b>	<b>Number of Users</b>
Treasurer and Tax Collector (TTC)	Los Angeles	30
Public Health Finance (PHF)	Commerce	5
All sixteen (16) District Offices	(See Table 6: Phase 2A Training)	10 users per district office for a total of:  160
Drinking Water	Baldwin Park	5
Plan Check	Baldwin Park	4

**Attachment B3**

<b>Phase 3 – Training</b>		
<b>EH Program/ DPH Division/ County Department</b>	<b>Location</b>	<b>Number of Users</b>
Staff Recruitment and Training	Baldwin Park	5
Permits and Licensing	Baldwin Park	8
Fiscal Services	Baldwin Park	2
Quality Assurance	Baldwin Park	8
Program Planning and Development	Baldwin Park	7
Management Information Systems (note: Data Analysis and Technical Support is included here)	Baldwin Park	7
Land Use	Baldwin Park	3
Cross Connection	Baldwin Park	3
Recreational Waters	Baldwin Park	3
Solid Waste Management	Baldwin Park	5
Radiation Management	Baldwin Park	3
Environmental Hygiene	Baldwin Park	2
Garment Inspection	Baldwin Park	3
Assistant to Bureau Director, Bureau of Specialized Surveillance and Enforcement	Baldwin Park	1
Housing and Institution	Baldwin Park	4

**Attachment B3**

<b>Phase 3 – Training</b>		
<b>EH Program/ DPH Division/ County Department</b>	<b>Location</b>	<b>Number of Users</b>
Food and Milk	Baldwin Park	4
Vehicle Inspection/ Street Vending Compliance	Baldwin Park	5
Tobacco Control and Prevention, Department of Public Health (DPH)	Los Angeles (Wilshire Metroplex)	4
<b>TOTAL</b>		<b>281</b>

**3.5. Data Conversion – Phase 3**

TTC databases with EH information will be converted in Phase 3. Table 15 specifies for each database the database name or purpose, the type of database, and the number of records or size of the database.

## Attachment B3

**Table 12: Phase 3 Data Conversion**

Phase 3 – Data Conversion			
County Department	Database Name or Description	Database or System Type	Number of records and Reference
Treasurer and Tax Collector	PH System	SQL	277K Records see <i>(Attachment B6, TTC Data Conversion Field Specification)</i>
Treasurer and Tax Collector	PH Re-inspection System	MS Access	31K Records see <i>(Attachment B6, TTC Data Conversion Field Specification)</i>
Treasurer and Tax Collector	PH Lien System	SQL	18K Records see <i>(Attachment B, TTC Data Conversion Field Specification)</i>

**Attachment B4 – EHMIS Data Dictionary**

**FOR  
ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES  
(RFP No. 44)**

# Attachment B4

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**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

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FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)

addr.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

addr.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**animal.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
A_NUM1	Number	4, 0	Number of Animals of what's noted in type 1
A_TYPE1	Character	1	Animal Type (i.e. "45" for Horse)
A_NUM2	Number	4, 0	Number of Animals of what's noted in type 2
A_TYPE2	Character	1	Animal Type (i.e. "45" for Horse)
A_NUM3	Number	4, 0	Number of Animals of what's noted in type 3
A_TYPE3	Character	1	Animal Type (i.e. "45" for Horse)
A_NUM4	Number	4, 0	Number of Animals of what's noted in type 4
A_TYPE4	Character	1	Animal Type (i.e. "45" for Horse)
STALLS	Number	4, 0	Number of Stalls at site
BOARDING	Character	1	Boarding Type (i.e. "1" for Public)
W_SYSTEM	Character	1	Water System Type (i.e. "2" for Power Push)
F_CONTROL	Character	1	Fly Control Type (i.e. "1" for Mist System)
MANURE	Character	1	Manure Management (i.e. "2" for Ground Pile)
A_MEMO	Memo	10	Site Memo (A memo area to collect any comments regarding the EH site)

animal.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
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**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

USERFLD_2	Character	10	User-defined Field Number Two (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

animal.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**certdata.dbf**

certdata.dbf

FIELD NAME	TYPE	WIDTH	DESCRIPTION
CERT_NUM	Character	7	Certification Number
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
DBA	Character	30	Site-Doing-Business-As (Name of Establishment)
BGNPRD	Date	8	Beginning Period.
ENDPRD	Date	8	Ending Period.
ADDRNUMBEG	Character	5	Site Address-Street Number Beginning (Street number beginning range of an EH site's address)
STRNUMSFX	Character	3	Site Address-Street Number Suffix (Street number suffix of an EH site's address such as unit, A, 2)
STRDIR	Character	2	Site Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	30	Site Address-Street Name
STRNAMTYP	Character	4	Site Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Site Address-Suite (e.g., 101)
ADDRCITY	Character	22	Site Address-City
ADDRZIP1	Character	5	Site Address-Zip Code
NEWADDR1	Character	69	

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

NEWADDR2	Character	40	
SHRTADDR	Character	84	

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**clse02.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record

clse02.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

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**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**clsefood.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
ELMNTCD	Character	2	Element Code (Element code that accompanies an Environmental Health program code to describe an EH site's business operation. It is a code number to designate a particular type of establishment within a program, such as, an apartment from 5 to 20 units or a restaurant with more than 400 seats. )
CL_DATE	Date	8	Date facility closed.
CL_TYPE	Character	2	Type of closure ("S" for suspension)
INSPECTOR	Character	6	Inspector who closed the facility
SUPERVISOR	Character	6	Supervisor who approved of the closure
REOP_TYPE	Character	3	Type of Reopen ("RO" for reopen)
REOP_DATE	Date	8	Date facility allowed to reopen
DBA	Character	30	Site-Doing-Business-As (Name of Establishment)
CRDT	Date	8	Date Record Created (The date this record was created)

clsefood.dbf



**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**clsesect.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
CL_DATE	Date	8	Date facility closed.
CL_CODE	Character	8	Closure code section.

clsesect.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**dailytot.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
EMPLNUM	Character	6	Employee Number (This is the standard 6 digit County Employee Number used to identify employees)
TRANDT	Date	8	Transaction Date (This date designates the inspection/service date)
TOTXPNS	Number	7, 2	Total Expenses (Total expenses incurred during the workday that can be reimbursed. Expenses commonly documented are for telephone calls to the office and parking expenses.)
TOTMILE	Number	3, 0	Total Mile (Total miles driven from one inspection location/address to the next destination during the work day.)
TOTMNT	Number	4, 0	Total Minutes (Total minutes for the day. Total minutes should equal to 480 or 600 including any time off, if applicable. Total minutes should exceed 480 or 600 if an employee works overtime.)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

dailytot.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**detlserv.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
EMPLNUM	Character	6	Employee Number (This is the standard 6 digit County Employee Number used to identify employees)
TRANDT	Date	8	Transaction Date (This date designates the inspection/service date)
SEQNUM	Number	3, 0	Sequential Number (System generated for each newly created Service record. For example, an inspector does 3 different services during the day, the Sequential Number will = 3)
DETLSEQNUM	Number	2, 0	Detail Sequential Number (System generated for each newly created Detail Service record.)
SERVCD	Character	3	Service Code (Each code number designates the type of inspection/ service, such as, original or complaint inspection provided at the site for this transaction date. Description auto display upon entering code.)
SERVQTY	Number	2, 0	Quantity of Services Performed
SERVMNT	Number	3, 0	Service Minutes - to be continually added for day to compare with total minutes

detlserv.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**dws\_inv.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record

dws\_inv.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

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**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**ehsite.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
ELMNTCD	Character	2	Element Code (It accompanies an Environmental Health program code to describe an EH site's business operation. It is a code number to designate a particular type of establishment within a program, eg. an apartment from 5 to 20 units or a restaurant with more than 400 seats. )
OLDDISTCD	Character	2	District Code prior to redistricting
OLDSITENUM	Character	6	Site Number prior to redistricting
STATCD	Character	1	Status Code (It is a code to designate whether the site's status: active or inactive)
SUP_DIST	Character	1	Supervisory District Number
SPA_AREA	Character	1	Service Planning Area Number
NXTNSPCTDT	Date	8	Next Inspection Due Date
LSTNSPCTDT	Date	8	Last Inspection Date (The last routine inspection date for a site)
SUBDISTCD	Character	2	Sub-district Code (Describes a geographical sub-area of a District for which a site is part of)

ehsite.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CENTRACT	Character	6	Census Tract (Census tract number for the site)
SITELOCCD	Character	2	Site Location Code (It is derived based on the site's city code)



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

PARCELNUM	Character	10	Site Parcel Number (Used for vacant lots when an address is unavailable or unattainable)
SITEMEMO	Memo	10	Site Memo (A memo area to collect any comments regarding the EH site)
ADDRNUMBEG	Character	5	Site Address-Street Number Beginning (Street number beginning range of an EH site's address)
ADDRNUMEND	Character	3	Site Address-Street Number Ending
STRNUMSFX	Character	3	Site Address-Street Number Suffix (Street number suffix of an EH site's address such as unit, A, 2)
STRDIR	Character	2	Site Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Site Address-Street Name
STRNAMTYP	Character	4	Site Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Site Address-Suite (e.g., 101)
ADDRCITY	Character	22	Site Address-City
ADDRST	Character	2	Site Address-State
ADDRZIP1	Character	5	Site Address-Zip Code
ADDRZIP2	Character	4	Site Address-Zip Code
PRIMARYFON	Character	10	Site-Primary Telephone (area code, number)
PRIMARYEXT	Character	4	Site Primary Telephone's extension
EMERGFON	Character	10	Site Emergency Phone
EMERGEXT	Character	4	Site Emergency Telephone's extension
DBA	Character	30	Site-Doing-Business-As (Name of Establishment)

ehsite.dbf

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

MGRNAM	Character	30	Site-Manager's Name
COMM_ID	Character	6	Commissary Identification (Unique id number given to each commissary)
RISKASSES	Character	2	Risk Assessment (Category number assigned retail food facilities based on the public health risk of the site)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

ehsite.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**empl.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
EMPLNUM	Character	6	Employee Number (This is the standard 6 digit County Employee Number used to identify employees.)
EMPLLNAM	Character	40	Employee's Last Name
EMPLFNAM	Character	40	Employee's First Name
EMPLMNAM	Character	40	Employee's Middle Name
EMPLDISTCD	Character	2	Employee's District Headquarter Code (For example, 77 stands for Program Planning)
AREACD	Character	2	Area Code (The area that corresponds to the Environmental Health Office that an employee is assigned to. For example, Program Planning = 05; East = 01)
DIVISION	Character	1	Division Code (The division that corresponds to the Environmental Health Office that an employee is assigned to. Auto display upon entering District Code)
BUREAUCD	Character	2	Bureau Code (The bureau that corresponds to the Environmental Health Office that an employee is assigned to. Auto display upon entering District Code. For example, Y = Environmental Protection; X = Consumer Protection)
SCHDWRKMNT	Number	3, 0	Employee's Scheduled Minutes of Work per day
EMPLSTRTDT	Date	8	Employee's Start Date at the Environmental Health
EMPLENDDT	Date	8	Employee's End Date (Employee's employment termination date at the Environmental Health)
STATCD	Character	1	Status Code (The employee's employment status code: active or inactive)

empl.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRDT	Date	8	Date Record Created (The date this record was created)
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**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

empl.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**emplhrly.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
EMPLNUM	Character	6	Employee Number (This is the standard 6 digit County Employee Number used to identify employees.)
SEQNUM	Number	2, 0	Sequential Number (System generated for each newly created Emplhrly record starting with 0.
DISTCD	Character	2	District Code (It is a code number to designate a District)
ITEMNUM	Character	5	Item Number (An employee's payroll Item Number)
HOURLYRAT	Character	4	Employee Hourly Rate (An employee's specific hourly rate amount at the Environmental Health)
STARTDT	Date	8	Start Date (The start date of an employee's specific hourly rate at the Environmental Health)
ENDDT	Date	8	End date (The end date of an employee's specific hourly rate at the Environmental Health)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

emplhrly.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**extmerlg.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
RUNDTETME	Character	16	System generated
DISTCODE	Character	2	District Code (It is a code number to designate a District or Specialty Program)
FUNCTION	Character	8	Records whether extract or merge performed
EXDIR	Character	20	Records extract directory
FROMDATE	Date	8	Date from which function starts
TODATE	Date	8	Date for which function ends
COMPDATE	Date	8	System generated
COMPTIME	Character	8	System generated
COMPCODE	Character	1	System generated

extmerlg.dbf

**(Extract Merger procedure log – keeps logs of extracts and merges. Most fields are generated by applications internal program)**

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**fldcard1.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DBA	Character	30	Site-Doing-Business-As (Name of Establishment)
ADDR1	Character	70	Address
MGRNAME	Character	40	Manager Name
PHONE1	Character	10	Phone Number
EXT1	Character	4	Extension
OWNRNAME	Character	40	Owner Name
PARTNAME	Character	40	Partner Name
ADDR2	Character	70	Address
PHONE2	Character	10	Phone Number
EXT2	Character	4	Extension
MGMTCO	Character	40	Management Company Name
CARE_OF	Character	40	Care of
ADDR3	Character	70	Address
PHONE3	Character	10	Phone Number
EXT3	Character	4	Extension
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
PGMELM	Character	4	Program and Element Codes
PGMELMDS	Character	30	Program element description
PERMITNUM	Character	6	Permit Number (Public Health license/permit number assigned to a licensable EH site)
BUSCD	Character	3	Business Code (The business code that Public

fldcard1.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

			Health categorized based on an EH site business operation)
SITELOCCD	Character	2	Site Location Code (It is derived based on the site's city code)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

SUBDISTCD	Character	2	Sub-district Code (Describes a geographical sub-area of a District for which a site is part of)
CENSTRACT	Character	6	Census Tract (Census tract number for the site)
SERVDT	Date	8	Service Date
DISTDSC	Character	20	District description (name)
DWLLNGUNIT	Character	3	Number of Dwelling Units
VENDMACQTY	Character	2	Number of Vending Machines
POOLQTY	Character	2	Number of Pools
BLDGQTY	Character	2	Number of Buildings
COMKCHNFLG	Character	1	Common kitchen present
FLRSQTY	Character	3	Number of Floors
YRBLT	Character	4	Year built

fidcard1.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**fldcard2.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DBA	Character	30	Site-Doing-Business-As (Name of Establishment)
ADDR1	Character	70	Address
ZIP1	Character	5	Site Address-Zip Code
MGRNAME	Character	40	Manager Name
PHONE1	Character	10	Phone Number
EXT1	Character	4	Extension
OWNRNAME	Character	40	Owner Name
ADDR2	Character	70	Address
PHONE2	Character	10	Phone Number
EXT2	Character	4	Extension
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
PGMELM	Character	4	Program and Element Codes
PERMITNUM	Character	6	Permit Number (Public Health license/permit number assigned to a licensable EH site)
BUSCD	Character	3	Business Code (The business code that Public Health categorized based on an EH site business operation)
SUBDISTCD	Character	2	Sub-district Code (Describes a geographical sub-area of a District for which a site is part of)
CENSTRCT	Character	6	Census Tract (Census tract number for the site)
DWLLNGUNIT	Character	3	Number of Dwelling Units

fldcard2.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

VENDMACQTY	Character	2	Number of Vending Machines
POOLQTY	Character	2	Number of Pools

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

BLDGQTY	Character	2	Number of Buildings
COMKCHNFLG	Character	1	Common kitchen present
FLRSQTY	Character	3	Number of Floors
YRBLT	Character	4	Year built
CAPACITY	Number	4, 0	Year built
HOTEL	Character	1	Records type of facility, i.e. hotel
MOTEL	Character	1	Records type of facility, i.e. motel
BOARDING	Character	1	Records type of facility, i.e. boarding
SCHOOL	Character	1	Records type of facility, i.e. school
CHILDCARE	Character	1	Records type of facility, i.e. childcare

fidcard2.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**foodmilk.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
PLANTCD	Character	2	Plant Code (The Food & Milk plant code categorizing an EH site)
SQFTG	Character	6	Square Footage
USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_2	Character	10	User-defined Field Number Two (A user may choose this field to capture data that are not currently being captured any where else in the EHMIS Application)
USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record

foodmilk.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

			was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

**foodsani.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
SEATQTY	Character	4	Seat Quantity (Retail Food Number of Seats)
SQFTG	Character	6	Square Footage (Retail Food Square Footage)
SOFTSRVQTY	Number	2	Soft Serve Quantity (Retail Food Number of Soft Serve Units)
USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_2	Character	10	User-defined Field Number Two (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)

foodsani.dbf

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)
CUISIN_ID	Character	2	Type of Food served
EST_ID	Character	2	Type of Establishment
OWNR_ID	Character	2	Ownership type

foodsani.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**foxuser.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)

foxuser.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**fundorg.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)

fundorg.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**garment.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
MALEMPLOQTY	Character	4	Male Employee Quantity (The total number of male employees employed at an EH site)
FEMEMPLOQTY	Character	4	Female Employee Quantity (The total number of female employees employed at an EH site)
MALTOILOQTY	Character	3	Male Toilet Quantity (The total number of male toilets installed at an EH site)
FEMTOILOQTY	Character	3	Female Toilet Quantity (The total number of female toilets installed at an EH site)
MALSTALQTY	Character	3	Male Restroom Stall Quantity (The total number of male restroom stalls installed at an EH site)
FEMSTALQTY	Character	3	Female Restroom Stall Quantity (The total number of female restroom stalls installed at an EH site)
MALSINKQTY	Character	3	Male Sink Quantity (The total number of male restroom sinks installed at an EH site)
FEMSINKQTY	Character	3	Female Sink Quantity (The total number of female restroom sinks installs at an EH site)
URINALQTY	Character	3	Urinal Quantity (The total number of urinals)

garment.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

			installed at an EH site)
SQFTG	Character	7	Square Footage (The square footage at an EH site)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

FLRSQTY	Character	3	Floor Quantity (The total number of building floors built at an EH site)
CUTTINGFLG	Character	1	Cutting Flag (A flag indicating that cutting is performed at an EH site)
SEWINGFLG	Character	1	Sewing Flag (A flag indicating that sewing is performed at an EH site)
PRESSINGFLG	Character	1	Pressing Flag (A flag indicating that pressing is performed at an EH site)
EMBRDRYFLG	Character	1	Embroidery Flag (A flag indicating that embroidery is performed at an EH site)
DYEINGFLG	Character	1	Dyeing Flag (A flag indicating that dyeing is performed at an EH site)
BEADINGFLG	Character	1	Beading Flag (A flag indicating that beading is performed at an EH site)
SHREDNGFLG	Character	1	Shredding Flag (A flag indicating that shredding is performed at an EH site)
LAUNDRYFLG	Character	1	Laundering Flag (A flag indicating that Laundering is performed at an EH site)
WRKSHFTQTY	Character	1	Work Shifts Quantity (The total number of work shifts scheduled at an EH site)
USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_2	Character	10	User-defined Field Number Two (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)

garment.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)
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**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

garment.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**genpgm.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_2	Character	10	User-defined Field Number Two (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)
CRDT	Date	8	Date Record Created (The date this record was created)

genpgm.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
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**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

genpgrm.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**housing.dbf**

housing.dbf

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
BLDGQTY	Character	2	Building Quantity (The total number of buildings that an EH site comprises)
DWLLNGUNIT	Character	3	Dwelling Unit (The total number of dwelling units that an EH site encloses)
POOLQTY	Character	2	Pool Quantity (The total number of pools existing at an EH site)
VENDMACQTY	Character	2	Vending Machine Quantity (The total number of vending machines places at an EH site)
COMKCHNFLG	Character	1	Common Kitchen Flag (A flag indicating whether an EH site has a common kitchen, or not)
YRBLT	Date	8	Year Built (The year an EH site was built)
FLRSQTY	Character	3	Floor Quantity (The total number of building floors built at an EH site)
CAPCTY	Numeric	4	Capacity (The total number of housing capacity that an EH site can accommodate)
USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_2	Character	10	User-defined Field Number Two (A user may

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

			choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
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**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

housing.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**hrng.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
HRNGDT	Date	8	Hearing Date
NXSPCTDT	Date	8	Inspection Date
VIOLDT	Date	8	Violation Date
EMPLCALL	Character	6	Environmental Health Staff Calling the Hearing
EMPLHELD	Character	6	Environmental Health Staff Holding the Hearing
HRNGMEMO	Character	80	Comment (could hold hearing results)
OWNRAPPR	Character	1	Owner Appearance Flag
PARTNRAPPR	Character	1	Partner Appearance Flag
CAREOFAPPR	Character	1	Care-of Appearance Flag
SUBDISTCD	Character	2	Subdistrict Code
SUBSITEID	Character	3	Recreational Health's Sub-site ID
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)

hrng.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**hrngothr.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
HRNGDT	Date	8	Hearing Date
OTHRTYP	Number	2, 0	Hearing Other Type (Such as, owner, representative, partner)
OTHRNAM	Character	80	Hearing Other Last Name (Such as, Care-of or partnership names)
OTHRFNAM	Character	40	Hearing Other First Name
OTHRMNAM	Character	40	Hearing Other Middle Name (Care-of or partnership names)
OTHRFXNAM	Character	4	Hearing Other Suffix Name
OTHRDLN	Character	10	Hearing Other Driver's License
OTHRSEX	Character	1	Hearing Other Sex (Such as, M(male) or F(female))
OTHRHAIRCD	Character	3	Hearing Other Hair
OTHREYECD	Character	4	Hearing Other Eyes
OTHERHEIGHT	Character	3	Hearing Other Height
OTHRWEIGHT	Character	3	Hearing Other Weight
OTHRDOB	Date	8	Hearing Other Date of Birth

hrngothr.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

BUSREPNAM	Character	30	Hearing Other Representing Business Name (representative's business name, or a care-of-name)
SUBSITEID	Character	3	Hearing Other Recreational Health Sub-site ID
SUBDISTCD	Character	2	Hearing Sub-district Code
HRNGSEQNUM	Number	2, 0	Hearing Sequential Number

hrngothr.dbf

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****hrngviol.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
HRNGDT	Date	8	Hearing Date
VIOLDT	Date	8	Violation Date (This date designates the transaction date.)
VIOLCD	Character	10	Violation Code (This code number in conjunction with the Program Code, designates the noted violation(s).)
EMPLNUM	Character	6	Employee Number (This is the standard 6 digit County Employee Number used to identify employees)
SUBSITEID	Character	3	Recreational Health's Sub-site ID
SUBDISTCD	Character	2	Subdistrict Code

hrngviol.dbf

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****itemhrly.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)

itemhrly.dbf

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****itemnum.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)

itemnum.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**nxtnspect.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
ADDRSEQNUM	Numeric	2, 0	Address Sequential Number
TYPED	Character	1	Type Code
STRNUM	Character	5	Owner Street Number
STRNUMSFX	Character	3	Owner Address-Street Number Suffix (i.e. fraction e.g. 2 or unit e.g. A)
STRDIR	Character	2	Owner Address-Street Direction (e.g., N, E, W, S)
STRNAM	Character	20	Owner Address-Street Name
STRNAMTYP	Character	4	Owner Address-Street Name Type (e.g., Ave, Blvd)
ADDRSUITE	Character	4	Owner Address-Suite (e.g., 101)
ADDRCITY	Character	22	Owner Address-City
ADDRST	Character	2	Owner Address-State
ADDRZIP1	Character	5	Owner Address-Zip Code
ADDRZIP2	Character	4	Owner Address-Zip Code
ADDRFON	Character	10	Owner-Primary Telephone (area code, number)
ADDREXT	Character	4	Owner Primary Telephone's extension
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)

nxtnspect.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**ownr.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number
DISTCD	Character	2	District Code (It is a code number to designate Site's District Code)
OWNRLNAM	Character	80	Owner Last Name (Care-of or partnership names)
OWNRFNAM	Character	40	Owner First Name
OWNRMNAM	Character	40	Owner Middle Name (Or care-of or partnership names)
OWNRSFXNAM	Character	4	Owner Suffix Name
OWNRDLN	Character	10	Owner Driver License (8 for number; 2 for owners initials, at end)
OWNERSEX	Character	1	Owner Sex
OWNERHAIRCD	Character	3	Owner Hair Color
OWNEREYECD	Character	3	Owner Eyes Color
OWNERHEIGHT	Character	3	Owner Height
OWNERWEIGHT	Character	3	Owner Weight
OWNERDOB	Date	8	Owner Date of Birth
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

ownr.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**permit.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
PERMITNUM	Character	6	Permit Number (Public Health license/permit number assigned to a licensable EH site)
BUSCD	Character	3	Business Code (The business code that Public Health categorized based on an EH site business operation)
BUSQTRKEY	Character	1	Business Quarter Key (The business quarter key is used by Public Health to schedule permit/license fee payment for an EH site)
BUSDT	Date	8	Business Date (An EH site's date of business)
PYMTSTAT	Character	1	Payment Status (The payment status of an EH site's permit/license fee)
FEEAMT	Numeric	7, 2	Fee Amount (The EH site's permit/license fee amount)
BUSLICFLG	Character	1	Business license posted flag (Y or N value)
MICROFIFLG	Character	1	Public Health Microfiche Flag Indicator (Y or N value)
PERMITVLN	Character	9	Vending Truck Vehicle License Number

permit.dbf



**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

PERMITDLN	Character	10	Permittee's Driver License Number
UPDFLG	Character	1	Public Health Permit Change/Update Flag Indicator (Y or N value)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CANACTFLG	Character	1	Public Health Permit Cancel Account Flag Indicator (This is a Y (yes) or N (no) value)
PRORATION	Numeric	6, 2	Public Health Permit's Proration Rate
PNLTY	Numeric	6, 2	Public Health Permit's Penalty Amount
PRRYRPNLTY	Numeric	6, 2	Public Health Permit Prior Year Penalty Amount
TOTFEEDUE	Numeric	6, 2	Public Health Permit Total Fee Amount due
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

permit.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**service.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
EMPLNUM	Character	6	Employee Number (This is the standard 6 digit County Employee Number used to identify employees)
TRANDT	Date	8	Transaction Date (This date designates the inspection/service date)
SEQNUM	Number	3, 0	Sequential Number (System generated for each newly created Service record. For example, an inspector does 3 different services during the day, the Sequential Number will = 3)
DETMILE	Number	3, 0	Detailed Miles
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
SUBSITEID	Character	3	Sub-site Number (Only for permitted sites with more than 1 item per address (site))
SUBDISTCD	Character	2	Sub-district Code (Site's Subdistrict)
ELMNTCD	Character	2	Element Code (It is a code number to designate a particular type of establishment within a program, such as, an apartment from 5 to 20 units or a restaurant with more than 400 seats)
FUNDORGCD	Character	5	Fund/Org. Code (This is a five digit numeric code that relates to budget and financial issues. It too, corresponds directly to a program and/or district.)

service.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

OPTIONCD	Character	3	Option Code (L.A. County Department to whom service was provided; the service is billable to a dependent program such as Food & Milk; the code might be the same as a service code, but has different meaning)
NSPCTFLG	Logical	1	Inspection Flag ("T" for routine inspection, "F" for any other service)
CONDCD	Number	2, 0	Condition Code (It is a code number to designate condition of site of establishment)
NSPCTCOND	Character	1	Inspector-Generated Alphabetic condition Code
VIOLQTY	Number	3, 0	Number of Violations
UNITQTY	Number	3, 0	Number of Units Inspected
SCORE	Number	3, 0	Score. (It is the score received by the site for the inspection)
COMPCOND	Character	1	Computer-Generated Alphabetic Condition Code
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)
TIMESTAMP	Character	5	System generated key to distinguish inspections of the same facility on the same day.

service.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**siteownr.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
OWNRNUM	Number	6, 0	Owner Number internally generated
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
OLDDISTCD	Character	2	District code prior to redistricting.
OLDOWNRNUM	Number	6, 0	Owner Number prior to redistricting.
START DATE	Date	8	Start Date (Owner's Relationship Start Date)
RELATETYP	Numeric	2, 0	Relationship (to site, id. Representative, partner, primary owner, care-of)
ENDDT	Date	8	End Date (Owner's relationship end date)

siteownr.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**subsite.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
SUBSITEID	Character	3	Sub-Site-ID (A number assigned by an Environmental Health inspector to uniquely identify each sub-site at an EH site. An example of a sub-site is a pool at site whose program is Recreational Health.
POOLYRBLT	Date	8	Pool Year Build (The year a pool was built at an EH site)
POOLLOCDSC	Character	30	Pool Location Description (An owner's description of a pool's physical location at an EH site)
POOLTYP	Character	2	Pool Type (Type of pool located at an EH site)
POOLCAPCTY	Character	9	Pool Capacity (A pool's capacity at an EH site)
POOLMAXOCC	Character	3	Pool Maximum Occupancy (A pool's maximum occupancy at an EH site)
POOLSHAPE	Character	2	Pool Shape (Type of shaped pool at an EH site)
POOLEN	Number	5, 1	Pool Length (A pool's length at an EH site)
POOLWIDTH	Number	5, 1	Pool Width (A pool's width at an EH site)
SHLWNDEPTH	Number	4, 1	Pool Shallow-end Depth (A pool's shallow-end depth at an EH site)
DEPTHBREAK	Number	4, 1	Depth Break (A pool's depth-break at an EH site)

subsite.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

DEEPNDEPTH	Number	4, 1	Deep-end Depth (A pool's deep-end Depth at an EH site)
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**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

TURNOWRRAT	Character	4	Turn-over Rate (A pool's turn-over rate at an EH site)
FILTERTYP	Character	2	Filter Type (A pool's filter type at an EH site)
FILTERSIZE	Character	4	Filter Size (A pool's filter size at an EH site)
PUMPHP	Number	5, 2	Pump Horse Power (A pool's pump horse power at an EH site)
CHLORINTYP	Character	2	Chlorinator Type (A pool's chlorinator type at an EH site)
FENCING	Character	12	Fencing (The fencing numeric code at an EH site)
POOLMEMO	Memo	10	Pool Memo (A memo area to collect any comments regarding a sub-site)
STATCD	Character	1	Status Code (The status of an EH site)
NXTNSPCTDT	Date	8	Next Tentative Inspection Date (Next tentative inspection date at a sub-site)
LSTNSPCTDT	Date	8	Last Routine Inspection Date
USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_2	Character	10	User-defined Field Number Two (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)

subsite.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

subsite.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**vehicle.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
VEH_YR	Character	4	Vehicle Year
VEH_MAKE	Character	10	Vehicle Make
CERT_NUM	Character	6	Certification Number issued by VIP
VIN	Character	17	Vehicle Identification Number
VEHICLETYPE	Character	2	Type of Vehicle (i.e. "05" for Produce)
USERFLD_1	Character	10	User-defined Field Number One (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_2	Character	10	User-defined Field Number Two (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)
USERFLD_3	Character	10	User-defined Field Number Three (A user may choose this field to capture data that are not currently being capture any where else in the EHMIS Application)

vehicle.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

USERDT	Date	8	User-defined date field (A user may choose this field to capture data that are not currently being capture anywhere else in the EHMIS Application)
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**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)
VEH_NUM	Character	4	Vehicle Fleet Number, e.g. 304
PLAN_NUM	Character	6	Plan Check Number
HEIGHT	Character	3	Ceiling Height of vehicle
INTWATER	Logical	1	Internal water system (yes or no)
INSIGNIA	Logical	1	State Insignia (yes or no)

vehicle.dbf

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****viol.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
SUBSITEID	Character	3	Sub-site Number (Only for permitted sites with more than 1 item per address (site))
VIOLDT	Date	8	Violation Date (This date designates the transaction date.)
TIMESTAMP	Character	5	System generated key to distinguish inspections of the same facility on the same day.
VIOLCD	Character	3	Violation Code (This code number in conjunction with the Program Code, designates the noted violation(s).)

**viol.dbf**

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**animalcd.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
ANIMALTYP	Character	1	Animal Type (It is a code to designate a particular type of animal. For example, type "A" stands for Horse)
ANIMALDESC	Character	15	Animal Description (It is a label used to describe the particular Animal Type)

animalcd.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**areacode.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PHNAREACD	Character	3	Phone Area Code
STCD	Character	2	State Code (It is a code to designate a State. Such as CA designates California)
STDSC	Character	15	State Code Description (It is a label to describe a specific State Code—the actual state name)

areacode.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**bureaucd.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
BUREAUCD	Character	1	Bureau Code (It is a code to designate a particular type of Division. For example, code AX@ stands for Consumer Protection)
BUREAUDSC	Character	35	Bureau Description (It is a label to describe a specific Bureau Code)

bureaucd.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**buscd.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
BUSCD	Character	3	Business Code (It is a code number to designate a particular type of business. For example, code A025" stands for Condo w/out Pool)
QTRKEY	Character	1	Quarter Key (Such as 0,1,2, and 3)
FEEAMT	Numeric	7, 2	Fee Amount
BUSCDDSC	Character	38	Business Code Description (It is a label to describe a specific Business Code)

buscd.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**census.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
CENSTRACT	Character	6	Census Tract (It is a U.S. Census Bureau number similar to a Zip Code to identify a particular area)

census.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**chlorin.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
CHLORINTYP	Character	2	Chlorine Type (It is a code number to designate a particular type of Chlorine. For example type A1" stands for gas)
CHLORINDSC	Character	30	Chlorine Description (It is a label used to describe a particular Chlorine Type)

chlorin.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**clsecode.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
CL_CODE	Character	6	Close Code (It is a code number used to describe a specific reason to close an EH site)
CODEDSC	Character	50	Code Description (It is a label to describe a specific Close Code)
CL_NCODE	Character	8	

clsecode.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**clsesect.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (It is a code number to designate a particular Environmental Health area of inspection. Such as housing or food. For example, housing has PGMCD = 24)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
CL_DATE	Date	8	
CL_CODE	Character	6	

clsesect.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**comtruck.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
COMM_ID	Character	6	Commissary Identification (Unique id number given to each commissary)
COMM_NAME	Character	35	Commissary Name (DBA of commissary)

comtruck.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**cuisine.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
CUISIN_ID	Character	2	Cuisine ID
CUISIN_DSC	Character	7	Cuisine Description

(Provides data types for the Foodsani table)

cuisine.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**daritem.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
ITEMNUM	Character	5	Item Number (This is a standard 5 digit County Employee's Item Number used for payroll purpose)
DESCRIP	Character	40	Description (It is a label to describe a specific Item Number)

daritem.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**dbname.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DBNAME	Character	8	Database Name
EXDBNAME	Character	8	Extract Database Name
AKDBNAME	Character	8	Archive Database Name
GROUPID	Character	1	Group Identification
SEQNUM	Character	1	Sequence Number

dbname.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**distorg.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DISTDSC	Character	40	District Description (It is a label to describe a specific District Code)
FUNDORGCD	Character	5	Fund Organization Code (This is a three digit numeric code that relates to budget and financial issues. It too, corresponds directly to a program and/or district)
DISTCD	Character	2	District Code (It is a code number to designate a District)

distorg.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**district.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DISTCD	Character	2	District Code (It is a code number to designate a District)
DISTDSC	Character	40	District Description (It is a label to describe a specific District Code)
AREACD	Character	1	Area Code (It is a code number to identify an area for a specific Environmental Health's business. For example, Area Code A8" stands for Lead Program)
BUREAUCD	Character	2	Bureau Code (It is a code to designate a particular type of Division. For example, code AX@ stands for Consumer Protection)

district.dbf

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****distupdt.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
UPDATE	Date	8	Animal Type (It is a code to designate a particular type of animal. For example, type AA@ stands for Horse)
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
OLDDISTCD	Character	2	District code prior to redistricting.
OLDSITENUM	Character	6	Site number prior to redistricting.

distupdt.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**distxadb.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTDSC	Character	40	District Description (It is a label to describe a specific District Code)
FUNDORGCD	Character	5	Fund Organization Code (This is a three digit numeric code that relates to budget and financial issues. It too, corresponds directly to a program and/or district)
DISTCD	Character	2	District Code (It is a code number to designate a District)
AREACD	Character	1	Area Code (It is a code number to identify an area for a specific Environmental Health's business. For example, Area Code A8" stands for Lead Program)
DIVCD	Character	1	Division Code
BUREAUCD	Character	2	Bureau Code (It is a code to designate a particular type of Division. For example, code AX@ stands for Consumer Protection)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)

distxadb.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**distxref.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
FUNDORGCD	Character	5	Fund Organization Code (This is a three digit numeric code that relates to budget and financial issues. It too, corresponds directly to a program and/or district)
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)

distxref.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**dwreftbl.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
TBLNAME	Character		
TBLDESC	Character		
TBLPGM	Character		

dwreftbl.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**esttype.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
EST_ID	Character	2	Type of Establishment ID
EST_DSC	Character	12	Establishment Description

(Provides data for the Foodsani Table)

esttype.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**eyescd.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
EYESCD	Character	3	Eyes Code (It is a code to designate a particular eyes color)
EYESDSC	Character	5	Eyes Description (It is a label to describe a specific Eyes Code)

eyescd.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**fieldtm.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
FTSERVCD	Character	3	Service Code

fieldtm.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**filtercd.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
FILTERCD	Character	2	Filter Code
FILTERDSC	Character	30	Filter Description

filtercd.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**fldsrvcd.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
FLDSRVCD	Character	3	Field Service Code (It is a code number to designate a particular type of service. For example, code number A001" stands for Routine Inspection)
DESCRIBE	Character	50	Description (It is a label to describe a specific Field Service Code)

fldsrvcd.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**fundorg.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
FUNDORGCD	Character	5	Fund Organization Code (This is a three digit numeric code that relates to budget and financial issues. It too, corresponds directly to a program and/or district)
DISTDSC	Character	40	District Description (It is a label to describe a specific District Code)
DISTCD	Character	5	District Code (It is a code number to designate a District)

fundorg.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**haircd.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
HAIRCD	Character	3	Hair Code (It is a code to designate a particular type of hair color or no hair)
HAIRDSC	Character	6	Hair Description (It is a label to describe a specific Hair Code)

haircd.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**itemnum.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
ITEMNUM	Character	5	Item Number (It is a Code Number used for payroll purpose)
ITEMDSC	Character	30	Item Description (It is a label to describe the Item Number)

itemnum.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**location.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
SITEPHPCD	Character	3	Site Public Health Permit Code
SITELOCCD	Character	2	Site Location Code (It is derived based on the site's city code)
CITYAREA	Character	25	City Area (City Name)

location.dbf



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**locdordn.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
SITELOCCD	Character	2	Site Location Code (city code)
CITYAREA	Character	25	City Name
ORDINANCE	Logical	1	Ordinance adoption flag ("T" if adopted, "F" if not)

locdordn.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**maxsite.dbf**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
DISTCD	Character	2	District Code (It is a code number to designate a District)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
NMAXSITE	NUMBER	6, 0	Highest site number for a program, beginning a gap.
NMAXGAP	NUMBER	6, 0	Available number of sitenums to use

maxsite.dbf

(Used when moving sites from one district to another)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**newdist.dbf**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
NEWDISTCD	Character	2	District code after update.

newdist.dbf

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
NFLDSRVC.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
NFLDSRVCD	Character	3	None Field Service Code (It is a code number to designate a particular type of None Field Service. For example, code number A344" stands for Computer Hardware/Software Maintenance)
DESCRIBE	Character	50	Description (It is a label to describe the None Field Service Code)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
NONFLDTM.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
NONFLDTM	Character	3	Non Field Term

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
NWDISTBK.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DISTCD	Character	2	District Code (It is a code number to designate a District or Specialty Program)
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
SITENUM	Character	6	Site Number (It is a number used to identify a site. It is not a unique number)
NEWDISTCD	Character	2	District code after update.

**EHMIS  
Environmental Health Management Information System**

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****Data Dictionary  
for  
NXTNSPCT.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
ELMNTCD	Character	2	Element Code (Element code that accompanies an Environmental Health program code to describe an EH site's business operation. It is a code number to designate a particular type of establishment within a program, such as, an apartment from 5 to 20 units or a restaurant with more than 400 seats. )

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
OFFICE.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DIVCD	Character	2	Division Code
FUNDORGCD	Character	5	Fund Organization Code (This is a three digit numeric code that relates to budget and financial issues. It too, corresponds directly to a program and/or district)
BUREAUDSC	Character	25	Bureau Description (It is a label to describe a specific Bureau Code)
BUREAUCD	Character	1	Bureau Code (It is a code to designate a particular type of Division. For example, code AX@ stands for Consumer Protection)
AREACD	Character	2	Area Code (There are four valid areas. They are East, West, North and South. For example, code A01" stands for East)
DISTDSC	Character	25	District Description (It is a label to describe a specific District Code)
DISTCD	Character	2	District Code (It is a code number to designate a District)



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
OPTIONCD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
OPTCDNUM	Character	3	Option Code Number (It is a code number to designate a particular County Department. For example, code number A040" stands for Assessor Department)
OPTCDALAH	Character	3	Option Code Alphabet (It is another way of coding for County Department. For example, AASR@ stands for Assessor Department)
COUNTYDEPT	Character	50	County Department (It is a Department Name used to represent its business)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
OWNRTYPE.DBF  
(Provides data for Foodsani table)**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
OWNER_ID	Character	2	Type of ownership
OWNER_DSC	Character	2	Ownership description

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
PGMCD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
PGMDSC	Character	24	Program Code Description (It is a label to describe a specific Program Code. For example, Program Code A16" stands for Food Sanitation)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
PGMELMNT.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
ELMNTCD	Character	2	Element Code (Element code that accompanies an Environmental Health program code to describe an EH site's business operation. It is a code number to designate a particular type of establishment within a program, such as, an apartment from 5 to 20 units or a restaurant with more than 400 seats. )
PGMELMNTDS	Character	30	Program Element Description (It is a label used to describe a particular EH site's business operation. For example, Program Element Code A1200" stands for General Disaster Sanitation)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
PLANTCD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PLANTCD	Character	2	Plant Code
PLANTDSC	Character	42	Plant Description (It is a label to describe a particular type of Plant Code. For example, Plant Code A4" stands for Bakeries)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
POOLSHAP.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
SHAPECD	Character	2	Shape Code (It is a code number to designate a pool shape)
SHAPEDSC	Character	12	Shape Description (It is a label to describe a particular Shape Code. For example, Shape Code A3" stands for Oval Pool)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
POOLTYP.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
POOLTYPDCD	Character	2	Pool Type Code (It is a code number to designate a pool type)
POOLTYPDSC	Character	22	Pool Type Description (It is a label to describe a particular Pool Type. For example, Pool Type Code A1" stands for swimming pool)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
REFTBLCD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
TBLNAM	Character	2	Table Name
TBLDESC	Character	30	Table Description
TBLPGM	Character	12	Table Program



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
RELTYP.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
TYPCD	Number	2, 0	Type Code (It is a code number to designate a relation type of business)
TYPDSC	Character	30	Type Description (It is a label to describe a particular relation type code. For example, Type Code A1" stands for owner relation type)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
RISKASES.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
RISKASSES	Character	2	Risk Assessment (Category number assigned retail food facilities based on the public health risk of the site)
RISKDESC	Character	40	Risk Assessment description
NSPMONTHS	Number	2, 0	Number of months between routine inspections (use to call next inspection date)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
SERVCD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
SERVCD	Character	3	Service Code (Each code number designates the type of inspection/ service, such as, original or complaint inspection provided at the site for this transaction date. Description auto display upon entering code.)
SERVDSC	Character	32	Service Description (It is a label to describe a particular service code)
REQMINS	Character	1	Required minutes (which service codes require minutes on the DAR)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
SITEAREA.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
AREACD	Character	2	Area Code (Each code number designates the area of a particular Environmental Health program)
AREADSC	Character	23	Area Description

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
STATE.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
ADDRST	Character	2	Address State
ADDRZIPBEG	Character	3	Address Zip Beginning
ADDRZIPEND	Character	3	Address Zip Ending

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
STRSUFFIX.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
STRSUFFIXCD	Character	4	Street Suffix Code (Each code designates a particular type of street. For example, Street Suffix Code AAVE@ stand for Avenue)
STRSUFFIXDS	Character	20	Street Suffix Description

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
STRTYP.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
STRTYPD	Character	4	Street Type Code (Each code designates a particular type of street. For example, Street Suffix Code AAVE@ stand for Avenue)
STRTYPDSC	Character	20	Street Type Description

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
SUBDIST.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DISTCD	Character	2	District Code (It is a code number to designate a District)
SUBDISTCD	Character	2	Subdistrict Code (Each District has several Subdistrict. It is used as a boundary for inspection)



**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
TABLEUPD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
STEUPDDATE	Date	8	
EHSITEUPD	Character	1	
PRGMUPD	Character	1	
STEOWNRUPD	Character	1	
OWNERUPD	Character	1	
ADDRUPD	Character	1	
SERVUPD	Character	1	
VIOLUPD	Character	1	

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
TIMEOFF.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
TIMEOFF	Character	3	Time Off (It is a Service Code number to describe a particular reason for time off)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
TMSRVCD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
TMOFFSRVCD	Character	3	Time Off (It is a Service Code number to describe a particular reason for time off)
DESCRIBE	Character	40	Describe (It is a label to describe a specific Time Off Service Code. For example, Code number A091" stands for AVacation@ time)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
USER.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
EMPLNUM	Character	6	Employee Number (This is the standard 6 digit County Employee Number used to identify employees)
PASSWORD	Character	8	Password (This is a particular password assigned to a specific employee, used as a security gateway for access EHMIS Database)
SECLEVEL	Number	1, 0	Secretary Level
ADMLEVEL	Number	1, 0	Administer Level
UPDTABS	Logical	1	Update Tabs (For program use)
EMPACCESS	Logical	1	Employee Access
CHKSUM	Character	8	Check Sum (For program use)
CRDT	Date	8	Date Record Created (The date this record was created)
UPDDT	Date	8	Date Record Last Updated (The date this record was last updated)
CRBY	Character	6	Record Created By (The author of this record)
UPDBY	Character	6	Record Updated By (The editor of this record)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
VIOLCD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
VIOLCD	Character	10	Violation Code (This code number in conjunction with the Program Code, designates the noted violation(s).)
VIOLDSC	Character	20	Violation Description (It is a label to describe a particular type of Violation Code. For example, Violation Code A01" stands for AFood Temperature Major@ Violation)
DEDCTPTS	Numeric	4	Deduction Points (It is a method to calculate the score of an EH site)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
VIOLCD97.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
VIOLCD	Character	3	Violation Code (This code number in conjunction with the Program Code, designates the noted violation(s).)
VIOLDSC	Character	20	Violation Description (It is a label to describe a particular type of Violation Code. For example, Violation Code A01" stands for AFood Temperature@ Violation)
DEDCTPTS	Numeric	4, 1	Deduction Points (It is a method to calculate the score of an EH site)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
VIOLCD98.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
VIOLCD	Character	3	Violation Code (This code number in conjunction with the Program Code, designates the noted violation(s).)
VIOLDSC	Character	20	Violation Description (It is a label to describe a particular type of Violation Code. For example, Violation Code A01" stands for AFood Temperature@ Violation)
DEDCTPTS	Numeric	4, 1	Deduction Points (It is a method to calculate the score of an EH site)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
VIOLCD99.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
VIOLCD	Character	3	Violation Code (This code number in conjunction with the Program Code, designates the noted violation(s).)
VIOLDSC	Character	20	Violation Description (It is a label to describe a particular type of Violation Code. For example, Violation Code A01" stands for AFood Temperature@ Violation)
DEDCTPTS	Numeric	4, 1	Deduction Points (It is a method to calculate the score of an EH site)



**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
VIOLCD00.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
SECTION	Character	1	Section Number on the FOIR
GROUP	Character	1	Groups with the section on the FOIR
PGMCD	Character	2	Program Code (An Environmental Health program code that describes an EH site's business operation. For example, Code "24" stands for "Housing" business)
VIOLCD	Character	3	Violation Code (This code number in conjunction with the Program Code, designates the noted violation(s).)
VIOLDSC	Character	65	Violation Description (It is a label to describe a particular type of Violation Code.)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
WGESAREA.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
ESTCNT	Number	10, 0	Establishment Count (number of sites)
FISCALYR	Number	4, 0	Fiscal Year
AREACD	Character	1	Area Code (Each code number designates the area of a particular Environmental Health program)
FREQ	Numeric	3, 1	Frequency of inspection
ESTGP	Character	2	Establishment Group
ESTTYPE	Character	9	Establishment Type (risk assessment type)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
WGESBURA.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
ESTCNT	Number	10, 0	Establishment count (number of sites)
FISCALYR	Number	4, 0	Fiscal Year
BUREAUCD	Character	2	Bureau Code (It is a code to designate a particular type of Division. For example, code AX@ stands for Consumer Protection)
FREQ	Numeric	3, 1	Frequency of inspection
ESTGP	Character	2	Establishment Group
ESTTYPE	Character	9	Establishment Type (risk assessment type)

**ATTACHMENT B4**

**ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY**

**EHMIS  
Environmental Health Management Information System**

**Data Dictionary  
for  
WGESDIST.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
ESTCNT	Number	10, 0	Establishment count (number of sites)
FISCALYR	Number	4, 0	Fiscal Year
DISTCD	Character	2	District Code (It is a code number to designate a District)
FREQ	Numeric	3, 1	Frequency of inspection
ESTGP	Character	2	Establishment Group
ESTTYPE	Character	9	Establishment Type (risk assessment type)

**ATTACHMENT B4****ENVIRONMENTAL HEALTH MANAGEMENT INFORMATION SYSTEM  
DATABASE DICTIONARY****EHMIS  
Environmental Health Management Information System****Data Dictionary  
for  
WGESSUBD.DBF**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
ESTCNT	Number	10, 0	Establishment Count (number of sites)
FISCALYR	Number	4, 0	Fiscal Year
DISTCD	Character	2	District Code (It is a code number to designate a District)
SUBDISTCD	Character	2	Sub-district Code (Describes a geographical sub-area of a District for which a site is part of)
FREQ	Numeric	3, 1	Frequency of inspection
ESTGP	Character	2	Establishment Group
ESTTYPE	Character	9	Establishment Type (risk assessment type)

**Attachment B5 – EH Data Conversion Field Specification**

**FOR  
ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS) AND  
RELATED SERVICES  
(RFP No. 44)**

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**I. Phase 1**

**1. Drinking Water Program**

The Drinking Water Program Paradox database is being converted to an MS Access system with similar functionality. The Paradox database is described herein. The selected vendor will be supplied with the MS Access database information at a later date.

**a. Paradox**

EH Program: Drinking Water			
Database Name: Paradox			
Field Name	Type	Width	Description
Table Name: Wells- Borings Bacti Tests, ETC			
APPLICATION DATE	Date	mm/dd/yy	Application Date
REC'D DATE	Date	mm/dd/yy	Record Date
RECEIPT #	Character	20	Receipt Number
CHECK #	Character	35	Check Number
\$ AMOUNT	Numeric		Check Amount
SITE NAME	Character	90	Site Name
GENERAL LOCATION	Character	255	General Location
NUMBER	Character	25	Address Number
DIRECTION	Character	20	Address Direction (North, South, West, East)
STREET NAME	Character	50	Street Name
AVE, BLD, ETC.	Character	4	Avenue, Boulevard, Etc.
CITY	Character	30	City

**Attachment B5**

<b>EH Program: Drinking Water</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
ZIP CODE	Character	7	Zip Code
PERMIT CATEGORY	Character	30	Permit Category of Wells Type
DATE-APPLICATION	Date	mm/dd/yy	Date of Application
DATE-APPROVED	Date	mm/dd/yy	Date of Approval
# of UNITS	Numeric	1	Number of Actual Wells
PERMIT-CONST/DESTR	Character	30	Permit Type
APPROVED BY	Character	30	Name of Inspector who give the approval
MAB BOOK #	Numeric	5	Map Book Number
MAP BOOK PAGE #	Numeric	7	Map Book Page Number
MAP BOOK PARCEL #	Numeric	16	Map Book Parcel Number
CONTRACTOR'S NAME	Character	70	Contractor's Name
ADDRESS/ZIP	Character	70	Contractor's Address/Zip
PHONE NO.	Character	25	Contractor's Phone Number
FAX NO.	Character	14	Contractor's Fax Number
OWNERS NAME	Character	250	Owner's Name
ADDRESS/ZIP	Character	80	Owner's Address/Zip
PHONE NO.	Character	25	Owner's Phone Number
FAX NO.	Character	14	Owner's Fax Number
WELL COMPLETION REPORT	Character	50	Well Completion Report
<b>Table Name: Small Public Water Systems</b>			

**Attachment B5**

<b>EH Program: Drinking Water</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
SYSTEM ID No. 7	Numeric	7	Systems ID Number given from State
W #	Numeric	1	Water Program Number
SYSNAME 40	Character	40	Systems Name
WAT SYS_CLASS	Character	14	Water Systems Classification
INSP FQY	Numeric	1	Inspection Frequency
P/E CODES	Numeric	4	EHMIS
Source	Character	2	Source of Water Coming From
LOCNAME 40	Character	40	Location Name
REVISEDATE 6	Numeric	6	Date of Revision
INVEN_DATE 6	Numeric	6	Inventory date
OWNERSHIP1	Numeric	1	Owner Type
PWS_CLASS 1	Character	1	Public Water Systems Type
REG_ENTITY 1	Character	1	Regulatory Entity Size
SOURCES 3	Numeric	3	Number of Wells in the System
POPULATION 8	Numeric	8	Number of People Using Water in the System
CONNECTIONS 7	Numeric	7	Number of Service Connections
LOCADD 40	Character	40	Location Address
LOCSTREET 40	Character	40	Location Street
LOCCITY 40	Character	40	Location City
LOCSTATE 2	Character	2	Location State
LOCZIP 9	Character	9	Location Zip

## Attachment B5

EH Program: Drinking Water			
Database Name: Paradox			
Field Name	Type	Width	Description
MAIL_STATE 2	Character	2	State Mailing Address
P_M_STATUS 1	Character	1	Status of the System (Inactive/Active)
UPDT 6	Numeric	6	Date of Updating System
SEASON_BEGIN 4	Numeric	4	Calendar Year Date (Beginning)
SEASON_END 4	Numeric	4	Calendar Year Date (Ending)
SERVICE_AREA 2	Character	2	Service Area

## II. Phase 2

### 1. Land Use Program

#### a. Onsite Waste Water Treatment System

EH Program: Land Use			
Database Name: Onsite Waste Water Treatment System			
Field Name	Type	Width	Description
ID	Long Integer	4	
Reviewed	Double	8	
Sewage_Com	Text	255	
Year_Of_Co	Text	255	

**Attachment B5**

<b>EH Program: Land Use</b>			
<b>Database Name: Onsite Waste Water Treatment System</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Septics_No	Text	255	
Ain	Text	12	Parcel #
Update	Text	255	
Situs_Numb	Text	50	Street Address
Situs_Frac	Text	255	If Fraction STR
Situs_Dir	Text	255	N.S.E.W.
Situs_Stre	Text	255	Street
Situs_Unit	Text	255	Unit # or Letters
Situs_City	Text	255	
Situs_Zip	Text	255	
Location	Text	255	
Depth to Groundwater	Text	255	FT
Distance to Surfacewater <50'	Text	255	
Distance to Surfacewater <100'	Text	255	
Distance to Surfacewater 100'-600'	Text	255	
Distance to Surfacewater 600'	Text	255	
Alternativ	Text	255	Alternative System
Enhanced	Text	255	Enhanced System
Pit_Size	Text	255	
Cesspool Size	Text	255	
Leach Size	Text	255	Leach Field Size

**Attachment B5**

<b>EH Program: Land Use</b>			
<b>Database Name: Onsite Waste Water Treatment System</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Date_of_IN	Text	255	Installation
Date_of_LA	Date & Time	8	Date of Last Approval
Date_of_FI	Date & Time	8	Date of First Approval
Septic Tank_SZ	Text	255	Size
Second_Sep	Text	255	Second Septic Tank
# of Bedro	Text	255	# of Bedrooms
Guest_Hous	Text	255	Guest House
Fixture_Un	Text	255	# of Plumbing Fixture
Soil Category	Text	255	
Well_on_PR	Text	255	Well on Property
Distance_from well to septic	Text	255	
Perc_in_Mi	Double	8	Percolation Test in Minutes per Test
Perc_in_Ga	Double	8	Percolation in Gallons per Test
Comments	Text	255	
Alt Final Date	Date/Time	8	
Type of Alt	Text	50	
App Date	Date/Time	8	
Received Date	Date/ Time	8	
Amount	Long Integer	4	
Check #	Text	50	
Receipt #`	Text	50	

**Attachment B5**

<b>EH Program:</b> Land Use			
<b>Database Name:</b> Onsite Waste Water Treatment System			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Type of System	Text	50	
Site Number	Text	10	

**2. Plan Check Program**

**a. Recreational Health Plan Check**

<b>EH Program:</b> Plan Check			
<b>Database Name:</b> Recreational Health Plan Check			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Plan Check #	Text	9	
Status	Text	30	
Fee	Double	8	
Site Address	Text	40	
Site City	Text	20	
Site Zip	Text	6	
Contractor Company	Text	40	
Address	Text	50	
City	Text	50	
Zip	Text	10	
Phone	Text	50	

**Attachment B5**

<b>EH Program: Plan Check</b>			
<b>Database Name: Recreational Health Plan Check</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Cell	Text	50	
Fax	Text	50	
Contractor Name	Text	50	
Plans To	Text	20	
By	Text	30	
Preliminary by	Text	30	
Plan check by	Text	30	
Approved by	Text	30	
Received	Date/Time	8	
Preliminary	Date/Time	8	
Plan check	Date/Time	8	
Approved	Date/Time	8	
Entered by	Text	30	
Plan Type	Text	50	
Notes	Memo	-	
Days Since	Date/Time	8	
VGB Sent	Yes/No	1	
VGB Received	Yes/No	1	
SVRS	Yes/No	1	
Owner	Text	50	
Owner Address	Text	50	



## Attachment B5

<b>EH Program: Plan Check</b>			
<b>Database Name: Recreational Health Plan Check</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Owner City	Text	50	
Owner State	Text	2	
Owner Zip	Text	50	
Owner Phone	Text	50	

### 3. *Recreational Waters Program*

#### a. **Sewage Discharge Incident**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Sewage Discharge Incident Report</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
ID	Long Integer	4	
Date of Discharge	Date/Time	8	
Incident Number	Text	8	
Time of Discharge	Date/Time	8	
Location	Text	255	
City	Text	255	
Zip	Text	5	
Person Reporting	Text	255	

**Attachment B5**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Sewage Discharge Incident Report</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Person Reporting Phone	Text	255	
Agency	Text	255	
Date Agency Notified	Date/Time	8	
Time Agency Notified	Date/Time	8	
End Date	Date/Time	8	
End Time	Date/Time	8	
Date Agency Notified EH	Date/Time	8	
Time Agency Notified EH	Date/Time	8	
Gallons Discharged	Long Integer	4	
Gallons Contained	Long Integer	4	
Gallons Into Storm Drain	Long Integer	4	
Sewage Entered Ocean	Text	255	
Location Sewage Entered	Text	255	
Cause of Discharge	Text	255	
EH Action	Text	255	
Other Involved	Text	255	
Comments	Text	255	
DSE	Yes/No	1	
Not Reportable	Yes/No	1	

**Attachment B5**

**b. Swimming Pool Complaints**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Swimming Pool Complaints</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Complaint ID	Long Integer	4	
Complaint Number	Text	9	
SiteNum	Text	6	
Pgmcd	Text	2	
Elmntcd	Text	2	
SubDistcd	Text	2	
Dbn	Text	34	
Addrnumbeg	Text	5	
Strdir	Text	2	
Strname	Text	20	
Strnametype	Text	4	
Addrcity	Text	22	
Addrzip	Text	5	
Date	Date/Time	8	
Complainant	Text	30	
Complaint Address	Text	47	
Complaint Phone	Text	40	
Owner	Text	30	
Owner Address	Text	47	

**Attachment B5**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Swimming Pool Complaints</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Owner Phone	Text	40	
Manager	Text	30	
Manager Address	Text	47	
Manager Phone	Text	40	
Received by	Text	40	
Complaint to	Text	40	
Referral	Text	30	
Complaint	Memo	-	
Report of Inv	Memo	-	
Abated	Date/Time	8	
Complainant Contacted	Date/Time	8	
Green Pool	Yes/No	1	
Referred from DES	Yes/No	1	
Closed	Yes/No	1	
Not Permitted	Yes/No	1	

**c. Swimming Pool Technician**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Swimming Pool Technician</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>

**Attachment B5**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Swimming Pool Technician</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Last Name	Text	20	
First Name	Text	20	
Account #	Text	5	
Status	Text	2	
Update	Date/Time	8	
Tech #	Text	5	
Code #	Text	21	
Work Under	Text	5	
Work Under Name	Text	30	
Address	Text	35	
City	Text	20	
State	Text	2	
Zip	Text	10	
Phone	Text	12	
Dr Lic	Text	8	
Score Date	Text	2	
Score	Text	2	
Fee	Currency	8	
Past/Pen	Currency	8	
Total	Currency	8	
90	Currency	8	

**Attachment B5**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Swimming Pool Technician</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
91	Currency	8	
92	Currency	8	
93	Currency	8	
94	Currency	8	
95	Currency	8	
96	Currency	8	
97	Currency	8	
98	Currency	8	
99	Currency	8	
00	Currency	8	
01	Currency	8	
02	Currency	8	
03	Currency	8	
04	Currency	8	
05	Currency	8	
06	Currency	8	
07	Currency	8	
08	Currency	8	
09	Currency	8	
10	Currency	8	
11	Currency	8	

**Attachment B5**

<b>EH Program: Recreational Waters</b>			
<b>Database Name: Swimming Pool Technician</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
12	Currency	8	
13	Currency	8	
Memo	Memo	-	
Check	Text	18	

**4. Solid Waste Management Program**

**a. Paradox System**

<b>EH Program: Solid Waste Management</b>			
<b>Database Name: Paradox System</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
<b>Table Name: Fees</b>			
Swis	Character	10	
Tdate	Date	YYMMDD	Transmission date
Amount	Numeric		Fee amount
Quantity	Numeric		How many trucks billed
YearlyRate	Numeric		
Months	Numeric		
Cred_Debt	Character	2	Current balance
Overdue	Date		

**Attachment B5**

<b>EH Program: Solid Waste Management</b>			
<b>Database Name: Paradox System</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Method	Character	1	Batch or single billing
Reason	Character	6	
Year	Character	2	Year of invoice
InvoiceNum	Numeric		
CheckNum	Character	6	
InMachine	Date		Date entered into computer
Notes	Memo Field		
OverCredit	Numeric		Credit balance
PrintPermit	Date		Date printed permit
InvoiceSent	Date		Date invoice sent
<b>Table Name: Hearing</b>			
ToOwner	Character	45	Name of owner
ToAddress	Character	75	Location of inspected site
ToAddress 2	Character	75	Possible other address
ViolationCode	Memo Field		
DateIssued	Date		Date issued hearing
DateHearing	Date		Hearing set on what date
<b>Table Name: Inspection</b>			
Swis	Character	10	
InspDate	Date		Date of inspection
SitesType	Character	2	Type of facility



**Attachment B5**

<b>EH Program: Solid Waste Management</b>			
<b>Database Name: Paradox System</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
MnthInspect	Character	2	Month of inspection
Violation	Logic		Place has violation?
AOC	Logic		Any area of concern?
TypeInsp	Character	12	Type of inspection (routine, revisit...)
Inspector	Character	15	Name of inspector
Memfac	Memo Field		Comments
<b>Table Name: Response</b>			
Swis	Character	10	
TypeRespon	Character	11	Operator, manager, assistant?
Memfac	Memo Field		
Repname	Character	35	Name of operator
MailReceiver	Character	35	Person receives mail
MailAdd	Character	40	Mailing address
MailCity	Character	25	
MailState	Character	2	
MailZip	Character	11	
RepPhone	Character	12	Phone at home
FaxPhone	Character	12	Fax number
Email	Character	42	
<b>Table Name: Sites</b>			
Swis	Character	10	

**Attachment B5**

<b>EH Program: Solid Waste Management</b>			
<b>Database Name: Paradox System</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
SiteName	Character	35	
StreetAd	Character	61	
City	Character	25	
Area	Character	25	
Zip	Character	5	
Phone	Character	13	
Inspector	Character	12	Name of inspector
LastLealns	Date		Last date inspected by county
Frequency	Character	2	How many times per year
LastState	Date		Last date inspected by state
Fees	Numeric		Invoice fee paid
Operating	Logic		Active or inactive?
SitesType	Character	2	What facility type?
Subtype	Character	3	Does it have sub type?
Permrequ	Character	2	Does it need permit?
Memfac	Memo Field		
Subsites	Numeric		How many subsites
Hassubsites	Logic		
<b>Table Name: Trucks</b>			
Swis	Character	10	
DMVLic	Character	35	

**Attachment B5**

<b>EH Program: Solid Waste Management</b>			
<b>Database Name: Paradox System</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
<b>Table Name: Truck Yard</b>			
Swis			
Active	Character	1	
Address	Character	25	
City	Character	20	
Zip	Character	5	
Phone	Character	12	
Numtrucks	Short Integer		How many trucks in the yard
Num_Date	Character	8	Date of data entry
Memfac	Memo Field		

**5. Vehicle Inspection Program**

**a. VIP Complaint**

<b>EH Program: Vehicle Inspection</b>			
<b>Database Name: VIP Complaint</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Complaint Number	Number		Complaint Number
Year	Text		Year
Enter Data	Date/Time		Date of Complaint

**Attachment B5**

<b>EH Program: Vehicle Inspection</b>			
<b>Database Name: VIP Complaint</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Number	Text		Street Number
Direction	Text		Street Direction
Street	Text		Street Name
Suffix	Text		Street Suffix
City	Text		City
Zip Code	Text		Zip Code
Cross Street	Text		Cross Street
Doing Business As	Text		Doing Business As
License	Text		License
Color	Text		Color
Make	Text		Make of Vehicle
Model	Text		Model of Vehicle
Date 1	Date/Time		Date One
Date 2	Date/Time		Date Two
Time 1	Date/Time		Time One
Time 2	Date/Time		Time Two
Complainant Last Name	Text		Complainant Last Name
Complainant First Name	Text		Complainant First Name
Phone	Text		Complainant Phone Number

**Attachment B5**

<b>EH Program: Vehicle Inspection</b>			
<b>Database Name: VIP Complaint</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Census Tract	Text		Census Tract
Map Page	Text		Map Page
Area	Text		Area
District	Text		District
Division	Text		Division
Complaint Type	Text		Complaint Type
Comments	Text		Comments
Instructions	Memo		Instructions
Assign Type	Text		Assign Type
Employee	Text		Employee
Assign Date	Date/Time		Assign Date
Imputer	Text		Imputer
Complete Date	Date/Time		Complete Date
Review Date	Date/Time		Review Date
Hold PHF	Text		Hold Potentially Hazardous Foods
Hand wash	Text		Hand Wash
Toilets	Text		Toilets
Ad Food	Text		Adulterated Food
Risk for Cont.	Text		Risk for Contamination
Clean San	Text		Clean Sanitation
No Water	Text		No Water

**Attachment B5**

<b>EH Program: Vehicle Inspection</b>			
<b>Database Name: VIP Complaint</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Unapproved Non PHF	Text		Unapproved Non Potentially Hazardous Foods
Whole Product	Text		Whole Product
Unapproved PHF	Text		Unapproved Potentially Hazardous Foods
Cut Produce	Text		Cut Produce
Meat	Text		Meat
Food No Pro	Text		Food No Produce
Unapproved Type	Text		Unapproved Type
Pub Permit	Text		Public Health Permit
Volun Food	Text		Voluntary Food Disposal
Interfere	Text		Interfere
License Facility	Text		License Facility
Unlicensed Facility	Text		Unlicensed Facility
Unsubstantiated Facility	Text		Unsubstantiated Facility

**6. Cross Connections Program**

**a. Paradox**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			

**Attachment B5**

Field Name	Type	Width	Description
<b>Table Name: ACTIVETESTERS.DB</b>			
TSTR Number	I	1	
Type Device	A	10	
Last Name	A	30	
First Name	A	20	
Expiration Date	D	1	
Email Address	A	60	
Business Address	A	60	
Business Name	A	60	
Business Telephone Number	A	30	
<b>Table Name: APPRVDVC.DB</b>			
Manufacturer	A	20	
Model	A	25	
Size	A	10	
Device Type	S	1	
Device Type Name	A	20	
Device Orientation	A	4	
Max Temp. (F)	A	3	
Stainless Steel?	A	1	
<b>Table Name: BILLBATCHFIRMS.DB</b>			
Firm Number	I	1	
Firm Name	A	40	
Division	A	33	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Street Address	A	40	
City, State	A	28	
Zip Code	A	10	
Attention	A	43	
Status	A	1	
<b>Table Name: Device#s.DB</b>			
Firm Number	I	1	
DUB-FIRM Number	I	1	
Device Number	I	1	
Manufacturer	A	20	
Model	A	25	
Size	A	10	
Device Type	S	1	
Serial Number	A	18	
Date Installed	A	8	
Water Purveyor	A	5	
2 <sup>nd</sup> Manufacturer	A	14	
2 <sup>nd</sup> Manuf. Code	A	2	
2 <sup>nd</sup> Model	A	8	
2 <sup>nd</sup> Model Code	A	2	
2 <sup>nd</sup> Size	A	10	



**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
2 <sup>nd</sup> Serial Number	A	18	
Test Month	I	1	
Location Address	A	50	
City	A	30	
Dev Loc	A	90	
Status	A	1	
Return By	A	15	
Date Notice Rec'D	D	1	
Update Date	D	1	
CK VAL 1	A	1	
CK VAL 2	A	1	
DIFF Press	A	1	
Air Inlet	A	1	
Tester Number	I	1	
Date Rec'd	D	1	
Manuf. Code	A	1	
Model Code	A	1	
Subdist	I	1	
Paid	I	1	
Number	N	1	
AMT	\$	1	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
<b>Table Name: FIRM#S.DB</b>			
Firm Number	I	1	
Firm Name	A	40	
Division	A	33	
Street Address	A	40	
City, State	A	28	
Zip Code	A	10	
Attention	A	43	
Index Name	A	40	
Index Division	A	33	
Update Date	D	1	
Status	A	1	
Hearing Date	A	8	
Hearing Time	A	10	
Contact 1	A	1	
Title 1	A	1	
Phone # Contact 1	A	15	
Message 1	A	1	
Message 1 Taken By	A	1	
Message 1 Date	D	1	
Contact 2	A	1	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Title 2	A	1	
Phone # Contact 2	A	1	
Message 2	A	1	
Message 2 Taken By	A	1	
Message 2 Date	D	1	
Contact 3	A	1	
Title 3	A	1	
Phone # Contact 3	A	15	
Message 3	A	1	
Message 3 Taken By	A	1	
Message 3 Date	D	1	
Date All Notices Rec'd	D	1	
Date Returned US Mail	D	1	
Referral Date	D	1	
Referred To	A	1	
Date Resolved	D	1	
Device(s) Reprtd Remove	A	1	
Comments	A	1	
Property Type Number	A	2	
Property Type	A	30	
<b>Table Name: FIRMBILLAMTREC'D.DB</b>			

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Firm Number	I	1	
Date Recorded	D	1	
Check Number	A	15	
Amount Recorded	\$	1	
Deposit Number	A	10	
Penalty	N	1	
Add. Fees	N	1	
Amt Due	N	1	
Comment	A	60	
<b>Table Name: MECHTESTLAB.DB</b>			
APPNO	A	8	
Expiration Date	D	1	
Item	A	40	
Manufacturer	A	25	
Comments	A	40	
Models 1	A	255	
Models 2	A	255	
COFAPP 1	A	255	
COFAPP 2	A	255	
COFAPP 3	A	255	
CONAME	A	30	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Contact	A	25	
Address	A	35	
City	A	32	
State	A	2	
Telephone	A	20	
<b>Table Name: MEDPC.DB</b>			
Location Address	A	30	
Location City	A	25	
Location State	A	2	
Zip Code	A	10	
PC Number	A	6	
Owner	A	35	
Owner Phone	A	14	
Submitted By	A	35	
SUB By Phone	A	14	
Use of Bldg.	A	25	
Date	D	1	
<b>Table Name: PLANCHECKLOG.DB</b>			
Plan Check Number	+	1	
Plan Check Date	D	1	
Job Street Address	A	30	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Job City	A	30	
Owner	A	30	
Owner Phone #	A	30	
Owner St. Address	A	30	
Owner City, State	A	30	
Owner Zip	A	30	
Submitted By	A	35	
Water Usage	A	30	
Submitted By Phone Number	A	30	
Site Name	A	30	
<b>Table Name: RWSITES.DB</b>			
ID Number	A	7	
PC Date	D	1	
Paid	A	1	
Status	A	1	
Req. Periodic Insp. Y/N	A	1	
Site Name	A	40	
Site Address	A	30	
Site City, State	A	30	
Site Zip	A	10	
City	A	20	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Type of Use	A	15	
Owner Name	A	40	
Owner Address	A	30	
Owner City, State	A	20	
Owner Zip	A	10	
System	A	10	
Water CO	A	20	
Water CO Contact	A	20	
Water CO Phone Number	A	14	
Extension Number	A	5	
Site Contact	A	20	
Site Phone Number	A	14	
Site Ext. Number	A	5	
Converted Y/N	A	8	
Insp. Date 1	D	1	
Insp. By (1)	A	15	
Insp. Date 2	D	1	
Insp. By (2)	A	15	
Insp. Date 3	D	1	
Insp. By (3)	A	15	
Remarks	M	30	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Region	A	1	
Customer Number	A	6	
SUBDIST	I	1	
Start-Up Date	A	7	
<b>Table Name: TESTER.DB</b>			
TSTR Number	I	1	
First-EMP	I	1	
Scnd-EMP	I	1	
Type Device	A	10	
Last Name	A	30	
First Name	A	20	
Mid Name/Initial	A	15	
Cal DR LIC. Number	A	11	
Salutation	A	4	
Street	A	35	
City, State	A	30	
Zip	A	10	
Phone	A	14	
Ext Number	A	4	
Alt Mail Add	A	25	
Alt City/State	A	20	



**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Alt Zip	A	10	
Status	A	1	
CERT/SUSP Date	D	1	
Expiration Date	D	1	
Firm Numbers	A	30	
DSO	A	1	
Update Date	D	1	
Email Address	A	60	
Business Address	A	60	
Business Name	A	60	
Business Telephone Number	A	30	
Web Listing	L	1	
URL Address	A	30	
State Contractor No.	A	10	
<b>Table Name: WATPURV.DB</b>			
System Name 1	A	66	
System Name 2	A	66	
System Name 3	A	66	
PO Box	A	20	
PO Box City/State	A	35	
PO Box Zip	A	10	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Office Address	A	40	
Office City/State	A	35	
Office Zip	A	10	
Office Phone 1	A	14	
Office Phone 2	A	14	
Attention	A	30	
Title	A	30	
Location	A	30	
Purveyor ID Number	A	3	
System ID Number	A	7	
W Number	A	6	
<b>Table Name: WTCOMPANIES.DB</b>			
ID Number	N	1	
Company Name 1	A	45	
Company Name 2	A	45	
Address 1	A	35	
Address 2	A	35	
City, State	A	30	
Zip Code	A	30	
Phone Number	A	14	
Contact	A	30	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Status	A	1	
<b>Table Name: WTLOCATIONS.DB</b>			
City	A	30	
Zip Code	A	30	
Date Submitted	D	1	
Approval Date	D	1	
Date Denied	D	1	
Site Address	A	30	
Site Name	A	30	
Treatment Control	A	45	
Treatment Device	A	45	
Treatment Device 2	A	45	
Treatment Device 3	A	45	
Device Location	A	50	
Device Location 2	A	50	
Device Location 3	A	50	
Line Size	A	15	
Line Size 2	A	15	
Line Size 3	A	15	
WT Company ID Number	N	1	
Approval Denied	A	1	

**Attachment B5**

<b>EH Program: Cross Connections</b>			
<b>Database Name: Paradox</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Number of Devices	N	1	
Number of Devices 2	N	1	
Number of Devices 3	N	1	
Approval Number	I	1	
<b>Table Name: XCONNASSN.DB</b>			
Select Y/N	A	1	
Sort Last Name	A	25	
Name 1	A	40	
Name 2	A	40	
Name 3	A	40	
Name 4	A	40	
Street/Po Box	A	35	
City, State	A	35	
Zip Code	A	10	
Phone Number	A	14	
Extension Number	A	4	
Fax Number	A	14	

**Attachment B5**

**7. Food and Milk Program**

**a. Soft Serve, Paradox database**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Soft Serve, Paradox database</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
<b>Table Name: Inspection</b>			
Plantno	A	5	
Inspdate	D	1	Inspection Date
Sample Type	A	2	
Retake	A	1	
Product	A	3	
Spc	N	1	
Coli	N	1	
Yeast	N	1	
Mold	N	1	
Degree	N	1	
Test Date	D	1	
Hearing Issued	L	1	
Lab Slip Send	L	1	
Date Letter Send	D	1	
Mfr Plant	A	8	
Mfr Mix	A	35	
Mix Date	D	1	

**Attachment B5**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Soft Serve, Paradox database</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
R1	L	1	Violation
R2	L	1	Violation
R3	L	1	Violation
R4	L	1	Violation
R5	L	1	Violation
R6	L	1	Violation
Comment	M	26	
<b>Table Name: Permit</b>			
Planto	A	5	
Year	A	4	
Fintran	A	9	
Fmtran	A	9	
Statetran	A	9	
Update Date	D	1	
<b>Table Name: Site Information</b>			
Plant Number	A	5	
Status	L	1	
LP	L	1	Limited Packaging
Season	L	1	
District/Sub	A	1	
VIN	A	20	Vehicle ID Number

**Attachment B5**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Soft Serve, Paradox database</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
Vehicle License	A	7	
DBA	A	30	
Bus Address	A	43	Business Address
City	A	3	
Zip	A	5	
Business Phone	A	14	
Fax	A	14	
Last Name	A	20	
First Name	A	20	
CORP	A	30	
CORP Phone	A	14	
CORP Contact	A	20	
Start Date	D	1	
Number of Information	N	1	
Update	D	1	
Mail Address	A	50	
Mail City	A	40	
Mail State	A	2	
Mail Zip	A	5	
Comment	M	100	
Last Inspection Date	D	1	

**Attachment B5**

**b. Food Borne Illness Advisor (FBIA)**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Food Borne Illness Advisor (FBIA)</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
<b>Table Name: DISTCD</b>			
DISTCD	TEXT	2	
DIST	TEXT	25	
<b>Table Name: FBI ADVISOR</b>			
AGENT	TEXT	255	
<b>Table Name: FBI REPORT</b>			
YEAR	LONG INTEGER	4	
FBI	SINGLE	4	
FBI_ID	TEXT	6	
DATE1	DATE/TIME	8	
DATE2	DATE/TIME	8	
DX	TEXT	50	
HOSP	YES/NO	1	
DEATH	YES/NO	1	
<b>Table Name: FBI SITE</b>			
YEAR	LONG INTEGER	4	
FBI	LONG INTEGER	4	
EATDATE	DATE/TIME	8	
FBI_ID	TEXT	6	



**Attachment B5**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Food Borne Illness Advisor (FBIA)</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
SITENUM	TEXT	6	
DISTCD	TEXT	2	
DBA	TEXT	50	
<b>Table Name: FBI SURVEY</b>			
FBI	LONG INTEGER	4	
DBA	TEXT	50	
EATDATE	DATE/TIME	8	
DISTCD	TEXT	2	
SITENUM	TEXT	6	
ADDRESS	TEXT	255	
ADDCITY	TEXT	22	
ADDZIP	TEXT	5	

**c. Recalls**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Recalls</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
<b>Table Name: Manufacturer Information</b>			
ManfNam	Text	100	Manufacturer Name

**Attachment B5**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Recalls</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
ManfSt	Text	30	Manufacturer Street
ManfCity	Text	25	Manufacturer City
ManfStat	Text	2	Manufacturer State
ManfZip	Text	9	Manufacturer Zip Code
ManfPhNb	Text	10	Manufacturer Phone Number
ManfWFac	Yes/No	1	Manufacturer Wholesale Facility
ManRFac	Yes/No	1	Manufacturer Retail Facilities
FNContCl	Text	25	FirstName of Contact Client
LNContCl	Text	25	Lastname of Contact Client
MIContCl	Text	1	Middle name of Contact Client
LCITiPos	Text	20	List Client Title or Position
<b>Table Name: Recall Survey</b>			
CondRSDt	Date/Time	8 (mm/dd/yyyy)	Conducting Recall Survey Date
PrgDist	Text	15	Program or District Office
LPrgDist	Text	30	List Program or District Office
EHSCSFN	Text	25	Environmental Health Specialist's FirstName
EHSCSLN	Text	25	Environmental Health Specialist's LastName
EHSCSMI	Text	1	Environmental Health Specialist's Middle Initial
TypSurvy	Text	5	Type of Survey
AwReca	Yes/No	1	Aware of Recall
PlnComrc	Text	7	Product in Commerce

**Attachment B5**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Recalls</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
RqProdRm	Text	1	Requested Product Removal
ToBeRmed	Numeric	Long Integer	To Be Removed in lbs
NoPlnCom	Text	26	No Product in Commerce
SProdNC	Numeric	Long Integer	Sites Product Not Carried
SprodPRm	Numeric	Long Integer	Sites Product Previously Removed
PrvRmedQ	Numeric	Long Integer	Previously Removed Quantity in lbs
RedTRmed	Numeric	Long Integer	Red Tagged and/or revmoved in lbs from commerce
OfFStafH	Text	6	Staff Hours in the office or field
NbrHrsS	Numeric	Long Integer	Number of Hours of doing the survey
RecaStat	Text	6	Recall Status
FRecCIDt	Date/Time	8(mm/dd/yyyy)	Final Recall Close Date
ACDRSIII	Number	Long Integer	Number of ACD Reported (Suspected) Illnesses
<b>Table Name: Recall Product</b>			
RProdNm	Text	70	Recall Product Name
RProdCd	Text	50	Recall Product Code
AmtRecad	Numeric	Long Integer	Amount Recalled in lbs
DLRcByLN	Text	20	Distribution List Received By Lastname
DLRcByFN	Text	20	Distribution List Received By Firstname
DLRcByMI	Text	1	Distribution List Received By Middle Initial
DLRcByTi	Text	5	Distribution List Received By Title
DtDLRcvd	Date/Time	8(mm/dd/yyyy)	Date of Distribution List Received

**Attachment B5**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Recalls</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
TmDLRcvd	Date/Time	4(hh/mm)	Time of Distribution List Received
Comments	Memo		Comments
ComOfHrs	Memo		Comments of Staff Office Hours
<b>Table Name: Inspect Recalled Food</b>			
EHRecaNb	Text	8	Environmental Health Recalled Number (yr-mo-#)
CdRelToR	Text	3	Code Related to Recalled Number
ROptnCd	Text	3	Recall Option Code assigns by Recall Coordinator or Recall Liaison
INatProb	Text	35	Inspects Nature Of Problem
IPDistrn	Text	14	Inspects Product Distribution
IFoodTyp	Text	30	Inspect Food Type of Recall
ITypReca	Text	17	Inspect Class Type of Recall
IMeetsCr	Yes/No	1	Inspect Meets the Criteria for Field Visit
OthAgcy	Text	9	Other Agency(s) was Involved
EHNotiB	Text	5	Environmental Health Notified By which device
DesEHNof	Text	30	Recall Description of Environmental Health Notification on the devices
NotifDt	Date/Time	8(mm/dd/yyyy)	Date EH was Notified by client of the recall
NotifTm	Date/Time	4(hh/mm)	Time EH was Notified by client of the recall
SODLRqDt	Date/Time	8(mm/dd/yyyy)	Date of State Official Distribution List Requested
SODLRqTm	Date/Time	4(hh/mm)	Time of State Official Distribution List Requested

**Attachment B5**

<b>EH Program: Food and Milk</b>			
<b>Database Name: Recalls</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
SODLRcDt	Date/Time	8(mm/dd/yyyy)	Date of State Official Distribution List Received
SODLRcTm	Date/Time	4(hh/mm)	Time of State Official Distribution List Received
<b>Table Name: EHS of Recall Survey List</b>			
EHSCSFN	Text	25	Environmental Health Specialist's FirstName
EHSCSLN	Text	25	Environmental Health Specialist's LastName
EHSCSMI	Text	1	Environmental Health Specialist's Middle Initial
<b>Table Name: Program or District Offices List</b>			
EHSPrgDi	Text	30	Environmental Health Service Program or District Offices
<b>Table Name: Nature of Problem List</b>			
INatProb	Text	35	Inspects Nature Of Problem
<b>Table Name: Food Type List</b>			
IFoodTyp	Text	30	Food Type of Recall

**8. Lead Program**

**d. LOGCASA2**

EH Program: Lead (CLPP/CDC)			
Database Name: LOGCASA2			
Field Name	Type	Width	Description
<b>Table Name: 2007 EH CASES</b>			
CCOUNTYID	TEXT	11	
PLASTNAME	TEXT	20	
PFIRSTNAME	TEXT	20	
DATE_NOTIF	DATE/TIME	8	
VALUE	DOUBLE	8	
DR	DATE/TIME	8	
MINOFDATE	DATE/TIME	8	
DAYS	DOUBLE	8	
<b>Table Name: ADDRESDB</b>			
ADDRESSID	DOUBLE	8	
ADDNUMBER	TEXT	10	
ADDDIRPFX	TEXT	2	
ADDSTREET	TEXT	30	
ADDSTRTYPE	TEXT	5	
ADDDIRSFX	TEXT	2	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
ADDCITY	TEXT	30	
ADDCOUNTY	TEXT	30	
ADDSTATE	TEXT	2	
ADDZIP	TEXT	5	
ADDPHONE	TEXT	12	
ADDCENSUS	TEXT	10	
ADDAPTNO	TEXT	8	
NLLID	DOUBLE	8	
DWELL_TYPE	INTEGER	2	
NUMUNITS	INTEGER	2	
CONST_YEAR	INTEGER	2	
PRE1978	YES/NO	1	
ADD_PARCEL	TEXT	15	
LBLOCKPUT	YES/NO	1	
DISTRICT	TEXT	20	
FOLL_ENVR	YES/NO	1	
<b>Table Name: ADDRESSES</b>			
CASE_NO	TEXT	24	
STR_ID	LONG INTEGER	4	
DATE_CLOSE	DATE/TIME	8	
ADDNO	TEXT	50	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
FRAC	TEXT	3	
DIR	TEXT	2	
ST_NAME	TEXT	20	
DESIG	TEXT	5	
UNIT	TEXT	7	
CITY	TEXT	25	
ZIP_CD	TEXT	5	
CENSUST	TEXT	7	
HLTHCTR	TEXT	9	
DATE_CHANGE	DATE/TIME	8	
APN	TEXT	50	
OWNER_LN	TEXT	100	
OWNER_FN	TEXT	50	
OWNER_OTH	TEXT	255	
COMMENTS	TEXT	255	
<b>Table Name: CASE ACTIVITIES</b>			
STR_ID	LONG INTEGER	4	
CASE_NO	TEXT	8	
CODE	TEXT	7	
DATE	DATE/TIME	8	
<b>Table Name: CASE ACTIVITIES-OLD</b>			



**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
STR_ID	LONG INTEGER	4	
CLPPP_ID	TEXT	8	
CODE	TEXT	6	
DATE	DATE/TIME	8	
<b>Table Name: CASE SOURCES</b>			
STR_ID	LONG INTEGER	4	
PAINT	LONG INTEGER	4	
DUST	LONG INTEGER	4	
SOIL	LONG INTEGER	4	
WATER	LONG INTEGER	4	
OTHER	LONG INTEGER	4	
OTHER_TXT	TEXT	100	
<b>Table Name: CASE SOURCES-COPY</b>			
STR_ID	LONG INTEGER	4	
PAINT	YES/NO	1	
DUST	YES/NO	1	
SOIL	YES/NO	1	
WATER	YES/NO	1	
OTHER	YES/NO	1	
<b>Table Name: CASES 232</b>			
CLPPP_ID	TEXT	8	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
COUNTOFCLPPP_ID	LONG INTEGER	4	
<b>Table Name: CASES FROM RASSCLE</b>			
DISTRICT	TEXT	20	
CCOUNTYID	TEXT	11	
PLASTNAME	TEXT	20	
PFIRSTNAME	TEXT	20	
PBIRTH	DATE/TIME	8	
VALUE	DOUBLE	8	
DATE_NOTIF	DATE/TIME	8	
HOMEVISIT	DATE/TIME	8	
HV_DAYS	DOUBLE	8	
CLASTNAME	TEXT	20	
<b>Table Name: CASES WITH EIR</b>			
STR_ID	LONG INTEGER	4	
APN	TEXT	50	
ADDNO	TEXT	50	
FRAC	TEXT	3	
DIR	TEXT	2	
ST_NAME	TEXT	20	
DESIG	TEXT	5	
CITY	TEXT	25	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
ZIP_CD	TEXT	5	
<b>Table Name: CASES WITH EIR OR SWO</b>			
CASE_NO	TEXT	24	
COUNTOFCASE_NO	LONG INTEGER	4	
<b>Table Name: CDC HOUSING REGISTRY</b>			
CODE	TEXT	6	
CASE_NO	TEXT	24	
LAST_NAME	TEXT	12	
FIRST_NAME	TEXT	12	
DOB	DATE/TIME	8	
STR_ID	LONG INTEGER	4	
DATE	DATE/TIME	8	
APN	TEXT	50	
ADDNO	TEXT	50	
FRAC	TEXT	3	
DIR	TEXT	2	
ST_NAME	TEXT	20	
DESIG	TEXT	5	
UNIT	TEXT	7	
CITY	TEXT	25	
ZIP_CD	TEXT	5	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
CENSUST	TEXT	7	
<b>Table Name: CITY00_SD01</b>			
ID	LONG INTEGER	4	
CITY00	TEXT	255	
SUPDIST01	TEXT	255	
<b>Table Name: COMPLAINT – DUP ADD</b>			
ST_NUM	TEXT	15	
ST_NAME	TEXT	50	
COUNOFSITE_ID	LONG INTEGER	4	
<b>Table Name: COMPLAINT ACTIVITIES</b>			
CPL_ID	TEXT	50	
CPL_ID_OLD	TEXT	10	
ACT_CODE	TEXT	10	
ACT_DATE	DATE/TIME	8	
<b>Table Name: COMPLAINT ACTIVITIES_OLD</b>			
CPL_ID	TEXT	10	
ACT_CODE	TEXT	10	
ACT_DATE	DATE/TIME	8	
<b>Table Name: COMPLAINTS</b>			
SITE_ID	TEXT	6	
SITE_ID_OLD	TEXT	12	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
CPL_ID_OLD	TEXT	10	
CPL_ID	TEXT	50	
CASE_NO	TEXT	50	
APN	TEXT	12	
REC_DATE	DATE/TIME	8	
ST_NUM	TEXT	15	
ST_FRAC	TEXT	5	
ST_DIR	TEXT	2	
ST_NAME	TEXT	50	
ST_DESIG	TEXT	5	
ST_UNIT	TEXT	10	
CITY	TEXT	20	
ZIPCODE	TEXT	5	
CPL_TYPE	TEXT	50	
CPL_NAME	TEXT	50	
CPL_TEL	TEXT	50	
CPL_CODE	TEXT	50	
OBS_CODE	TEXT	5	
OWNER_LN	TEXT	50	
OWNER_FN	TEXT	50	
OWNER_OTH	TEXT	255	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
OWNER_TEL	TEXT	50	
EHS	TEXT	50	
CLOSE_DATE	DATE/TIME	8	
PAINT	LONG INTEGER	4	
DUST	LONG INTEGER	4	
SOIL	LONG INTEGER	4	
WATER	LONG INTEGER	4	
OTHER	LONG INTEGER	4	
OTHER_TXT	TEXT	100	
COMMENTS	TEXT	255	
<b>Table Name: COMPLAINTS – COPY 299</b>			
STR_ID	TEXT	6	
CPL_ID	TEXT	10	
CASE_NO	TEXT	50	
APN	TEXT	12	
ST_NUM	TEXT	15	
ST_FRAC	TEXT	5	
ST_DIR	TEXT	2	
ST_NAME	TEXT	50	
ST_DESIG	TEXT	5	
ST_UNIT	TEXT	7	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
CITY	TEXT	20	
ZIPCODE	TEXT	5	
OWNER_LN	TEXT	50	
OWNER_FN	TEXT	50	
OWNER_OTH	TEXT	255	
OWNER_TEL	TEXT	50	
COMMENTS	TEXT	255	
<b>Table Name: COMPLAINTS-EHS ASSIGNED</b>			
SITE_ID	TEXT	12	
CPL_ID	TEXT	10	
ASSGN_DATE	8	8	
EHS	TEXT	50	
<b>Table Name: EHS ASSIGNED COPY</b>			
SITE_ID	TEXT	12	
CPL_ID	TEXT	10	
ASSGN_DATE	DATE/TIME	8	
EHS	TEXT	50	
<b>Table Name: COMPLAINTS OLD</b>			
SITE_ID	TEXT	12	
CPL_ID	TEXT	10	
APN	TEXT	50	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
REC_DATE	DATE/TIME	8	
ST_NUM	TEXT	15	
ST_FRAC	TEXT	5	
ST_DIR	TEXT	2	
ST_NAME	TEXT	50	
ST_DESIG	TEXT	5	
ST_UNIT	TEXT	5	
CITY	TEXT	20	
ZIPCODE	TEXT	5	
CPL_TYPE	TEXT	50	
CPL_NAME	TEXT	50	
CPL_TEL	TEXT	50	
CPL_CODE	TEXT	50	
OBS_CODE	TEXT	5	
OWNER	TEXT	50	
OWNER_TEL	TEXT	50	
EHS	TEXT	50	
EHS	TEXT	50	
CLOSE_DATE	DATE/TIME	8	
PAINT	YES/NO	1	
DUST	YES/NO	1	



**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
SOIL	YES/NO	1	
<b>Table Name: COMPLAINTS_080509</b>			
CPL_ID	TEXT	50	
SITE_ID	TEXT	6	
REC_DATE	DATE/TIME	8	
ST_NUM	TEXT	15	
ST_FRAC	TEXT	5	
ST_DIR	TEXT	2	
ST_NAME	TEXT	50	
ST_DESIG	TEXT	5	
ST_UNIT	TEXT	10	
CITY	TEXT	20	
ZIPCODE	TEXT	5	
CPL_TYPE	TEXT	50	
CPL_NAME	TEXT	50	
CPL_TEL	TEXT	50	
CPL_CODE	TEXT	50	
OBS_CODE	TEXT	5	
OWNER_LN	TEXT	50	
OWNER_TEL	TEXT	50	
EHS	TEXT	50	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
MAXOFASSGN_DATE	DATE/TIME	8	
ACT_CODE	TEXT	10	
ACT_DATE	DATE/TIME	8	
CLOSE_DATE	DATE/TIME	8	
PAINT	LONG INTEGER	4	
DUST	LONG INTEGER	4	
SOIL	LONG INTEGER	4	
<b>Table Name: DUPLICATE ADDRESSES</b>			
STR_ID	LONG INTEGER	4	
COUNOFSTR_ID	LONG INTEGER	4	
<b>Table Name: EH NON-CASE TABLE</b>			
CLPPP_ID	TEXT	8	
CCOUNTYID	TEXT	11	
<b>Table Name: EH PERSONEL</b>			
LNAME	TEXT	20	
FNAME	TEXT	20	
POSITION	TEXT	20	
<b>Table Name: EHS ASSIGNED</b>			
CASE_NO	TEXT	24	
EHS	TEXT	20	
DA	DATE/TIME	8	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
<b>Table Name: EIS – ADDRESSES</b>			
STR_ID	LONG INTEGER	4	
APN	TEXT	50	
ADDNO	TEXT	50	
FRAC	TEXT	3	
DIR	TEXT	2	
ST_NAME	TEXT	20	
DESIG	TEXT	5	
CITY	TEXT	25	
ZIP_CD	TEXT	5	
<b>Table Name: HEALTH DISTRICT</b>			
CODE	TEXT	6	
HEALTH DISTRICT	TEXT	20	
<b>Table Name: LANDLORD</b>			
CFIRSTNAME	TEXT	20	
CLASTNAME	TEXT	20	
CCOMPANY	TEXT	20	
CADDRESS	TEXT	30	
CCITY	TEXT	20	
CSTATE	TEXT	2	
CPHONE	TEXT	12	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
NLLID	DOUBLE	8	
CZIP	TEXT	10	
CMGRFIRST	TEXT	20	
CMGRLAST	TEXT	20	
CNAMEPFX	TEXT	4	
<b>Table Name: LOCAL CITY CODES</b>			
CITY	TEXT	50	
CODE	TEXT	3	
<b>Table Name: LOGCASA</b>			
CASE_NO	TEXT	24	
DOB	DATE/TIME	8	
LAST_NAME	TEXT	12	
FIRST_NAME	TEXT	12	
INT	TEXT	3	
IPBB	TEXT	5	
CPBB	TEXT	5	
NOV	YES/NO	1	
NOV_DATE	DATE/TIME	8	
NOV_CMT	TEXT	100	
DR	DATE/TIME	8	
DC	DATE/TIME	8	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
CASE_REOPEN	DATE/TIME	8	
DC2	DATE/TIME	8	
FATHER_NM	TEXT	16	
MOTHER_NM	TEXT	16	
TELEPHONE	TEXT	50	
DATE_DEFINED	DATE/TIME	8	
XRF	YES/NO	1	
XRF_DATE	DATE/TIME	8	
XRF_CMT	TEXT	100	
MEDICAL_NO	TEXT	13	
EHSPKT_D	DATE/TIME	8	
DRLTR_D	DATE/TIME	8	
<b>Table Name: PATADDDDB</b>			
PATIENTID	DOUBLE	8	
ADDRESSID	DOUBLE	8	
FIRST_OCC	DATE/TIME	8	
LAST_OCC	DATE/TIME	8	
PRESENT	YES/NO	1	
SITE_TYPE	INTEGER	2	
LLASTADD	YES/NO	1	
OWNER_TYPE	INTEGER	2	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
CADDNOTES	TEXT	25	
NPATADDID	DOUBLE	8	
FOLL_ENVR	YES/NO	1	
SADDRESSID	DOUBLE	8	
<b>Table Name: POSSIBLE DUP ADDRESSES</b>			
ADDNO	TEXT	50	
ST_NAME	TEXT	20	
COUNOFSTR_ID	LONG INTEGER	4	
<b>Table Name: RI CASES 2000-2008</b>			
CCOUNTYID	TEXT	11	
PLASTNAME	TEXT	20	
PFIRSTNAME	TEXT	20	
PBIRTH	DATE/TIME	8	
VALUE	DOUBLE	8	
MADE_CASE	INTEGER	2	
DATE_NOTIF	DATE/TIME	8	
<b>Table Name: SERVICE CODES</b>			
CODES	TEXT	7	
<b>Table Name: SWITCHBOARD ITEMS</b>			
SWITCHBOARDID	LONG INTEGER	4	
ITEM/NUMBER	INTEGER	2	

**Attachment B5**

<b>EH Program: Lead (CLPP/CDC)</b>			
<b>Database Name: LOGCASA2</b>			
<b>Field Name</b>	<b>Type</b>	<b>Width</b>	<b>Description</b>
ITEMTEXT	TEXT	255	
COMMAND	INTEGER	2	
ARGUMENT	TEXT	50	

**Attachment B6 – TTC Data Conversion Field Specification**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS)  
AND RELATED SERVICES**

**(RFP No. 44)**



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Attachment B6

1.0 PH System

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>Master File Layout</b>				
1.	Bill Key	1	X	I= Interim R=Renewal
2.	First Owner Name	28	X	X(28)
3	Business Code	3	X	X(3)
4.	Quarter Key	1	X	0= Full Year 1=One Quarter 2=Two Quarters 3=Three Quarters
5.	License & Permit Key	1	X	L=License P=Permit
6.	Alpha Month	3	X	X(3)
7.	Status Key	1	X	A=Active I=Inactive D=Delete
8.	Business Name – DBA	28	X	X(28)
9.	Tax Year	2	X	X(2) Ex: 1989-90 = 89
10.	Account Number	6	X	X(6)
11.	Prior Fee Due Key	1	X	0=No Prior Fee 1=Yes Prior Fee
12.	Pay Key	1	X	0=Not Paid 1=Paid 2=Paid w/Penalty 3=Partially Paid
13.	Additional Cost Key	1	X	0=Not on System 1=On the System
14.	Special Name	28	X	X(28)
15.	License Issue	1	X	1=Issued 0=Not Issued

**Attachment B6**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>Master File Layout</b>				
16.	Mailing Address A- House Number B- Fraction C- Direction D- Street Name E- Unit	5 3 1 25 6	X X X X X	X(5) X (3) ½ or ¼ etc. X(1) N, S, E, W X(25) X(6)
17.	Create Date	6	D	YYMMDD
18.	District Code	2	X	X(2)
19.	Sub District Code	2	X	X(2)
20.	Mailing Address A- City Name B- State C- Zip Code	15 2 9	X X X	X(15) X(2) X(9)
21.	Business Address (Situs) A- Beginning House No. B- Ending House No. C- Fraction D- Direction E- Street F- Unit G- City Name Abbr. H- Zip Code	5 3 3 1 25 6 3 9	X X X X X X X X	X(5) X(3) X(3) X(1) X(25) X(6) X(3) X(9)
22.	Partner or Second Owner Name	25	X	X(25)
23.	A- Additional Fee Due B- Additional Fee Paid	5 5	9 9	9(6) 9(6)
24.	Delinquent Date	6	D	YYMMDD
25.	Prior Fee Due	5	9	9(6)
26.	Fee Due	5	9	9(6)
27.	Penalty Due	5	9	9(6)
28.	Prior Paid	5	9	9(6)

**Attachment B6**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>Master File Layout</b>				
29.	Fee Paid	5	9	9(6)
30.	Penalty Paid	5	9	9(6)
31.	Over Paid	5	9	9(6)
32.	Refund	5	9	9(6)
33.	Balance Due	5	9	9(6)
34.	Payment History #1			
	A- Group Number	2	X	X(2)
	B- File Number			
	1- Scanner Key	1	X	X(1)
	2- Batch No.	4	X	X(4)
	3- Seq. No.	4	X	X(4)
	C- Payment Amount	5	9	9(6)
	D- Penalty Key	1	X	X(1)
	E- Transaction Type	3	X	X(3)
	F- Posting Key	1	X	0=Payment Post 1=Not Posted Deleted Acct 2=Not Posted Over Amt 3=Not Posted Duplicate 4=Transfer From 5=Transfer To 6=Payment Cancelled 7=Cancellation Posted 8=Refund 9=Adjustment
	G- Payment Date	6	D	YYMMDD
35-39.	Payment History 2 thru 5			Same Format as field 34
40.	Change History #1			

**Attachment B6**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>Master File Layout</b>				
40. (cont'd)	A- Change Date	6	D	YYMMDD
	B- Change Code	1	X	A=Re-Activate C=Change D=Delete N=New R=Lien E=Year End
	C- Record Code	1	X	1=Owner Name, Partner Name 2=DBA, Special Name 3=Mailing Address 4=Situs Address, Vehicle # 5= Used for TXN 'R' and 'A' 0=Year End Processing Not Used Yet
	D- Reason Code	1	X	
41-45.	Change History 2 thru 5			Same Format as field 40.
46.	Old Business Code and Quarter Key	4	X	X(4)
47.	Out of Business Date	6	D	YYMMDD
48.	Vehicle Number/Number of Machines	9	X	X(9)
49.	Payment History Key	2	X	X(2)
50.	Adjustment History #1			
	A- Adjustment Date	6	D	YYMMDD
	B- Transaction Type	1	X	D= TXN 605 Decrease I=TXN 604 Increase

**Attachment B6**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>Master File Layout</b>				
	C- Field Code	1	X	T=Transfer A=Additional C=Current P=Penalty R=Prior 9(6) 9(6)
	D- Original Amount	5	9	
	E- Adjustment Amount	5	9	
51-53.	Adjustment History 2 thru 4			Same Format as field 50
54.	Lien History #1			
	A- Tax Year	2	X	X(2)
	B- Create Date	6	D	YYMMDD
	C- Lien Amount	5	9	9(6)
	D- Lien Filed Key	1	X	X(1)
	E- Lien Released	1	X	X(1)
55-56.	Lien History 2 thru 3			Same Format as field 54
57.	Start of Business Date	6	D	YYMMDD
58.	Census Track	4	9	9(4)
59.	Pro Rate	4	D	YYMM
60.	Driver License Number	8	X	X(8)
61.	Telephone Number	10	X	X(10)

**1.1 Payment Detail Layout**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>PH View Master File Layout - Payment Detail</b>				
1.	Account Number	10	X	X(10)

**Attachment B6**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>PH View Master File Layout - Payment Detail</b>				
2.	TXN Date	6	D	YYMMDD
3.	TXN Code	3	X	Always "610"
4.	Sequence	5	X	Year Sequence X(2) Sequence No. X(3)
5.	Effective Date	6	D	YYMMDD
6.	Installment Key	1	X	Always "4"
7.	Group No.	3	X	000=WAUSAU 333=ACS 409=SRM
8.	File Number A- WAUSAU 1- File Number 2- Transaction No. B- ACS 1- File Number 2- Transaction No.	11 7 11 7	X X X X	X(11) X(7) X(11) X(7)
9.	Payment Amount	10	9	9(6)
10.	Penalty Late Key	1	X	X(1)
11.	Filler	16	X	Always zeros
12.	Rec Key	1	X	Always "H"

**1.2 Payment Summary Layout**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>PH View Master File Layout - Payment Summary</b>				
1.	Summary Parcel Number	10	X	All nines
2.	Summary Date	6	D	YYMMDD
3.	Summary TXN Code	3	X	All nines

**Attachment B6**

FIELD #	FIELD NAME	LENGTH	CLASS	FORMAT
<b>PH View Master File Layout - Payment Summary</b>				
4.	Summary Year	2	D	YY
5.	Summary Number	3	X	All nines
6.	Total Detail Amount	12	X	X(12)
7.	Parcel Hash	11	X	All nines
8.	Total Detail Record Count	11	X	X(11)
9.	Filler	21	X	Move Spaces
10.	Record Type	10	X	Always "H"

**2.0 PH Re-Inspection System**

FIELD NAME	TYPE	WIDTH	DESCRIPTION
<b>PH Re-Inspection System</b>			
FEE_ID	Text	14	Inspection fee ID
ACCOUNTNO	Text	10	Account number
BUSCODE	Text	3	Business Code
DISTRICT	Text	2	District code
BASICFEE	Number	5	Original Fee
PENALTY	Number	5	Penalty
INTEREST	Number	5	Interest
TOTALFEE	Number	5	Total fee
TOTALPAID	Number	5	Total Paid
BALANCE	Number	5	Balance



## Attachment B6

FIELD NAME	TYPE	WIDTH	DESCRIPTION
<b>PH Re-Inspection System</b>			
DATEINSP	Date/Time	6	Date of Inspection
DATEBILL	Date/Time	6	Date Billed
DATEDUE	Date/Time	6	Date due
SEC_BILL	Text	10	Secondary Bill
TAG	Number	4	Tags
int_id	Number	2	Interest ID
pen_id	Number	2	Penalty ID
import_date	Date/Time	6	Import Date

### 3.0 PH Lien System

FIELD NAME	TYPE	WIDTH	DESCRIPTION – PH Lien System
<b>PH Lien System</b>			
ph_id	int	6	Public Health ID
code	char	4	Code
account	char	6	Account Number
amount	money	12	Amount
tax_year	char	2	Tax Year
permit	char	1	Permit
vehicle	varchar	9	Vehicle
classification	varchar	30	Vehicle Classification
sequence	char	6	Sequence
name_owner	varchar	28	Owner Name

**Attachment B6**

FIELD NAME	TYPE	WIDTH	DESCRIPTION – PH Lien System
<b>PH Lien System</b>			
name_owner2	varchar	28	2 <sup>nd</sup> Owner Name
name_bussiness	varchar	28	Business Name
name_special	varchar	28	Special Name
mail1	varchar	28	Mailing address
mail2	varchar	28	2 <sup>nd</sup> Mailing address
situs	varchar	39	Location
DocketNo	char	7	Docket Number
DocketYr	char	2	Docket Year
RecDate	Date/time	6	Received Date
UpdateBy	varchar	10	Updated By
Update_date	Date/time	6	Update Date
ProcessBy	varchar	10	Process By
Process_date	Date/time	6	Process date
process_flag	bit	2	Process Flag
print_flag	bit	2	Print Flag
elec fla	bit	2	Selection flag
export_flag	bit	2	Export Flag
mailing_name	varchar	50	Mailing Name
mailing_name2	varchar	50	2 <sup>nd</sup> Mailing Name
mailing_address	varchar	50	Mailing address
mailing_city	varchar	50	Mailing City
mailing_state	varchar	2	Mailing State
mailing_zip	varchar	5	Mailing Zip Code

**Attachment B6**

<b>FIELD NAME</b>	<b>TYPE</b>	<b>WIDTH</b>	<b>DESCRIPTION – PH Lien System</b>
<b>PH Lien System</b>			
import_date	Date/time	6	Import Date
invalid	bit	2	Invalid

**Attachment B7 – Tobacco Program Data Conversion Field  
Specification**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS)  
AND RELATED SERVICES**

**(RFP No. 44)**

**Attachment B7**

<b>Tobacco Control and Prevention: Main Database of Tobacco Retailers</b>			
<b>FIELD NAME</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
<b>Fields Currently in Database (as of November 2009)</b>			
Acct number	Numeric	6	Public health license/permit acct. number. Account Number of each tobacco retailer. 6 digit number
Owner Name	Text		
DBA/Store Name	Text and Numeric		Doing business as; the name of the retailer
Address			Street number, street name, street direction (north or south), and suite or unit number
City	Text		
State	Text	2	
Zip Code	Numeric	5	
Supervisors District	Numeric	1	1, 2, 3, 4, or 5. Each number associated with a supervisorial district
Business Phone Number	Numeric	7	Includes area code.
Unincorporated Area status	Text	1	Y/N
Type of Retailer	Numeric	12	Liquor store, supermarket, pharmacy, donut shop. These are codes 0 through 12.
Application Status	Text		“complete”, “no driver’s license”, etc
tobacco retail violations	Text		Example violations: single cigarette sales or self-service tobacco

**Attachment B7**

<b>Tobacco Control and Prevention: Main Database of Tobacco Retailers</b>			
<b>FIELD NAME</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
<b>Fields to be added to Database Prior to EHPIMS Implementation</b>			
Cell Phone Number	Numeric	7	Includes area code.
Email address	Text		
Date of the violation	Date		
License Status	Text		Current, suspended, revoked
Date license is suspended	Date		
Date license released from suspension	Date		
License Suspension Days	Numeric		Duration between date the license is suspended and date the license suspension is released.

**Attachment B8 – Toxic Epi  
CALL Database Data Dictionary  
For  
ENVIRONMENTAL HEALTH PERMIT AND  
INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES  
(RFP No. 44)**

**Columns**

Name	Type	Size
callerid	Long Integer	4
datetime	Date/Time	8
calltaker	Text	255
name	Text	50
gender	Text	25
agerange	Text	50
language	Text	50
phone	Text	15
ext	Text	10
email	Text	50
organization	Text	255
address	Text	255
city	Text	50
zipcode	Long Integer	4
symptoms	Yes/No	1
briefprob	Text	255
problem	Memo	-
location	Text	100
ownership	Text	50
yearbuilt	Text	50
referred	Text	50
refother	Text	50
status	Text	50
referto	Text	50
refertoother	Text	50
needsmet	Text	50
timespent	Long Integer	4
send	Yes/No	1
viaemail	Yes/No	1
fax	Yes/No	1
faxnum	Text	15
datesent	Date/Time	8
subject	Text	50
subjothor	Text	50
prop65	Yes/No	1
notes	Memo	-
topic	Memo	-
web	Yes/No	1
govtsites	Yes/No	1
newspaper	Yes/No	1
tv	Yes/No	1
govtagency	Yes/No	1
specifygovtagency	Text	200
friend	Yes/No	1
healthcareprovider	Yes/No	1
sciarticles	Yes/No	1
altmedpractitioner	Yes/No	1
notappl	Yes/No	1
refused	Yes/No	1



Table: tbl	Field Name	Field Type	Page: 2
	none	Yes/No	1
	otherresource	Text	255
	emailnewcall	Yes/No	1
	diffbrth	Yes/No	1
	dizzy	Yes/No	1
	cough	Yes/No	1
	headache	Yes/No	1
	eyeirrit	Yes/No	1
	fatigue	Yes/No	1
	lighthead	Yes/No	1
	conges	Yes/No	1
	nosebleed	Yes/No	1
	shortbr	Yes/No	1
	rash	Yes/No	1
	fever	Yes/No	1
	stomach	Yes/No	1
	throat	Yes/No	1
	wheeze	Yes/No	1
	other	Text	255
	whosym	Text	255
	whensym	Text	50
	seendr	Text	50
	whensaw	Text	50
	whatdz	Text	255
	landlord	Text	50
	landrxn	Memo	-
	smoke	Text	50
	vismold	Text	50
	whermold	Text	50
	mold_bl	Yes/No	1
	mold_gry	Yes/No	1
	mold_br	Yes/No	1
	mold_grn	Yes/No	1
	mold_wh	Yes/No	1
	mold_yel	Yes/No	1
	mold_pch	Yes/No	1
	mold_dk	Yes/No	1
	odors	Text	50
	wherodor	Text	50
	leaks	Text	50
	repaired	Text	50
	vent	Text	50
	followupnotes	Memo	-
	performance_measure	Text	50

**Table Indexes**

Name	Number of Fields
callerid	1
Fields:	
callerid	Ascending
callogcalltaker	1

Table: tbl Calllog

Page: 3

	Fields:	
	calltaker	Ascending
calloggender		1
	Fields:	
	gender	Ascending
city		1
	Fields:	
	city	Ascending
faxnum		1
	Fields:	
	faxnum	Ascending
PrimaryKey		1
	Fields:	
	callerid	Ascending
zipcode		1
	Fields:	
	zipcode	Ascending

**Columns**

<u>Name</u>	<u>Type</u>	<u>Size</u>
ID	Long Integer	4
Control	Text	50
Source	Text	50
Inactive	Yes/No	1
Title	Text	250

**Table Indexes**

<u>Name</u>	<u>Number of Fields</u>
ID	1
Fields:	
ID	Ascending
PrimaryKey	1
Fields:	
ID	Ascending

**Columns**

<u>Name</u>	<u>Type</u>	<u>Size</u>
callerid	Long Integer	4
fudatetime	Date/Time	8
actiontaken	Memo	-

**Table Indexes**

<u>Name</u>	<u>Number of Fields</u>
callerid	1
Fields:	
callerid	Ascending

# **Appendix C1**

## **Functional Business Requirements**

**FOR**

**ENVIRONMENTAL HEALTH**

**PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS) AND RELATED  
SERVICES**

**(RFP No. 44)**

Proposer's Name: \_\_\_\_\_

## Instructions for Vendors' Responses:

Proposer responses to this Functional Requirements section of the RFP should be made with the Proposer's full awareness that the County, to the greatest extent possible, would like to use COTS functionality to meet the requirements listed herein.

All sample forms, documents, and reports pertaining to Environmental Health programs provided in Attachments C1A, C1B, C1C and C1I are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer's solution must include the production of all forms/document/reports provided as samples in the above-referenced Attachments and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.

Responses to the requirements shall be entered in the "Meet Requirements" column.

"Meet Requirements" legend is as follows:

Y – Existing COTS functionality available as part of the Current COTS Release (no custom programming).

M – Requirement will be met with custom programming of the Current COTS Release. The modification cost is included in the proposal price.

N – The requirement cannot be met.

In the header field in this document, Proposer shall enter the Proposer's name.

## Introduction:

The Functional Business Requirements for the EHPIMS software solution includes the overall functional capabilities needed to support the business process for EH, other DPH divisions, and County departments. At a minimum, these requirements will be used to track, test and monitor the overall System capabilities that shall consistently be met throughout the Term of the resultant Agreement.

Any terms with the initial letter capitalized, which are not defined herein, shall be defined in [Appendix L \(Glossary\)](#).

Proposer's Name: \_\_\_\_\_

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Proposer's Name: \_\_\_\_\_

## Functional Business Requirements

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
1.0	<b>Scheduling</b>		
1.1.	<b>Automatic Scheduling</b>		
1.1.1.	System includes automatic scheduling capability.	1	
1.1.2.	System to automatically schedule inspections based on Environmental Health's risk assessment policy (see <u>Attachment C1E (Risk Assessment Policies)</u> ) and sample business rules (see <u>Attachment C1F (Scheduling Inspections)</u> ).	1	
1.2.	<b>Appointment Creation and Updates</b>		
1.2.1.	System allows Authorized Users to schedule and reschedule appointments (e.g. inspections, staff meeting, and site evaluation).	1	
1.2.2.	System allows Authorized Users to block dates and times for single and recurring appointments for a specific User or group of Users.	1	
1.2.3.	System allows Authorized Users to set up exceptions for scheduled appointments.  Example: Authorized Users should be able to schedule exceptions for staff meetings (e.g. the first Wednesday of each month except for the months of July and September).	1	



Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
1.2.4.	System allows Authorized Users to add comments for each scheduled inspection.	1	
1.2.5.	When Authorized User reschedules an inspection, System to automatically reschedule all associated future scheduled inspections based on Environmental Health's risk assessment policy (see <u>Attachment C1E (Risk Assessment Policies)</u> ) and business rules (see <u>Attachment C1F (Scheduling Inspections)</u> ) for sample business rules.	1	
1.2.6.	When Authorized User reschedules or schedules an appointment the System notifies User of any appointment conflicts prior to saving the data. User must be allowed to choose which appointment will remain and which will be changed or deleted.	1	
1.3.	<b>Appointment Type</b>		
1.3.1.	System allows Authorized Users to choose the type of appointment from a list (e.g. routine inspection, re-inspection, site evaluation, complaint investigation) when scheduling appointments. Appointment types will be defined by County.	1	
1.4.	<b>Appointment Priority</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
1.4.1.	<p>System to automatically assign priorities to appointments when an Authorized User schedules an appointment. Appointment priorities will be defined by County.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Priority 1 - complaint investigation</li> <li>• Priority 1 - food emergency</li> <li>• Priority 1 - food recall</li> <li>• Priority 2 - routine inspection</li> <li>• Priority 3 - office hearing</li> <li>• Priority 4 - regularly scheduled staff meeting</li> </ul>	1	
1.4.2.	System allows Authorized Users to update appointment priorities.	1	
1.5.	<b>Appointment Assignment</b>		
1.5.1.	System allows Authorized Users to reassign individual or multiple scheduled inspection appointments to other Authorized Users.	1	
1.6.	<b>View Appointments</b>		
1.6.1.	<p>System allows Authorized Users to view their appointments based on:</p> <ul style="list-style-type: none"> <li>a) Date range</li> <li>b) Priority</li> <li>c) Appointment Type</li> </ul>	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
1.6.2.	System allows Authorized Users to view the appointments of other Authorized Users based on date ranges and selected appointment types.	1	
1.6.3.	System allows Authorized Users to view and print site information (e.g. Business name, Owner Name, Business ID, Permit Number) for each scheduled inspection.	1	
1.7.	<b>Time Tracking and Calculation</b>		
1.7.1.	System allows Authorized Users to enter the start and end date, revised date, start and end times for projects.	1	
1.7.2.	System to automatically save the start and end dates, start and end times for all inspections (e.g. routine inspections, re-inspection, site evaluation, complaint investigation).	1	
1.7.3.	System prohibits users from editing the date, start/end time for all inspection (e.g., routine inspections, site evaluations, and complaint investigations).	1	
1.7.4.	System to automatically calculate the actual time spent on each scheduled appointment based on start and end dates, and start and end times (e.g. billable service, inspection, and project).	1	
1.7.5.	System calculates the total dollar amount spent on projects and inspections based on the total time and staff level (e.g. Environmental Health Specialist I, II, III, and IV) County will provide staff level billable rates.	1	
2.0	<b>Data Management</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.1.	<b>Data Capture</b>		
2.1.1.	<p>System allows Authorized Users to enter permit and inspection information for all Environmental Health programs (see <u>Appendix B (Statement of Work)</u>, and (<u>Attachment B2 (Introduction to EHPIMS Programs Divisions and Departments)</u>).</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Owner requests a permit application for a new business</li> <li>• Public notifies EH of a food complaint by phone</li> <li>• Owner initiates and requests an inspection due to a low grade on previous inspection</li> <li>• EH receives referral from another County of Los Angeles Department</li> </ul>	1	
2.1.2.	System includes all fields built in the existing forms, for data entry (see <u>Attachments C1A (Phase 1 Forms)</u> ).	1	
2.1.3.	System includes all fields built in the existing forms, for data entry (see <u>Attachments C1B (Phase 2 Forms) and Attachment C1I – (Toxic Epi Forms and Reports)</u> ).	2B	
2.1.4.	System includes the fields built in the existing forms, for data entry (see <u>Attachment C1C (Phase 3 Reports and Forms)</u> ).	3	
2.1.5.	System allows Authorized Users to update selected permit and inspection information for all Environmental Health programs (see <u>Appendix B (Statement of Work) Attachment B2 (Introduction to EHPIMS Programs Divisions and Departments)</u> ).	1	
2.1.6.	System allows Authorized Users to add new site information and update existing site information (e.g. Business name, Owner Name, Business ID).	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.1.7.	System allows Authorized Users to add and update plan and permit statuses (e.g. under review, on hold, approved, not approved) for each site.	2B	
2.1.8.	System allows Authorized Users to enter and update account types (active, inactive, exempt) for each site.	1	
2.1.9.	System allows Authorized Users to select inspection statements from a list. County will provide a list of inspection statements.	1	
2.1.10.	System allows Authorized Users to edit each standard inspection statement after it is selected from a list. County will provide a list of inspection statements.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.1.11.	<p>System allows Authorized Users to select standard inspection violation statements from a list when conducting inspections (see <u>Attachment C1H (Common Directives for Violations in Retail Food Facilities)</u>).</p> <p>Example:</p> <ol style="list-style-type: none"> <li>Inspector chooses the below item from a list from the “holding of PHF” section when completing the Retail Food Official Inspection Form: <ul style="list-style-type: none"> <li>Discontinue holding potentially hazardous foods (PHF) at unapproved temperatures, at once. Hold PHF at 41 degrees Fahrenheit or below OR at 135 degree Fahrenheit or above, at once. See Section VI Temperature Control chart”</li> </ul> </li> <li>Inspector chooses the below item from a list from the “critical sink/fixture section when completing the retail Food Official Inspection Form: <ul style="list-style-type: none"> <li>Provide hot (120 degree Fahrenheit min other than hand washing sink) and cold portable water under pressure to the ___sink”.</li> </ul> </li> </ol>	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
<p><b>2.1.12.</b></p>	<p>System allows Authorized Users to edit each selected standard inspection violation statement after selected when conducting inspections (<i>see Attachment C1H (Common Directives for Violations in Retail Food Facilities)</i>).</p> <p>Example:</p> <ol style="list-style-type: none"> <li>Inspector chooses the below item from the “holding of PHF” list when completing the Retail Food Official Inspection Form: <ul style="list-style-type: none"> <li>Discontinue holding potentially hazardous foods (PHF) at unapproved temperatures, at once. Hold PHF at 41 degrees Fahrenheit or below OR at 135 degree Fahrenheit or above, at once. See Section VI Temperature Control chart”</li> <li>Inspector edits the above standard inspection violation statement after it’s been selected as follows: “Discontinue holding potentially hazardous foods (PHF) at unapproved temperatures, at once. Hold milk and pastured milk products in sealed containers between 41 degree Fahrenheit and 45 degree Fahrenheit”</li> </ul> </li> <li>Inspector chooses the below item from the “critical sink/fixture list when completing the retail Food Official Inspection Form: <ul style="list-style-type: none"> <li>Provide hot (120 degree Fahrenheit min other than hand washing sink) and cold portable water under pressure to the ___sink”.</li> <li>Inspector edits the above standard inspection violation statement after it’s been select as follows: “Provide hot (120 degree Fahrenheit min other than hand washing skink) and cold portable water under pressure to the mop skink”</li> </ul> </li> </ol>	<p>1</p>	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.1.13.	System allows Authorized Users to enter and update lab information on samples collected during the inspection (e.g. soft serve, paint, and water).	1	
2.1.14.	System allows Authorized Users to enter permit, inspection and payment comments in free text fields.	1	
2.1.15.	<p>System allows Authorized Users to create and save diagrams in the DMS.</p> <p>Example Diagrams:</p> <ul style="list-style-type: none"> <li>• Food borne illness complaint investigation food flow diagram depicting the step by step process for how the food under investigation was prepared including what ingredients were used in the food preparation.</li> <li>• Location of well</li> <li>• Location of septic tank</li> </ul>	1	
2.1.16.	System to automatically populate site information (e.g. Business name, Owner Name, Business ID, Permit Number) on inspection forms when a new form is selected for a specific site within a program.	1	
2.1.17.	System allows Authorized Users to use digital writing when entering inspection information including digital signatures.	1	
2.1.18.	System allows Authorized Users to use voice recognition when entering inspection information.	1	



Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.1.19.	System allows Authorized Users to create surveys in different languages (e.g. English, Spanish, and Chinese) that require a variety of answers (e.g. Yes/No and Multiple Choice).	2B	
2.1.20.	System allows different methods for collecting survey responses including OCR and Internet capability, then allows Authorized Users to analyze survey data and report survey results as described in Section 10 of Appendix C1 - Functional Business Requirements.	2B	
2.2.	<b>Data Capture in Offline Mode</b>		
2.2.1.	<p>The System allows Authorized Users to enter inspection information using mobile devices in the field in offline mode:</p> <p>Examples of mobile devices:</p> <ul style="list-style-type: none"> <li>• Windows Laptop</li> <li>• Windows Tablet PC</li> <li>• Blackberry phone device</li> <li>• Windows-based Tablet 'Slate'</li> </ul>	1	
2.2.2.	<p>System allows Authorized Users to enter inspection information in offline mode including:</p> <ol style="list-style-type: none"> <li>a) Information to complete an inspection report</li> <li>b) Photographs related to inspections and site evaluations</li> <li>c) Diagrams</li> </ol>	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.2.3.	System allows Authorized Users to schedule inspections in offline mode.	1	
2.2.4.	<p>System allows Authorized Users to access information in an offline mode. County will determine the type and amount of information available in an offline mode.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Inspection results or grades</li> <li>• Site information (e.g. Business name, Owner Name, Business ID, Permit Number)</li> <li>• Scheduled Appointments</li> </ul>	1	
2.2.5.	System to automatically retain inspection information on mobile devices when online connection is lost during information entry, allow data capture to continue in offline mode, and automatically reconnect when online connection is again available.	1	
2.2.6.	System to generate permits only in an online mode. Permits must not be generated in an offline mode.	3	
2.3.	<b>Spelling, Grammar, and Dictionary Features</b>		
2.3.1.	System allows Authorized Users to use spelling and grammar check (based on United States English) on notes entered as free text.	1	
2.3.2.	System allows Authorized Users to add words to their own personal local and global spell check dictionary.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.4.	<b>User Maintenance</b>		
2.4.1.	System allows Authorized Users to add new users.	1	
2.4.2.	System allows Authorized Users to assign or reassign a security level to each user.	1	
2.4.3.	System allows Authorized Users to assign or reassign users to Environmental Health program or programs ( <i>see Appendix B (Statement of Work) Attachment B2 (Introduction to EHPIMS Programs Divisions and Departments)</i> ).	1	
2.4.4.	System allows Authorized Users to update employee information:  Examples of employee information: <ul style="list-style-type: none"> <li>• Employee name</li> <li>• Employee number</li> <li>• Job title or position</li> <li>• Contact information (work phone, email address)</li> </ul>	1	
2.5.	<b>Data Storage and Upload</b>		
2.5.1.	System includes automatic archiving capability. Specific time frames for archiving information will be provided by the County.  Example: Permit and inspection data will be archived after 5 years.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
2.5.2.	System stores archived permit, license, and inspection data indefinitely.	1	
2.5.3.	System allows Authorized Users to upload data and documents: Example: 1. Data: <ul style="list-style-type: none"> <li>• Updated codes</li> <li>• Fee Schedules</li> <li>• Employee data including personnel and payroll information</li> </ul> 2. Documents: <ul style="list-style-type: none"> <li>• Updated user manuals</li> <li>• Updated versions of federal, state and local codes and regulations</li> </ul>	1	
2.6.	<b>Data Retrieval</b>		
2.6.1.	System provides ability to use multiple criteria when searching data (including archived data). Example search criteria: date range, key word, sites, permit number, parcel number.	1	
2.6.2.	System allows Authorized Users to view and print data based on Authorized User security level (including archived data).	1	
2.6.3.	System allows Authorized Users to schedule printing of bills, permits, letters and notices individually and in batch.	3	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
3.0	<b>Forms and Licenses</b>		
3.1.	<b>Forms Management</b>		
3.1.1.	System includes electronic forms based on fields on existing paper forms within EH and other DPH divisions and County departments ( <i>see <u>Attachments C1A (Phase 1Forms)</u></i> ).	1	
3.1.2.	System includes electronic forms based on the fields on existing paper forms within EH and other DPH divisions and County departments ( <i>see <u>Attachments C1B (Phase 2Forms) and Attachment C1I (Toxic Epi Forms and Reports)</u></i> ).	2B	
3.1.3.	System includes electronic forms based on the fields on existing paper forms within EH and other DPH divisions and County departments ( <i>see <u>Attachment C1C (Phase 3Reports and Forms)</u></i> ).	3	
3.1.4.	System allows Authorized Users to add or remove electronic forms to the LA County Public Health website.	1	
3.2.	<b>Template Management</b>		
3.2.1.	System includes County defined templates that can be used to create new forms.	1	
3.2.2.	System allows Authorized Users to add and update templates.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
3.3.	<b>Permits, Licenses and Certifications</b>		
3.3.1.	System includes electronic forms for creating permits, licenses and certifications used by Environmental Health (see <u>Attachment C1G (Permits Licenses and Certifications)</u> ).	2B	
3.4.	<b>Calculations on Electronic Forms</b>		
3.4.1.	System to automatically calculate a grade for an inspection based on violation information. Examples: <ul style="list-style-type: none"> <li>• Grades A (90-100); B (80-89); C (70-79); for routine and owner initiated retail food inspections.</li> <li>• Grades for housing inspections</li> <li>• Grades for swimming pool inspections</li> </ul>	1	
3.5.	<b>Plan Applications, Permit Applications and Plans</b>		
3.5.1.	System allows Authorized Users to assign and update the status for plan applications, permit applications and plans (e.g. approved, not approved).	1	
3.5.2.	System allows Authorized Users to manually enter the permit numbers for the paper permit applications that are scanned and saved in the DMS.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
3.5.3.	<p>System allows Authorized Users to assign one plan or permit application to multiple business addresses at the same time.</p> <p>Example: A food demonstrator is required to submit one permit application to demonstrate food products in three different Costco locations. The permit application should be stored under each of the three Costco addresses at the same time.</p>	1	
3.5.4.	<p>System allows Authorized Users to assign multiple plan applications and/or multiple permit applications to one business address.</p> <p>Example: A private school is required to submit one permit application for food and a separate permit application for a pool. Both the food and pool permit applications are saved under the school's site location.</p>	1	
3.6.	<b>Application Forms Submitted by the Public</b>		
3.6.1.	System to be able to save plans, plan applications, or permit applications submitted by the public through the LA County Public Health website interface.	2A	
3.6.2.	Each plan, plan application, or permit application submitted by the public through the LA County Public Health website interface automatically is saved under the site's business address.	2B	
4.0	<b>Letters and Notices</b>		
4.1.	System allows Authorized Users to create letters that automatically populate information on EH regulations.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
4.2.	System creates plan, permit, inspection, payment letters, and notices based on stored information.	1	
4.3.	System allows Authorized Users to print and reprint letters and notices individually and in batch.	3	
4.4.	System allows Authorized Users to schedule when payment letters will be printed individually and in batch.	3	
<b>5.0</b>	<b>Notifications and Error Messages</b>		
5.1.	<b>Automatic Notifications</b>		
5.1.1.	System allows Authorized User to set individual time intervals (e.g. one day prior, 2 hours prior) on when to be notified of upcoming inspections.	1	
5.1.2.	System to be able to automatically send notifications (e.g. automatic popup message, email) based on inspection and permit information entered by Authorized Users (e.g. notification of upcoming scheduled inspections).	1	



Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
5.1.3.	<p>System to be able to create a list of EH personnel and business owner contacts to send automatic reverse 911 notifications based on criteria defined by County.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Type of EH Personnel (e.g. Housing Inspectors, Food Inspectors, etc.)</li> <li>• Type of Facility (e.g. Market, Apartment, Housing)</li> <li>• Geographic range (e.g. zip code, city, district, and subdistrict)</li> <li>• Type of notification to be sent (e.g. natural disasters, boil water orders, etc.)</li> </ul>	2B	
5.1.4.	<p>System to be able to automatically send reverse 911 notifications through the following mechanisms:</p> <ul style="list-style-type: none"> <li>a) Automatic dialer (call to Business, and or cell phone)</li> <li>b) Email</li> <li>c) Efax</li> </ul>	2B	
5.1.5.	<p>System to automatically notify Authorized Users when a new plan or permit application is submitted.</p>	2B	
5.1.6.	<p>System to automatically notify Authorized Users when a plan or permit application status is updated.</p> <p>Example: When a plan application is approved, Authorized User is notified to send approval letter to the business owner.</p>	2B	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
5.1.7.	<p>System to automatically display an error message to Authorized Users when required site inspection and payment information is missing. Required fields will be defined by County.</p> <p>Example: missing site inspection information: When a business site is created, System will send an error message if the owner name and mailing address is not entered.</p> <p>Example: missing site inspection information: An inspector enters a food temperature violation. The System to send an error message to the inspector when a corresponding food temperature is not entered for the violation.</p> <p>Example: missing payment information: Check number and check date when a payment type of "check" is selected.</p>	1	
5.1.8.	System to automatically notify supervisor when an inspection or site evaluation document is ready for review.	1	
5.1.9.	System to automatically notify the inspector when the supervisor has corrections regarding an inspection document or site evaluation document.	1	
5.2.	<b>Manual Notifications</b>		
5.2.1.	<p>System allows Authorized Users to send notifications to specific Authorized Users or Authorized User groups.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Notification through email to attend an impromptu team meeting</li> <li>• Notification through a pop up message that the System will be down in one hour</li> </ul>	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
5.2.2.	System allows Authorized Users to choose when (date and time) to send a notification (e.g. popup message or email reminders for upcoming meetings).	1	
5.2.3.	System allows Authorized Users to send emails to business owners regarding changes on food and safety (e.g. food recalls).	1	
5.2.4.	System allows Authorized Users to send emails to Environmental Health personnel regarding inspections and permit information (e.g. food borne illness complaint).	1	
<b>6.0</b>	<b>Risk Assessment</b>		
<b>6.1.</b>	<b>Retail Food Facilities Risk Assessment</b>		
6.1.1.	System to automatically calculate the original risk assessment for retail food facilities based on the risk assessment policy ( <i>see Attachment C1E (Risk Assessment Policies Section 1: Retail Food Facility Risk Assessment Policy)</i> ).	1	
6.1.2.	System to automatically calculate updates to the original risk assessment for retail food facilities based on the risk assessment policy ( <i>see Attachment C1E (Risk Assessment Policies Section 1: Retail Food Facility Risk Assessment Policy)</i> ).	1	
6.1.3.	System allows Authorized Users to update the risk assessment for retail food facilities in order to comply with the risk assessment policy ( <i>see Attachment C1E (Risk Assessment Policies Section 1: Retail Food Facility Risk Assessment Policy)</i> ).	1	
<b>6.2.</b>	<b>Licensed Housing Risk Assessment</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
6.2.1.	System to automatically calculate the original risk assessment for licensed housing based on the risk assessment policy ( <i>see Attachment C1E (Risk Assessment Policies Section 2: Housing Risk Assessment Policy)</i> ).	1	
6.2.2.	System to automatically calculate updates to the original risk assessment licensed housing sites based on the risk assessment policy ( <i>see Attachment C1E (Risk Assessment Policies Section 2: Housing Risk Assessment Policy)</i> ).	1	
6.2.3.	System allows Authorized Users to update the risk assessment for licensed housing in order to comply with the risk assessment policy ( <i>see Attachment C1E (Risk Assessment Policies Section 2: Housing Risk Assessment Policy)</i> ).	1	
7.0	<b>Payment Management</b>		
7.1.	<b>Payment Amount Entry</b>		
7.1.1.	System allows Authorized Users to enter payment amounts.	3	
7.1.2.	<p>System to automatically calculate the new balance after a partial payment is posted based on the existing balance, account type (e.g. active, inactive, exempt), and any applicable penalty fees.</p> <p>Example: If the total due is \$200 and only \$100 is posted to the account the System calculates the remaining \$100 plus a \$50 penalty for a new balance of \$150.</p>	3	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
7.1.3.	System allows payments to be entered /updated in batch mode from CORE and WAUSU interface (see <u>Attachment C2D (WAUSAU and CORE Field specification)</u> ).	3	
7.2.	<b>Payment Type</b>		
7.2.1.	System allows Authorized Users to select one of the following payment types when entering a payment amount: <ul style="list-style-type: none"> <li>• Check</li> <li>• e-check</li> <li>• Cash</li> <li>• Credit card (e.g. Visa, American Express)</li> <li>• Debit Card</li> </ul>	3	
7.2.2.	System allows Authorized Users to enter required payment information based on payment type chosen.  Example: When the user chooses “check” as the payment type, the “check number”, “check date”, and “receipt date” fields will display automatically for the user to complete.	3	
7.3.	<b>Payment Received through Link2Gov</b>		
7.3.1.	System to automatically save the payment amount and the associated payment type received through Link2Gov (e.g. \$150 American Express, \$80 Debit card, \$160 e-check). (See <u>Attachment C2B (Link2Gov Interface Specification)</u> ).	3	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
7.4.	<b>Posting Status</b>		
7.4.1.	<p>System to automatically assign a pending or posted status to a payment entered based on user's security access.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• When an electronic payment is received via Link2Gov, or when a payment is entered by an Environmental Health user, the System will assign a "Pending" payment status.</li> <li>• When a payment is entered by an Authorized User from Treasurer Tax Collector, System will automatically assign a "Posted" payment status.</li> </ul>	3	
7.4.2.	System allows Authorized Users to view and update the posting status (e.g. pending, posted) for payments.	3	
7.5.	<b>Payment Status</b>		
7.5.1.	System to automatically assign a payment status (e.g. payment due, overpayment, partially paid, fully paid, and exempt) to each business account based on the account type (e.g. active, inactive, exempt) and balance.	3	
7.5.2.	System allows automatic update of warrant number and refund information based on the information received from the e-Caps interface. The eCAPS Interface Specification will be made available to the resultant Contractor.	3	
7.6.	<b>Payment Adjustments</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
7.6.1.	System allows Authorized Users to adjust payment amounts after posting a payment based on security level.	3	
7.6.2.	System requires Authorized Users to select an adjustment code when adjusting payment amounts (e.g. refund, posted to wrong account).	3	
7.6.3.	System will automatically process, adjust and update the balance when an adjustment is made.	3	
7.7.	<b>Fees and Balance Calculation</b>		
7.7.1.	<p>System to automatically calculate permit and inspection fees based on fee schedules and penalties.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• When business owners fail to make permit renewal payments within 30 days of the bill date, the System will automatically add a 25% or a \$50 penalty fee (whichever is greater) to the payment due.</li> <li>• When there is a returned payment received, an appropriate penalty fee is added to the payment due.</li> </ul>	3	
7.7.2.	System to automatically assign a balance type (e.g. permit balance, inspection balance, lien balance, penalty due balance and non sufficient fund check balance) to each payment amount due.	3	
7.7.3.	System to automatically assign multiple balance types if the balance amount is made up of more than one balance type.	3	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
7.8.	<b>Payment Bills</b>		
7.8.1.	System to automatically create permit and inspection bills for business accounts.	3	
7.8.2.	System allows Authorized Users to suppress creating of bills for selected business accounts (e.g. exempt accounts).	3	
7.8.3.	System to automatically create bills with a future due date and balance. Example: A bill is created on August 15, 2009 and is due on September 30, 2009.	3	
7.8.4.	System allows Authorized Users to print and reprint bills individually or in batch.	3	
7.8.5.	System displays the balance due for all accounts owned by one business owner on one bill if the business owner is assigned one mailing address.	3	
7.8.6.	System prints MICR (Magnetic Ink Character Recognition) and bar code on bills.	3	
7.8.7.	System retrieves payment information by scanning bar codes and MICR lines on bills.	3	
7.9.	<b>Payment Receipts</b>		
7.9.1.	System to automatically create payment receipts when a payment is entered (electronically, manually).	3	



Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
7.9.2.	System allows Authorized User to print payment receipts.	3	
7.9.3.	System allows Authorized Users to create payment receipt report based on criteria chosen by the Authorized User:  a) Date range b) Type of payment/balance (e.g. for permits, for re-inspections)	3	
7.10.	<b>Liens</b>		
7.10.1.	System allows Authorized Users to enter and update a lien status.	3	
7.10.2.	System to automatically update lien status (e.g. renew, release) based on information received from the Registrar Recorder Interface. The Registrar Recorder Interface Specification will be made available to the resultant Contractor.	3	
7.10.3.	System to automatically update the lien status to "release" when the Registrar Recorder Interface indicates the lien is paid in full. The Registrar Recorder Interface Specification will be made available to the resultant Contractor.	3	
7.10.4.	System allows Authorized Users to view lien history up to 10 years.	3	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
7.10.5.	<p>System retains original lien data at the time the lien is created until the lien is released.</p> <p>Example: If the business owner's last name changed after the lien was placed, then the original last name linked to the lien must be kept in the System in order to release the lien.</p>	3	
7.11.	<b>Vending Machines</b>		
7.11.1.	<p>System to automatically calculate the amount due for a permit based on the number of vending machines.</p> <p>Example: The fee for each vending machine sticker is \$65.00. If there are 10 vending machines for a permit, then System will automatically calculate an amount due of \$650.00.</p>	3	
7.11.2.	<p>System to automatically divide bulk payments received for a permit amongst the number of vending machines linked to the permit.</p> <p>Example: To renew a permit for vending machines owner pays \$650.00 for 10 machines. Since the price for each vending machine sticker is \$65.00 the System will automatically apply \$65.00 per machine.</p>	3	
7.11.3.	System to automatically link each vending machine's sticker number to the associated vending machine permit.	3	
7.11.4.	System displays the number of vending machines and the total amount paid on the vending machine permit.	3	
7.12.	<b>Payment History</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
7.12.1.	<p>System displays all payment history information for a business account.</p> <p>Examples of payment history information:</p> <ul style="list-style-type: none"> <li>• non sufficient funds,</li> <li>• last payment received,</li> <li>• over payment,</li> <li>• payment due, and</li> <li>• adjustment refund</li> </ul>	3	
7.13.	<b>Information Triggering New Account Creation</b>		
7.13.1.	System to automatically create a new account when change of ownership is updated by Authorized Users.	3	
<b>8.0</b>	<b>Document Management System</b>		
8.1.	<b>Seamless Use of Document Management System</b>		
8.1.1.	System allows Authorized Users to access the DMS using a Single Sign-on capability.	1	
8.1.2.	System allows Authorized Users to access the DMS through various functions in the System without leaving the screen they are working on.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
8.2.	<b>Document Storage</b>		
8.2.1.	<p>System provides the ability to save documents in the System's DMS (e.g. plan applications, permit applications, plans, pictures, diagrams) in a hierarchy/location defined by County.</p> <p>Example Hierarchy/location:</p> <ul style="list-style-type: none"> <li>• Site number</li> <li>• APN (Assessor Parcel Number)</li> <li>• Permit</li> <li>• DBA (Doing Business As)</li> <li>• Name of corporation or person (owner or operator)</li> </ul>	1	
8.2.2.	System allows Authorized Users to select metadata (e.g. categories, key words) based on the type of document when saving documents in the System's DMS.	1	
8.3.	<b>Document Retrieval</b>		
8.3.1.	System allows Authorized Users to search for documents, including documents submitted through the LA County Public Health website interface, using metadata (e.g. categories, key words) linked to the documents.	1	
8.3.2.	System allows Authorized Users to view documents stored in the DMS, including archived documents.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
8.3.3.	System's DMS allows Authorized Users to select and print one or more documents, including archived documents.	1	
8.3.4.	When printing stored document(s) with embedded digital signature(s) System prints the digital signature(s) within the document.	1	
8.4.	<b>Document Integrity</b>		
8.4.1.	System's DMS prohibits Authorized users from editing and updating previously signed and saved documents.  Example: A completed inspection report with digital signatures is saved as a pdf document. This saved document cannot be updated or altered in any way, but the Authorized User is able to view the document online and print the document as needed.	1	
8.4.2.	System prohibits Authorized Users from updating saved digital signatures.	1	
8.4.3.	System's DMS allows Authorized Users to create and save addendums to documents.	1	
8.4.4.	System's DMS allows Authorized Users to edit selected metadata (e.g. categories, key words) linked to a document after it has been saved in the DMS.	1	
8.5.	<b>Document Archiving</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
8.5.1.	System to automatically archive stored documents. Archiving timelines will be defined by County.	1	
8.5.2.	System allows Authorized Users to archive single or multiple documents. Multiple documents must be archived at the same time.	1	
8.5.3.	System prohibits documents from being archived or unarchived based on document security settings (e.g. waivers will never be archived). Document security settings will be defined by the County.	1	
8.5.4.	<p>System allows Authorized Users to restore documents (including archived documents), to their original hierarchy/location. Hierarchy will be defined by County.</p> <p>Example Hierarchy/location:</p> <ul style="list-style-type: none"> <li>• Site number</li> <li>• APN (Assessor Parcel Number)</li> <li>• Permit</li> <li>• DBA (Doing Business As)</li> <li>• Name of corporation or person (owner or operator)</li> </ul>	1	
8.6.	<b>Document Reassignment</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
8.6.1.	<p>System allows Authorized Users to reassign metadata categories of the hierarchy/location of a document stored in the System's DMS.</p> <p>Example Hierarchy/location:</p> <ul style="list-style-type: none"> <li>• Site number</li> <li>• APN (Assessor Parcel Number)</li> <li>• Permit</li> <li>• DBA (Doing Business As)</li> <li>• Name of corporation or person (owner or operator)</li> </ul>	1	
9.0	<b>GIS and Map Viewer</b>		
9.1.	<b>Map Viewer</b>		
9.1.1.	<p>System includes an interactive map viewer that can display inspection and County GIS data.</p> <p>Example: Inspectors need to determine the best route to a business location, and to determine areas at high risk of violations.</p>	1	
9.1.2.	System provides a link to the map viewer on all application screens.	1	
9.1.3.	Map viewer allows users to interact (zoom in, zoom out, move the map – also known as panning) with the map.	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
9.1.4.	Map viewer defaults to show the location of a business when the user is viewing the selected location.	1	
9.1.5.	Map viewer to be able to search by address or APN (Assessor Parcel Number).	1	
9.1.6.	Map viewer to be able to hide or show map layers.	1	
9.1.7.	Map viewer to be able to use different symbols for different types of information (e.g. red dots for complaints, blue dots for routine inspections and green dots for re-inspections).	1	
9.1.8.	Map viewer allows Authorized Users to click on a location and view the site information for that location.	1	
9.2.	<b>Directions and Mileage</b>		
9.2.1.	System shall be able to use the County's routing services based upon ESRI (version 9.3.1 or higher) to find driving directions to inspection site. (For routing specifics, please see web services guide at <a href="http://gis.lacounty.gov/eGIS/?page_id=190">http://gis.lacounty.gov/eGIS/?page_id=190</a> )	1	
9.2.2.	System to automatically save the mileage for each route generated.	1	
9.2.3.	System allows Authorized Users to edit the mileage recorded for each route.	1	
10.0	<b>Reporting</b>		



Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
10.1.	<b>Report Access and Security</b>		
10.1.1.	System allows Authorized Users to generate and print inspection, permit and payment reports based on their security settings.	1	
10.1.2.	System allows Authorized Users to export reports to excel, pdf and xml based on their security settings and to export data in a variety of other formats.	1	
10.2.	<b>Reports Included</b>		
10.2.1.	<p>System includes the following types of Environmental Health reports: <i>(see <u>Attachment C1D (Reports)</u>)</i>.</p> <ul style="list-style-type: none"> <li>a) Daily Activity,</li> <li>b) Productivity/ Work Activity Performance,</li> <li>c) Performance Measures and Dashboards,</li> <li>d) Site Tracking and Inventory,</li> <li>e) Professionals Tracking and Inventory,</li> <li>f) Lab Results,</li> <li>g) Financial Activity,</li> <li>h) Administrative,</li> <li>i) Tobacco Control and Prevention</li> <li>j) Survey and Survey Results</li> <li>k) Online User Customizable Dashboards</li> </ul>	1	

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
10.2.2.	System includes payment reports ( <i>see Attachment C1C (Phase 3 Reports and Forms Section 1.1 Treasurer and Tax Collector Reports)</i> ).	3	
10.3.	<b>Report Generation and Updates</b>		
10.3.1.	System allows Authorized Users to design and create new reports and assign report type.	1	
10.3.2.	System allows Authorized Users to update existing reports.	1	
10.3.3.	System allows Authorized Users to schedule when permit, inspection, payment, and other reports will be run and distributed (e.g. one-time or recurring reports with optional methods of distribution (i.e. email, report depository, print)).	1	
10.4.	<b>Ad Hoc Reports</b>		
10.4.1.	System allows Authorized Users to create ad hoc reports.	1	
10.5.	<b>Processing Reports</b>		
10.5.1.	System allows reports to be processed in the background while other System functionality is being used.	1	
10.6.	<b>Report Analysis</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
10.6.1.	<p>System allows Authorized Users to view the highest level of information listed in a report and allow the user to view more detailed information (i.e. drill down).</p> <p>Example: The results of a report list the name of all food facilities in the city of Baldwin Park. From within the report the user can go to a more detailed level of information such as the dates and types of inspections completed for each facility listed on the report.</p>	1	
10.6.2.	<p>System allows Authorized Users to move to a higher level of report detail from a lower level of report detail.</p> <p>Example: Breadcrumb trail on top of the page provides links back to each previous page the user navigated through to get to where they currently are.</p>	1	
10.6.3.	<p>System allows Authorized Users to create graphs and charts based on information stored in the System (e.g. line graphs, pie charts).</p> <p>Example: Authorized User creates a line graph to show the trend in how many McDonald's restaurants were inspected for each month of a fiscal year.</p>	1	
10.6.4.	<p>System allows Authorized Users to choose the sort order for report results.</p> <p>Example: User can sort inspection report results first by district, second by inspection score, and third by restaurant name.</p>	1	
11.0	<b>Information Published to LA County Public Health Website</b>		

Proposer's Name: \_\_\_\_\_

Section	Functional Business Requirements	Phase	Meets Requirements (Y/ M/ N)
11.1.	<p>System allows publishing information to the LA County Public Health website and public access of the website via mobile phone and other personal computing devices (includes use of GIS functionality to graphically represent data based on public-provided information (names, addresses, GPS data supplied by mobile devices, mobile device QR (Quick Response) barcode scan, etc).</p> <p>Examples of information to be published:</p> <ul style="list-style-type: none"> <li>• Inspection results such as a restaurant's score/grade/rating</li> <li>• Restaurant closures</li> <li>• Housing inspection ratings (for 5 or more units)</li> <li>• Pool inspection ratings</li> <li>• Pool closures</li> <li>• Beach closures</li> <li>• Rain advisories</li> <li>• Sewage discharge</li> </ul>	1	

**Attachment C1A – Phase 1 Forms**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**

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### 1.0 PHASE 1: FORMS INTRODUCTION

The purpose of ATTACHMENT C1A – Phase 1 Forms is to provide Proposers with the majority of the current forms used by EH programs and other DPH divisions and County departments.

(NOTE: All sample forms provided in Attachments C1A – Phase 1 Forms are intended only to depict the information and data elements that must be captured and displayed on each respective form. Although Proposer's solution must include the production of all forms provided as samples and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form in the precise layout, style and format as each sample form appears.)

This document consists of two sections:

- Section 1.1: forms used by District Surveillance and Enforcement.
- Section 1.2: forms used by Drinking Water Program from Bureau of Environmental Protection.



### 1.1. District Surveillance and Enforcement

#### 1.1.1. Daily Activity Report (DAR)

**ENVIRONMENTAL HEALTH DAILY ACTIVITY REPORT**

DATE

EMPLOYEE'S NAME

EMPLOYEE #

DISTRICT

FUND/ORG #

EMPLOYEE'S SIGNATURE \_\_\_\_\_

SUPERVISOR'S SIGNATURE \_\_\_\_\_

TOTAL EXPENSES \$

I HEREBY CERTIFY THAT THE TIMES WERE NECESSARY IN THE PERFORMANCE OF MY DUTY. A CLAIM IS HEREBY MADE FOR MILITARY ASSISTANCE BELOW.

TIME	CON	MAJ	SIC CODES	TR	MT	REGULAR	SITING/CH	NO	AT	SERVI	#	MINUTS	REMARKS
				TR	MT	ELMENT		OF	CON	CE			
											1		
<b>TOTAL MINUTES</b>													

PAGE  OF

ENVIRONMENTAL HEALTH DAILY ACTIVITY REPORT - PROPOSED VERSION 1/03

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES

1.1.2. Office Hearing Notice

(OFFICE ADDRESS)



HEARING NOTICE No. 633614

County of Los Angeles Department of Health Services  
Public Health Programs Environmental Management

DATE \_\_\_\_\_ 20 \_\_\_\_

TO \_\_\_\_\_ ADDRESS \_\_\_\_\_

SUBJECT \_\_\_\_\_ ADDRESS \_\_\_\_\_

Upon inspection of the above property we found that you had not complied with:

\_\_\_\_\_  
\_\_\_\_\_

Therefore, you are hereby requested to appear at a hearing on this matter. It will be held at \_\_\_\_\_ (A.M.) (P.M.)  
on \_\_\_\_\_, 20 \_\_\_\_

Place: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

At this hearing you may present your plans for correcting the existing violations or reasons for non-compliance. You may be represented by legal counsel. FAILURE TO APPEAR MAY BE DEEMED CAUSE FOR FURTHER LEGAL ACTION.

RECEIVED BY \_\_\_\_\_

MAIL SERVICE: First Class  Certified

LOS ANGELES COUNTY HEALTH OFFICER

H-778 (REV. 3-75) 6/98  
76H376A

BY \_\_\_\_\_ (TITLE)

(White-VIOLATOR; Yellow-SANITARIAN; Pink-DISTRICT DIRECTOR)

www.lacounty.gov/health  
www.lacounty.gov/ehp

1.1.3. Office Hearing Fact Sheet



COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH  
 EAST VALLEY FOOD OFFICE



BUSINESS NAME (DBA)				DATE OF HEARING
PHP/L ACCT. NO.	SITE NO.	P/E	S/D	BUSINESS TELEPHONE NO
ADDRESS				
<input type="checkbox"/> OWNER <input type="checkbox"/> SOLE <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> CORP.				
REPRESENTATIVE		RELATIONSHIP/	TITLE	
OWNER'S RESIDENCE/CORPORATION'S ADDRESS				TELEPHONE NO.
REASON FOR HEARING				
INVESTIGATING OFFICER		HEARING OFFICER		
COMMENTS:		REMARKS:		
		— OWNER/REPRESENTATIVE IDENTIFIED		
		— PURPOSE OF HEARING		
		— EXISTING VIOLATIONS AND METHODS OF ABATEMENT		
		— POSSIBLE LEGAL CONSEQUENCES FOR NON-COMPLIANCE		
		— CLOSURE		
		— REFERRAL TO CITY ATTORNEY/ DISTRICT ATTORNEY		
		— FEE ASSESSMENT      — REINSPECTION FEE		
		— OWNER/REPRESENTATIVE INDICATES UNDERSTANDING		
		— REINSPECTION FOR FULL/PARTIAL COMPLIANCE ON:		
		DRIVER'S LICENSE:		

1.1.4. Office Hearing Statement of Liability



STATEMENT OF LIABILITY



I, \_\_\_\_\_, declare that I am the duly designated representative of the \_\_\_\_\_ Company, authorized to accept liability for the said company, and commit it to a prescribed course of action. I understand that in the declaration of such responsibility, I may be subjecting the company and/or myself to possible civil or criminal litigation initiated by the Department of Health Services.

Signature	
Title	
Date	

1.1.5. City Attorney Hearing Form (Page 1)

**OFFICE HEARING FORM**  
**OFFICE OF THE CITY ATTORNEY**  
**CRIMINAL BRANCH**

File No.
Hearing Officer
Document No.

**PARTIES**

Complainant	<u>Environmental Health /East valley district</u>	Phone (H)	██████████
Address	██████████	Phone (W)	( ) -
City	██████████	Other Phone	( ) -
Respondent		Phone (H)	Unkown
Address		Phone (W)	( ) -
City		Other Phone	( ) -
Respondent	_____	Phone (H)	( ) -
Address	_____	Phone (W)	( ) -
City	_____ Zip _____	Other Phone	( ) -
Witness	_____	Phone (H)	( ) -
Address	_____	Phone (W)	( ) -
City	_____ Zip _____	Other Phone	( ) -

SEE OTHER SIDE FOR ADDITIONAL PARTIES  NEED \_\_\_\_\_ INTERPRETOR FOR \_\_\_\_\_

**VIOLATION INFORMATION**

Charges 11.20.340/11.20.140 , 11.20.190 # of reports 1  DV  CAPP  
 Date 2/2/09 , 3/2/09 , 3/16/09  
 Description General Disrepairs

Source Code 5

**REQUEST FOR HEARING SUBMITTED BY:**

City Attorney	_____	Investigator	██████████
Date	___/___/___	Division	<u>East Valley District</u>
		Phone	██████████

**HEARING INFORMATION**

Hearing Date	Time	Dispo
___/___/___	___:___	<input type="checkbox"/> CW show <input type="checkbox"/> CW no show <input type="checkbox"/> R show <input type="checkbox"/> R no show <input type="checkbox"/> Reset/Cont <input type="checkbox"/> Resolved <input type="checkbox"/> U/S
___/___/___	___:___	<input type="checkbox"/> CW show <input type="checkbox"/> CW no show <input type="checkbox"/> R show <input type="checkbox"/> R no show <input type="checkbox"/> Reset/Cont <input type="checkbox"/> Resolved <input type="checkbox"/> U/S
___/___/___	___:___	<input type="checkbox"/> CW show <input type="checkbox"/> CW no show <input type="checkbox"/> R show <input type="checkbox"/> R no show <input type="checkbox"/> Reset/Cont <input type="checkbox"/> Resolved <input type="checkbox"/> U/S

1.1.6. City Attorney Hearing Form (Page 2)

**ADDITIONAL PERSONS NEEDED AT HEARING:**

<input type="checkbox"/> CW <input type="checkbox"/> R <input type="checkbox"/> W	_____	Phone (H)	(____) _____
Address	_____	Phone (W)	(____) _____
City	_____ Zip _____	Other Phone	(____) _____
<input type="checkbox"/> CW <input type="checkbox"/> R <input type="checkbox"/> W	_____	Phone (H)	(____) _____
Address	_____	Phone (W)	(____) _____
City	_____ Zip _____	Other Phone	(____) _____
<input type="checkbox"/> CW <input type="checkbox"/> R <input type="checkbox"/> W	_____	Phone (H)	(____) _____
Address	_____	Phone (W)	(____) _____
City	_____ Zip _____	Other Phone	(____) _____

**PURPOSE OF HEARING**

Seek a workable solution as an alternative to criminal prosecution.

Warn respondent that repeated behavior will result in criminal prosecution.

Other: \_\_\_\_\_

**DISPOSITION**

Do not return case for filing.

Return case for filing if deemed appropriate after hearing.

Other: \_\_\_\_\_

**COMMENTS / INSTRUCTIONS TO HEARING OFFICER**

Owner failed to correct any of the violations issued by the Housing Official Inspection Report dated on 2/2/09.

Owner failed to appear for the Administrative Office Hearing dated on 3/17/09.

**FILING REVIEW**

Case to be filed     Prosecution declined

Reason: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

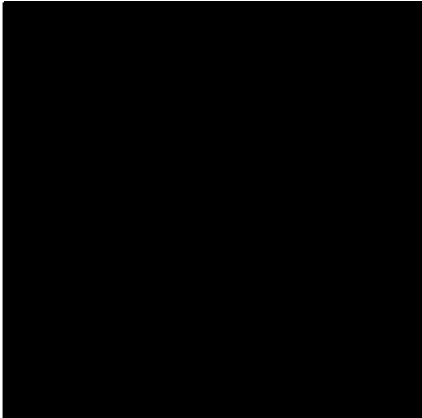
City Attorney \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

1.1.7. District Attorney Referral Letter



BOARD OF SUPERVISORS

- Gloria Molina**  
First District
- Mark Ridley-Thomas**  
Second District
- Zev Yaroslavsky**  
Third District
- Don Knabe**  
Fourth District
- Michael D. Antonovich**  
Fifth District



ATTENTION: Scott Wilson, Hearing Officer  
SUBJECT: Rodent infestation at Strip mall  
SITE ADDRESS:  
OWNER'S NAME:  
OWNER'S MAILING ADDRESS:

Our records indicate that violations of the California Health and Safety Code, Section (s) 13995 (or) \_\_\_\_\_  
Los Angeles County Code, Title 11 (Health and Safety) Section (s) \_\_\_\_\_

Other \_\_\_\_\_ Have not been corrected at the above subject location. An initial inspection was conducted on February 23, 2007 with subsequent re-inspections thereafter. We request that your office conduct a City Attorney Hearing. Attached are copies of Official Inspection Reports or Written Notices issued by this Department.

Very Truly Yours,



Chief Environmental Health Specialist

1.1.8. Subpoena for Non-County Cases (Eyewitness Fee)



COUNTY OF LOS ANGELES • DEPARTMENT OF PUBLIC HEALTH  
**FINANCIAL MANAGEMENT**  
**COUNTY EMPLOYEE INFORMATION SHEET**  
**REGARDING SUBPOENA'S FOR**  
**NON-COUNTY CASES**



SUBPOENA ORIGINATOR INFORMATION

COMPANY NAME: \_\_\_\_\_ CONTACT PERSON: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_  
 STATE: California ZIP CODE: \_\_\_\_\_ PHONE: \_\_\_\_\_

EMPLOYEE INFORMATION

NAME: \_\_\_\_\_ PAYROLL TITLE: \_\_\_\_\_ EMP#:        
 PHONE: \_\_\_\_\_ PROGRAM: \_\_\_\_\_ UNIT CODE: \_\_\_\_\_

SUBPOENA APPEARANCE & PREPARATION INFORMATION

DATES: \_\_\_\_\_ # OF HRS: \_\_\_\_\_ Miles: \_\_\_\_\_  
 \_\_\_\_\_ X 0.15  
 \_\_\_\_\_ \$ \_\_\_\_\_

\*TOTAL MILES BASED ON MILEAGE PERMITTEE RULES.

- IMPORTANT:**
- Immediately after check is received, fill in the first 2 sections of this form. Forward check, a copy of this form and the subpoena to Financial Mgmt, 5555 Ferguson Dr, Rm 100-50, Commerce CA 90022
  - Keep track and report all preparation and travel time **(even if the case is cancelled)**.
  - After court appearance, fill in the requested information and send to Financial Management or FAX to Thi Hang at (323) 890-1379.
  - If case is cancelled, indicate the cancellation on this form and send to Financial Management, or FAX to Thi Hang (323) 890-1379.

FOR FINANCIAL MANAGEMENT ONLY			
AMOUNT RECEIVED FROM SUBPOENA ORIGINATOR (\$150 PER DAY)		DAYS =	\$ _____
EMPLOYEE EXPENSES:			
MO. SAL	\$0.00	x 12 mo / 1764	(Productive Hrs) = Hrly Rate _____
E/B %	0.0%	x Hrly Rate = Hrly E/B Cost	_____
O/H %	0.0%	x Hrly Rate = Hrly O/H Cost	_____
SALARY:	_____	x (#HRS) _____	= SALARY COST: _____
E/B:	_____	x (#HRS) _____	= E/B COST: _____
O/H:	_____	x (#HRS) _____	= O/H COST: _____
			MILEAGE: _____
			<b>TOTAL COST:</b> _____
			(Refund) / OWED: _____
CAPS DEPOSIT CODES			
REV CODE:	9753	UNIT CODE:	_____
JV DATE:	_____	JV No.:	_____
PUBLIC HEALTH FINANCE - REVENUE UNIT			
<div style="background-color: black; width: 100px; height: 20px; margin: 0 auto;"></div>			

Author: Lucy Mylan, Created: 3/1/08, Revised: 2/8/10



1.1.9. Notice of Violation

		<b>OFFICIAL NOTICE OF VIOLATION No 201704</b> <b>County of Los Angeles Department of Health Services</b> Public Health Programs and Services Environmental Health
DATE _____		
O _____	ADDRESS _____	
SUBJECT _____	ADDRESS _____	
_____ _____ _____ _____ _____ _____ _____ _____ _____ _____		
his notice shall be complied with as required by: <input type="checkbox"/> State Health and Safety Code, <input type="checkbox"/> California Code of Regulations <input type="checkbox"/> Los Angeles County Code Title 11 <input type="checkbox"/> _____ City Ordinance No. _____, Other Code _____		
CORRECTION DATE _____ <input type="checkbox"/> See Reverse for Franchise Tax Board WARNING		
<b>LOS ANGELES COUNTY HEALTH OFFICER</b>		
RECEIVED BY _____	BY _____	
MAIL SERVICE <input type="checkbox"/> FIRST CLASS <input type="checkbox"/> CERTIFIED	ENVIRONMENTAL HEALTH SPECIALIST	
<small>H-2257 780225B (REV. 4/91) 6/98 (WHITE-VIOLATOR, YELLOW-ENVIRONMENTAL HEALTH SPECIALIST, PINK-SUPERVISOR)</small>		

1.1.10. Referral Form

COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH

Bureau of Environmental Protection  
5050 Commerce Drive, Baldwin Park, CA 91706-1423

REFERRAL

Date:

An inspection was conducted at:

On:

The following conditions were noted that may be of concern to you:

Type of Facility:

Property / Facility Owner:

Owner -Phone:

Property / Facility Address:

Facility – Phone:

Referred to:

- Department of Building and Safety
- Department of Public Works
- Planning
- Zoning
- Fire Department
- Other:

- U.S. Department of Forestry
- U.S. Department of Fish and Game
- Air Quality Management District
- Regional Water Quality Control Board
- Other:
- Other:

Comments:

EHS Signature: \_\_\_\_\_

EHS (Print Name):

Chief EHS: \_\_\_\_\_

Chief EHS (Print Name):



H-996 (Rev. 10-08)



1.1.12. Complaint Report

76S125 H-155 (6/89) 3/99		<b>COUNTY OF LOS ANGELES DEPARTMENT OF HEALTH SERVICES PREVENTIVE HEALTH SERVICES ENVIRONMENTAL MANAGEMENT COMPLAINT REPORT</b>			Telephone _____
					Mail _____
					In Person _____
Location of complaint		Cross street			
Locality - City	District	Sanitarian			
Complaint					
Complainant	Address	Phone			
Occupant	Address	Phone			
Agent or Owner	Address	Phone			
Date	Rec'd by	Ref'd to			
Report of investigation and dates:					
Complainant contacted on					

ZIPSET®  
Standard Register®

1.1.13. Intra-Departmental Referral Form



ENVIRONMENTAL HEALTH  
INTRA-DEPARTMENTAL REFERRAL FORM

Attachment V



TO: \_\_\_\_\_ Date: \_\_\_\_\_  
(EH Program)

FROM: Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_  
Office: \_\_\_\_\_

The following conditions were noted and may be of interest to you: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Location Type: \_\_\_\_\_  
(MFD, SFD, Pool, Motel, Boarding House, Restaurant, FMR, Hawker, Vehicle, Laundry, Garment Factory, etc.)

Location Address: \_\_\_\_\_

Owner/DBA: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Address: \_\_\_\_\_

<b>VIP REFERRALS</b>	
Vehicle Type: _____	Vehicle License #: _____
Day of Week Condition Observed: _____	Time of Day: _____ am/pm

DES Action Taken: \_\_\_\_\_  
\_\_\_\_\_

PLEASE COMPLETE THE FOLLOWING AND RETURN A COPY OF THIS FORM TO SENDER	
Action Taken: _____	
Name: _____	Date: _____



1.1.15. Housing Official Inspection Report



**ENVIRONMENTAL HEALTH  
HOUSING OFFICIAL INSPECTION REPORT**

COUNTY OF LOS ANGELES, DEPARTMENT OF HEALTH SERVICES, PUBLIC HEALTH

INSPECTION DATE(S):
COMPLIANCE DATE(S):
SITE NUMBER:

SITE ADDRESS:	PERMIT/LIC. #	PROG./ELEM.	SERVICE CODE
OWNER NAME/DBA:	CENSUS TRACT	SUBDISTRICT	SPA
OWNER MAILING ADDRESS:	REFERRALS: <input type="checkbox"/> B & S <input type="checkbox"/> Fire <input type="checkbox"/> Zoning		
<input type="checkbox"/> No Significant Health Code Violations Observed at Time of Inspection		<input type="checkbox"/> MAD/VCD <input type="checkbox"/> Other:	

The checked items represent Health Code violations for the units or areas specified and must be corrected by the compliance date(s) given above, unless otherwise stated in the body of the report. **SEE REVERSE SIDE FOR VIOLATION CATEGORY INSTRUCTIONS.**  
All violations, including violations existing in units not inspected, shall be corrected in a workmanlike manner to conform with all state and local regulations. Obtain any necessary approvals and/or permits before commencing repairs or construction.

Inspector Use Only	VIOLATION CATEGORIES	AREA/UNITS					COMMENTS/ADDITIONAL INSTRUCTIONS
		///	///	///	///	///	
1 2 3	INSECTS						
4 5 6	RODENTS						
7 8 9	WATER SUPPLY						
11 12	PLUMBING						
13 14 15	STAIRS						
16 17 18	WALLS						
19 20 21	FLOORS						
22 23 24	CEILINGS						
25 26 27	ELECTRICAL						
28 29 30	POOL/SPA						
31 32 33	TOILETS						
34 35 36	SINKS						
37 38	BATH/SHOWER						
40 42	COMFORT HEAT						
43 44	APPLIANCE/FURN.						
46 47 48	OCCUPANCY						
49 50	LIGHTING						
52 53	WINDOWS/VENTIL.						
55 56	REFUSE AREA						
58 59	SANITATION						
61	MAINTENANCE						
64 65 66	ROOF						
67	VENT SCREENS						
70 71 72	MISCELLANEOUS						

Not available for inspection - Units: \_\_\_\_\_

Tenant stated no problems - Units: \_\_\_\_\_


No problem found - Units: \_\_\_\_\_

SITE CONDITION III/73 II/74 I/75 IV/76

OFFICE ADDRESS AND PHONE NUMBER	INSPECTED BY:	E.H.E.
	REPORT RECEIVED BY:	
	FILE:	
		PAGE _____ OF _____

HP 562 REV 11/02

1.1.16. Self-Service Laundry Official Inspection Report

		<b>ENVIRONMENTAL HEALTH</b>		INSPECTION DATE
		<b>SELF-SERVICE LAUNDRY OFFICIAL INSPECTION REPORT</b>		COMPLIANCE DATE
COUNTY OF LOS ANGELES, DEPARTMENT OF HEALTH SERVICES, PUBLIC HEALTH				SITE NUMBER
DBA	PROG./ELEM.	SERVICE CODE		
SITE ADDRESS:		LICENSE #		
OWNER NAME & ADDRESS:				
<input type="checkbox"/> No Significant Health Code Violations Observed at Time of Inspection		SPA	SUBDISTRICT	CENSUS TRACT
The checked items represent Health Code violations for the areas specified and must be corrected by the compliance date listed above. SEE REVERSE SIDE FOR VIOLATION CATEGORY DESCRIPTIONS. All violations shall be corrected in a workmanlike manner to conform with all state and local regulations. Obtain any necessary approvals and/or permits before commencing repairs or construction.				
<b>VIOLATION CATEGORIES/OBSERVATIONS</b>				
EMERGENCY SIGN	<input type="checkbox"/> 1. Emergency sign with the name and telephone number of the owner or other responsible person was not posted in a conspicuous place.			
HOT WATER AT WASHERS	<input type="checkbox"/> 2. Water temperature of at least 140°F was not available at all washing machines. Water at the washing machines was recorded at: <span style="float: right;">°F</span> <input type="checkbox"/> 3. An accurate thermometer on the water heater was not installed/maintained/accessible.			
VERMIN	<input type="checkbox"/> 4. Rodents - <input type="checkbox"/> 5. Flies - <input type="checkbox"/> 6. Cockroaches - <input type="checkbox"/> 7. Other -			
WASTE WATER	<input type="checkbox"/> 8. Plumbing/Waste water leaking or discharging onto ground -			
LINT COLLECTION	<input type="checkbox"/> 9. The lint collection devices on the dryer(s) or other equipment that create dust or lint are not being maintained.			
WALLS	<input type="checkbox"/> 10. Walls not constructed of smooth material - <input type="checkbox"/> 11. Walls not clean - <input type="checkbox"/> 12. Walls not in good repair -			
FLOORS	<input type="checkbox"/> 13. Floors not constructed of smooth, non-absorbent, and durable material - <input type="checkbox"/> 14. Floors not clean - <input type="checkbox"/> 15. Floors not in good repair -			
CEILINGS	<input type="checkbox"/> 16. Ceilings not constructed of smooth material - <input type="checkbox"/> 17. Ceilings not clean - <input type="checkbox"/> 18. Ceilings not in good repair -			
TOILETS & HAND SINK	<input type="checkbox"/> 19. Toilet/lavatory fixtures not (a) in good repair (b) clean and sanitary <input type="checkbox"/> 20. Toilet room floors/walls/ceiling not (a) in good repair (b) clean and sanitary - <input type="checkbox"/> 21. Toilet room lacks required toilet paper/soap/towels/receptacle for towels - <input type="checkbox"/> 22. Toilet room not well ventilated or lighted.			
SANITATION	<input type="checkbox"/> 23. Premises not maintained in a clean, sanitary condition - <input type="checkbox"/> 24. Garbage/Rubbish receptacles not approved type or not maintained - <input type="checkbox"/> 25. Garbage receptacles not clean -			
DRINKING FOUNTAIN	<input type="checkbox"/> 26. A drinking fountain convenient to the employee(s) was not provided.			
HEALTH LICENSE	<input type="checkbox"/> 27. The Los Angeles County Public Health License was not valid. <input type="checkbox"/> 28. The Los Angeles County Public Health License was not posted.			
OTHER	<input type="checkbox"/> 29.			
OFFICE ADDRESS AND PHONE NUMBER		INSPECTED BY: <span style="float: right;">E.H.</span>		
		REPORT RECEIVED BY:		
		FILE: <span style="float: right;">PAGE _____ OF _____</span>		

H-143B (REV. 6/00)

ORIGINAL



1.1.17. 21-Day Letter to Complainant



**Environmental Health**  
NORWALK DISTRICT  
12440 E. Imperial Hwy., Room 519  
Norwalk, California 90650  
TEL (562)345-6800 • FAX (562)409-5074  
www.lapublichealth.org/eh



TO: Complainant  
123 Main Street  
LOS ANGELES, CA 90001

DATE: MMM DD, YYYY

SUBJECT: Event Address , LOS ANGELES, CA 90001

Dear: Complainant

We received your complaint alleging that health code violations exist at the above subject property.

The owner/responsible party has been notified of these alleged violations and has been directed to correct them. If correction of these alleged violations are not made by **MMMM DD, YYYY**, please contact the above office and refer to this letter. We trust that the letter sent to the owner/responsible party will result in compliance.

Thank you for your interest in public health.

Very truly yours,

  
Norwalk District

"To Enrich Lives Through Effective and Caring Service"  
\*Insert RFS Number\*

1.1.18. 21-Day Letter to Property Owner (Front Side)



**Environmental Health**  
NORWALK DISTRICT  
12440 E. Imperial Hwy., Room 5159  
Norwalk, California 90850  
TEL (562)345-6800 • FAX (562)409-5074  
www.lapublichealth.org/eh



TO: Property Owner  
1234 Main Street  
LOS ANGELES, CA 90001

DATE: MMM DD, YYYY

SUBJECT: Event Address, LOS ANGELES, CA 90001

Dear: Property Owner,

A report has been received by this office which alleges that health code violations exist on the above subject property owned, occupied or controlled by you. These alleged violations are indicated by the checked items on the reverse side of this letter.

If these violations exist, we ask you to take action to correct them by MMMM DD, XXXX. If you fail to correct the alleged violations, and it is necessary for our department to make a field inspection to obtain compliance, you will be assessed a fee of up to \$271, in accordance with Section 8.04.705 of the Los Angeles County Code.

If you no longer have ownership or control of this property, or if you have any questions concerning this matter, please call this office at the number above.

Your cooperation in maintaining a healthful environment is appreciated.

Very truly yours,

  
Norwalk District

"To Enrich Lives Through Effective and Caring Service"  
\*Insert RFS Number\*

1.1.19. 21-Day Letter (Back Side)

THE FOLLOWING SECTIONS ARE REQUIREMENTS OF THE  
LOS ANGELES COUNTY CODE, TITLE 11

- |   |   |
|---|---|
| <p>1. <u>VERMIN (rodents, fleas, cockroaches, mosquitoes, etc)</u> <input type="checkbox"/><br/>Section 11.30.010 states that no person shall occupy or maintain any building, lot, premises, vehicle or any other place in such a manner that will permit the breeding or harborage of vermin nor permit an accumulation of any material that may serve as a rodent harborage unless such material be elevated not less than 18 inches above the ground or floor.</p> <p>2. <u>ACCUMULATION OF REFUSE AND CAST-OFF MATERIALS</u> <input type="checkbox"/><br/>Sections 11.16.020, 11.16.050 and 11.16.060 state that no person shall permit refuse and/or cast-off materials to be deposited onto the surface of the ground, on any premise, lot, or in a public street. Rubbish without garbage may be stored on your property in adequate containers for not more than 15 days.</p> <p>3. <u>ACCUMULATION OF GARBAGE</u> <input type="checkbox"/><br/>Section 11.16.030 states garbage and putrescible matter, whether mixed with rubbish or not, shall be kept in watertight containers with tight fitting lids and shall not be kept for more than 7 days.</p> <p>4. <u>INADEQUATE REFUSE CONTAINERS</u> <input type="checkbox"/><br/>Sections 11.16.030 and 11.16.060 state the required number of refuse containers is that which will hold all refuse generated from this property so that no refuse storage is permitted on the surface of the ground. When garbage is mixed with rubbish, the containers must be water-tight with close fitting lids to prevent fly breeding.</p> <p>5. <u>ACCUMULATION OF ANIMAL EXCREMENT</u> <input type="checkbox"/><br/>Section 11.30.070 states that all fly breeding materials shall be removed from all premises as often as is necessary to prevent the breeding or harboring of flies. Section 11.16.030 states that animal dropping should be picked up daily and removed from the premises once every 7 days.</p> <p>6. <u>DISTANCE OF DOMESTIC ANIMALS</u> <input type="checkbox"/><br/>Section 11.16.090 requires any animal, fowl or bird other than cats, dogs, canaries and birds of the Psittacine family to be kept at least 35 feet from any restaurant, food establishment or dwelling and more than 100 feet from any school, hospital or similar institution.</p> <p>7. <u>INADEQUATE MAINTENANCE AND/OR SANITATION OF DWELLING</u> <input type="checkbox"/><br/>(damaged interior walls, partitions, floors and ceilings, stairway, porches; doors; _____)<br/>Sections 11.20.160 and 11.20.170 require that every dwelling, house court and apartment be maintained in good repair and be free from debris, filth, rubbish, garbage, and other offensive matter.</p> | <p>8. <u>TORN OR MISSING FOUNDATION SCREENS</u> <input type="checkbox"/><br/>Section 11.30.050 requires exterior openings of buildings such as foundation vents shall be covered with ¼ of 1 square inch corrosion resistant wire mesh to prevent the entrance of rodents.</p> <p>9. <u>WINDOW SCREENS</u> <input type="checkbox"/><br/>Section 11.20.330 requires windows that open to the outside of dwellings shall be provided with approved screening of at least 16 mesh in tight-fitting frames.</p> <p>10. <u>BROKEN OR MISSING WINDOWS</u> <input type="checkbox"/><br/>Section 11.20.160 and 11.20.170 state that all habitable dwellings shall be maintained in good repair and should provide protection to the occupants from dampness during inclement weather.</p> <p>11. <u>EXTERIOR WALLS AND/OR ROOF IN DISREPAIR</u> <input type="checkbox"/><br/>Sections 11.20.140 and 11.20.170 require that each habitable dwelling must have roof and wall coverings adequate to protect the occupant from the elements and inclement weather.</p> <p>12. <u>TOILET FACILITIES</u> <input type="checkbox"/><br/>Section 11.20.180 and 11.20.190 require that every habitable dwelling unit be supplied with at least one water flush toilet in a separate compartment and maintained in good repair.</p> <p>13. <u>HOT AND COLD RUNNING WATER</u> <input type="checkbox"/><br/>Sections 11.20.190 and 11.20.260 require that every dwelling unit shall contain a kitchen sink, lavatory and bathtub or shower plumbed with hot and cold running water under pressure.</p> <p>14. <u>DAMAGED AND/OR INSANITARY PLUMBING FIXTURES</u> <input type="checkbox"/><br/>(kitchen sink, lavatory, bathtub, shower)<br/>Sections 11.20.160, 11.20.190 and 11.20.260 require that all plumbing fixtures and equipment shall be maintained in good repair and free from dirt, filth and corrosion.</p> <p>15. <u>UNAPPROVED OCCUPANCY</u> <input type="checkbox"/><br/>Section 11.20.090 states that a "Habitable Room" fit for human occupancy includes dwellings with approved sleeping, living, cooking, facilities with an approved toilet, bath or shower, kitchen sink and hot and cold running water. Areas, such as, closets, pantries, toilet rooms, service room, garages, laundries, cellars are not allowed for human occupancy.</p> <p>16. <u>OVERCROWDING</u> <input type="checkbox"/><br/>Section 11.20.300 and 11.20.310 state that every room or place used for sleeping purposes shall be deemed to be overcrowded if it is occupied by more than (2) persons and contains less than 630 cubic feet of air space. For rooms occupying more than 2 persons, an additional 500 cubic feet of air per person is required beyond the 630 cubic feet. Garages, toilet rooms, kitchens, cellars, and hallways cannot be used for sleeping purposes.</p> <p>17. <u>OTHER</u> <input type="checkbox"/></p> |
|---|---|

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

"To Enrich Lives Through Effective and Caring Service"  
\*Insert RFS Number\*

1.1.20. Request for Notification of FTB

**ENVIRONMENTAL HEALTH  
REQUEST FOR NOTIFICATION OF FTB  
LOSS OF TAX DEDUCTIONS FOR SUBSTANDARD HOUSING**

Appeal Number: \_\_\_\_\_  
 Referral Date: \_\_\_\_\_ Computer Number: \_\_\_\_\_ P/E Code: \_\_\_\_\_  
 EHS/Program Office: \_\_\_\_\_ EHS: \_\_\_\_\_  
 Type of Rentals: \_\_\_\_\_ Number of Rental Units: \_\_\_\_\_  
 LOCATION OF SUBSTANDARD RENTALS: \_\_\_\_\_

NUMBER	DIRECTION	STREET	SUFFIX	CITY	STATE	ZIP CODE
ASSESSOR'S IDENTIFICATION		MAP BOOK	PAGE	PARCEL		

NUMBER	DIRECTION	STREET	SUFFIX	CITY	STATE	ZIP CODE
ASSESSOR'S IDENTIFICATION		MAP BOOK	PAGE	PARCEL		

✦ If more than two properties are involved in this referral, please use the back of this form and repeat all information as for the above.

Owner's Name: \_\_\_\_\_  
 Owner's Address: \_\_\_\_\_  
 Other Owner's: \_\_\_\_\_  
 Other Address: \_\_\_\_\_

**HISTORY**

- A. Date "Warning" Notification Issued: \_\_\_\_\_
- B. Description of Outstanding Violations (be specific) and date that the outstanding violations were verified:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- C. Total Number of Violations: \_\_\_\_\_
- D. Date OIR / Written Notice / Letter / Notice of Violation Issued: \_\_\_\_\_
- E. Hearing Held: No \_\_\_\_\_ Yes \_\_\_\_\_ Date: \_\_\_\_\_
- F. Disposition of Hearing: \_\_\_\_\_
- G. Comments: \_\_\_\_\_  
 \_\_\_\_\_

### 1.1.21. Legal Ownership Request

**LEGAL OWNERSHIP REQUEST**

ENVIRONMENTAL HEALTH  
COUNTY OF LOS ANGELES DEPARTMENT OF HEALTH SERVICES

DATE: \_\_\_\_\_

ADDRESS (include prefix and suffix)	CITY/ZIP CODE	<input type="checkbox"/> INCORP <input type="checkbox"/> UNINCORP
NUMBER OF UNITS	THOMAS BROS. GUIDE PAGE & COORDINATES	
ENVIRONMENTAL HEALTH SPECIALIST/TELEPHONE #	HEALTH DISTRICT/PROGRAM	
NAME OF PERSON/DISTRICT REQUESTED INFORMATION IS TO BE MAILED (IF DIFFERENT FROM ABOVE)		
<input type="checkbox"/> OWNERSHIP VERIFICATION <input type="checkbox"/> CERTIFIED GRANT DEED <input type="checkbox"/> TITLE SEARCH WITH DEED <input type="checkbox"/> TITLE SEARCH WITH OUT DEED		
REASON FOR REQUEST		
HAS OWNERSHIP INFORMATION ON THIS SITE BEEN REQUESTED BEFORE? <input type="checkbox"/> YES <input type="checkbox"/> NO    IF YES, ATTACH COPY OF OLD REQUEST FORM.		SUPERVISOR'S APPROVAL

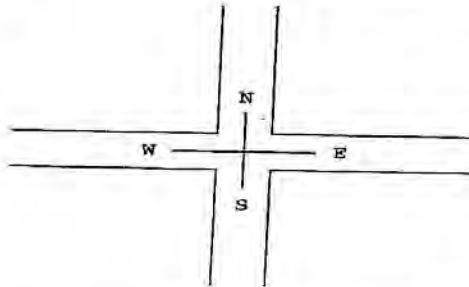
DRAW ACCURATE SKETCH, SHOWING RELATIVE DISTANCE BETWEEN HOUSE, CROSS STREET(S), AND ALLEY(S). INDICATE HOUSE NUMBER, ALL ADJACENT HOUSE NUMBERS, STREET AND CROSS STREET NAMES.

PROVIDE PROBABLE OWNER'S NAME & ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



PLEASE ADD ANY KNOWN INFORMATION BELOW

<b>ASSESSOR/TAX COLLECTOR INFORMATION:</b>			
MAP BOOK	ADDRESSEE		
PAGE	ADDRESS		
PARCEL			
DEED TYPE	DATE RECORDED		
<b>LEGAL DESCRIPTION INFORMATION:</b>			
TRACT	LEGAL OWNER(S)		
LOT	ADDRESS		
BLOCK			
DOCUMENT NUMBER	DATE RECORDED	BOOK NUMBER	PAGE

1.1.22. Referral of Property to Housing Task Force



TO: Linda Ramirez, Manager  
Housing Task Force

FROM: \_\_\_\_\_ of  
\_\_\_\_\_ District Office

SUBJECT: **REFERRAL OF PROPERTY TO HOUSING TASK FORCE**

I would like your consideration of including the following building(s) into the Housing Task Force:

1.

(Address, City, & Zip Code)

(# of Units, Computer #, and Program Element)

2.

(Address, City, & Zip Code)

(# of Units, Computer #, and Program Element)



1.1.23. Sewage Discharge Incident Report

Tracking # : \_\_\_\_\_

ENVIRONMENTAL HEALTH  
HOUSING INSPECTION BUREAU  
SEWAGE DISCHARGE INCIDENT REPORT

DATE OF NOTIFICATION		TIME OF NOTIFICATION	
LOCATION OF DISCHARGE		CITY	
PERSON REPORTING DISCHARGE TO ENVIRONMENTAL HEALTH		EH STAFF RESPONDING, CONTACT INFORMATION IF IN FIELD (CELL/PAGER)	
ENVIRONMENTAL HEALTH OFFICE/PROGRAM	TELEPHONE	TIME WATER QUALITY PROGRAM NOTIFIED	
START TIME OF DISCHARGE	TIME EH ARRIVED ON SCENE	END TIME OF DISCHARGE	
GALLONS DISCHARGED	GALLONS CONTAINED (IF ANY)	GALLONS INTO STORM DRAIN / RIVER	
IF FLOWING, ESTIMATED STOPPED TIME	RATE OF FLOW	SEWAGE ENTERED OCEAN* (Y, N or N/A)	
LOCATION WHERE SEWAGE ENTERED WATER *			
CAUSE OF DISCHARGE			
ACTION BEING TAKEN (by Environmental Health)			
EH Management Notified:			
Name: _____ Title/Program: _____ Time: _____			
AGENCIES INVOLVED (Contact #'s of other Agencies, if Available)			
Name: _____ Agency: _____ Contact # _____ Time: _____			
Name: _____ Agency: _____ Contact # _____ Time: _____			
Name: _____ Agency: _____ Contact # _____ Time: _____			

BY \_\_\_\_\_ EHS SIGNATURE \_\_\_\_\_



Rev 5.2.07

1.1.24. Monthly Housing Inspection Frequency Report

Office -DES MONTHLY HOUSING INSPECTION FREQUENCY REPORT

MONTH OF:		,200																																	
EHS:		TOTAL # OF CARDS	INSPECTION FREQUENCY	INSPECTIONS PER YEAR	INSPECTIONS PER MONTH	INSPECTIONS PER WEEK	Weekly Chief Review																												
Area:	A						Week 1																												
SPA:	B						Week 2																												
District:	C						Week 3																												
Subdistrict:	TOTAL						Week 4																												
							Week 5																												
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Totals		
A Housing																																			
B Housing																																			
C Housing																																			



1.1.25. Food Official Inspection Report (Page 1)

DATE VIOLATIONS CORRECTED:		EHS INITIALS:		OPERATOR INITIALS:		RETAIL FOOD OFFICIAL INSPECTION REPORT															
SCORE		GRADE		No Violations Observed At Time of Inspection						Complaint Allegations Not Observed											
TIME IN:		TIME OUT:		INSPECTION DATE:		COMPLIANCE DATE(S):		EHS:		EHS:		EHS:		EHS:							
CITY / STATE:		ZIP CODE:		POSITION:		EMERGENCY PHONE #:		PROGRAM ELEMENT:		SITE #:		PERMIT #:		SUBDISTRICT:							
DBA / NAME:		ADDRESS:		PERMIT HOLDER:		RECEIVED BY:		EXPIRATION YEAR:		DISTRIC:		TOTAL PAGES:		POINTS							
<p><b>SECTION I</b> (POINT VALUE - 6 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION I - MAXIMUM POINTS DEDUCTIBLE = 66)</p>														POINTS							
OUT		N/A		N/O		COS		FOOD TEMPERATURES				OUT		N/A		N/O		COS		FOOD	
1	2	3	4	1. Holding of PHF - Multiple Servings (Major)				37			30	10. Adulterated Food (Major)									
5	6	7	8	2. Holding of Pooled Unpasteurized Shelled Eggs				41	42			44	11. Highly Susceptible Populations								
9	10	11	12	3. Cooking				45	46			48	12. Unapproved Source - PHF (Major)								
13	14	15	16	4. Reheating				OUT		N/A		N/O		COS		VERMIN					
17	18	19	20	5. Cooling (Major)				49		13. Rodents - Active Infestation (Major)											
OUT		N/A		N/O		COS		EMPLOYEE HEALTH				53		14. Cockroaches - Active Infestation (Major)							
21			24	6. Disease Transmission - Carrier / Wound (Major)				57		15. Flies - (Major)											
25			27	28	7. Handwashing - Employee Did Not Wash Hands				OUT		N/A		N/O		COS		WATER / SANITIZATION				
OUT		N/A		N/O		COS		SEWAGE				61		62		63		64		16. Clean / Sanitizing - Food Contact Surfaces (Major)	
29					8. Sewage Disposal System (Major)				65		17. No Water / No Hot Water - Food Preparation Facility (Major)										
33					9. Toilets - No Operable Toilets				68												
<p><b>SECTION II</b> (POINT VALUE - 4 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION II - MAXIMUM POINTS DEDUCTIBLE = 28)</p>														POINTS							
OUT		N/A		N/O		COS		FOOD TEMPERATURES				OUT		N/A		N/O		COS		FOOD	
46	70	71	72	18. Holding of PHF - Multiple Servings (Minor)				105				108	27. Risk For Contamination								
73	74	75	78	19. Holding of PHF - Single Serving (Minor)				109				112	28. Unapproved Source - Non-PHF (Minor)								
77	78	79	80	20. Holding of Unpasteurized Raw Shell Eggs				113	114	115	116		29. Reused / Reserved								
81	82	83	84	21. Cooling - Improper Method (Minor)				OUT		N/A		N/O		COS		OPERATIONS					
OUT		N/A		N/O		COS		FOOD STORAGE				117				120	30. Hazardous Materials / Chemicals (Major)				
85			88	22. Improperly Covered / Labeled / Elevated				121				123	124	31. Employee Practices (Minor)							
89	90			92	23. Ready to Eat Food - Exposed to Possible Contamination				OUT		N/A		N/O		COS		CONSUMER PROTECTION				
93			96	24. Food Not Protected From Consumer				125		126	127	128		32. Oyster Warning Signs							
OUT		N/A		N/O		COS		PLUMBING / FIXTURES				129				132	33. Labels / Misrepresented - Consumer Foods				
97			100	25. Backflow / Back Siphonage				133		134	135	136		34. Disclosure Notification							
101			104	26. Critical Sink/Fixture (Handwashing / Mop Sink / Food Prep Sink)				OUT		N/A		N/O		COS		FOOD SAFETY CERTIFICATE					
105			107	27. Critical Sink/Fixture (Handwashing / Mop Sink / Food Prep Sink)				137		138	138		35. Valid Food Safety Certification								
<p><b>SECTION III</b> (POINT VALUE - 7 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION III - MAXIMUM POINTS DEDUCTIBLE = 38)</p>														POINTS							
OUT		FOOD / METHODS				OUT		VERMIN													
141	36. Thawing - Improper Method				161		56. Rodents - No Active Infestation (Minor)														
142	37. Pure Food / Spoilage (Minor)				162		57. Cockroaches - No Active Infestation (Minor)														
143	38. Improper Inspection at Delivery / Transportation				163		58. Other Insects (Minor)														
OUT		OPERATIONS				164		59. Open Door / Air Curtain / Not Fully Enclosed													
144	39. Customer Self-Service Utensils				OUT		PLUMBING / FIXTURES / EQUIPMENT														
145	40. Dispenser - Disrepair / Unapproved / Supplies / Missing / Time				166		60. Sink and Fixtures / Supply Line - Leaking / Not Clean / Disrepair / Unapproved														
146	41. Hair Restraints / Outer Garments / Nails / Ring(s)				166		61. Drain Line / Floor Sink / Drain-Unapproved Discharge / Installation / Materials / Leaking / Clogged / Not Clean														
147	42. Shellfish Tags - Not Retained for 90 Days				167		62. No Hot Water (Minor)														
148	43. Hazardous Materials / Chemicals (Minor)				167		63. Hood - Not Clean / Disrepair / Missing Filter(s)														
149	44. Spoils Area				167		64. Ventilation - Equipment Use														
150	45. Interior Premises / Linens / Living - Sleeping Quarters				168		65. Ventilation - General														
151	46. Animal / Bird / Fowl				168		66. Lighting / Light Shields														
OUT		UTENSILS / EQUIPMENT / SHELVING				169		TOILETS / DRESSING ROOMS													
152	47. Disrepair				170		67. Toilets / Toilet Room - Disrepair / Inadequate # / Not Clean / Self Closing Device / Toilet Tissue														
153	48. Non - Food Contact Surfaces - Not Clean (Minor)				171		68. Dressing Room / Personal Items														
154	49. Storage				OUT		REFUSE / PREMISES / JANITORIAL														
155	50. Unapproved Type / Improper Use / Improper Installation				172		69. Janitorial - Storage & Conditions														
156	51. Wiping Cloths - Not Clean / Inadequate Sanitizer / Storage				173		70. Refuse / Containers														
157	52. Improper Concentration / Temperature / Missing Supplies				173		71. Exterior Premises														
158	53. Thermometer - Refrigeration / Probe / Warewashing				OUT																
OUT		WALLS / CEILING / FLOORS				174															
159	54. Deterioration / Unapproved Materials				175																
160	55. Not Clean				178																

ORIGINAL

1.1.26. Food Official Inspection Report (Page 2)

**RETAIL FOOD OFFICIAL INSPECTION REPORT**  
 COUNTY OF LOS ANGELES • DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH

DBA / NAME:		SITE #:	DATE:	EHS INITIALS:							
<b>SECTION IV: SIGNS / PERMITS / REQUIREMENTS</b>											
(POINT VALUE - VIOLATIONS MARKED ARE NOT INCLUDED IN THE CALCULATION OF THE FINAL SCORE AND DO NOT AFFECT OVERALL GRADE)											
OUT			OUT	N/A	NO						
177	72. Public Health Permit										
178	73. Inspection Report	82. Specialized Process	187	188	190						
179	74. Grade / Score										
180	75. Public Notice	83. Person In Charge	191								
181	76. Missing Invoice Copies										
182	77. County Business License (Unincorporated Areas)	84. Demonstration of Knowledge	198	199	201						
183	78. Signs - Handwashing / Smoking / Restroom										
184	79. Vending Machine - Name / Address / Phone Number	85. Hazard Analysis Critical Control Point (HACCP) Plan	199	200	202						
185	80. Vending Machine - Record of Cleaning										
186	81. No Construction Plans Submitted	86. Variance Documentation	203	204	206						
<b>SECTION V</b>											
(POINT VALUE - SUBCATEGORIES ARE NOT INCLUDED IN THE CALCULATION OF THE FINAL SCORE AND DO NOT AFFECT THE OVERALL GRADE)											
<b>TRAINING PROVIDED</b>			<b>CLOSURE / ADMINISTRATIVE ACTION</b>								
207	87. Sanitization - Food Contact Surfaces	98. Suspension of Public Health Permit			214						
208	88. Handwashing - Employees	99. Administrative Review / Office Hearing			219						
209	89. Delivery - Proper Inspection of Food	100. Referral - Plan Check			220						
210	90. Cooking Temperatures	101. Referral - Other Agency or Department			221						
211	91. Cooling Methods	<b>FOOD PREPARATION - STATUS</b>									
212	92. Holding Temperatures	102. No Food Preparation Observed at Time of Inspection			222						
213	93. Thawing / Thawing Methods	103. No Potentially Hazardous Foods			223						
214	94. Reheating	<b>MISCELLANEOUS</b>									
215	95. Other (Specify):	104. Letter Grade / Score Card - Replacement			224						
<b>BULLETINS / ADVISORIES DISTRIBUTED TO OPERATOR</b>		105. Public Notice - Replacement			225						
216	96. Food Facility Information Packet (Packet Date):	106. Other:			226						
217	97. Summary of Advisory Bulletins	107. Other:			227						
<b>WATER TEMPERATURE AT (SINK / LOCATION):</b> °F		<b>108. VOLUNTARY FOOD DISPOSAL:</b>		<b>TOTAL</b>	<b>LBS.</b>						
<b>SANITIZER TYPE</b>		Meat	lbs	Dairy	lbs						
Chlorine	Quaternary Ammonia	Seafood / Fish	lbs	Produce	lbs						
Iodine	Other:	Poultry	lbs	Nuts / Grains	lbs						
				Misc.	lbs						
<b>POINT DEDUCTIONS PER SECTION</b>		<b>FINAL SCORE:</b>		<b>SCORE / GRADE</b>							
SECTION I	SECTION II	SECTION III	TOTAL	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 33%;"><b>A</b></td> <td style="width: 33%;"><b>B</b></td> <td style="width: 33%;"><b>C</b></td> </tr> <tr> <td>90 - 100</td> <td>80 - 89</td> <td>70 - 79</td> </tr> </table>		<b>A</b>	<b>B</b>	<b>C</b>	90 - 100	80 - 89	70 - 79
<b>A</b>	<b>B</b>	<b>C</b>									
90 - 100	80 - 89	70 - 79									
			(100 - Total Deductions)								
<b>POSTING OF THE FINAL SCORE / GRADE IS REQUIRED IN THOSE CITIES THAT HAVE ADOPTED COUNTY ORDINANCE 97-0077</b>											
1. Failure to correct the violations by the compliance date may result in additional fees of \$ _____ for each additional re-inspection.											
2. Your signature on this form does not constitute agreement with its contents. You may discuss the contents of this report or your grade with the department by contacting the supervisor at the Environmental Health Office indicated on page one of this report. Until such time as a decision is rendered by this department, the contents of this report and the grade shall remain in effect.											
3. If you are not satisfied with your score or grade on this report, you may be eligible for an Owner Initiated Inspection, which may result in a change in your grade. Contact your Environmental Health office indicated on page one of this report within 3 business days for eligibility determination. The current fee for this inspection is \$ _____ and the REQUEST MUST BE MADE NO LATER THAN _____.											
<b>SECTION VI: TEMPERATURE CONTROL CHART - POTENTIALLY HAZARDOUS FOODS</b>											
<b>TYPE OF FOOD</b>	<b>°F</b>	<b>PROCESS / HOLDING</b>	<b>LOCATION</b>	<b>TIME / METHOD</b>	<b>VIOL.</b>	<b>ACTION TAKEN</b>	<b>LBS.</b>				
A											
B											
C											
D											
E											
See Reverse Side For The General Requirements That Correspond To Each Violation Listed Above											
It is improper and illegal for any County officer, employee or inspector to solicit bribes, gifts or gratuities in connection with performing their official duties. Improper solicitations include requests for anything of value such as cash, discounts, free services, paid travel or entertainment, or tangible items such as food or beverages. Any attempt by a County employee to solicit bribes, gifts or gratuities for any reason should be reported immediately to either the County manager responsible for supervising the employee or the Fraud Hotline at (800) 544 - 5861 or www.lacountyfraud.org. <b>YOU MAY REMAIN ANONYMOUS</b>											
PAGE 2 OF _____											
OPERATOR SIGNATURE _____											

ORIGINAL



1.1.28. Closure Form



COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
**ENVIRONMENTAL HEALTH**  
**RETAIL FOOD FACILITY CLOSURE NOTIFICATION**



DISTRICT:	SUBDISTRICT:	SITE #:	PERMIT #:	PROGRAM ELEMENT:
TYPE OF CLOSURE		<input type="checkbox"/> NO PHP / L	<input type="checkbox"/> SUSPENSION	<input type="checkbox"/> REVOCATION
DATE OF SUSPENSION:		DATE OF REOPENING:		

**FACILITY INFORMATION**

FACILITY NAME: \_\_\_\_\_  
 FACILITY ADDRESS: \_\_\_\_\_  
 OWNER / OPERATOR: \_\_\_\_\_ FACILITY TYPE: \_\_\_\_\_

**OFFICE INFORMATION**

HEARING DATE: \_\_\_\_\_ HEARING OFFICER: \_\_\_\_\_  
 FIELD INSPECTOR: \_\_\_\_\_  
 APPROVING SUPERVISOR: \_\_\_\_\_

**CODE VIOLATION(S):**

- Food To Be Pure & Free of Contamination.....113980
- Gross Contamination of Food Contact Surfaces.....114115
- No Potable Water Supply / No Hot Water.....114192
- No Public Health Permit.....114381
- No Toilet Facilities.....114250
- Scored Less Than 70 Twice in 12 Months.....LA Co. Code 8.04.225
- Sewage.....114190
- Unsafe Food Temperatures.....113996
- Vermin Infestation  Cockroaches  Flies  Mice  Rats.....114259.1
- Other.....

**COMMENTS:**

**INITIALS**

- Closure Notice Faxed to Area Manager
- Closure Entered in EHMIS
- Reopening Notice Faxed to Area Manager
- Reopening Entered in EHMIS

07 / 2007

1.1.29. Food Disposal Form

**FOOD DISPOSAL FORM**  
**ENVIRONMENTAL HEALTH DISTRICT**

NAME: \_\_\_\_\_

MONTH \_\_\_\_\_ YEAR 2009

SUB-DISTRICT:

Quantity of food-Voluntary condemnation/Destruction in pounds

Date	Number of Estab.	Meat/Fish/Poultry	Vegetables/Fruits	Grains/Nuts	Canned Goods	Dairy Products	TOTAL

Total food disposed of for the month in pounds

Number of Estab.	Meat/Fish/Poultry	Vegetables/Fruits	Grains/Nuts	Canned Goods	Dairy Products	TOTAL

1.1.30. Public Health Permit / License Suspension Form



COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
**ENVIRONMENTAL HEALTH**  
**PUBLIC HEALTH PERMIT/LICENSE SUSPENSION FORM**



**YOUR PUBLIC HEALTH PERMIT/LICENSE IS HEREBY SUSPENDED  
 AND YOU ARE DIRECTED TO DISCONTINUE OPERATION OF THIS  
 FOOD FACILITY AT ONCE**

DISTRICT:	SUBDISTRICT:	SITE #:	PERMIT #:	PROGRAM ELEMENT:	DATE OF SUSPENSION:
DBA NAME:			DBA ADDRESS:		
PERMIT HOLDER:			FACILITY TYPE:		

<b>RETAIL</b>	<input type="checkbox"/> IMMINENT HEALTH HAZARD PURSUANT TO LOS ANGELES COUNTY CODE SECTION 8.04.945 & CALIFORNIA HEALTH & SAFETY CODE 114409
	<input type="checkbox"/> NO PUBLIC HEALTH PERMIT - DISCONTINUE OPERATION AT ONCE PURSUANT TO LOS ANGELES COUNTY CODE SECTION 8.04.932 & CALIFORNIA HEALTH & SAFETY CODE 114381
	<input type="checkbox"/> SERIOUS OR REPEATED VIOLATIONS OR INTERFERING WITH DUTIES OF HEALTH OFFICER PURSUANT TO LOS ANGELES COUNTY CODE SECTION 8.04.945 & CALIFORNIA HEALTH & SAFETY CODE 114411
	<input type="checkbox"/> FACILITY SCORED LESS THAN 70 FOR A SECOND TIME WITHIN 12 MONTHS PURSUANT TO LOS ANGELES COUNTY CODE SECTION 8.04.225
	Other: <input type="checkbox"/> 113980 Food Contamination <input type="checkbox"/> 114115 Gross Contamination <input type="checkbox"/> 114192 No Water/Hot Water <input type="checkbox"/> 114250 No Toilet Facilities <input type="checkbox"/> 114190 Sewage <input type="checkbox"/> 113996 Unsafe Food Temps. <input type="checkbox"/> 114259.1 Vermin Infestation <input type="checkbox"/> Code Section:

<b>WHOLESALE</b>	<input type="checkbox"/> IMMINENT HEALTH HAZARD PURSUANT TO LOS ANGELES COUNTY CODE SECTION 8.04.946
	<input type="checkbox"/> NO PUBLIC HEALTH PERMIT - DISCONTINUE OPERATION AT ONCE PURSUANT TO LOS ANGELES COUNTY CODE SECTION 8.04.932, 11.12.020 & 11.12.150
	<input type="checkbox"/> SERIOUS OR REPEATED VIOLATIONS OR INTERFERING WITH DUTIES OF HEALTH OFFICER PURSUANT TO LOS ANGELES COUNTY CODE SECTION 8.04.946
	Other: <input type="checkbox"/> 11.12.230 Food Contamination <input type="checkbox"/> 11.12.230 Gross Contamination <input type="checkbox"/> 11.12.070 No Water/Hot Water <input type="checkbox"/> 11.12.070 No Toilet Facilities <input type="checkbox"/> 11.12.070 Sewage <input type="checkbox"/> 11.12.240 Unsafe Food Temps. <input type="checkbox"/> 11.12.230 Vermin Infestation <input type="checkbox"/> Code Section:

You have the right to appeal this closure in writing within 15 calendar days. An office hearing will be scheduled to expedite the process.  
 When all corrections have been made, you may notify the Environmental Health Office listed below for a reinspection appointment to assess full compliance.

OPERATOR SIGNATURE:	Environmental Health- Mid Valley District 	EHS SIGNATURE:
DATE:		DATE:

Rev. 07/2007

1.1.31. Grade / Score Card Replacement Request Form



GRADE/SCORE CARD REPLACEMENT REQUEST FORM (PLEASE PRINT)

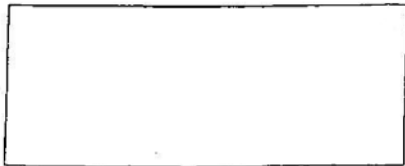


Attachment III

DATE:
NAME OF FACILITY:
ADDRESS OF FACILITY:
CITY:
SITE #:
PROG.ELEM:
SUB-DISTRICT #:
OWNER AS PER PHP/PHL:
GRADE/SCORE CARD: LOST STOLEN MISSING
TYPE: A B C SCORE CLOSURE
AREA GRADE/SCORE CARD WAS DISPLAYED:
HAS A REPLACEMENT PREVIOUSLY BEEN REQUESTED? YES NO DATE

TYPE GRADE/SCORE CARD REPLACED:
A B C SCORE
NONE\*
REQUESTED BY:
Name of Person Owner/Operator/Manager
CDL#/IDENTIFICATION:

REQUESTER'S SIGNATURE:
ENVIRONMENTAL HEALTH OFFICE



REPLACEMENT GRADE/SCORE CARD ISSUED BY:
PLEASE PRINT NAME
DATE REPLACED:

\*Indicates missing card was not replaced in a city that has not adopted I.A. County Ordinance 97-001.

1.1.32. Re-inspection Fee Notification for Food Establishments

County of Los Angeles ENVIRONMENTAL HEALTH Department of Health Services

**REINSPECTION FEE NOTIFICATION FOR FOOD ESTABLISHMENTS**  
(THIS IS NOT A BILL. RETAIN THIS COPY UNTIL BILL IS RECEIVED.)

(1) BUSINESS NAME \_\_\_\_\_ (2) ACCOUNT NO. \_\_\_\_\_ (3) BUS. CODE \_\_\_\_\_

(4) AREA \_\_\_\_\_ (5) DISTRICT \_\_\_\_\_ (6) SUB DISTRICT \_\_\_\_\_

(7) SITUS ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_

(8) OWNER NAME \_\_\_\_\_  
LAST FIRST M.I.

(9) MAILING ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_  
(IF DIFFERENT FROM SITE ADDRESS)

(10) PHONE NUMBER (\_\_\_\_\_) \_\_\_\_\_

(11) TOTAL FEE CHARGED: \$ \_\_\_\_\_

(12) NOTICE - PURSUANT TO THE LOS ANGELES COUNTY CODE SECTION 8.04.645, FAILURE TO CORRECT THE PUBLIC HEALTH CODE VIOLATIONS AT THE ABOVE FACILITY BY THE REINSPECTION DATE, HAS RESULTED IN YOUR BEING CHARGED ADDITIONAL PUBLIC HEALTH LICENSE/PERMIT FEES FOR THE REINSPECTION.

**THIS IS NOT A BILL. BILL WILL BE MAILED TO YOU.**

(13) DATE \_\_\_\_\_ AMOUNT \$ \_\_\_\_\_

(14) INVESTIGATOR  
-CHIEF \_\_\_\_\_  
-SENIOR \_\_\_\_\_  
-EHS \_\_\_\_\_

(15) TELEPHONE NUMBER (\_\_\_\_\_) \_\_\_\_\_

(16) REFERRAL DATE TO TTC \_\_\_\_\_ (20) TTC \_\_\_\_\_

(17) SUPERVISOR \_\_\_\_\_

(18) FIELD REP. \_\_\_\_\_

(19) OPERATOR SIGNATURE \_\_\_\_\_



1.1.33. Notification of Intent to Suspend or Revoke Permit

BUSINESS NAME \_\_\_\_\_ COUNTY OF LOS ANGELES DEPARTMENT OF HEALTH SERVICES  
ADDRESS \_\_\_\_\_ Public Health Programs – Environmental Health  
DATE \_\_\_\_\_ OFFICIAL INSPECTION REPORT  
Continuation Sheet Page \_\_\_ of \_\_\_

COMMENTS/INSTRUCTIONS: ATTACHMENT V

ADDENDUM TO FOOD OFFICIAL INSPECTION REPORT DATED: \_\_\_\_\_

NOTIFICATION OF INTENT TO SUSPEND OR REVOKE PERMIT

- ( ) PURSUANT TO LOS ANGELES COUNTY HEALTH AND SAFETY CODE, SECTION 8.04.945(Permit)
- ( ) PURSUANT TO LOS ANGELES COUNTY HEALTH AND SAFETY CODE, SECTION 8.04.945(License)
- ( ) PURSUANT TO LOS ANGELES COUNTY HEALTH AND SAFETY CODE, SECTION 8.04.752(Posting)
- ( ) PURSUANT TO LOS ANGELES COUNTY HEALTH AND SAFETY CODE, SECTION 8.04.225 (Grading)
- ( ) PURSUANT TO CALIFORNIA HEALTH AND SAFETY CODE SECTION 113950, YOUR PUBLIC HEALTH PERMIT MAY BE SUSPENDED OR REVOKED.

YOU ARE CHARGED WITH VIOLATIONS OF SECTION(S) \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_, AS DETAILED ON OFFICIAL  
INSPECTION REPORT(S) DATED: \_\_\_\_\_,

A HEARING WILL BE SCHEDULED TO DETERMINE IF YOUR PERMIT SHOULD BE SUSPENDED OR REVOKED  
YOU WILL BE NOTIFIED OF THE TIME AND LOCATION OF THE SCHEDULED HEARING.

Received by \_\_\_\_\_

1.1.34. Site Evaluation Form (Page 1)

COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH

RETAIL FOOD FACILITY / PUBLIC HEALTH PERMIT EVALUATION

DBA: \_\_\_\_\_ Date: \_\_\_\_\_  
 Site Address: \_\_\_\_\_ City/Zip Code: \_\_\_\_\_  
 Site #: \_\_\_\_\_ Program Element: 16 \_\_\_\_\_ Census Tract # \_\_\_\_\_ Sub-District: \_\_\_\_\_  
 Owner's Name/Signature: \_\_\_\_\_ / \_\_\_\_\_ Driver's License#: \_\_\_\_\_  
 PIC's Name/Signature: \_\_\_\_\_ / \_\_\_\_\_ Site/Owner's Phone#: \_\_\_\_\_ / \_\_\_\_\_  
 Total Number of Employees: \_\_\_\_\_ Maximum Number of Employees per Shift: \_\_\_\_\_  
 Multi-Use Kitchen Utensils:  Yes  No Multi-Use Tableware:  Yes  No  
 Type of Ware-Washing Sink:  2-compartment  3-compartment Dishwashing Machine:  Yes  No  
 Mop Sink:  Yes  No Food Prep Sink to F/S:  Yes  No HW Sink in food prep area:  Yes  No  
 On-Site Alcoholic Consumption:  Yes  No Public Restrooms (2) w/urinal:  Yes  No  
 Certified Food Handler:  Yes  No Name of Certified Food Handler: \_\_\_\_\_  
 Risk Category:  RA-1  RA-2  RA-3 EHS II/III: \_\_\_\_\_  
 Past Type of Food Operation: \_\_\_\_\_ Anticipated Type of Food Operation: \_\_\_\_\_

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Check appropriate boxes

FOOD PREPARATION AREA(S)	Approved	Not Approved	Comments	Plans required
Floors: _____ material _____ finish				
Floor Drains (Available for water flush areas)				
Base Cove: _____ material _____ finish				
Walls: _____ material _____ finish				
Ceilings: _____ material _____ finish				
Lighting w/light shields or shatterproof				
Equipment				
Equipment draining as needed:(waste to FS)				
Ventilation Hood( _____ TypeII _____ TypeIII/ _____ Makeover, etc)				
Water Heater( _____ gallons/ _____ Btu/ _____ Kw)				
Ware-Washing Sink (water temp. _____ F)				

1.1.35. Site Evaluation Form (Page 2)

FOOD STORAGE AREA(S)	Approved	Not Approved	Comments	Plans required
Floors: _____ material _____ finish				
Floor Drains (Available for water flushed areas)				
Base Cove: _____ material _____ finish				
Walls: _____ material _____ finish				
Ceilings: _____ material _____ finish				
Lighting w/light shields or shatterproof				
Storage Equipment				
Storage Shelving				
Ventilation( _____ mechanical/ _____ gravity)				
JANITORIAL AREA(S)	Approved	Not Approved	Comments	Plans required
Floors: _____ material _____ finish				
Floor Drains (Available for water flushed areas)				
Base Cove: _____ material _____ finish				
Walls: _____ material _____ finish				
Ceilings: _____ material _____ finish				
Storage				
RESTROOMS	Approved	Not Approved	Comments	Plans required
Floors: _____ material _____ finish				
Base Cove: _____ material _____ finish				
Walls: _____ material _____ finish				
Ceilings: _____ material _____ finish				
Ventilation( _____ mechanical/ _____ gravity)				
EMPLOYEE CHANGE ROOM	Approved	Not Approved	Comments	Plans required
<input type="checkbox"/> Yes <input type="checkbox"/> No Locker: <input type="checkbox"/> Yes <input type="checkbox"/> No				
Floors: _____ material _____ finish				
Base Cove: _____ material _____ finish				
Walls: _____ material _____ finish				
Ceilings: _____ material _____ finish				
Ventilation( _____ mechanical/ _____ gravity)				
Employee Storage Areas:				

Facility Conforms to Requirements:  Yes  No  
 Permit Number Issued: \_\_\_\_\_

OIR Issued:  Yes  No  
 Plans Required:  Yes  No

1.1.36. Community Event Official Inspection Report

**FOOD PROGRAM OFFICIAL INSPECTION REPORT**  
 COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH  
**TEMPORARY FOOD FACILITIES**

Page 1 of     

Census Tract #     

NAME OF EVENT	INSPECTION DATE	
EVENT ADDRESS	COMPLIANCE REQUIRED BY	
NAME OF BOOTH	BOOTH NUMBER	
BOOTH OWNER/OPERATOR	COMPUTER NUMBER	
BOOTH OPERATOR MAILING ADDRESS	PROGRAM                      SERVICE	
	VALID PERMIT    Y <input type="checkbox"/> N <input type="checkbox"/>	
	RECREATED <input type="checkbox"/> CO-OPERATED <input type="checkbox"/>	
601. <input type="checkbox"/> No significant violations observed during the inspection.		
<b>Marked items represent health violations and must be corrected as follows:</b>		
<u>FOOD</u>		
602. <input type="checkbox"/> Maintain holding temperatures of all potentially hazardous foods as follows: Hot foods 135°F or above, cold foods at or below 45°F as required. At the end of the day, cold foods are to be stored at 41°F, and hot foods are to be destroyed in an approved manner. (Sec. 114343)		
603. <input type="checkbox"/> Obtain all food items from an approved source. Prepackaged food must be properly labeled with the common name of the product, address of the manufacturer or distributor, the net weight or unit count, and a list of ingredients in order of predominance. (Sec. 114339, 114089)		
604. <input type="checkbox"/> Keep all food covered and protected from contamination at all times. Provide proper sneeze guards as necessary. Food preparation shall only take place within the food booth (Sec. 113980, 113984, 114355, 114341)		
605. <input type="checkbox"/> Provide proper storage of food. Elevate all food, equipment and utensils at least 6 inches off of the floor. (Sec. 114353, 114356)		
606. <input type="checkbox"/> The food booth is to be free of vermin. (Sec. 114259.1)		
<u>PERSONAL HYGIENE</u>		
607. <input type="checkbox"/> All employees preparing, serving or handling food or utensils shall wear clean, washable outer garments, or other clean uniforms. All food handlers shall wear approved hair covering. Tobacco may not be used within a food booth. (Sec. 113977, 113971, 113969, 113968)		
608. <input type="checkbox"/> Employees must wash their hands before working in the food booth, and as often as necessary to protect the food. Employees should wear gloves as necessary to prevent direct contact with food. (Sec. 113952, 113953.3, 113961, 113973)		
<u>EQUIPMENT / UTENSILS</u>		
609. <input type="checkbox"/> Maintain all food contact surfaces smooth, easily cleanable, nonabsorbent, protected from contamination, and clean. (Sec. 114130.1)		
610. <input type="checkbox"/> Maintain all equipment, utensils, and facilities clean, fully operative and in good repair. (Sec. 114175)		
<u>STRUCTURE</u>		
611. <input type="checkbox"/> Provide approved hand washing facilities plumbed with warm water. Provide soap and single service towels in dispensers. (Sec. 114358, 114240)		
612. <input type="checkbox"/> Provide proper utensil washing facilities with warm water. (Sec. 114351)		
613. <input type="checkbox"/> Provide proper toilet facilities for food handlers. (Sec. 114359)		
614. <input type="checkbox"/> Properly dispose of all liquid waste. (Sec. 114197)		
615. <input type="checkbox"/> Keep animals, birds, and fowl at least 20 feet from the booth (except service animals). (Sec. 114259.5)		
616. <input type="checkbox"/> Fully enclose the food booth with an approved top and sides. Provide a cleanable, durable floor surface. (114347, 114349)		
617. <input type="checkbox"/> Properly identify the food booth with the name address and telephone number of the organization operating the booth. (Sec. 114337)		
618. <input type="checkbox"/> Provide a trash receptacle with a tight fitting lid. (Sec. 114244)		
619. <input type="checkbox"/> Discontinue the operation of the booth until a valid Health Permit is provided. (Sec. 114381.2)		
620. <input type="checkbox"/> Other		
COMMENTS:		
621. <input type="checkbox"/> CONDEMNED/VOLUNTARILY DISPOSED: MEAT/FISH/POULTRY (    LBS),                      VEG./FRUITS (    LBS), GRAINS/NUTS (    LBS),    DAIRY (    LBS),    CANNED/MISC. GOODS (    LBS),    TOTAL POUNDS OF FOOD (    LBS)		
DATE REPORT ABATED:	ENVIRONMENTAL HEALTH OFFICE	RECEIVED BY:
		POSITION:
		EHS:

1.1.37. Wholesale Food Official Inspection Report

DATE VIOLATIONS CORRECTED:		EHS INITIALS:					
OPERATOR INITIALS:		No Violations Observed at Time of Inspection		No Potentially Hazardous Foods		Complaint Allegations Not Observed	
<b>WHOLESALE FOOD OFFICIAL INSPECTION REPORT</b> COUNTY OF LOS ANGELES * DEPARTMENT OF PUBLIC HEALTH ENVIRONMENTAL HEALTH							
<b>SECTION I: FOOD / EMPLOYEE PRACTICES / VERMIN / WATER / SANITIZING / SEWAGE</b>							
INSPECTION DATE: TIME IN: TIME OUT: COMPLIANCE DATE(S): EHS: PERMID EHS: SUBMITTER: BUSINESS PHONE #: ZIP CODE: CITY / STATE: LICENSE HOLDER: RECEIVED BY: BUSINESS E-MAIL ADDRESS: PROGRAM ELEMENT: SITE #: EXPIRATION YEAR:	701	Holding Temperatures of PHF	719	Rodents			
	702	Cooling	720	Cockroaches			
	703	Adulterated / Pure Food	721	Flies			
	704	Diligent Preparation	722	Other Insects			
	705	Thawing – Improper Method	723	Open Door / Window / Air Curtain / Missing			
	706	Risk for Contamination – Unapproved Area / Vestibule	724	Facility Not Fully Enclosed			
	707	Food Storage – Improperly Covered / Elevated / Improper Area	725	No Water			
	708	Finished Food– Possible Contamination	726	No Hot Water			
	709	Unapproved Source	727	Sanitizing Method / Procedures			
	710	Refrozen Foods	728	Sanitizer – Improper Concentration			
	711	Improper Inspection at Delivery / Transportation	729	Sewage Disposal System			
	712	Acidification / Labeling – (REFERRAL – SEE #774)	730	Toilets – Disrepair / Unclean / Toilet Tissue / Self-Closing Door			
	713	Disease Transmission – Carrier / Lesion / Rash	731	Toilet Facilities–Missing / Inadequate			
	714	Hand Washing – Employee Did Not Wash Hands	732	Backflow / Back Siphonage			
	715	Tobacco / Eating / Drinking / Habits / Behaviors	733	Sinks / Fixtures / Supply Line – Unclean / Disrepair / Inappropriate Use			
	716	Hair Restraints / Outer Garments / Nails / Rings	734	Floor Drains / Floor Sinks – Missing / Unclean / Disrepair			
	717	Personal Items	735	Drain Line / Liquid Waste – Unapproved Discharge / Installation / Missing			
	718	Personal Hygiene	736	Critical Sink / Fixture – Hand Wash / Food Prep Sink / Mop Sink			
<b>SECTION II: OPERATIONS / WALLS / FLOORS / CEILINGS / UTENSILS / EQUIPMENT</b>							
737	Soap / Drying Device – Dispenser Empty / Disrepair / Unapproved Type / Unclean	747	Floors / Walls / Ceilings – Not Maintained Clean				
738	Hazardous Materials / Chemicals / Janitorial – Storage / Use	748	Utensils / Equipment / Shelving / Cabinets – Not Maintained Clean				
739	Shellfish Tags / Records	749	Unapproved Equipment / Improper Use / Improper Installation				
740	Interior Premises – Castoffs / Tools / Linens / Uniforms	750	Unapproved Utensils / Improper Use				
741	Living Sleeping Quarters	751	Condition – Disrepair (Utensils / Equipment / Shelving / Cabinets)				
742	Animal / Bird / Fowl	752	Utensils / Equipment–Storage				
743	Refuse / Containers / Food Waste Storage	753	Hood – Unclean / Disrepair / Equipment Not Under Hood				
744	Exterior Premises	754	Ventilation – General				
745	Dressing Room / Lockers / Inadequate Number	755	Lighting / Light Shields / Electrical				
746	Deterioration / Unapproved Materials	756	Wiping Cloths – Unclean / Inadequate Sanitizer / Turbid / Storage				
746	Deterioration / Unapproved Materials	757	Thermometer – Refrigeration / Probe				
<b>SECTION III: LICENSE / SIGNS / DISPOSAL / TRAINING / CLOSURE / ADMINISTRATIVE ACTIONS</b>							
<b>LICENSE / SIGNS</b>				<b>VOLUNTARY DISPOSAL</b>			
750	Public Health License	764	VOLUNTARY FOOD DISPOSAL:	TOTAL	Lbs.		
759	Certified Food Handler Certificate	Meat	Lbs.	Dairy	Lbs.	Canned Goods	Lbs.
760	Signs – Hand Washing /Smoking	Seafood / Fish	Lbs.	Produce	Lbs.	Eggs	Lbs.
761	Food Processor Registration	Poultry	Lbs.	Nuts / Grains	Lbs.	Misc.	Lbs.
762	County Business License	HOT WATER TEMPERATURE: _____ °F					
763	BTA Registration	SANTIZER:	CHLORINE	AMMONIA	IODINE	OTHER	
<b>TRAINING PROVIDED</b>				<b>CLOSURE / ADMINISTRATIVE ACTIONS</b>			
765	Sanitization – Food Contact Surfaces	771	Administrative Review / Office Hearing				
766	Hand Washing	772	Suspension / Revocation of Public Health License				
767	Delivery – Proper Inspection Method	773	Referral – Plan Check				
768	Cooling Methods	774	Referral – State / Federal / Cal OSHA				
769	Holding Temperatures	775	Referral – Other (Local / Department)				
770	Defrosting / Thawing Methods	776	Bulletins / Advisories				
<b>SECTION IV: FACILITY STATUS / INFORMATION</b>							
777	No Food Preparation Observed at Time of Inspection	780	USDA Facility				
778	Facility Not Operating at Time of Inspection	781	Approved HACCP Plan				
779	Not Open / No Entry / No Parking Available	782	SSOP Available				
See Reverse Side For The General Requirements That Correspond To Each Violation Listed Above							
1. Failure to correct the violations by the compliance date may result in additional fees for reinspection. 2. Your signature does not constitute agreement with the contents on this form. You may discuss the contents by contacting the supervisor of the Environmental Health office indicated on this report. Until such time that the Department renders a decision, the report shall remain in effect.							
It is improper and illegal for any County officer, employee or inspector to solicit bribes, gifts or gratuities in connection with performing their official duties. Improper solicitations include requests for anything of value such as cash, discounts, free services, paid travel or entertainment, or tangible items such as food or beverages. Any attempt by a County employee to solicit bribes, gifts or gratuities for any reason should be reported immediately to either the County manager responsible for supervising the employee or the Fraud Hotline at (800) 644 - 6661 or www.lapountyfraud.org. YOU MAY REMAIN ANONYMOUS							
ENVIRONMENTAL HEALTH PROGRAM 5050 COMMERCE DRIVE BALDWIN PARK, CA 91706 OFFICE: (626) 430 - FAX: (626) 813 -							OPERATOR SIGNATURE

1.1.38. Wholesale Food Facility Closure Notification



COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
**ENVIRONMENTAL HEALTH**  
**WHOLESALE FOOD FACILITY CLOSURE NOTIFICATION**



DISTRICT:	SUBDISTRICT:	SITE #:	PERMIT #:	PROGRAM ELEMENT:
TYPE OF CLOSURE		<input type="checkbox"/> NO PHP / L	<input type="checkbox"/> SUSPENSION	<input type="checkbox"/> REVOCATION
DATE OF SUSPENSION:		DATE OF REOPENING:		

**FACILITY INFORMATION**

FACILITY NAME: \_\_\_\_\_  
 FACILITY ADDRESS: \_\_\_\_\_  
 OWNER / OPERATOR: \_\_\_\_\_ FACILITY TYPE: \_\_\_\_\_

**OFFICE INFORMATION**

HEARING DATE: \_\_\_\_\_ HEARING OFFICER: \_\_\_\_\_  
 FIELD INSPECTOR: \_\_\_\_\_  
 APPROVING SUPERVISOR: \_\_\_\_\_

**CODE VIOLATION(S):**

- Food To Be Pure & Free of Contamination.....11.12.230
- Gross Contamination of Food Contact Surfaces.....11.12.230
- No Potable Water Supply / No Hot Water.....11.12.070
- No Public Health License.....8.04.560
- No Toilet Facilities.....11.12.070
- Sewage.....11.12.070
- Unsafe Food Temperatures.....11.12.240
- Vermin Infestation  Cockroaches  Flies  Mice  Rats.....11.12.230
- Other.....

**COMMENTS:**

**INITIALS**

- Closure Notice Faxed to Area Manager
- Closure Entered in EHMS
- Reopening Notice Faxed to Area Manager
- Reopening Entered in EHMS

07 / 2007

1.1.39. Public Health License / Permit Application

COUNTY OF LOS ANGELES

PUBLIC HEALTH LICENSE/PERMIT APPLICATION

DEPARTMENT OF HEALTH SERVICES

ACCT. # 115422

TYPE OF ESTAB.

BUS CODE  
QTR KEY

PRO MTH + YR  
DISTRICT  
SUBDIST

START OF BUSINESS DATE

VEH. LIC./CERT. NO./NO. MACH.

NO COUNTY BUSINESS LICENSE POSTED

SITE ADDRESS

BEGINNING NO. ENDING NO. FRAC. DIR

STREET NAME ST/AVE/BLVD CENSUS TRACT

UNIT CITY ZIPCODE

DBA - TRADE NAME

OWNER NAME

PARTNER NAME

C/O NAME

MAILING ADDRESS

NUMBER FRAC. DIR

STREET ST/AVE/BLVD UNIT

CITY STATE ZIPCODE

ESTAB. PHONE

CURRENT FEE	
PRORATION	
PENALTY	
PRIOR YEAR FEE	
PRIOR YEAR PENALTY	
TOTAL FEE DUE	

FICHE

SIGNATURE APPLICANT

SIGNATURE EHS

DATE

76P865A (REV. 5/03)

WHITE - TAX COLLECTOR GREEN - TAX COLLECTOR BLUE - PROCESSING UNIT PINK - DISTRICT COPY CANARY - OWNER COPY

### 1.1.40. Status Update Form

**ENVIRONMENTAL HEALTH/HEALTH FACILITIES PUBLIC HEALTH LICENSE/PERMIT STATUS UPDATE FORM**

CHANGE/UPDATE ACCT. AS INDICATED

Effective date or  
End of business day

PRO MTH = YR

ACCT. #

DELETE ENTIRE ACCOUNT

VEH. LIC./CERT. NO./MACH.

DRIVER LIC.

DISTRICT

SUBDIS

BUS COD

IN

**SITE ADDRESS**

BEGINNING NO.

ENDING NO.

SW/1

DIR

PROPERTY NAME

LOT CITY LOCATION ZIP/ZIP TRACT

**DBA-  
TRADE NAME**

**OWNER  
NAME**

LAST, FIRST AND MIDDLE INITIAL

**PARTNER  
NAME**

LAST, FIRST AND MIDDLE INITIAL

**C/O  
NAME**

**MAILING  
ADDRESS**

NUMBER UNIT/DIR STREET STANDARD

UNIT CITY

STATE ZIP CODE EHS SIGNATURE DATE

MICROFICHE REVIEW COMPLETED

Supervisor approval: DATE: \_\_\_\_\_  
 FOR TTC USE ONLY: BATCHED BY: \_\_\_\_\_ DATE: \_\_\_\_\_  
 BATCH # \_\_\_\_\_ DOC SEQ. # \_\_\_\_\_



**Attachment C1A**

**1.1.41. PH Miscellaneous Revenue Fee Transmittal (Cash)**

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES  
 PUBLIC HEALTH - ENVIRONMENTAL HEALTH  
 PUBLIC HEALTH MISCELLANEOUS REVENUE FEE TRANSMITTAL

TRANSMITTAL NO.: \_\_\_\_\_ TOTAL NUMBER OF PAGES: \_\_\_\_\_  
 DATES: \_\_\_\_\_

TO: FISCAL SERVICES  
 \_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

FROM: FOOD & MILK  
 SOFT SERVE

DISTRICT CODE #: 8 Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

PAYMENT RECEIVED FOR:	DATE RCVD	RECEIPT #	CASH	AMOUNT RCVD
	CASE #			
			CASH	
			CASH	
			CASH	
			CASH	
			CASH	
			CASH	
			CASH	
			CASH	
Grand Total Amount of This Transmittal			<b>\$0.00</b>	
			<b>TOTAL AMOUNT THIS PAGE</b>	<b>\$0.00</b>

\_\_\_\_\_  
 Supervisor's Signature

**Attachment C1A**

**1.1.42. PH Miscellaneous Revenue Fee Transmittal (Check/Money Order)**

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES  
 PUBLIC HEALTH - ENVIRONMENTAL HEALTH  
 PUBLIC HEALTH MISCELLANEOUS REVENUE FEE TRANSMITTAL

TRANSMITTAL NO.: \_\_\_\_\_ TOTAL NUMBER OF PAGES: \_\_\_\_\_

TO: FISCAL SERVICES DATE: \_\_\_\_\_



Received by: \_\_\_\_\_ Date: \_\_\_\_\_

FROM: DISTRICTS

DISTRICT CODE #: X Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

PAYMENT RECEIVED FOR:	DATE RCV'D	RECEIPT #	CHECK #	AMOUNT RCV'D
	CASE #		MONEY ORDER #	
Grand Total Amount of This Transmittal	\$0.00	TOTAL AMOUNT THIS PAGE		\$0.00

Supervisor's Signature \_\_\_\_\_

**Attachment C1A**

**1.1.43. PH License/Permit Application and Fee Transmittal (Cash)**

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES  
 PUBLIC HEALTH - ENVIRONMENTAL HEALTH  
 PUBLIC HEALTH LICENSE/PERMIT APPLICATION AND FEE TRANSMITTAL  
 NEW

CASH ONLY  
 TRANSMITTAL NO.: \_\_\_\_\_

TOTAL NUMBER OF PAGES: \_\_\_\_\_  
 DATE: \_\_\_\_\_

TO: TREASURER-TAX COLLECTOR  
 \_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

FROM: Food & Milk

DISTRICT CODE #: 10

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

DBA AND SITE ADDRESS	DATE ISSUED	DP #	CASH	BUS CODE / PHL/P #	R'CEPT #	AMOUNT RCVD
				VEH # / CERT #		
			CASH			
			CASH			
			CASH			
			CASH			
			CASH			
			CASH			
			CASH			
Grand Total Amount of This Transmittal			0.00	TOTAL AMOUNT THIS PAGE		\$0.00

Supervisor's Signature \_\_\_\_\_

**1.1.44. PH License/Permit Application and Fee Transmittal  
(Check/Money Order)**

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES  
PUBLIC HEALTH - ENVIRONMENTAL HEALTH  
PUBLIC HEALTH LICENSE/PERMIT APPLICATION AND FEE TRANSMITTAL  
Checks and Money Orders ONLY  
NEW

TRANSMITTAL NO.: [REDACTED]

TOTAL NUMBER OF PAGES: \_\_\_\_\_  
DATE: \_\_\_\_\_

TO: [REDACTED]

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

FROM: DISTRICT \_\_\_\_\_

DISTRICT CODE #:  X

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

DBA AND SITE ADDRESS	DATE ISSUED	DP #	CHECK # MONEY ORDER #	BUS CODE / PHL/P #		R'CEPT #	AMOUNT RCV'D
				VEH # / CERT #			
Grand Total Amount of This Transmittal			0.00	TOTAL AMOUNT THIS PAGE			\$0.00

Supervisor's Signature \_\_\_\_\_

1.1.45. Environmental Health Receipt

**RECEIPT/RECIBO**

<input type="checkbox"/> HARBOR-UCLA MEDICAL CENTER	<input type="checkbox"/> RANCHO LOS AMIGOS MEDICAL CENTER
<input type="checkbox"/> HIGH DESERT HOSPITAL	<input type="checkbox"/> LAC-USC MEDICAL CENTER
<input type="checkbox"/> KING/DREW MEDICAL CENTER	<input type="checkbox"/> PUBLIC HEALTH
<input type="checkbox"/> OLIVE VIEW MEDICAL CENTER	SPECIFY: _____

ANY ALTERATION OR ERASURE RENDERS RECEIPT VOID      DATE: \_\_\_\_\_  
CUALQUIER ALTERACION O BORRÓN HACE ESTE RECIBO NULO

RECEIVED FROM: _____	\$ _____
THE AMOUNT OF: _____	and / 100
<input type="checkbox"/> CASH <input type="checkbox"/> MONEY ORDER # _____	
<input type="checkbox"/> CHECK # _____ <input type="checkbox"/> VISA <input type="checkbox"/> MASTER CARD # _____	
PATIENT NAME _____	
PF # _____	ACCOUNT NO. _____
DATE(S) OF SERVICE _____	PAYMENT RECEIVED FOR <input type="checkbox"/> MEDICAL SERVICES <input type="checkbox"/> PHARMACY
MISCELLANEOUS _____	

RECEIVED BY: \_\_\_\_\_

HS-65 76C50R (8/92) 3/99      PATIENT'S COPY

1.1.46. Temporary Event Permit

**PLEASE PRINT**      **COUNTY OF LOS ANGELES - SINGLE EVENT FIELD RECEIPT**

TODAY'S DATE \_\_\_\_\_ DL # \_\_\_\_\_ DATES OF EVENT: FROM \_\_\_\_\_ TO \_\_\_\_\_

OWNER(S) NAME(S) \_\_\_\_\_  
LAST, FIRST AND MIDDLE INITIAL \_\_\_\_\_

DOING BUSINESS AS - TRADE NAME \_\_\_\_\_

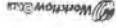
EVENT NAME \_\_\_\_\_

EVENT ADDRESS \_\_\_\_\_  
NUMBER AND STREET \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_  
NUMBER AND STREET \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

TYPE OF BUSINESS TO BE LICENSED \_\_\_\_\_  
VER. LICENSED NO. \_\_\_\_\_  
OR CART I.D. \_\_\_\_\_

PHONE \_\_\_\_\_ CHECK OR MONEY ORDER NO. \_\_\_\_\_ FEE AMOUNT \_\_\_\_\_  
SIGNATURE OF APPLICANT \_\_\_\_\_ SIGNATURE OF FIELD REPR. \_\_\_\_\_ DIST. \_\_\_\_\_  
H-8557 769522 (3/88) 498

055988-M# 0707      

1.1.47. Unlicensed Activity Fee Assessment

ENVIRONMENTAL HEALTH  
UNLICENSED ACTIVITY  
FEE ASSESSMENT FORM

OFFICE/PROGRAM:		EHS NAME:	
NOTICE #:		NOTICE ISSUE DATE:	
PROG.ELEMENT:	SITE DESCRIPT.:	O <input type="checkbox"/> T <input type="checkbox"/> L <input type="checkbox"/>	
INSPECTION SITE LOCATION:			
City:		Zip:	
LEGAL INFO OF SITE:	Map Book	Page	Parcel
RESPONSIBLE PARTY'S NAME: (Last, First)			
C/O NAME:			
MAILING ADDRESS:			
City:		State:	Zip:

INVESTIGATION RECORD

	1	2	3	4	5	
Date						
Time Spent (Minute)						TOTAL
Cumulative (Minute)						
Mileage						
TOTAL FEE ASSESSED	EHS SIGNATURE _____ SUPERVISOR'S SIGNATURE _____ DATE _____					ABATED <input type="checkbox"/> Yes <input type="checkbox"/> No

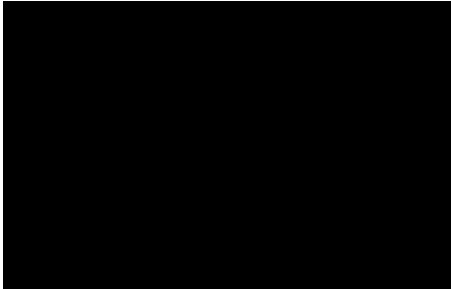
Send completed form to:



FEE TABLE

One hour or less	\$ 50.00
More than one hour but less than three hours	\$125.00
Three hours or more	\$250.00

1.1.48. Certification of Public Health License/Permit Status



www.lapublichealth.org/en

CERTIFICATION OF PUBLIC HEALTH LICENSE/PERMIT STATUS

DATE: \_\_\_\_\_

TO: Lucinda Herring  
Collections Accounting Div.  
Treasurer-Tax Collector



SUBJECT (OWNER) \_\_\_\_\_  
DBA \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
LICENSE/PERMIT \_\_\_\_\_  
TYPE OF BUSINESS \_\_\_\_\_  
DRIVERS LICENSE \_\_\_\_\_  
DATE OF BIRTH \_\_\_\_\_  
VEHICLE LICENSE PLATE # \_\_\_\_\_  
VEHICLE CERTIFICATION # \_\_\_\_\_

FROM/RETURN TO: \_\_\_\_\_  
Vehicle Inspection Program



REQUEST IS MADE FOR THE FOLLOWING:

- ( ) VERIFIED CERTIFICATION OF PUBLIC HEALTH PERMIT FROM \_\_\_\_\_ TO \_\_\_\_\_
- ( ) VERIFIED CERTIFICATION OF NON-PERMIT STATUS FROM \_\_\_\_\_ TO \_\_\_\_\_

I, Lucinda Herring, do hereby certify that on \_\_\_\_/\_\_\_\_/\_\_\_\_, I personally made a diligent search, pursuant to Section 1284, and 1531 of the California Evidence code, of the available records of the Treasurer-Tax Collector's Office, County of Los Angeles, for \_\_\_\_\_ (Owner) of \_\_\_\_\_ (DBA).

Said records indicate that:

- ( ) 1. The Subject/DBA paid its Public Health License/Permit fees for \_\_\_\_\_ to \_\_\_\_\_ as evidence by the attached certified copy of the payment stub.
- ( ) 2. The Subject/DBA did not renew its Public Health License/Permit for the period \_\_\_\_\_ to \_\_\_\_\_ due to the lapse of fee payment.



1.1.49. Corporation Document Request



Director and Health Officer

Chief Deputy Director

Director of Environmental Health

Bureau of Sanitized Surveillance and Enforcement

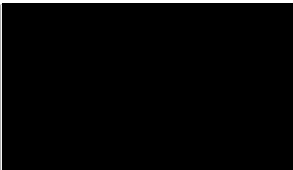
Vehicle Inspection Program

[www.lapublichealth.org/eh](http://www.lapublichealth.org/eh)



REQUEST FOR CERTIFIED COPIES OF CORPORATION DOCUMENTS/FISCAL YEAR 2009/2010

DATE:  
P.O. # Q18993



To whom it may concern:

When prosecuting criminal cases involving corporations, the court requires a certified copy of the Articles of Incorporation, Statement of Domestic Corporation, Amendments and Statement of Officers.

We, therefore, are requesting certified copies of these documents on the corporation listed below:

Corporation Name: \_\_\_\_\_  
DBA: \_\_\_\_\_  
Address: \_\_\_\_\_  
Officers: \_\_\_\_\_

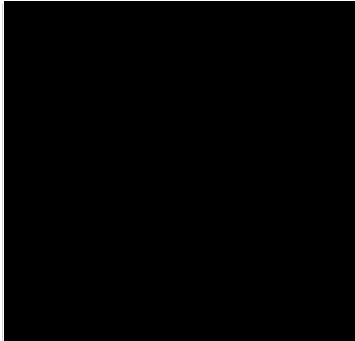
PLEASE SEND REPLY TO:

Name and Title: \_\_\_\_\_  
Department: Vehicle Inspection Program  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Bills for processing should be sent to:

Environmental Health  
\_\_\_\_\_

1.1.50. Restroom Agreement



**Restroom Agreement**

I agree to allow the employees from the Mobile Food Facility listed below to use my approve toilet facilities during the operational hours of my business. The approve toilet facilities meets all criteria as described in the California Retail Food Code (CAL CODE).

**MOBILE FOOD FACILITY:**

DBA: \_\_\_\_\_ Permit #: \_\_\_\_\_  
License Plate #: \_\_\_\_\_ Site #: \_\_\_\_\_  
Vehicle Identification Number: \_\_\_\_\_  
Operating Location: \_\_\_\_\_ Hours: \_\_\_\_\_  
Owner Name: \_\_\_\_\_ Phone #: (\_\_\_\_) \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Title: \_\_\_\_\_

**APPROVE RESTROOM FACILITY:**

Business Name: \_\_\_\_\_ Hours: \_\_\_\_\_ Permit # \_\_\_\_\_ Site #: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone #: (\_\_\_\_) \_\_\_\_\_

1.1.51. Notice of Delinquent Account



Environmental Health

Bureau of District Surveillance and Enforcement

www.lapublichealth.org

Hearing Notice

Date: Fiscal Year:
Owner's Name: Phone #:
DBA: Address:
Site #: P.E.: Bus. Code: PH Acct. No.:
Original Balance: \$ Penalty: \$ Total Amount Owed: \$

An inspection conducted on revealed that the above named business did not have a current Public Health License / Permit on the premises. An investigation using official records provided by the Treasurer-Tax Collector shows that your operation has not been issued a valid Public Health Permit and is operating illegally. This is a violation of California Uniform Retail Food Facility Law sections: 114381 and 114387.

To resolve this issue and avoid possible closure and / or legal action against your facility, you are requested to attend an office hearing to be held at A.M. / P.M. on at:

East Valley Office

Please fax documents (including front and back sides of canceled check prior to hearing) or bring documentation to the office hearing that may be used as evidence that prior payment for your Public Health License / Permit has been made. Failure to resolve this issue will result in immediate closure of your business and / or legal action.

If you have any questions, contact at

Filename: Notice

## **1.2. Drinking Water Program:**

The intent of including the implementation of Drinking Water Program, from Bureau of Environmental Health Protection, in Phase 1 is to ensure EHPIMS capability to accommodate the functional requirements of such specialty program.

In addition to the screen shots listed in this section, Drinking Water Program shares the following 16 forms with District Surveillance and Enforcement listed in Section 1.1 of this document.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. Notice of Violation
5. Referral Form
6. Mileage Claim Form
7. Complaint Report
8. Intra-Departmental Referral Form
9. Documentation Sheet
10. Sewage Discharge Incident Report
11. Public Health Permit / License Suspension Form
12. Site Evaluation Form
13. Public Health License / Permit Application
14. Status Update Form
15. Unlicensed Activity Fee Assessment
16. Certification of Public Health License/Permit Status
17. Legal Ownership Request
18. Environmental Health Receipt

1.2.1. Drinking Water Site Inspection Report

DATE VIOLATIONS CORRECTED		EHS INITIALS		OPERATOR INITIALS	
<b>DRINKING WATER SITE INSPECTION REPORT</b> COUNTY OF LOS ANGELES * DEPARTMENT OF PUBLIC HEALTH ENVIRONMENTAL HEALTH					
<b>COMPLIANCE REPORT:</b> The inspection of your water system was conducted to determine compliance with the California Health and Safety Code (H&SC); Titles 17 and 22 of the California Code of Regulations (CCR); California Well Standards (CWS); the Los Angeles County Code (LACC); and the American National Standards Institute / American Water Works Association Standard (ANSI /AWWA) The items checked below are <b>NOT</b> in compliance with stated sections of the H&SC, and/or the CCR.					
TIME IN	TIME OUT	RECEIVED BY: <input checked="" type="checkbox"/>		BUSINESS EMAIL:	
		ROUTINE <input type="checkbox"/>		EHS:	
COMPLIANCE DATE:		REVISIT <input type="checkbox"/>		EHS (PHANT):	
		FIELD SURVEY <input type="checkbox"/>		EHS (SIGNED/TIMES):	
		PLAN CHECK <input type="checkbox"/>			
		COMPLAINT <input type="checkbox"/>			
INSPECTION DATE:		CERTIFIED OPER. <input type="checkbox"/>		SOURCE PROTECTION ANSI / AWWA A-100-97	
		NO ISSUED: <input type="checkbox"/>		Well #s	
		YES <input type="checkbox"/>		6 Well site vulnerable to contamination	
		CCR: <input type="checkbox"/>		7 Well head terminates 18" above grade	
		YES <input type="checkbox"/>		8 Well base/slab 6" above grade and free of cracks	
		NO <input type="checkbox"/>		9 Well caps / plugs are watertight	
		NO <input type="checkbox"/>		10 Well site secured (locked) to 50' radius	
		YES <input type="checkbox"/>		11 Well site free of rodent activity or harborage	
		NO <input type="checkbox"/>		12 Abandoned wells properly destroyed and sealed	
		NO <input type="checkbox"/>		13 Check valve installed at well head	
		NO <input type="checkbox"/>		14 Backflow device at pump discharge pipes	
		NO <input type="checkbox"/>		15 Chemical feeders / injector with backflow device	
NAME OF SMALL WATER SYSTEM		PERMIT STATUS		RESEVOIR / STORAGE ANSI / AWWA C652-02	
SYSTEM NO.		NO OF WELLS		Tank #s	
MAILING ADDRESS		NO OF SERVICE COM.		16 Storage capacity sufficient	
EMERGENCY PHONE				17 Properly construction / secured / lined	
SYSTEM CLASSIFICATION				18 Vents Screened 1/2" mesh	
MAX DAILY DEMAND (Gallons)				TREATMENT SYSTEM ANSI / AWWA B300-04	
				19 Chlorinator Performance and Additives	
				20 Approved filtration (type _____)	
				21 Appropriate disinfectant residual (_____ ppm)	
				22 Disinfection By-Product Rule monitoring	
				CROSS CONNECTION CONTROL	
				23 Testing / maintenance of backflow prevention devices	
				24 Cross connection control program	
				25 Trained / Certified Personnel	
				26 Maintenance records on site	
				55 Lead and Copper Monitoring Plan	
ENVIRONMENTAL HEALTH DRINKING WATER PROGRAM 5050 COMMERCE DRIVE BALDWIN PARK, CA 91706 TEL (626) 430-5360 FAX (626) 813-0116 E-Mail: waterquality@ph.lacounty.gov		FIELD OFFICE		ADDITIONAL REQUIREMENTS In addition to the Violations noted above, the Department will issue the following Report or Notice. Further instructions will be included in the following document(s). <input type="checkbox"/> Sanitary survey <input type="checkbox"/> Notice of Violation <input type="checkbox"/> Compliance Order <input type="checkbox"/> Administrative Hearing <input type="checkbox"/> Notice of Non Compliance  It is improper and illegal for any County officer, employee or inspector to solicit bribes, gifts or gratuities in connection with performing their official duties. Improper solicitations include requests for anything of value such as cash, discounts, free services, paid travel or entertainment, or tangible items such as food or beverages. Any attempt by a County employee to solicit bribes, gifts or gratuities for any reason should be reported immediately to either the County manager responsible for supervising the employee or the Fraud Hotline at (800) 544 - 5861 or www.lacountyfraud.org. YOU MAY REMAIN ANONYMOUS.	
ORIGINAL					

1.2.2. Organized Camp Inspection Report (Page 1)



COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH  
 BUREAU OF ENVIRONMENTAL PROTECTION  
 LAND USE PROGRAM



[Redacted Address]

Organized Camps  
**INSPECTION REPORT**

DISTRICT:	INSPECTOR:	INSPECTION DATE:
NAME:		REVISIT DATE:
ADDRESS:		TELEPHONE:
OWNER/LESSEE:		TELEPHONE:
ADDRESS:		

PERSON INTERVIEWED:		
1. <input type="checkbox"/> YES <input type="checkbox"/> NO	DRINKING FOUNTAIN CENTRALLY LOCATED	
2. <input type="checkbox"/> YES <input type="checkbox"/> NO	ONE SHOWER PER 15 CAMPERS PROVIDED.	MAX OCCUPENCY:
3. <input type="checkbox"/> YES <input type="checkbox"/> NO	ONE TOILET PER 15 CAMPERS PROVIDED.	MAX OCCUPENCY:
4. <input type="checkbox"/> YES <input type="checkbox"/> NO	30 SQ. FT. OF FLOOR AREA PROVIDED FOR DOUBLE TIER SLEEPING	
5. <input type="checkbox"/> YES <input type="checkbox"/> NO	20 SQ. FT. OF FLOOR AREA FOR SINGLE TIER SLEEPING	
6. <input type="checkbox"/> YES <input type="checkbox"/> NO	HEAD TO HEAD SLEEPING ALLOWED	
7. <input type="checkbox"/> YES <input type="checkbox"/> NO	3 FEET SEPERATION BETWEEN BEDS	
8. <input type="checkbox"/> YES <input type="checkbox"/> NO	DESIGNATED INFIRMARY PROVIDED	
9. <input type="checkbox"/> YES <input type="checkbox"/> NO	MAINTAINS A HEALTH HISTORY ON CAMPERS AND STAFF	
10. <input type="checkbox"/> YES <input type="checkbox"/> NO	HAVE A FULL TIME ADULT CHARGED WITH HEALTH SUPERVISION	
11. <input type="checkbox"/> YES <input type="checkbox"/> NO	PHYSICIAN ON CALL	NAME: PHONE:
12. <input type="checkbox"/> YES <input type="checkbox"/> NO	LOG OF MEDICAL TREATMENT OR FIRST AID RENDERED	
13. <input type="checkbox"/> YES <input type="checkbox"/> NO	AUTOMATICALLY REPORT COMMUNICABLE DISEASES TO HEATH DEPARTMENT	
14. <input type="checkbox"/> YES <input type="checkbox"/> NO	HAVE A 25 YEAR OR OLDER ADULT IN CHARGE OF THE CAMP	
15. <input type="checkbox"/> YES <input type="checkbox"/> NO	PROVDE 1 – 18 YEAR OLD OR OLDER (OR HIGH SCHOOL GRADUATE) CONSELORS FOR EACH 10 CAMPERS UNDER 16 YEARS OF AGE	
16. <input type="checkbox"/> YES <input type="checkbox"/> NO	COUNSELORS TRAINED IN THE PRINCIPLES OF FIRST AID	
17. OTHER:		
OPERATORS SIGNATURE:	DATE:	Page: of

**1.2.3. Organized Camp Inspection Report (Page 2)**

**ORGANIZED CAMP INSPECTION REPORT**  
LAND USE PROGRAM



1.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	DRINKING FOUNTAIN CENTRALLY LOCATED
2.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	ONE SHOWER PER 15 PERSONS
3.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	ONE TOILET PER 15 PERSONS
4.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	30 SQUARE FEET OF FLOOR AREA FOR DOUBLE TIER SLEEPING
5.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	20 SQUARE FEET OF FLOOR AREA FOR SINGLE TIER SLEEPING
6.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	HEAD TO HEAD SLEEPING
7.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	3 FEET SEPARATION BETWEEN BEDS
8.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	DESIGNATED INFIRMARY
9.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	MAINTAINS A HEALTH HISTORY ON CAMPERS AND STAFF
10.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	FULL TIME HEALTH SUPERVISOR (MUST BE 25 YEARS OR OLDER)
11.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	PHYSICIAN ON CALL      NAME: TELEPHONE:
12.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	LOG OF MEDICAL TREATMENT/FIRST AID
13.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	REPORTS OF COMMUNICABLE DISEASES TO HEALTH DEPARTMENT
14.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	ADULT CAMP SUPERVISOR (MUST BE 25 YEARS OR OLDER)
15.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	1 COUNSELOR FOR EACH 10 CAMPERS UNDER 16 YEARS OF AGE (COUNSELORS MUST BE 18 YEARS OLD OR HIGH SCHOOL GRADUATE)
16.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	COUNSELORS TRAINED IN FIRST AID
17.	OTHER:		
FHS:		TELEPHONE #:	PAGE    OF

**Attachment C1B – Phase 2 Forms**

**FOR  
ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**



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## 1.0 PHASE 2: FORMS INTRODUCTION

The purpose of ATTACHMENT C1B – Phase 2 Forms is to provide Proposers with the majority of the current forms used by EH programs and other DPH divisions and County departments.

(NOTE: All sample forms provided in ATTACHMENT C1B – Phase 2 Forms are intended only to depict the information and data elements that must be captured and displayed on each respective form. Although Proposer's solution must include the production of all forms provided as samples and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form in the precise layout, style and format as each sample form appears.)

Phase 2 Implementation of Forms consists of two sub phases:

- Phase 2A: Forms implemented in Phase 1 for District Surveillance and Enforcement will be used by the remaining 15 District Offices from Bureau of District Surveillance and Enforcement.
- Phase 2B: Forms for all other EH programs and other DPH divisions and County departments included in this Phase will be implemented during Phase 2B. ATTACHMENT C1B – Phase 2 Forms contains the majority of the forms that need to be implemented during this phase for the programs listed in section 1.1 through Section 1.14 of this document.

Section 1.15 includes the forms for Tobacco Control Program. EHPIMS will allow users of Tobacco Control Program to access these forms.

**1.1. Vehicle Inspection Program / Street Vending Compliance**

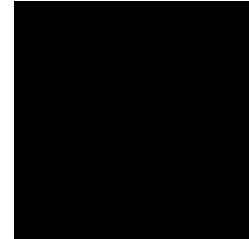
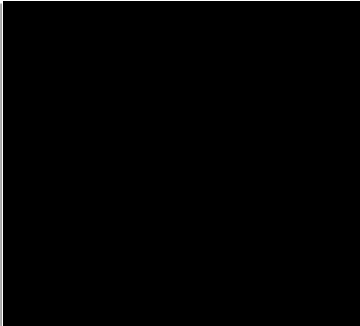
In addition to the form image/s listed in this section, Vehicle Inspection Program and Street Vending Compliance Program use the following 24 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1 Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Fact Sheet
3. Office Hearing Statement of Liability
4. City Attorney Hearing Form
5. District Attorney Referral Letter
6. Subpoena for Non-County Cases (Eyewitness Fee)
7. Referral Form
8. Mileage Claim Form
9. Complaint Report
10. Intra-Departmental Referral Form
11. Legal Ownership Request
12. Closure Form
13. Public Health Permit / License Suspension Form
14. Re-inspection Fee Notification for Food Establishments
15. Notification of Intent to Suspend or Revoke Permit
16. Wholesale Food Official Inspection Report
17. Wholesale Food Facility Closure Notification
18. Public Health License / Permit Application
19. Status Update Form
20. Environmental Health Receipt
21. Certification of Public Health License/Permit Status
22. Corporation Document Request
23. Public Health License Requirements for Application Processing
24. Restroom Agreement

**1.1.1. Title 8 Requirements (English)**

See Attachment C1B Section 1.1.10.

1.1.2. Vehicle Inspection Bill Delay Letter



June 9, 2009

This letter is to advise you that the bills for the Los Angeles County Public Health Permits will be delayed for at least 60 days. The Department will continue to honor your current Public Health Permit for the fiscal year 2008-2009.

This letter, along with your 2008-2009 Public Health Permit, must be retained until you receive the 2009-2010 permit. If your current permit does not indicate the License plate or Certification (Cert) number, please contact the Vehicle Inspection Program at [REDACTED]

_____	_____
Public Health Permit Number	License Plate/Certification Number
_____	_____
DBA	Site #
_____	_____
Inspector	Operator/Owner
_____	_____
Date	Operator/Owner Signature




1.1.3. Impound Fees

COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH  
BUREAU OF SPECIALIZED SURVEILLANCE AND ENFORCEMENT  
VEHICLE INSPECTION PROGRAM  
STREET VENDING COMPLIANCE PROGRAM



DATE: \_\_\_\_\_

TO: 

FROM: 


SUBJECT: IMPOUND FEES

Enclosed is a receipt for payment of impound fees for the following:

Payment \$ \_\_\_\_\_  
Cash receipt # \_\_\_\_\_  
Mr./Ms. \_\_\_\_\_  
Impound Tag # \_\_\_\_\_  
Inspection Date \_\_\_\_\_  
Office Hearing # \_\_\_\_\_

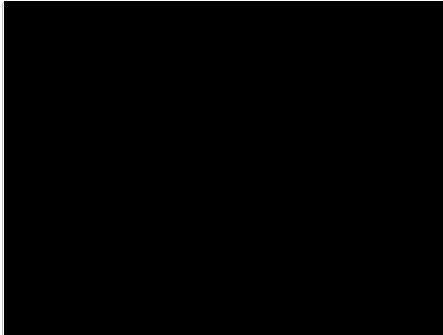
Please credit this money to the Vehicle Inspection Cost Center #23647.

If you have questions, please let me know.

C: Original to cashier  




1.1.4. Vehicle Inspection Plan Check Application



PLAN CHECK # \_\_\_\_\_

PLANS SUBMITTED BY \_\_\_\_\_ TITLE \_\_\_\_\_ PHONE ( ) \_\_\_\_\_

CORPORATION \_\_\_\_\_

INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED

BUSINESS CLASSIFICATIONS:

(CHECK THOSE THAT APPLY)

MOBILE FOOD FACILITY \$340.00	COMMISSARY/MOBILE SUPPORT UNIT.....\$385.00 <input type="checkbox"/>
FULL FOOD PREPARATION..... <input type="checkbox"/>	REMODELING FEE.....\$274.00 <input type="checkbox"/>
LIMITED FOOD PREPARATION..... <input type="checkbox"/>	
PREPACKAGED..... <input type="checkbox"/>	
OTHER..... <input type="checkbox"/>	

CONTACT PERSON \_\_\_\_\_ TELEPHONE NUMBER \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

CITY, STATE, & ZIP CODE \_\_\_\_\_

PLAN CHECK GUIDELINES ISSUED \_\_\_\_\_ OPERATIONAL GUIDELINES ISSUED \_\_\_\_\_

**OWNER/REPRESENTATIVE DECLARATION:** I understand that the amount of fee paid is **NON-REFUNDABLE** and the application is **NON-TRANSFERABLE**. The fee paid is based on my declaration of the business classification indicated above. If this declaration is incorrect, I understand that the plans will not be reviewed until the correct fee is paid. I \_\_\_\_\_



1.1.6. Food Official Inspection Report (Page 1)

DATE VIOLATIONS CORRECTED:		EHS INITIALS:	
SCORE		OPERATOR INITIALS:	
GRADE		ENVIRONMENTAL HEALTH	
No Violations Observed At Time Of Inspection		Complaint Allegations Not Observed	
OUT=Out of Compliance N/A=Not Applicable N/O=Not Observed COS=Corrected On Site			
TIME OUT:		POINTS	
TIME IN:		SECTION I	
INSPECTION DATE:		(POINT VALUE - 6 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION I - MAXIMUM POINTS DEDUCTIBLE = 36)	
COMPLIANCE DATE(S):		FOOD TEMPERATURES	
EHS:		FOOD	
EHS:		VERMIN	
EHS:		EMPLOYEE HEALTH	
BUS. E-MAIL ADDRESS:		WATER / SANITIZATION	
EHS:		SEWAGE	
EHS:		SECTION II	
BUS. E-MAIL ADDRESS:		(POINT VALUE - 4 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION II - MAXIMUM POINTS DEDUCTIBLE = 28)	
EHS:		FOOD TEMPERATURES	
EHS:		FOOD	
EHS:		OPERATIONS	
EHS:		FOOD STORAGE	
EHS:		CONSUMER PROTECTION	
EHS:		PLUMBING / FIXTURES	
EHS:		FOOD SAFETY CERTIFICATE	
EHS:		SECTION III	
EHS:		(POINT VALUE - 1 POINTS FOR VIOLATIONS IN EACH CATEGORY IN SECTION III - MAXIMUM POINTS DEDUCTIBLE = 36)	
EHS:		FOOD / METHODS	
EHS:		VERMIN	
EHS:		OPERATIONS	
EHS:		PLUMBING / FIXTURES / EQUIPMENT	
EHS:		VENTILATION / LIGHTING	
EHS:		UTENSILS / EQUIPMENT / SHELVING	
EHS:		TOILETS / DRESSING ROOMS	
EHS:		REFUSE / PREMISES / JANITORIAL	
EHS:		WALLS / CEILING / FLOORS	
EHS:		EXTERIOR PREMISES	
EHS:		See Reverse Side For The General Requirements That Correspond To Each Violation Listed Above	
EHS:		PAGE 1	

ORIGINAL

1.1.7. Food Official Inspection Report (Page 2)

RETAIL FOOD OFFICIAL INSPECTION REPORT

COUNTY OF LOS ANGELES \* DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH

DBA / NAME:		SITE #:		DATE:		EHS INITIALS:				
OUT		SECTION IV: SIGNS / PERMITS / REQUIREMENTS <small>(POINT VALUE - VIOLATIONS MARKED ARE NOT INCLUDED IN THE CALCULATION OF THE FINAL SCORE AND DO NOT AFFECT OVERALL GRADE)</small>				OUT	N/A	N/O	COS	
177	72. Public Health Permit	82. Specialized Process				187	188		190	
178	73. Inspection Report									
179	74. Grade / Score	83. Person In Charge				191				
180	75. Public Notice									
181	76. Missing Invoice Copies	84. Demonstration of Knowledge				195	196	197		
182	77. County Business License (Unincorporated Areas)									
183	78. Signs - Handwashing / Smoking / Restroom	85. Hazard Analysis Critical Control Point (HACCP) Plan				199	200		202	
184	79. Vending Machine - Name / Address / Phone Number									
185	80. Vending Machine - Record of Cleaning	86. Variance Documentation				203	204		206	
186	81. No Construction Plans Submitted									
SECTION V <small>(POINT VALUE - SUBCATEGORIES ARE NOT INCLUDED IN THE CALCULATION OF THE FINAL SCORE AND DO NOT AFFECT THE OVERALL GRADE)</small>										
TRAINING PROVIDED					CLOSURE / ADMINISTRATIVE ACTION					
207	87. Sanitization - Food Contact Surfaces				98. Suspension of Public Health Permit				218	
208	88. Handwashing - Employee				99. Administrative Review / Office Hearing				219	
209	89. Delivery - Proper Inspection of Food				100. Referral - Plan Check				220	
210	90. Cooking Temperatures				101. Referral - Other Agency or Department				221	
211	91. Cooling Methods				FOOD PREPARATION - STATUS					
212	92. Holding Temperatures				102. No Food Preparation Observed at Time of Inspection				222	
213	93. Thawing / Thawing Methods				103. No Potentially Hazardous Foods				223	
214	94. Reheating				MISCELLANEOUS					
215	95. Other (Specify):				104. Letter Grade / Score Card - Replacement				224	
BULLETINS / ADVISORIES DISTRIBUTED TO OPERATOR					105. Public Notice - Replacement				225	
216	96. Food Facility Information Packet (Packet Date):				106. Other:				226	
217	97. Summary of Advisory Bulletins				107. Other:				227	
WATER TEMPERATURE AT (SINK / LOCATION): _____ °F					108. VOLUNTARY FOOD DISPOSAL:		TOTAL	LBS.	228	
SANITIZER TYPE					Meat	lbs	Dairy	lbs	Canned Good	lbs
Chlorine					Seafood / Fish	lbs	Produce	lbs	Eggs	lbs
Iodine					Poultry	lbs	Nuts / Grains	lbs	Misc.	lbs
Quaternary Ammonia										
Other:										
POINT DEDUCTIONS PER SECTION				FINAL SCORE:		SCORE / GRADE			SCORE	
SECTION I	SECTION II	SECTION III	TOTAL	(100 - Total Deductions)		A	B	C	<70	
						90 - 100	80 - 89	70 - 79		
POSTING OF THE FINAL SCORE / GRADE IS REQUIRED IN THOSE CITIES THAT HAVE ADOPTED COUNTY ORDINANCE 97-0071										
1. Failure to correct the violations by the compliance date may result in additional fees of \$ _____ for each additional re-inspection.								1. INITIALS:		
2. Your signature on this form does not constitute agreement with its contents. You may discuss the contents of this report or your grade with the department by contacting the supervisor at the Environmental Health Office indicated on page one of this report. Until such time as a decision is rendered by this department, the contents of this report and the grade shall remain in effect.								2. INITIALS:		
3. If you are not satisfied with your score or grade on this report, you may be eligible for an Owner Initiated Inspection, which may result in a change in your grade. Contact your Environmental Health office indicated on page one of this report within 3 business days for eligibility determination. The current fee for this inspection is \$ _____ and the REQUEST MUST BE MADE NO LATER THAN ____ / ____ / ____.								3. INITIALS:		
SECTION VI: TEMPERATURE CONTROL CHART - POTENTIALLY HAZARDOUS FOODS										
EHS THERMOMETER #										
	TYPE OF FOOD	°F	PROCESS / HOLDING	LOCATION	TIME / METHOD	VIOL.	ACTION TAKEN	LBS.		
A										
B										
C										
D										
E										
See Reverse Side For The General Requirements That Correspond To Each Violation Listed Above								PAGE 2 OF _____		
It is improper and illegal for any County officer, employee or inspector to solicit bribes, gifts or gratuities in connection with performing their official duties. Improper solicitations include requests for anything of value such as cash, discounts, free services, paid travel or entertainment, or tangible items such as food or beverages. Any attempt by a County employee to solicit bribes, gifts or gratuities for any reason should be reported immediately to either the County manager responsible for supervising the employee or the Fraud Hotline at (800) 544 - 6861 or www.lacountyfraud.org. YOU MAY REMAIN ANONYMOUS									OPERATOR SIGNATURE	

ORIGINAL

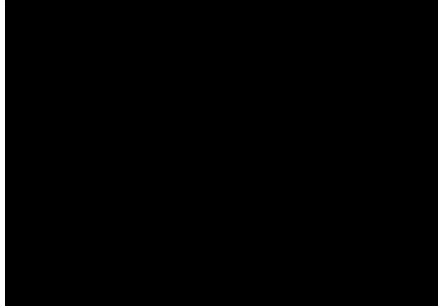


1.1.9. Court Case History

**COURT CASE HISTORY**

SITE NUMBER:		HEALTH PERMIT NUMBER:	
VEHICLE LICENSE PLATE AND/OR CERT NUMBER:			
VEHICLE IDENTIFICATION NUMBER (VIN):			
(1) DEFENDANT'S NAME:		DRIVER'S LICENSE:	
(2) DEFENDANT'S NAME:		DRIVER'S LICENSE:	
(3) DEFENDANT'S NAME:		DRIVER'S LICENSE:	
DOCUMENT REQUESTED AND COPY INCLUDED WITH CASE	DATE REQUESTED	DATE RECEIVED	
DMV REGISTRATION (NEEDED FOR ALL CASES)			
PHP VERIFICATION (NEEDED FOR ALL LA CITY CASES)			
CORPORATION/LIMITED PARTNERSHIP/OTHER			
PHP MICROFICHE CHECK	DATE PAID:	ACCOUNT STATUS:	
DATES OF PAST OFFICE HEARINGS:			
CASE AND FILE NUMBERS OF PAST PROSECUTIONS:			
DATES OF COURT CASE WRITE UP (INCLUDE DAR'S WITH CASE):			
JUDICIAL DISTRICT:		DIVISION:	
JUDGE:		CA/DA:	
CASE DISPOSITION:			

1.1.10. Title 8 Requirements (English)



To Whom It May Concern:

- I must notify the Vehicle Inspection Program in person of any change of ownership, address, or closure of the business, at once.
- If I worked even one day after the new fiscal year (July 1), I must pay the entire fee, unless I provide proof that I was out of business prior to the new Fiscal year.
- If the permit fee is not paid prior to the delinquent date, a penalty of 25 percent of the entire fee, or \$50.00, whichever is greater, will be added to the total amount due.
- If the total amount due is not paid within 90 days after the delinquent date, a lien may be recorded against me, with additional fees.
- I understand that sub-leasing my cart or vehicle with any type of contract does not release me /us, the legal owner/owners on the Public Health Permit, from the responsibility for all Health Code violations, and I/we will be held liable in any court of law.

\_\_\_\_\_  
Public Health Permit/Business Code

\_\_\_\_\_  
License Plate/Certification #

\_\_\_\_\_  
DBA

\_\_\_\_\_  
Site #

\_\_\_\_\_  
Inspector

\_\_\_\_\_  
Owner(s) Name (Print)

1.1.11. Title 8 Requirements (Spanish)



A Quien Corresponda:

- El Departamento de Inspección de Vehículos debe ser notificado si usted se cambia de domicilio, vende su negocio o si para de trabajarlo.
- El año fiscal empieza 1 de Julio y termina el 30 de Junio. Si usted trabaja su vehículo al menos un día en este periodo usted es responsable de que el pago de su permiso esté pagado, a menos que pruebe que paró su negocio antes del año fiscal nuevo.
- Si el permiso no se paga para la fecha indicada, un sobrecargo de \$50.00 o 25% de la cantidad total sera añadido a su cobro.
- Si usted no paga este pago en su totalidad, su credito podría ser afectado incluyendo cargos adicionales.
- Yo entiendo que arrendar mi carreta o vehículo por medio de un contrato privado no me deslinda de la responsabilidad asociada con mi permiso de salud ante los juzgados.

\_\_\_\_\_  
Public Health Permit/Business Code

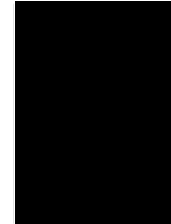
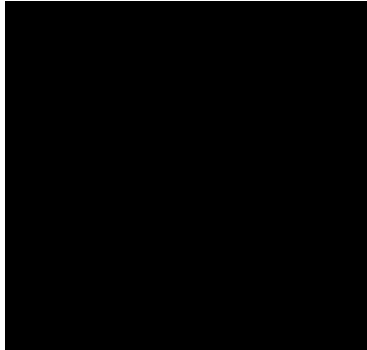
\_\_\_\_\_  
License Plate/Certification #

\_\_\_\_\_  
DBA

\_\_\_\_\_  
Site #



1.1.12. Verification of Mobile Food Facility Storage



VERIFICATION OF MOBILE FOOD FACILITY STORAGE

I, \_\_\_\_\_, declare that I am the owner of a mobile food Facility, Certification # \_\_\_\_\_ / License plate # \_\_\_\_\_ in the County Los Angeles. I currently service/store my mobile food facility at the commissary named below.

\_\_\_\_\_  
NAME OF COMMISSARY

\_\_\_\_\_  
SITE NUMBER

\_\_\_\_\_  
ADDRESS OF COMMISSARY

\_\_\_\_\_  
PHP NUMBER

\_\_\_\_\_  
CITY/ZIP CODE

\_\_\_\_\_  
HOME PHONE NUMBER

\_\_\_\_\_  
BUSINESS LOCATION

I will continue to service/store my mobile food facility at the above listed commissary. I understand and agree that if I service/store my mobile food facility at any other location, I must immediately notify the Vehicle Inspection Program at \_\_\_\_\_

I understand that failure to service, clean and/or store my mobile food facility at an approved commissary or other approved facility may result in the suspension or revocation of my Public Health Permit to operate as a mobile food facility with the County of Los Angeles.

I declare under penalty or perjury that the foregoing is true and correct.

1.1.13. Vehicle Inspection Complaint Form (Page 1)

**VEHICLE INSPECTION COMPLAINTS**

Complaint [REDACTED] Fiscal Year: 2009/2010 [REDACTED] Entry Date 2/10/2010

**LOCATION**  
 Street # [REDACTED] Street [REDACTED] Suffix [REDACTED] Cross Street [REDACTED] City [REDACTED] Zip [REDACTED]

**VEHICLE DESCRIPTION**  
 Color [REDACTED] Vehicle Make [REDACTED] Vehicle Mode [REDACTED] Business Name [REDACTED] Vehicle License/Cert [REDACTED]

**COMPLAINT**  
 Days Observed [REDACTED] Time Observed [REDACTED] Comments [REDACTED]

**Complaint Type**  
**INSTRUCTIONS**  
 COMPLAINT [REDACTED]  
 Last Name [REDACTED] First Name [REDACTED] Home Phone [REDACTED]

Map Page [REDACTED] Census Tract [REDACTED] District [REDACTED] Area [REDACTED] Division [REDACTED]

**ASSIGNMENT TRACKING**  
 Assignment Type [REDACTED] Assigned to [REDACTED] Assignment Date [REDACTED] Abatement Date [REDACTED] Review Date [REDACTED]

**VIOLATION CATEGORIES**

<input type="checkbox"/> Holding of PHF - Multiple Servings	<input type="checkbox"/> UnappNonPHF - Unapproved Source Non-PHF
<input type="checkbox"/> Handwash - Employee Did Not Wash Hands	<input type="checkbox"/> WholeProduce - Whole Produce
<input type="checkbox"/> Toilets - No Operable Toilets	<input type="checkbox"/> UnappPHF - Unapproved Source PHF
<input type="checkbox"/> AdFood - Adulterated Food	<input type="checkbox"/> CutProduce - Cut Produce
<input type="checkbox"/> RiskforCont - Risk for Contamination	<input type="checkbox"/> Meat - Meat
	<input type="checkbox"/> FoodNoPro - Food Not Protected From Consumer

1.1.14. Vehicle Inspection Complaint Form (Page 2)

<input type="checkbox"/> CleanSan - Clean/Sanitizing - Food Contact Surf	<input type="checkbox"/> UnappType - Unapproved Type/Improper Use/Installation
<input type="checkbox"/> NoWater - No Hot Water - Food Prep Facility	<input type="checkbox"/> PubPermit - Public Health Permit
	<input type="checkbox"/> VolunFood - Voluntary Food Disposal
	<input type="checkbox"/> Interfer - Interfering With Director's Duties

**FOOD FACILITY CATEGORIES**

<input type="checkbox"/> LicenseFac - Licensed Facility
<input type="checkbox"/> UnlicFac - Unlicensed Facility
<input type="checkbox"/> UnsubstFac - Unsubstantiated

<b>Back to</b>	<b>Delete Record</b>	<b>Find Record</b>	<b>Print Record</b>	<b>Add Record</b>
----------------	----------------------	--------------------	---------------------	-------------------

1.1.15. Vehicle Inspection Monthly Report

VEHICLE INSPECTION PROGRAM MONTHLY REPORT

NAME	MONTH / YEAR																												
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	
TOTAL # OF 001'S																													
# OF FIELD																													
# OF HDQ																													
# OF COMMISSARY																													
003/115																													
004																													
SWEEP (✓)																													
# OF CLOSURES																													
MEAT/FISH/POULTRY																													
VEGETABLE/FRUITS																													
GRAINS/NUTS																													
CAN GOODS/MISC																													
DAIRY PRODUCTS																													
060/071 TIME (MINUTES)																													
MILEAGE																													

1.1.16. Vehicle Inspection Program Office Hearing Fact Sheet

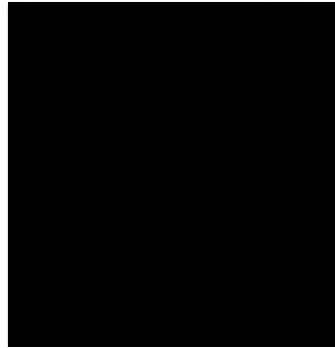
COUNTY OF LOS ANGELES - PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH  
 VEHICLE INSPECTION PROGRAM

O.H. #		DATE OF OH	
HEARING OFFICER:		TIME OF OH	
<b>OFFICE HEARING FACT SHEET</b>			
NAME OF OWNER		ADDRESS	
DRIVER LICENSE#		HEARING YES NO	
DATE OF BIRTH		PHYSICAL DESCRIPTION	
		M F HAIR: EYES: HT: WT:	
NAME OF OPERATOR		ADDRESS	
DRIVER LICENSE#		HEARING YES NO	
DATE OF BIRTH		PHYSICAL DESCRIPTION	
		M F HAIR: EYES: HT: WT:	
LOCATION OF INSPECTION	SWEEP NAME	DATE OF INSPECTION	NAME OF INSPECTOR
COMPLAINT CARD YES NO	NUMBER:	EVIDENCE	PHOTO #
MFPU	RFV	CART	LEGAL / ILLEGAL
			COMMISSARY
LICENSE PLATE #	CERT#	SITE#	PHP#
			IMPOUND#

65	NO HOT WATER/NO WATER (114192)	237	CERTIFICATION STICKER [114294(b)]
165	INADEQUATE WATER FLOW (114192.1)	105	BEYOND THE SCOPE OF THE OPERATION RISK FOR CONTAMINATION (113980)
1	FOOD OUT OF TEMPERATURE (113996)	186	NO PLANS SUBMITTED (114380)
33	TOILET FACILITIES (114315)	101	MISSING REQUIRED SINKS (114311/114313)
53	COCKROACHES/FLIES (114259)	61	GROSS UNSANITARY CONDITIONS [114303(b)]
93	UNPROTECTED FOOD (113980)	37	ADULTERATED FOOD (114986)
177	NO PUBLIC HEALTH PERMIT (114381)	25	HANDWASHING, SUPPLIES MISSING (113953.2)
85	UNLABELED FOOD (114089)	61	NO SANITIZER (114099.6)
152	INADEQUATE REFRIGERATION (114175)	COMMENTS	
166	WASTE WATER (114197)		
45	UNAPPROVED FOODS/SOURCE (114021)		
236	NO COMMISSARY SERVICES (114295/114297)		
226	REFUSED TO OBEY A LAWFUL ORDER (114411)		
155	UNAPPROVED EQUIPMENT (114301)		
125	OYSTER WARNING SIGNS (114090)		
9	COOKING METHODS (114004)		
137	CERTIFIED FOOD HANDLER (113947.1)		

Revised 10-09-07

1.1.17. Mobile Food Facility Route Sheet



Mobile Food Facility Route Sheet

DBA of Mobile Food Facility: \_\_\_\_\_ Permit #: \_\_\_\_\_

Vehicle Identification Number: \_\_\_\_\_ License Plate #: \_\_\_\_\_

Commissary Name: \_\_\_\_\_ Site #: \_\_\_\_\_

My current route stops are as follows:  
(Use Additional Sheets If Necessary)

My current approved location is as follows:  
(For Mobile Food Facilities Not Approved As Route Trucks)

Stop #	Time In	Time Out	Address of Each Stop/Business Location
1			
2			
3			
4			
5			
6			
7			
8			
9			
Commissary			

I understand and agree that if I make any changes to my route or business location, I must notify the Vehicle Inspection Program (VIP) within 30 days. Revised route information may be provided by telephone [REDACTED] Attn: Vehicle Inspection Program. Failure to notify VIP of any changes may result in the suspension or revocation of my Public Health Permit to operate as a Mobile Food Facility.

Owner \_\_\_\_\_ Print \_\_\_\_\_ Signature \_\_\_\_\_ Telephone/Cell Number \_\_\_\_\_

CONFIDENTIAL: The information listed above is not a public record and must not be copied, faxed, reviewed, or distributed without written authorization from the owner. [CA Public Records Act, Section 6254.5(c)]

10/2009

1.1.18. School Sweep Inspections

**SCHOOL SWEEP INSPECTIONS**  
**Month: \_\_\_\_\_**

#	Date	Name of School Address of School	# Of Inspections	# Of Equipment Impounded	# Of Equipment Condemned	Impounded Food (lbs)	Condemned Food (lbs)
1							
2							
3							
4							
5							
6							
7							
8							

1.1.19. Written Operational Procedure



WRITTEN OPERATIONAL PROCEDURE

This Written Operational Procedure shall be completed and returned to this office for approval before the permit is issued. An approved copy shall be maintained on the food facility at all times.

114397. Responsibility of Management

The owner, manager, or operator of any food facility is responsible for any violation by an employee of any provision of this chapter or any regulation adopted pursuant to this chapter.

Date \_\_\_\_\_ Site # \_\_\_\_\_

PHP # \_\_\_\_\_ Vehicle # \_\_\_\_\_ Cert # \_\_\_\_\_

Owner Name: \_\_\_\_\_

Owner Signature: \_\_\_\_\_

Name of Business: \_\_\_\_\_

Business Location: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_



**1.2. Vector Management Program**

In addition to the form image/s listed in this section, Vector Management Program uses the following 13 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. City Attorney Hearing Form
5. District Attorney Referral Letter
6. Referral Form
7. Mileage Claim Form
8. Complaint Report
9. Intra-Departmental Referral Form
10. Legal Ownership Request
11. Sewage Discharge Incident Report
12. Public Health License / Permit Application
13. Unlicensed Activity Fee Assessment



1.2.2. Vector Management – Recommendation Report

**VECTOR MANAGEMENT - RECOMMENDATION REPORT**  
 COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES  
 PUBLIC HEALTH PROGRAMS & SERVICES - ENVIRONMENTAL HEALTH

NAME/DBA \_\_\_\_\_ OWNER  OCCUPANT  OTHER:

PROPERTY LOCATION \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

TYPE OF ESTABLISHMENT: SFD ; MFD  UNITS \_\_\_\_\_; OTHER \_\_\_\_\_ DATE \_\_\_\_\_

THE FOLLOWING IS RECOMMENDED: (See checks below)	ADDITIONAL COMMENTS & INSTRUCTIONS:
<input type="checkbox"/> Eliminate the infestation, harborage, and/or breeding of rodents [ ], flies [ ], mosquitoes [ ], cockroaches [ ], or other vermin [ ] from the premises.	
<input type="checkbox"/> Install, where necessary, 1/4" wire mesh screens over foundation vents, attic vents, or crawlspaces to prevent the entrance of rodents.	
<input type="checkbox"/> Cover other exterior openings greater than 1/2" (for rats) or 1/4" (for mice) such as pipe holes [ ], beneath doors [ ], or other [ ] to prevent the entrance of rodents.	
<input type="checkbox"/> Eliminate rodent harborage conditions such as piles of debris [ ], excessive vegetation [ ], rodent burrows [ ], other [ ].	
<input type="checkbox"/> Elevate salvaged items or woodpiles at least 18" above the ground with a clear space underneath, and 12" away from walls or fences.	
<input type="checkbox"/> Place fly screens over all openable windows.	
<input type="checkbox"/> Store garbage and putrescible matter in fly-proof, water tight containers with tight fitting lids.	
<input type="checkbox"/> Remove discarded items from the premises.	
<input type="checkbox"/> Store pet foods and bird seed in rodent-proof containers with tight fitting lids.	
<input type="checkbox"/> Repair the interior [ ] and/or exterior [ ] structure.	<input type="checkbox"/> No more rodenticide will be issued until you comply with these recommendations.
<input type="checkbox"/> Other (see comments).	<input type="checkbox"/> Please contact the office listed below upon completion of these recommendations. <input type="checkbox"/> A follow-up visit will be conducted on or after:
OFFICE ADDRESS & PHONE _____	RECEIVED BY: _____
	VECTOR MANAGEMENT REPRESENTATIVE: _____

H-3034 (10/97)

**RODENTICIDE RELEASE PERMIT**

I hereby request, acknowledge, consent and authorize to the use, by the County of Los Angeles Department of Health Services, of rodenticides on or within my property for the control of rats and mice. The hazards, risks and potential dangers connected with the use of these rodenticides have been fully explained to me and I have had an opportunity to have my questions answered. I understand that children, food, dogs, cats and other animals must be kept from this rodenticide. Having been informed of the hazards, risks and potential dangers connected with the use of this rodenticide, I hereby release from all liability and responsibility the County of Los Angeles, its officers, agents and employees from any and all liability on account of the aforesaid use of rodenticides.

TYPE & AMOUNT OF RODENTICIDE ISSUED: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

1.2.3. Animal Premises Official Inspection Report

VECTOR MANAGEMENT  
ANIMAL PREMISES OFFICIAL INSPECTION REPORT  
COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH

DBA		PH LICENSE	C#
Location Address		EST. PHONE #	
Owner		OWNER PHONE #	
Mailing Address		SD#	Census Tract PHL POSTED
ANIMAL TYPES & NUMBER		INSPECTION DATE:	
HORSES	CHICKENS	SHEEP/GOAT	OTHER
YOU ARE HEREBY DIRECTED TO: (See checks below) (SEE REVERSE SIDE FOR ADDITIONAL INSTRUCTIONS)			Keep all rodenticides away from children, pets, and non-target animals. Always read the label carefully and follow all directions.
1. Provide and post a valid public health license.			
2. Provide a valid Los Angeles County business license. (Unincorporated areas only)			
3. Eliminate the infestation/harbage and/or breeding of flies [ ], mosquitoes [ ], rodents [ ], or other vermin [ ] from the premises.			
4. Maintain watering systems, including water dispensers and hoses, in good repair and free of leaks. Maintain water in buckets or dispensers clean, clear and free of algae growth.			
5. Remove manure from premises at least once a week or as often as necessary to prevent the breeding and harboring of flies. Maintain manure dry.			
6. Garbage, refuse and other putrescible matter must be stored in fly proof and water tight containers equipped with tight fitting lids and removed from premise at least once a week. Rubbish shall not be kept for more than 15 days. Maintain trash areas and containers clean and in good condition.			
7. Remove all cast-offs and unsalvageable items from the premises. Elevate salvagable items a minimum of 18" above the ground with clear space underneath and away from walls and fences.			
8. Store feed in pest proof containers with tight fitting lids.			
9. Animal, fowl and birds, other than cats, dogs, canaries and birds of the psitticine family, shall be kept at least 35 feet from any food establishments, dwelling, and at least 100 feet from any school, hospital, or similar institution at all time.			
10. Public toilet facilities shall be kept clean, in good repair, supplied with soap, individual towels and receptacle for trash disposal.			
11. Miscellaneous			
OFFICE ADDRESS AND PHONE		RECEIVED BY:	
		ENVIRONMENTAL HEALTH REPRESENTATIVE:	
		CORRECTION DATE:	

RODENTICIDE RELEASE PERMIT

I hereby request, acknowledge, consent and authorize to the use, by the County of Los Angeles Department of Public Health, of rodenticides on or within my property for the control of rats and mice. The hazards, risks and potential dangers connected with the use of these rodenticides have been fully explained to me and I have had an opportunity to have my questions answered. I understand that children, food, dogs, cats and other animals must be kept from this rodenticide. Having been informed of the hazards, risks and potential dangers connected with the use of this rodenticide, I hereby release from all liability and responsibility the County of Los Angeles, it's officers, agents and employees from any all liability on account of the aforesaid use of rodenticides.

TYPE & AMOUNT OF RODENTICIDE ISSUED: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

1.2.4. Plague Surveillance Inspection Report

PLAGUE SURVEILLANCE INSPECTION REPORT

SITE CODE \_\_\_\_\_ DATE \_\_\_\_\_ SERVICE CODE \_\_\_\_\_  
 INSPECTOR(S) \_\_\_\_\_ MILEAGE \_\_\_\_\_ MINUTES \_\_\_\_\_ STATUS \_\_\_\_\_  
 NAME \_\_\_\_\_ C.T. \_\_\_\_\_ T.G. \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_  
 CONTACT \_\_\_\_\_ ESTAB. TYPE \_\_\_\_\_

PLAGUE POSITIVE		BURROW COUNT		NO. OF <i>S. beecheyi</i> OBSERVED
NO	YES/YEAR(S)	ACTIVE	INACTIVE	

RODENT ACTIVITY \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

COMMENT \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

TERRAIN, PLANT COMMUNITIES, FAUNA, ETC. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

WEATHER \_\_\_\_\_

SUPPRESSION	VERBAL	
	LETTER	
	IN PROGRESS	

FILE CARD ENTRY	
-----------------	--

1.2.5. General Information & Habitat Description

Mammal Collection Form  Plague  Hantavirus  Other \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Part I. General Information & Habitat Description

Location		Los Angeles County		Collection Date										
Jurisdiction: <input type="checkbox"/> USFS (Name of National Forest) _____ <input type="checkbox"/> National Park/Monument <input type="checkbox"/> Military <input type="checkbox"/> University <input type="checkbox"/> State Park/Recreation Area <input type="checkbox"/> County Park <input type="checkbox"/> City Park <input type="checkbox"/> Wildlife Refuge Area <input type="checkbox"/> Private <input type="checkbox"/> Other (specify)														
Name of Submitter		Participants		Phone (626) 430-5450										
Collecting Agency Los Angeles County DHS, Vector Management Program		Address 5050 Commerce Drive, Baldwin Park, CA 91708		Fax (626) 813-3017										
Elevation (ft)	Latitude $\circ$ N	Longitude $\circ$ W	USFS Ecological Section	USFS Ecological Subsection										
Primary Habitat Trees: <input type="checkbox"/> Hardwood <input type="checkbox"/> Conifer <input type="checkbox"/> Riparian <input type="checkbox"/> Shrub: <input type="checkbox"/> Chaparral <input type="checkbox"/> Sage <input type="checkbox"/> Scrub (Check only one) Herbageous: <input type="checkbox"/> Grass <input type="checkbox"/> Marsh <input type="checkbox"/> Meadow <input type="checkbox"/> Developed: <input type="checkbox"/> Agriculture <input type="checkbox"/> Urban <input type="checkbox"/> Other (Specify)														
Total Captures (a)	Total Traps Set (b)	Trap Success (a/b x100)	%	Trap Period <input type="checkbox"/> Overnight <input type="checkbox"/> Daytime										
Total Hrs														
Comments														
SUMMARY OF RESULTS	PLAGUE					HANTAVIRUS						OTHER		
						Specimens			Results					
Primary Mammal Species	# Hosts	# with Fleas	% Infest	# Fleas	Flea Index	# Hosts	# S	# C	# Pos Hosts	# Neg Hosts	% Pos	# Hosts		

California Department of Health Services - Vector-Borne Disease Section May 2004

Send samples to: **PLAGUE** Nobuto strips - California Department of Health Services **HANTAVIRUS** - California Department of Health Services

1.2.6. Mammal & Ectoparasite Record

Part II. Mammal & Ectoparasite Record

Page \_\_\_\_\_ of \_\_\_\_\_

Location								Los Angeles County	Collection Date		
V NO	MAMMAL DATA							REMARKS	DISEASE DATA		
	FIELD NO	Genus & species	AGE	SEX	REPR STAT	H & B	# ECTOS		SPEC S, N, C,	ECTOPARASITE IDENTIFICATION	RESULTS

Key to Part II.  
 Age: A = adult, SA = subadult; Sex: M = male, F = female; Reproductive Status: Male: S = scrotal, Abd = abdominal; Female: Imp = Imperforata, Per = perforata, Lac = lactating, PL = postlactation;  
 H & B = Head and body length: measure tip of nose to base of tail at body in millimeters; Number of Ectoparasites: 0 = none; Remarks: E = escaped;  
 Specimen: S = serum sample only, N = nubula strip only, N/C = nubula and excess, 0 = no sample

1.2.7. Complaint Investigation Report (Page 1)

VECTOR MANAGEMENT PROGRAM  
VECTORBORNE DISEASE SURVEILLANCE UNIT

COMPLAINT INVESTIGATION REPORT

SITE CODE Z DATE \_\_\_\_\_ ACTIVITY \_\_\_\_\_

SERVICE CODE - CIRCLE ONE:

MILEAGE \_\_\_\_\_ MINUTES \_\_\_\_\_ ORIGINAL COMPLAINT - 004

INSPECTOR(S) \_\_\_\_\_ REVISIT INSPECTION - 005

LOCATION \_\_\_\_\_ COMPLIANCE INSPECTION - 115

CITY \_\_\_\_\_ TG \_\_\_\_\_ CT \_\_\_\_\_

OWNERS NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_

ZIP CODE \_\_\_\_\_ TELEPHONE ( ) \_\_\_\_\_

COMPLAINANT NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_

ZIP CODE \_\_\_\_\_ TELEPHONE ( ) \_\_\_\_\_

COMPLAINT \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SUMMARY OF INVESTIGATION \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Continue report on reverse)



1.2.8. Complaint Investigation Report (Page 2)

ACTION TO BE TAKEN \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
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COMMENTS \_\_\_\_\_  
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County of Los Angeles, Department of Health Services, Environmental Health  
IBM C:\WORD\ICADMIN\FORMS\COMPLAIN.FRM (Revised 07/98)

1.2.9. Mammal Collection Form (Page 1)

MAMMAL COLLECTION FORM

Plague  Hantavirus  Other

Page 1 of \_\_\_\_\_

Part I. General Information & Habitat Description

Location: \_\_\_\_\_ County: Los Angeles

Site Code: \_\_\_\_\_ Collection Date: \_\_\_\_\_

Jurisdiction: \_\_\_\_\_

USFS (Name of National Forest) \_\_\_\_\_

State Park/Recreation Area  County Park  City Park  National Park/Monument  Military  University

Wildlife Refuge Area  Private  Other (Specify): \_\_\_\_\_

Name of Submitter (lead collector): \_\_\_\_\_ Participants: \_\_\_\_\_

Phone: \_\_\_\_\_

Collecting Agency: County of Los Angeles Public Health Address: \_\_\_\_\_

Fax: \_\_\_\_\_

Elevation (ft): \_\_\_\_\_ Latitude \* N: \_\_\_\_\_ Longitude \* W: \_\_\_\_\_ USFS Ecological Section: \_\_\_\_\_

USFS Ecological Subsection: \_\_\_\_\_

Primary Habitat (Check only one):  Hardwood  Conifer  Riparian  Shrub

Herbaceous:  Grass  Marsh  Meadow  Developed:  Chaparral  Sage  Scrub

Other (Specify): \_\_\_\_\_

Total Captures (a): \_\_\_\_\_ Total Traps set (b): \_\_\_\_\_ Trap Success (a/b x 100): #DIV/0! Trap Period:  Overnight  Daytime  Total Hours: 3

Comment: \_\_\_\_\_

SUMMARY OF RESULTS	PLAGUE				HANTAVIRUS				OTHER				
	Primary Mammal Species	# Hosts	# with Fleas	% Insect	# Fleas	Flea Index	# Hosts	# S	# C	# Pos. Hosts	# Neg. Hosts	% Positive	# Hosts
			#DIV/0!										
			#DIV/0!										
			#DIV/0!										
			#DIV/0!										
			#DIV/0!										
			#DIV/0!										
			#DIV/0!										
			#DIV/0!										
			#DIV/0!										

California Department of Public Health - Vector-Borne Disease Section

Send Samples to: \_\_\_\_\_

PLAGUE Nubulo strips: \_\_\_\_\_

HANTAVIRUS Sera: \_\_\_\_\_

California Department of Public Health

May 2004 (rev 01/2005)

1.2.10. Mammal Collection Form (Page 2)

Part II. Mammal & Ectoparasite Record

Location:		Los Angeles										County:		Collection Date:	
V NO.	FIELD NO.	MAMMAL DATA						REMARKS	POOL NO.	SPECIMEN S.N.C.	DISEASE DATA		RESULT		
		GENUS & SPECIES	AGE	SEX	REPRO STATUS	H & B	# ECTOS				ECTOPARASITE ID				
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		
											<i>Oropsylla montana</i>	♂	♀		
											<i>Hoplostyllus anomalus</i>	♂	♀		

KEY to Part II.  
 Age: A = adult, SA = subadult, Sex: M = male, F = Female, Reproductive Status: Male, S = scrotal, Abd = abdominal, Female, Imp = imperforate, Per = perforate;  
 Lac = lactating, PL = postlactation, Head & Body Length: Measure tip of nose to base of tail at body in millimeters, Number of Ectoparasites: 0 = none; Remarks: E = escape;  
 Specimen: S = serum sample only, N = nobuto strip only, C = carcass only, N/C = nobuto and carcass, 0 = no sample

May 2004 (rev 01/2009)

**1.2.11. Norway Rat/California Ground Squirrel Location Survey**

**NORWAY RAT/CALIFORNIA GROUND SQUIRREL LOCATION SURVEY FORM**

Inspector:		Date:	
Site name or type:	Address:	City/Zip code:	T/G:
Latitude N:	Longitude W:	X-street	Elevation (feet)
Lat (deg,min,sec)	Lon (deg,min,sec)		

Rodent species identified at site

<i>Rattus norvegicus</i>	<i>Spermophilus beecheyi</i>	<i>Rattus rattus</i>
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Description of activity:

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Entered in data base? (check for yes)	<input type="checkbox"/>
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1.2.12. DSO Reporting Form

DSO REPORTING FORM

DEPARTMENT INSPECTED:  DEPARTMENT OF BEACHES & HARBOR MONTH OF REPORT: \_\_\_\_\_  
 DEPARTMENT OF PARKS & RECREATION  
 PROGRAM INSPECTING: Environmental Health Bureau of Consumer Protection  
 Vector Management Program [REDACTED] EMPLOYEE NAME: \_\_\_\_\_

DATE	DBA	ADDRESS/CITY	PGM ELEMENT	SERVICE CODE	TIME	ACTION	MILEAGE

TIME/COST SUMMARY

	TIME/COST SUMMARY			ACTION CODES	
	EHS I	EHS II	EHS III	EHS IV	OTHER
CHIEF EHS					
EHS TECH					
		TOTAL MILES	ITC	COMM WKR	

G- Routine Inspection  
 H- Reinspection I  
 I- Reinspection II  
 J- Reinspection III  
 K- Office Time/Admin.  
 L- Surveillance

A- Notice Issued  
 B- Recommendation  
 C- Abated/Compliance  
 D- Referral  
 E- Rodenticide Issued  
 F- Complaint

1.2.13. DSO Inspection Report

VECTOR MANAGEMENT PROGRAM  
 LOS ANGELES COUNTY BEACHES & HARBORS/PARKS & RECREATION  
 DSO INSPECTION REPORT

Inspection Date: \_\_\_\_\_ Inspector's Name: \_\_\_\_\_

BEACHES & HARBORS <input type="checkbox"/>		PARKS AND RECREATION <input type="checkbox"/>	
SITE #:	PROG ELEM CODE:	SER CODE:	VC DIST:
MINUTES: (include driving time to the site & office time):		MILES CLAIMED (To the site):	
DBA:			# of VIOLATIONS:
ADDRESS:		CITY:	ZIP CODE:
CONTACT PERSON:	MAILING ADDRESS:		DBA PHONE #:

FINDINGS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

ACTION TAKEN: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PLAGUE POSITIVE		BURROW COUNT		NO. <i>S. beecheyi</i> OBSERVED
NO	YES/YEAR(S)	ACTIVE	INACTIVE	

SUPPRESSION					
VERBAL		LETTER		IN PROGRESS	

Inspector Issued: OIR \_\_\_\_\_ REFERRAL \_\_\_\_\_ RODENTICIDE \_\_\_\_\_  
 (Amount & Type)

Program Element: Parks & Recreation - 4007      Program Element: Beaches & Harbors: 4006

1.2.14. Murine Typhus Neighborhood Survey

MURINE TYPHUS NEIGHBORHOOD SURVEY CASE # \_\_\_\_\_ DATE \_\_\_\_\_

ADDRESS	CONTACT ADVISED	NOT HOME PAMPHLET	TRAPPING	
			YES	NO

COMMENTS \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

1.2.15. Tick Collection Form

Tick Collection Form

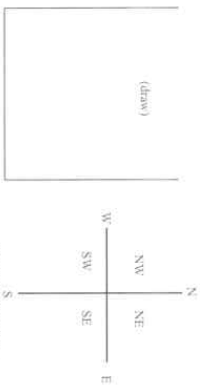
Agency Los Angeles County DHS Vector Management Program

Name of Submitter Gail VanGordon, Chief



Location \_\_\_\_\_ County \_\_\_\_\_ Date \_\_\_\_\_  
 Locality \_\_\_\_\_ Longitude \_\_\_\_\_ Latitude \_\_\_\_\_  
 Jurisdiction: \_\_\_\_\_  
 USFS  (Name of National Forest \_\_\_\_\_ ) National Park/Monument  (Name \_\_\_\_\_ ) Military   
 State Park/Recreation Area  County Park  City Park  Private  Other (Specify) \_\_\_\_\_

Collection # \_\_\_\_\_ Collection Method/Source \_\_\_\_\_ Total Hour Flagging \_\_\_\_\_  
 Elevation \_\_\_\_\_ (feet, meters) Weather \_\_\_\_\_ Temperature \_\_\_\_\_ (°F, °C) Moisture: Snow/ice \_\_\_\_\_ Wet \_\_\_\_\_ Moist \_\_\_\_\_ Dry \_\_\_\_\_  
 Collectors: \_\_\_\_\_ Time of Day: \_\_\_\_\_  
 Plant Community: \_\_\_\_\_ Canopy: \_\_\_\_\_ Understory: \_\_\_\_\_  
 Questing Habitat: Grass \_\_\_\_\_ Brush \_\_\_\_\_ Leaf Litter \_\_\_\_\_ Other: \_\_\_\_\_ Slope \_\_\_\_\_  
 Exposure to Sunlight: Open \_\_\_\_\_ Partial Shade \_\_\_\_\_ Mostly Shady \_\_\_\_\_ Dense Shade \_\_\_\_\_  
 Land Use: Recreational \_\_\_\_\_ Residential \_\_\_\_\_ Range \_\_\_\_\_ Agricultural \_\_\_\_\_ Sylvan \_\_\_\_\_ Wild \_\_\_\_\_  
 Undeveloped \_\_\_\_\_ Roadcut \_\_\_\_\_ Fringe \_\_\_\_\_ Riparian \_\_\_\_\_ Trail \_\_\_\_\_ Other: \_\_\_\_\_  
 Terrain: Ridge \_\_\_\_\_ Hillside \_\_\_\_\_ Gully \_\_\_\_\_ Ravine \_\_\_\_\_ Canyon \_\_\_\_\_ Meadow \_\_\_\_\_ Valley \_\_\_\_\_ Other: \_\_\_\_\_  
 Public Exposure/Risk: Limited \_\_\_\_\_ Moderate \_\_\_\_\_ High \_\_\_\_\_  
 Level \_\_\_\_\_ Incline \_\_\_\_\_  
 Notes and Observations: \_\_\_\_\_



	Tick Collection Information					Disease Surveillance: <i>B. burgdorferi</i> , <i>Borrelia</i> spp. 1, HGE 1, HME 1, Relapsing Fever 1, Other								
	Male	Female	Adult	Nymph	Larvae	Specimens Tested	Pools	DOA	Culture	DFA	IFA	PCR	Not testable	Other test
<i>I. pacificus</i>														
<i>D. occidentalis</i>														
<i>D. variabilis</i>														

DOA=dead on arrival

California Department of Health Services – Vector-Borne Disease Section (December 2002)



1.2.16. Lyme Surveillance Report

LYME SURVEILLANCE REPORT

SITE CODE \_\_\_\_\_ DATE \_\_\_\_\_ SERVICE CODE \_\_\_\_\_  
 INSPECTOR(S) \_\_\_\_\_ MILEAGE \_\_\_\_\_ MINUTES \_\_\_\_\_ STATUS \_\_\_\_\_  
 NAME \_\_\_\_\_ CT \_\_\_\_\_ TG \_\_\_\_\_  
 ADDRESS/LOCATION \_\_\_\_\_ CITY \_\_\_\_\_  
 CONTACT \_\_\_\_\_ ESTAB. TYPE \_\_\_\_\_

ID NO	METHOD OF COLLECTION	TOTAL TICKS	SPECIES	MALES	FEMALES	IMM

COMMENTS \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

TERRAIN, PLANT COMMUNITIES, FAUNA, ETC. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

TEMPERATURE	RELATIVE HUMIDITY	CLOUD COVER
START TIME	END TIME	ALTITUDE

DATA ENTRY	
FILE CARD	COMPUTER

County of Los Angeles, Department of Health Services, Environmental Health, Vectorborne Disease Surveillance and Entomology Programs  
 Form Revised 1/95

**1.3. Garment Inspection Program**

In addition to the form image/s listed in this section, Garment Inspection Program uses the following 8 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Statement of Liability
4. Mileage Claim Form
5. Complaint Report
6. Public Health License/Permit Application
7. Status Update Form
8. Environmental Health Receipt

1.3.1. Garment MFG Official Inspection Report

OFFICIAL INSPECTION REPORT  
 GARMENT MFG. INDUSTRIES, COMMERCIAL LAUNDRIES, & WIPING RAG ESTABLISHMENTS  
 COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH

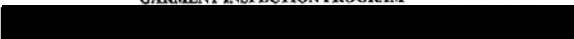
BUSINESS NAME		DATE	
ADDRESS		COMPUTER NUMBER	
PHONE	CONTACT PERSON		GT
NO. OF EMPLOYEES	F	M	SERVICE
TOILET FACILITIES	F	B	M
			U
			PROX/ELEM

VIOLATIONS	OPR	STR	The marked items represent Health Code violations and must be corrected as follows:
WALLS, FLOORS, CEILINGS	1	2	
RODENTS	3	4	
INSECTS	5	6	
TOILETS	7	8	
LAVATORIES	9	10	
LIGHTING/VENTILATION	11	12	
HAZARDS	13	14	
EXTERIOR REFUSE	15	16	
INTERIOR REFUSE	17	18	
STORAGE	19	20	
EATING FACILITIES	21	22	
DRINKING WATER	23	24	
RECORDS/LICENSE/PERMIT	25	26	
HOT WATER	27	28	
HANDLING LAUNDRY/RAGS	29	30	
LINT DEVICES	31	32	
EQUIPMENT	33	34	
CONTAINERS	35	36	
PLUMBING SYSTEMS/WASTES	37	38	
LAUNDRY VEHICLE/LETTERING	39	40	
DRESSING ROOMS	41	42	
SANITIZING STANDARDS	43	44	
SANITATION OF PREMISES	45	46	
LABELING IDENTIFICATION	47	48	
OTHER	49	50	
CONDITION		ABATED	
48	49	50	51
E <input type="checkbox"/>	G <input type="checkbox"/>	F <input type="checkbox"/>	P <input type="checkbox"/>
52 <input type="checkbox"/>			
RECHECK DATE			
ENVIRONMENTAL HEALTH SPECIALIST			
RECEIVED BY			
PAGE		OF	
H2981 (REV 6/07)		OPERATOR COPY	
<p>CALL US IMMEDIATELY                  IF BUSINESS CLOSES, MOVES                  AND / OR CHANGES OWNERSHIP</p>		<p>OFFICE</p> <p>ENVIRONMENTAL HEALTH                  GARMENT INSPECTION PROGRAM</p> <p>[Redacted]</p>	

1.3.2. Requirements for Waiver Letter Processing



COUNTY OF LOS ANGELES - PUBLIC HEALTH
ENVIRONMENTAL HEALTH
GARMENT INSPECTION PROGRAM



REQUIREMENTS FOR WAIVER LETTER PROCESSING

PLEASE SUBMIT THE FOLLOWING:

- 1. Legible Copy of Valid California Drivers License/Identification for CEO or owner. (Faxed copies will not be accepted).
2. NON REFUNDABLE FEE of \$58.00
3. Cashier's check or money order made payable to Los Angeles County. All other types of payments will not be accepted.
4. DO NOT SUBMIT PAYMENT FOR HOMEBASED BUSINESSES.
5. Request will be processed upon payment.

PLEASE COMPLETE THE FOLLOWING INFORMATION AS ACCURATELY AS POSSIBLE.

DATE

Check what's applicable:

- WHOLESALE/RETAIL DESIGN SHOWROOM GARMENT/LABOR BROKERS OFFICE ACTIVITIES WAREHOUSING KNITTING FABRIC ONLY
OTHER HOMEBASE (ONLY FOR OFFICE ACTIVITIES CONDUCTED INSIDE RESIDENCE)

NAME OF OWNER/PRESIDENT CA Driver's License

PARTNERS NAME (if any)

ARE YOU SHARING SPACE? YES NO IF YES, WHICH COMPANY:

NAME OF YOUR BUSINESS(OBA) NAME OF CORPORATION

BUSINESS ADDRESS: ROOM # CITY ZIP CODE: PHONE NUMBER ( )

Fax Number ( )

MAILING ADDRESS CITY ZIP CODE

Office use only Date Processed: Sub-District: Inspector/ Date:

Person Contacted: Approved
Date Inspected: Not Approved Reason:

Rev. 8/21/07

1.3.3. License Requirements for Application Processing



COUNTY OF LOS ANGELES - PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH  
 GARMENT INSPECTION PROGRAM



PUBLIC HEALTH LICENSE  
 REQUIREMENTS FOR APPLICATION PROCESSING

PLEASE BRING THE FOLLOWING DOCUMENTS. PHOTOCOPIES WILL BE ACCEPTED, BUT BE PREPARED TO PROVIDE ORIGINAL COPIES FOR ILLEGIBLE AND UNCLEAR DOCUMENTATIONS AND/OR PHOTOS.

1. If this is a Corporation: Submit Articles of Incorporation/Organization and current Domestic Stock/LLC Statement of Information from the State of California
2. Legible Copy of Valid California Drivers License/Identification for Owner, Partner, CEO/CFO or Agent for service of Process.
3. Lease or Sub-Lease Agreement (designating owner, corporation or DBA, address, square footage, start date and signature page).
4. Bring check (with preprinted name and address), cash, or money order to pay for the license fee. (Payable to Los Angeles County).
5. No post dated check accepted.
6. Incomplete application will be rejected.

PLEASE COMPLETE THE FOLLOWING INFORMATION AS ACCURATELY AS POSSIBLE. DATE: \_\_\_\_\_

TYPE OF BUSINESS:  CUTTING  SEWING  PRESSING/FINISHING  EMBROIDERY  GARMENT KNITTING  ORNAMENTATION  STICK SCREEN  
 SAMPLE MAKING  LAUNDRY/IRONING/DYEING/FLUFF-N-FOLD  WIPING RAG  OTHER \_\_\_\_\_

NAME OF OWNER/PRESIDENT \_\_\_\_\_ CA Driver's License \_\_\_\_\_  
 PARTNERS NAME (if any) \_\_\_\_\_

ARE THERE ANY OTHER BUSINESSES IN THIS UNIT/ROOM AT THIS SAME ADDRESS? NO \_\_\_\_\_ YES \_\_\_\_\_ DBA: \_\_\_\_\_  
 NAME OF YOUR BUSINESS (DBA) \_\_\_\_\_ CORPORATION NAME \_\_\_\_\_

BUSINESS ADDRESS: \_\_\_\_\_ ROOM# \_\_\_\_\_ CITY \_\_\_\_\_ ZIP CODE: \_\_\_\_\_ PHONE NUMBER ( ) \_\_\_\_\_  
 START DATE: \_\_\_\_\_ SQ FT OF BUSINESS: \_\_\_\_\_ # OF EMPLOYEES: MALE \_\_\_\_\_ FEMALE \_\_\_\_\_

NUMBER OF TOILETS AVAILABLE TO EMPLOYEES: MALE - TOILETS \_\_\_\_\_ SINKS \_\_\_\_\_ URINALS \_\_\_\_\_ FEMALE-TOILETS \_\_\_\_\_ SINKS \_\_\_\_\_  
 MAILING ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP CODE \_\_\_\_\_

REVISED 7-24-07 DEPARTMENTAL USE ONLY

DATE	SUB-DISTRICT	PROGRAM/ELEMENT	SITE NUMBER	CENSUS TRACT	LOCATION CODE	PHL #	BUSINESS CODE	REVIEWED BY
	43	31						

1.3.4. EHMIS Garment Site Record

EHMIS GARMENT SITE RECORD

ACTION: A E D\* STATUS: A I DIST 43 SUBDIST \_\_\_\_\_ PGM 31 ELMNT \_\_\_\_\_

SITE # \_\_\_\_\_ CENS TRT \_\_\_\_\_ LOC CODE \_\_\_\_\_

SITE NAME \_\_\_\_\_

BEG # \_\_\_\_\_ END # \_\_\_\_\_ FRACTION \_\_\_\_\_ DIR \_\_\_\_\_

STREET \_\_\_\_\_ SUFFIX \_\_\_\_\_ STE # \_\_\_\_\_ CITY \_\_\_\_\_

STATE \_\_\_\_\_ ZIP \_\_\_\_\_ - \_\_\_\_\_ PHONE # (\_\_\_\_) \_\_\_\_\_ EXT \_\_\_\_\_

MGR. NAME \_\_\_\_\_ EMERG. PHONE (\_\_\_\_) \_\_\_\_\_

PREV. SITE NO.: \_\_\_\_\_ ACTION: I E

JUSTIFICATION FOR DELETE (Required): \_\_\_\_\_

PERMIT # \_\_\_\_\_ BUS CODE \_\_\_\_\_ BUS QUARTER KEY \_\_\_\_\_

BUS DATE \_\_\_\_/\_\_\_\_/\_\_\_\_ TOTAL FEE DUE \$ \_\_\_\_\_

MICROFICHE  CANCEL ACCT.

OWNER TYPE (Circle One): (1) INDIVIDUAL (2) PARTNERSHIP (33) CORPORATION \_\_\_\_\_ OTHER (Indicate #)

START DATE \_\_\_\_/\_\_\_\_/\_\_\_\_ END DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

NAME (LAST/CORPORATION)\* \_\_\_\_\_ SUFFIX \_\_\_\_\_

(FIRST) \_\_\_\_\_ (MIDDLE) \_\_\_\_\_ D.O.B. \_\_\_\_/\_\_\_\_/\_\_\_\_

DRIVERS LICENSE \_\_\_\_\_ SEX \_\_\_\_\_ HAIR \_\_\_\_\_ EYES \_\_\_\_\_ HT. \_\_\_\_\_ WT. \_\_\_\_\_

OWNER MAILING ADDRESS \_\_\_\_\_ DIR \_\_\_\_\_ STREET \_\_\_\_\_

STE # \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ - \_\_\_\_\_

PHONE # (\_\_\_\_) \_\_\_\_\_ \*FOR MULTIPLE OWNERS, PLEASE ATTACH CONTINUATION SHEET

# OF FLOORS \_\_\_\_\_ SQ.FT. \_\_\_\_\_ # OF WORK SHIFTS \_\_\_\_\_

# OF EMPLOYEES # OF TOILETS # OF STALLS # OF SINKS # OF URINALS

MALE: \_\_\_\_\_

FEMALE: \_\_\_\_\_

(Circle all that apply): CUTTING LAUNDRY PRESSING SEWING EMBROIDERY/KNITTING WIPING CLOTH DYEING BEADING SILKSCREENING

COMPLETED BY: \_\_\_\_\_ EHS REVIEWED BY: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

NEW FIELD CARD? YES  NO

ENTERED BY: \_\_\_\_\_

DATE ENTERED: \_\_\_\_/\_\_\_\_/\_\_\_\_

GARMENT FORM 1259

1.3.5. Request for Amending/Updating Status



COUNTY OF LOS ANGELES - PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH  
 GARMENT INSPECTION PROGRAM



REQUEST FOR AMENDING/UPDATING STATUS  
 INFORMATION REGARDING THE PUBLIC HEALTH LICENSE

Check the following:

Delete / Close Entire Account

Name of Owner/President: \_\_\_\_\_ Account #: \_\_\_\_\_

Name of Corporation: \_\_\_\_\_

Name of Business (DBA): \_\_\_\_\_

Business Address: \_\_\_\_\_ Room / Unit #: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone #: ( ) \_\_\_\_\_

State reason of closure(including date): \_\_\_\_\_

[If moved, provide  
 new address]

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Owner / Agent (Print) \_\_\_\_\_ Signature \_\_\_\_\_ Phone # \_\_\_\_\_ Date \_\_\_\_\_

DEPARTMENTAL USE ONLY

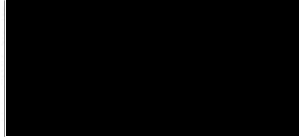
SUB-DISTRICT	EHS	CENSUS TRACT	SITE NUMBER	SUF	EHT	DATE

Revised 9-10-08

1.3.6. Conditional Agreement



Garment Inspection Program



www.lapublichealth.org

BOARD OF SUPERVISORS



Conditional Agreement

Date: \_\_\_\_\_

The Public Health License/Permit application for \_\_\_\_\_ (DBA), located at \_\_\_\_\_ (site address), owned and operated by \_\_\_\_\_ (owner), has been processed contingent upon receipt of the following lacking/ missing documentation:

- Lease or sub-lease agreement designating owner, corporation, LLC. or DBA, site address, square footage, start date, and signature page (indicating the landlord and the tenant on the lease).
- Articles of Incorporation/ Organization from the Secretary of State of California with the California State Seal and page listing of current officers.
- A current endorsed and filed Domestic Stock/ LLC Statement of Information from the State of California.
- Other: \_\_\_\_\_

Failure to submit the above checked item(s) within 30 days from the date of this of this notification will result in the revocation and cancellation of you Public Health License/ Permit. All submitted fees are non-refundable.

I have read and been informed about the requirements for the processing of my Public Health License/Permit. I agree to abide by the above written conditions and accept the consequences of failing to comply as directed.

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Title/ Position)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Garment Program Representative)

Revised 1/23/09 - C



**1.4. Housing and Institution Program**

In addition to the form image/s listed in this section, Housing and Institution Program uses the following 16 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. Office Hearing Statement of Liability
5. City Attorney Hearing Form
6. District Attorney Referral Letter
7. Notice of Violation
8. Referral Form
9. Mileage Claim Form
10. Complaint Report
11. Documentation Sheet
12. Housing Official Inspection Report (HOIR)
13. Monthly Housing Inspection Frequency Report
14. Food Official Inspection Report (FOIR)
15. Public Health License / Permit Application
16. Status Update Form

### 1.4.1. Housing & Institutions Field Visit Report

COUNTY OF LOS ANGELES

DEPARTMENT OF HEALTH SERVICES

#### HOUSING AND INSTITUTIONS PUBLIC HEALTH PROGRAM AND SERVICES

DATE ABATED: \_\_\_ / \_\_\_ / \_\_\_

DATE: \_\_\_ / \_\_\_ / \_\_\_  
COMPLIANCE DATE: \_\_\_ / \_\_\_ / \_\_\_

#### FIELD VISIT REPORT

NAME	<input type="checkbox"/> BOARDING HOME <input type="checkbox"/> HOTEL <input type="checkbox"/> CC <input type="checkbox"/> MISCELLANEOUS <input type="checkbox"/> HEADSTART <input type="checkbox"/> MOTEL <input type="checkbox"/> OTHER <input type="checkbox"/> PRIVATE SCHOOL
ADDRESS	
OPERATOR	
OWNER	
ADDRESS	COMPUTER NUMBER _____ P.K. ACCOUNT NUMBER _____
At the time of inspection the premises <b>were / were not</b> in compliance with applicable Public Health regulations for use as a _____	
REVISIT: <input type="checkbox"/> ABATED <input type="checkbox"/> PHL INVESTIGATION <input type="checkbox"/> CLEARANCE REQUEST <input type="checkbox"/> PLAN CHECK <input type="checkbox"/> COMPLAINT <input type="checkbox"/> TIME EXTENSION <input type="checkbox"/> INFORMATION <input type="checkbox"/> VERBAL ORDERS	
<b>FILING INFORMATION:</b> <input type="checkbox"/> OUT OF BUSINESS/PULL FILE <input type="checkbox"/> NEW FACILITY/START FILE <input type="checkbox"/> CHANGE CENTRAL OFFICE FILE <input type="checkbox"/> OTHER	

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

OWNER/OPERATOR:	OFFICE STAMP	EHS III _____
EHS IV:		TELEPHONE # _____

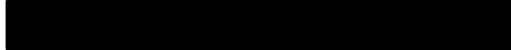
H1140 76F300V (REV. 1/03) 6/00

WHITE - OWNER    PINK - INSPECTOR    CANARY - FILE

1.4.2. Commercial / Public Swimming Pool Modification



County of Los Angeles - Department of Public Health  
 Environmental Health – Recreational Waters Program



COMMERCIAL/PUBLIC SWIMMING POOL MODIFICATION -  
 CONTRACTOR'S / OWNER'S CERTIFICATION OF WORK COMPLETED FOR COMPLIANCE WITH THE  
 VIRGINIA GRAEME BAKER POOL AND SPA SAFETY ACT (VGB)

(Print legibly and fill in all information)

Plan Check No. «Plan_Check_»	Circle: Pool Spa Wade Other	Date:
Job Address: «Site_Address»		
Job City: «Site_City»	Job Zip: «Site_Zip»	
Contractor Company Name: «Contractor_Company»		
Contractor Name: «Contractor_Name»		
Contractor Address: «Address»		
Contractor City: «City»	Contractor Zip: «Zip»	
Contractor Phone: «Phone»	Contractor Cell Phone: «Cell»	
Contractor's License No.	License Type:	
Pool Owner Name:	Pool Owner Phone:	
Pool Owner Address:		
Pool Owner City:	Pool Owner Zip:	

District: «Plans\_To»

Pool has or pools have  Single Drain(s)  Split or Unblockable Drain(s)

If Single Drain, make and model number of anti-entrapment device \_\_\_\_\_

I, \_\_\_\_\_ certify:  
 (Licensed Contractor's Name – Please Print)

- That all work has been completed in accordance with the requirements in the plan check number specified above.
- That this work has been completed in accordance with the latest ANSI/ASME A112.19.8 standards as required by Section 1404, the Federal Swimming Pool and Spa Drain Cover Standard, of the Virginia Graeme Baker Pool and Spa Safety Act 15 USC 8001 TITLE XIV Pool and Spa Safety.
- That all equipment and drain covers/grates have been installed per manufacturer's specifications and instructions.
- I understand that the Department reserves the right to conduct an inspection of any pool that is subject to this procedure at its discretion. In addition, when the Department conducts the next routine inspection, should any discrepancies be found in connection with this plan check, the Department will require immediate correction.

Contractor's Signature: \_\_\_\_\_

Send the original signed form.  
 No copies or faxes.

Pool Owner's Signature: \_\_\_\_\_  
 (Pool Owner / Authorized Representative)

\_\_\_\_\_  
 (Print Name)

06/22/09



**1.5. *Emergency Preparedness***

In addition to the following form image/s included in this section Emergency Preparedness Program uses the following 2 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See *Section 1.1 of ATTACHMENT C1A – Phase 1Forms.*

1. Daily Activity Report (DAR)
2. Mileage Claim Form

### 1.5.1. Environmental Health Assessment Form for Shelters

ENVIRONMENTAL HEALTH ASSESSMENT FORM FOR SHELTERS For Rapid Assessment of Shelter Conditions during Disasters		
<b>I. ASSESSING AGENCY DATA</b>		
1 Agency / Organization Name _____		17 Immediate Needs Identified: <input type="checkbox"/> Yes <input type="checkbox"/> No
2 Assessor Name/Title _____		
3 Phone _____	4 Email or Other Contact _____	
<b>II. FACILITY TYPE, NAME AND CENSUS DATA</b>		
5 Shelter Type <input type="checkbox"/> Community/recovery <input type="checkbox"/> Special needs <input type="checkbox"/> Other _____		6 ARC Facility <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA
7 Date Shelter Opened ____/____/____ (mm/dd/yr)		8 Date Assessed ____/____/____ (mm/dd/yr)
		9 Time Assessed ____ : ____ : ____ am <input type="checkbox"/> pm
10 Reason for Assessment <input type="checkbox"/> Preoperational <input type="checkbox"/> Initial <input type="checkbox"/> Routine <input type="checkbox"/> Other _____		
11 Location Name and Description _____		
12 Street Address _____		
13 City / County _____	14 State _____	15 Zip Code _____
16 Latitude/Longitude _____		
17 Facility Contact / Title _____		
18 Phone _____	19 Fax _____	20 Facility Type <input type="checkbox"/> School <input type="checkbox"/> Arena / convention center <input type="checkbox"/> Other _____
21 E-mail or Other Contact _____		
22 Current Census _____	23 Estimated Capacity _____	24 Number of Residents _____
25 Number of Staff / Volunteers _____		
<b>III. FACILITY</b>		
26 Structural damage	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	<b>VIII. SOLID WASTE GENERATED</b>
27 Security / law enforcement available	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
28 Water system operational	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
29 Hot water available	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
30 HVAC system operational	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
31 Adequate ventilation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
32 Adequate space per person	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
33 Free of injury / occupational hazards	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
34 Free of pest / vector issues	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
35 Acceptable level of cleanliness	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
36 Electrical grid system operational	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
37 Generator in use, 38 If yes, Type _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
39 Indoor temperature _____ °F	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	
<b>IX. CHILDCARE AREA</b>		
40 Preparation on site	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	41 Adequate number of collection receptacles
41 Served on site	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	42 Adequate number of collection receptacles
42 Safe food source	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	43 Appropriate separation
43 Adequate supply	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	44 Appropriate disposal
44 Appropriate storage	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	45 Appropriate storage
45 Appropriate temperatures	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	46 Timely removal
46 Hand-washing facilities available	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	47 Types <input type="checkbox"/> Solid <input type="checkbox"/> Hazardous <input type="checkbox"/> Medical <input type="checkbox"/> Unk/NA
47 Safe food handling	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	<b>X. SLEEPING AREA</b>
48 Dishwashing facilities available	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	48 Adequate number of cots/beds/mats
49 Clean kitchen area	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	49 Adequate supply of bedding
<b>V. DRINKING WATER AND ICE</b>		
50 Adequate water supply	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	50 Bedding changed regularly
51 Adequate ice supply	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	51 Adequate spacing
52 Safe water source	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	52 Acceptable cleanliness level
53 Safe ice source	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	<b>XI. COMPANION ANIMALS AREA</b>
<b>VI. HEALTH / MEDICAL</b>		
54 Outbreaks, unusual illness / injuries	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	53 Animal care available
55 Medical care services on site	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	54 Designated animal area
56 Counseling services available	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	55 Acceptable cleanliness level
<b>VII. SANITATION</b>		
57 Adequate number of operational toilets	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	<b>XII. OTHER</b>
58 Adequate number of operational showers	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	56 Handicap accessibility
59 Adequate number of operational hand-washing stations	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	57 Designated smoking areas
60 Hand-washing supplies available	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	<b>XIII. COMMENTS (List Critical Needs on Immediate Needs Sheet)</b>
61 Toilet supplies available	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	_____
62 Acceptable cleanliness level	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk/NA	_____
63 Sewage type <input type="checkbox"/> Community <input type="checkbox"/> On site <input type="checkbox"/> Portable <input type="checkbox"/> Unk/NA		_____

**1.6. Recreational Waters Program**

In addition to the following form image/s listed in this section, Recreational Waters Program uses the following 10 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Fact Sheet
3. City Attorney Hearing Form
4. District Attorney Referral Letter
5. Mileage Claim Form
6. Intra-Departmental Referral Form
7. Sewage Discharge Incident Report
8. Public Health License / Permit Application
9. Environmental Health Receipt
10. Corporation Document Request

**1.6.1. Plan Correction Sheet**

See Attachment C1B Section 1.1.5.

**1.6.2. Title 8 Requirements (English)**

See Attachment C1B Section 1.1.10.

**1.6.3. Commercial / Public Swimming Pool Modification**

See Attachment C1B Section 1.4.2.

**1.6.4. Large Pool Plan Approval Report (Page 1)**



**LARGE POOL PLAN APPROVAL REPORT**

Plan Check No. «Plan_Check_»	Date:
Job Address: «Site_Address», «Site_City» «Site_Zip»	
Submitted by: «Contractor_Company»	Address: «Address», «City» «Zip»
Phone: «Phone»	Fax: «Fax»

Type	Pool #1			Pool #2		
Dimensions	Feet			Feet		
Area	Sq Ft			Sq Ft		
Depths						
Volume	Gallons			Gallons		
Filtration rate	At least	GPM and not greater than	GPM	At least	GPM and not greater than	GPM
Filter	Model:		Sq Ft	Model:		Sq Ft
Pump	Model:		HP	Model:		HP
Skimmer						
Chlorinator						
Flowmeter						
Deck Material						
Drain covers						
Booster pump	Model:		HP	Model:		HP

- This plan approval does not authorize the violation of any law, ordinance, or regulation and final approval is subject to field inspection and evaluation.
  - Any alteration to pool construction plans or substitution of equipment shall be approved by this Department prior to construction or installation.
  - The pool or spa shall not be placed in operation without prior written approval from this Department.
  - The plan approval is valid for a period of one year from the date they are stamped. Any changes may require a new fee.
  - One set of stamped plans shall be kept at the job site.
  - After obtaining approval from this Department and prior to commencing work, plans should be submitted to your local building department or other appropriate agency.
  - **THREE INSPECTIONS BY THIS DEPARTMENT ARE REQUIRED FOR COMPLETION OF THIS POOL PLAN. CALL FOR AN INSPECTION AT LEAST TWO WORKING DAYS PRIOR TO:**
    1. Gunfiting or backfilling the pool or spa or covering any plumbing lines.
    2. Plastering the pool or spa.
    3. Placing the pool or spa in operation (final inspection).
- NOTE TO POOL CONTRACTOR: It is your responsibility to relay and corrections on this plan approval relating to fencing, decking, bathroom facilities, or other auxiliary construction to the appropriate individual such as the subcontractor, architect, landscaper or owner/builder.

<b>FOR INSPECTIONS CONTACT: «Plans To»</b>					
<input type="checkbox"/>				<input type="checkbox"/>	
<input type="checkbox"/>				<input type="checkbox"/>	
<input type="checkbox"/>				<input type="checkbox"/>	
<input type="checkbox"/>				<input type="checkbox"/>	
<input type="checkbox"/>				<input type="checkbox"/>	

10/08



1.6.5. Large Pool Plan Approval Report (Page 2)

**LARGE POOL PLAN APPROVAL REPORT**

#1	#2	POOL SHELL, DIMENSIONS, DEPTH
		Make corrections to slope, dimensions, or shape as indicated on the plans.
		The width at the main drain shall be at least 15 ft. and this width shall extend at least 3½ ft. either side of the drain.
		The maximum slope from the shallow end to the break point shall be a continuous 1:10 slope or less.
		Provide a slope of 1:10 or less which extends out to at least a 4½ ft. water depth.
		The maximum slope from the break point to deepest depth shall be 1:3 or less.
		The water depth at the shallowest part of the pool must be 3½ ft. or less.
		Recesses or projections are prohibited.
		A pool shall be white in color.
		A spa shall be white in color or a color with a light reflectance value of 55% or greater.
		The water depth over spa benches shall not exceed 24 inches.
		The maximum size of a spa shall not exceed 250 sq.ft. and the maximum depth shall not exceed 4 ft.

**DECK**

		The pool shall be flush with the deck with no raised bond beams or changes in elevation in the deck.
		Provide a four foot continuous and unobstructed deck around the entire perimeter of the pool.
		Provide a four foot continuous and unobstructed deck around at least 50% of the spa.
		Decks shall be sloped away from the pool to deck drains or other approved disposal system.
		The deck shall be concrete or a concrete like material. Materials other than concrete require prior approval.
		Provide a minimum 6 ft. separation between pools.
		There shall be no planters or vegetation within 4 ft. of a spa.
		Bull-nosed coping or cantilever handholds are required to extend out 1 in. - 2 in. and not be thicker than 2½ inches.

**MARKINGS**

		Provide depth markers at maximum and minimum depths and at the break point, on both sides and at both ends of pool.
		Provide slip-resistant depth markers on the pool deck corresponding to the depth markers on the side walls.
		Provide a minimum of two depth markers for the spa pool.
		Provide contrasting, slip-resistant tile line, 4 - 6 inches wide, across bottom of the pool where the water depth is 4½ ft.
		Contrasting tile on steps and benches is optional. If used, it shall be slip-resistant and no greater than 4 inches wide.

**HANDRAILS, LADDERS AND STEPS**

		Make correction to stair dimensions or shape as indicated on the plans.
		Step treads shall have a minimum width of 12 in. except top step treads that are convex or triangular shall be 18 - 24 in.
		All treads except the top tread shall be uniform.
		Step risers shall have a maximum height of 12 in. All risers shall be uniform.
		Provide a handrail. Handrails shall be 28 - 36 inches as measured from the deck and each step to the top of the railing.
		Provide double handrails for the spa (required when step risers are greater than 9 inches).
		The water depth at base of stairs shall not exceed 3½ ft.
		Provide a ladder(s) at the deep end of the pool as indicated on the plans.

**RECIRCULATION**

		One skimmer is required for each 500 sq.ft. of pool surface area. Provide skimmer(s).
		Provide an equalizer line with an equalizer valve for the skimmer(s).
		Provide a split equalizer line located at least 3 feet apart with an equalizer valve for the skimmer.
		Provide two return lines for the first 10,000 gallons and 1 return line for each additional 10,000 gallons.
		Provide filtration return line(s) for the spa.
		Provide influent and effluent pressure gauges.
		Plumbing or pipe size inadequate. Plumb or size pipes as indicated on the plans.
		Provide a split main drain for the filtration system suction plumbing.

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1.6.6. Large Pool Plan Approval Report (Page 3)

LARGE POOL PLAN APPROVAL REPORT

#1	#2	RECIRCULATION (continued)
		Provide split suction for spa booster pump suction plumbing.
		Each branch of a filtration or booster pump suction plumbing shall have its own suction outlet and grate.
		Split suction outlets shall be at least 3 ft. apart or located on different design planes.
		The bottom edge of suction outlet covers shall be no greater than 3 inches from the spa floor.

EQUIPMENT

		Backwash plumbing shall be permanently plumbed to a p-trap with an air gap or other approved disposal system.
		When required, provide a separation tank. Provide a sight glass when necessary.
		Provide a white incandescent pool light. Provide a minimum wattage of Pool #1
		Pool #2
		Provide a fill line supplied by a potable water source with approved backflow protection.
		Provide an adequate no. of hose bibs with approved backflow protection so that a 75 ft. hose can reach all deck areas.
		Provide a <i>single</i> emergency shut-off switch, readily accessible and visible from the spa that will shut off <i>all</i> spa pumps and blowers. Post a sign at the switch which states "SPA EMERGENCY SHUT-OFF SWITCH".

ADDITIONAL REQUIREMENTS FOR LARGE SWIMMING POOLS

#1	#2	GUTTER
		The overflow system/gutter shall be built into the walls and extend completely around the pool.
		The gutter channel dimensions do not meet code requirements. Modify as indicated on the plans.
		The channel lip shall not be more than 12 inches below the level of the deck.
		The lip edge shall not be thicker than 2½ inches nor thinner than 1 inch for the top 2 inches.
		The design of the gutter shall be of sufficient size and design to accommodate a minimum of 75% of the recirculation flow.
		The gutter shall be capable of establishing hydraulic equilibrium within 10 minutes after being flooded by a sudden surge.
		The surge tank shall be designed so that in the event there is a sewage overflow, sewage does not flow into the surge tank.
		Provide a surge chamber with a storage capacity of Gallons.

FILL LINE

		Provide an automatic water make-up with manual override.
		Provide an approved backflow device for the fill line.
		Provide potable water for the water make-up.

DIVING BOARDS

		Refer to the pool plans and make modifications to the location of the diving board as indicated.
		Remove the diving board. The present geometry of the pool does not meet the minimum requirements of the pool code.
		Provide an approved hand-railing for the diving board.
		Provide a minimum clearance of 15 feet above the diving board.

LIQUID CHLORINE/ACID TANKS

		Provide a physical separation between the liquid chlorine and acid tanks or a containment berm separating the two.
		Provide seismic restraints for the chlorine and acid tanks.
		Provide double wall construction for the chlorine and acid tanks.
		Label the chlorine and acid tanks.

LOCKER ROOM/BATHROOM FACILITIES

		Provide	toilets and	Urinals in the men's bathroom and	Toilets in the women's bathroom.
		Provide	lavatories in the men's bathroom and	lavatories in the women's bathroom.	
		Provide	showers in the men's locker room and	showers in the women's locker room	
		Provide	drinking-water fountains.		
		Showers and lavatories shall be provided with hot and cold water. Hot water shall be limited to 110 degrees F.			
		Provide floors that are hard, non-absorbent, slip-resistant, sloped ¼"/ft. to drains and coved at least 5 inches.			

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1.6.7. Large Pool Plan Approval Report (Page 4)

LARGE POOL PLAN APPROVAL REPORT

#1	#2	LANE MARKING, FLOOR RETURNS, MISC. (continued)
		Lane marking shall not exceed 12 inches in any dimension.
		The velocity across any suction grate shall not exceed 2.0 feet per second.
		Provide for continuous feeding of filter aid at a rate of not less than 0.1 lbs/24 hrs./sq.ft. of filter area.
		Provide floor returns flush with the floor.

*The following restroom &/or shower facility requirements apply for your pool/facility*

- Separate men's and women's toilet facilities are required at the pool area if living quarters of the farthest pool user is greater than 300 ft. walking distance away. One toilet shall be provided for every 60 women bathers and one urinal and one toilet for every 75 men bathers. One lavatory with hot and cold water shall be provided for every 80 bathers. One shower with hot and cold water shall be provided for every 50 bathers unless they are provided in adjacent living units. Bather load shall be calculated at one bather for every 15 sq. ft. of pool water surface area. Floors of bathrooms shall have a hard, nonabsorbent surface and extend upwards onto the wall at least 5 inches with a coved base. Floors shall be sloped not less than 1/4 inch per foot to floor drains. **All floor surfaces of bathrooms and showers must be slip-resistant, with a wet coefficient of friction of 0.6 or greater.**
- Restrooms located in the immediate vicinity of a pool must comply with restroom requirements even if restroom facilities are not required.
- Restroom facilities are not required by the Health Department. When toilet and/or shower facilities are not required by the Health Department, any facilities provided shall comply with all local building and safety department regulations. Consult with your local building and safety department.

**SAFETY SIGNS AND EQUIPMENT**

Provide all required safety equipment and signs. Refer to the State Pool Code or consult with your inspector. All suction outlets shall be covered with an approved grate which can be removed only with tools.

**ENCLOSURE/FENCING/GATE(S)**

See attached sheet "Pool Enclosure/Fencing Requirements."

**ADDITIONAL CORRECTIONS:**

1.6.8. Pool Plan Approval Report (Page 1)



County of Los Angeles - Department of Public Health

Page 1 of 5



POOL PLAN APPROVAL REPORT

Plan Check No: «Plan_Check_»	Date:
Job Address: «Site_Address», «Site_City» «Site_Zip»	
Submitted by: «Contractor_Company»	Address: «Address», «City» «Zip»
Phone: «Phone»	Fax: «Fax»

Type	Pool #1	Pool #2
Dimensions	Feet	Feet
Area	Sq Ft	Sq Ft
Depths		
Volume	Gallons	Gallons
Filtration rate	At least GPM and not greater than GPM	At least GPM and not greater than GPM
Filter	Model: Sq Ft	Model: Sq Ft
Pump	Model: HP	Model: HP
Skimmer		
Chlorinator		
Flowmeter		
Deck Material		
Drain covers		
Booster pump	Model: HP	Model: HP

- This plan approval does not authorize the violation of any law, ordinance, or regulation and final approval is subject to field inspection and evaluation.
- Any alteration to pool construction plans or substitution of equipment shall be approved by this Department prior to construction or installation.
- The pool or spa shall not be placed in operation without prior written approval from this Department.
- The plan approval is valid for a period of one year from the date they are stamped. Any changes may require a new fee.
- One set of stamped plans shall be kept at the job site.
- After obtaining approval from this Department and prior to commencing work, plans should be submitted to your local building department or other appropriate agency.
- **THREE INSPECTIONS BY THIS DEPARTMENT ARE REQUIRED FOR COMPLETION OF THIS POOL PLAN. CALL FOR AN INSPECTION AT LEAST TWO WORKING DAYS PRIOR TO:**
  1. Guniting or backfilling the pool or spa or covering any plumbing lines.
  2. Plastering the pool or spa.
  3. **Placing the pool or spa in operation (final inspection).**

NOTE TO POOL CONTRACTOR: It is your responsibility to relay and corrections on this plan approval relating to fencing, decking, bathroom facilities, or other auxiliary construction to the appropriate individual such as the subcontractor, architect, landscaper or owner/builder.

FOR INSPECTIONS CONTACT: «Plans To»				
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	

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1.6.9. Pool Plan Approval Report (Page 2)

**POOL PLAN APPROVAL REPORT**

#1	#2	POOL SHELL, DIMENSIONS, DEPTH
		Make corrections to slope, dimensions, or shape as indicated on the plans.
		The width at the main drain shall be at least 15 ft. and this width shall extend at least 3½ ft. either side of the drain.
		The maximum slope from the shallow end to the break point shall be a continuous 1:10 slope or less.
		Provide a slope of 1:10 or less which extends out to at least a 4½ ft. water depth.
		The maximum slope from the break point to deepest depth shall be 1:3 or less.
		The water depth at the shallowest part of the pool must be 3½ ft. or less.
		Recesses or projections are prohibited.
		A pool shall be white in color.
		A spa shall be white in color or a color with a light reflectance value of 55% or greater.
		The water depth over spa benches shall not exceed 24 inches.
		The maximum size of a spa shall not exceed 250 sq.ft. and the maximum depth shall not exceed 4 ft.

**DECK**

		The pool shall be flush with the deck with no raised bond beams or changes in elevation in the deck.
		Provide a four foot continuous and unobstructed deck around the entire perimeter of the pool.
		Provide a four foot continuous and unobstructed deck around at least 50% of the spa.
		Decks shall be sloped away from the pool to deck drains or other approved disposal system.
		The deck shall be concrete or a concrete like material. Materials other than concrete require prior approval.
		Provide a minimum 6 ft. separation between pools.
		There shall be no planters or vegetation within 4 ft. of a spa.
		Bull-nosed coping or cantilever handholds are required to extend out 1 in. - 2 in. and not be thicker than 2½ inches.

**MARKINGS**

		Provide depth markers at maximum and minimum depths and at the break point, on both sides and at both ends of pool.
		Provide slip-resistant depth markers on the pool deck corresponding to the depth markers on the side walls.
		Provide a minimum of two depth markers for the spa pool.
		Provide contrasting, slip-resistant tile line, 4 - 6 inches wide, across bottom of the pool where the water depth is 4½ ft.
		Contrasting tile on steps and benches is optional. If used, it shall be slip-resistant and no greater than 4 inches wide.

**HANDRAILS, LADDERS AND STEPS**

		Make correction to stair dimensions or shape as indicated on the plans.
		Step treads shall have a minimum width of 12 in. except top step treads that are convex or triangular shall be 18 - 24 in.
		All treads except the top tread shall be uniform.
		Step risers shall have a maximum height of 12 in. All risers shall be uniform.
		Provide a handrail. Handrails shall be 28 - 36 inches as measured from the deck and each step to the top of the railing.
		Provide double handrails for the spa (required when step risers are greater than 9 inches).
		The water depth at base of stairs shall not exceed 3½ ft.
		Provide a ladder(s) at the deep end of the pool as indicated on the plans.

**RECIRCULATION**

		One skimmer is required for each 500 sq.ft. of pool surface area. Provide skimmer(s).
		Provide an equalizer line with an equalizer valve for the skimmer(s).
		Provide a split equalizer line located at least 3 feet apart with an equalizer valve for the skimmer.
		Provide two return lines for the first 10,000 gallons and 1 return line for each additional 10,000 gallons.
		Provide filtration return line(s) for the spa.
		Provide influent and effluent pressure gauges.
		Plumbing or pipe size inadequate. Plumb or size pipes as indicated on the plans.
		Provide a split main drain for the filtration system suction plumbing.

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1.6.10. Pool Plan Approval Report (Page 3)

**POOL PLAN APPROVAL REPORT**  
**RECIRCULATION (continued)**

#1	#2	
		Provide split suction for spa booster pump suction plumbing.
		Each branch of a filtration or booster pump suction plumbing shall have its own suction outlet and grate.
		Split suction outlets shall be at least 3 ft. apart or located on different design planes.
		The bottom edge of suction outlet covers shall be no greater than 3 inches from the spa floor.

**EQUIPMENT**

		Backwash plumbing shall be permanently plumbed to a p-trap with an air gap or other approved disposal system.
		When required, provide a separation tank. Provide a sight glass when necessary.
		Provide a white incandescent pool light. Provide a minimum wattage of Pool #1
		Pool #2
		Provide a fill line supplied by a potable water source with approved backflow protection.
		Provide an adequate no. of hose bibs with approved backflow protection so that a 75 ft. hose can reach all deck areas.
		Provide a <i>single</i> emergency shut-off switch, readily accessible and visible from the spa that will shut off <i>all</i> spa pumps and blowers. Post a sign at the switch which states "SPA EMERGENCY SHUT-OFF SWITCH".

**The following restroom &/or shower facility requirements apply for your pool/facility**

- Separate men's and women's toilet facilities are required at the pool area if living quarters of the farthest pool user is greater than 300 ft. walking distance away. One toilet shall be provided for every 60 women bathers and one urinal and one toilet for every 75 men bathers. One lavatory with hot and cold water shall be provided for every 80 bathers. One shower with hot and cold water shall be provided for every 50 bathers unless they are provided in adjacent living units. Bather load shall be calculated at one bather for every 15 sq.ft. of pool water surface area. Floors of bathrooms shall have a hard, nonabsorbent surface and extend upwards onto the wall at least 5 inches with a covered base. Floors shall be sloped not less than 1/4 inch per foot to floor drains. All floor surfaces of bathrooms and showers must be slip-resistant, with a wet coefficient of friction of 0.6 or greater.  
Restrooms located in the immediate vicinity of a pool must comply with restroom requirements even if restroom facilities are not required.
- Restroom facilities are not required by the Health Department. When toilet and/or shower facilities are not required by the Health Department, any facilities provided shall comply with all local building and safety department regulations. Consult with your local building and safety department.

**SAFETY SIGNS AND EQUIPMENT**

Provide all required safety equipment and signs. Refer to the State Pool Code or consult with your inspector. All suction outlets shall be covered with an approved grate which can be removed only with tools.

**ENCLOSURE/FENCING/GATE(S)**

See attached sheet "Pool Enclosure/Fencing Requirements."

**ADDITIONAL CORRECTIONS:**

1.6.11. Swimming Pool Official Inspection Report



**SWIMMING POOL OFFICIAL INSPECTION REPORT**  
 COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH - SWIMMING POOL PROGRAM

SITE ADDRESS		CITY		DATE	
SITE NAME		OWNER		SITE #	SUB
MAILING ADDRESS		CITY	POOL TYPE	ELE	pH

THE MARKED ITEMS REPRESENT HEALTH CODE VIOLATIONS AND MUST BE CORRECTED AS FOLLOWS:

<input type="checkbox"/> 1. Provide a readily accessible life ring with an attached rope of sufficient length to span the maximum width of the swimming pool. <input type="checkbox"/> 2. Provide a readily accessible body hook permanently attached to a pole at least 12 ft. in length. <input type="checkbox"/> 3. Post a legible sign stating "Warning - No Lifeguard On Duty" in letters at least 4" high. In addition, the sign shall state "Children under the age of 14 should not use pool without an adult in attendance". <input type="checkbox"/> 4. Post a legible sign with a diagrammatic illustration of artificial respiration procedures. <input type="checkbox"/> 5. Post emergency telephone number "911." <input type="checkbox"/> 6. Post a legible sign with the maximum occupant capacity allowed in the pool in letters at least 4" high. Swimming pools = 1 per 20 sq ft. of pool surface area. Spa pool = 1 per 10 sq ft. <input type="checkbox"/> 7. Post a legible spa pool precaution sign. Consult your pool supply store or pool service man. <input type="checkbox"/> 8. Post a legible "No Diving Allowed" sign in letters at least 4" high. <input type="checkbox"/> 9. Every spa pool with an emergency shut-off switch shall have a legible sign stating "Spa Emergency Shut-Off Switch". <input type="checkbox"/> 10. All required signs must be legible and clearly visible from the pool deck. <input type="checkbox"/> 11. Maintain a free chlorine residual of at least 1.0 ppm at all times. <input type="checkbox"/> 12. Maintain a free chlorine residual of at least 1.5 ppm at all times when cyanuric acid is used. <input type="checkbox"/> 13. Maintain the pH between 7.2 and 8.0. <input type="checkbox"/> 14. Maintain the level of cyanuric acid below 100 ppm. <input type="checkbox"/> 15. Provide an approved pool water test kit which will measure a free chlorine residual. <input type="checkbox"/> 16. Eliminate cloudiness and maintain pool water in a clean and clear condition. <input type="checkbox"/> 17. Eliminate algae growth in the pool. <input type="checkbox"/> 18. Vacuum pool. Eliminate dirt / leaves / debris in the pool. <input type="checkbox"/> 19. Clean the waterline tiles. <input type="checkbox"/> 20. Replace broken / missing pool tiles.	<input type="checkbox"/> 21. Replace broken / unreadable depth marker tiles. <input type="checkbox"/> 22. Replace broken / missing coping. <input type="checkbox"/> 23. Provide adequate skimming action in the pool. <input type="checkbox"/> 24. Raise / lower water level to the mid-point of the skimmer opening. <input type="checkbox"/> 25. Replace broken/missing skimmer strainer basket. <input type="checkbox"/> 26. Replace broken/missing skimmer weir assembly. <input type="checkbox"/> 27. Replace broken /missing skimmer diverter (anti-airlock) assembly. <input type="checkbox"/> 28. Limit spa pool water temperature to a maximum of 104°F. <input type="checkbox"/> 29. Animals are prohibited in the pool and in the pool area. <input type="checkbox"/> 30. Discontinue placing chlorine tablets in the pool skimmer(s). <input type="checkbox"/> 31. Discontinue use of the floating chlorinator. <input type="checkbox"/> 32. Secure / replace drain cover with an approved type which can only be removed with tools. <input type="checkbox"/> 33. Secure / repair / replace stair handrail(s). <input type="checkbox"/> 34. Secure / repair / replace ladder/ ladder step treads / grab rails at deep end of pool. <input type="checkbox"/> 35. Provide / repair / replace underwater light(s). <input type="checkbox"/> 36. Maintain underwater pool light(s) "on" during all times the pool is open for use after dark. If the pool is not separately enclosed, maintain pool light(s) on during entire nighttime hours. <input type="checkbox"/> 37. Eliminate deck obstruction. <input type="checkbox"/> 38. Eliminate trip and fall hazard of deteriorating / up lifting decking in pool area. Fill in expansion break joint between coping and deck. <input type="checkbox"/> 39. Repair the pool fence enclosure. <input type="checkbox"/> 40. Provide a self-closing gate / door to pool area with self-latching hardware at least 42" above finished grade. <input type="checkbox"/> 41. Provide a minimum turnover rate as follows: Swimming Pools = 6 hours, Swimming Pools built before October 1982 = 8 hours, Spa Pools = 0.5 hours, Wading Pools = 1 hour. <input type="checkbox"/> 42. Operate the pool recirculation system at all times the pool is open for use and longer if necessary to maintain the water clean and clear.	<input type="checkbox"/> 43. Repair / replace the recirculation pump. <input type="checkbox"/> 44. Repair / replace the filter. <input type="checkbox"/> 45. Backwash the filter. <input type="checkbox"/> 46. Provide / repair / replace the influent / effluent pressure gauge(s). <input type="checkbox"/> 47. Provide / repair / replace the flowmeter. <input type="checkbox"/> 48. Provide / repair / replace automatic chlorinator. <input type="checkbox"/> 49. Maintain the automatic chlorinator filled and operational. <input type="checkbox"/> 50. There shall be no direct connection of the pool or its recirculation system with a sanitary sewer or drainage system. <input type="checkbox"/> 51. Clean the pool equipment room / area. <input type="checkbox"/> 52. Correct specified items relating to the gas chlorination system. <input type="checkbox"/> 53. Maintain restrooms in a clean and sanitary condition. <input type="checkbox"/> 54. Maintain shower facilities in a clean and sanitary condition. <input type="checkbox"/> 55. Maintain dressing rooms in a clean and sanitary condition. <input type="checkbox"/> 56. Maintain toilets, urinals, wash basins, and showers in good repair. <input type="checkbox"/> 57. Showers and lavatories shall be provided with hot and cold water. A means to limit the hot water to a maximum of 110°F shall be provided. <input type="checkbox"/> 58. Provide soap in soap dispensers or containers in showers. <input type="checkbox"/> 59. Provide soap in permanently installed soap dispensers and paper towels or hot air blowers for lavatories and toilet tissue for toilets. <input type="checkbox"/> 60. The pool(s) was not accessible or only partially accessible for inspection. Please contact the inspector to make arrangements for a complete inspection of the pool and pool area. <input type="checkbox"/> 61. Every pool shall be serviced and maintained by a person who is certified as a Swimming Pool Service Technician with this Department. <input type="checkbox"/> 62. Maintain a log of the pool operation, disinfection residual, pH and maintenance procedures. <input type="checkbox"/> 63. Provide adequate lifeguard service.
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64. OTHER

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<input type="checkbox"/> THIS POOL IS OFFICIALLY CLOSED This pool shall not be placed in operation until all violations have been corrected & upon specific written approval by this agency. Call to schedule a reinspection.	FIELD OFFICE	RECEIVED BY
<input type="checkbox"/> THIS POOL IS OFFICIALLY REOPENED		INSPECTED BY
		REINSPECTION ON OR AFTER

Rev (02/08)

1.6.12. Swimming Pool Closure Notification



COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH - SWIMMING POOL PROGRAM



SWIMMING POOL CLOSURE NOTIFICATION

SITE ADDRESS		CITY	DATE	
SITE NAME		OWNER/OPERATOR	SITE #	SUB SITE #
OWNER ADDRESS		CITY	POOL TYPE	ELM CODE

Pursuant to Section 65545 of the California Code of Regulations, Title 22, THIS POOL IS OFFICIALLY CLOSED.

Reason(s) for closure:

- [90] 65527 The pool water is cloudy/green with algae and/or the main drain is not clearly visible.
- [91] 65529 The pool water lacks a chlorine residual or other approved disinfectant residual.
- [92] 65527 The chemical quality of the water is detrimental to the health or safety of pool users.
- [93] 65535 Broken, loose, or missing suction outlet drain cover.
- [94] 65545 Known or suspected fecal accident.
- [95] 65535 An electrical hazard that is an immediate threat to the safety of pool users.
- [96] 65545 Glass or other hazardous material at the bottom of the pool.
- [97] 65505 Pool has been modified without submittal of pool plans.
- [98] 65545 Other \_\_\_\_\_

Hearing Scheduled      Hearing date, \_\_\_\_\_ Time \_\_\_\_\_

Comments:

This pool shall not be placed in operation until all violations on the Official Inspection Report have been corrected and upon specific written approval by this agency. Please Call in order to schedule a reinspection.

Field Office	Reopened:
	Entry Date:
	RECEIVED BY
	ENVIRONMENTAL HEALTH

Rev (05/08)



1.6.13. Solar Heating System Plan Approval (Page 1)



County of Los Angeles - Department of Public Health  
Environmental Health – Recreational Waters Program

**SOLAR HEATING SYSTEM PLAN APPROVAL REPORT**

Plan Check No.: «Plan_Check_»		Date:
Job Address: «Site_Address», «Site_City», «Site_Zip»		
Submitted by: «Contractor_Company»		Address: «Address», «City» «Zip»
Phone: «Phone»	Fax: «Fax»	<input type="checkbox"/> Mail <input type="checkbox"/> Fax <input type="checkbox"/> Pickup

POOL DATA:			
Size (SQ FT)	Depths: (S,B,D):	Volume:	Year Built:
FILTRATION SYSTEM DATA:			
Pump M/M:	HP:	Rated GPM @ 60' Head:	
Suction Pipe Size & Type:		Return Pipe Size & Type:	
SOLAR SYSTEM DATA:			
Panel M/M:	No.	Max GPM/Panel:	
Pump M/M:	HP:	Rated GPM @ 60' Head:	
Suction Pipe Size & Type:		Return Pipe Size & Type:	
SOLAR SYSTEM OPERATING REQUIREMENTS:			
<i>While operating at its maximum capacity and during times of non-operation, the solar heating system shall not interfere with the proper functioning and operation of the recirculation (filter) system and the flow rates shall comply with the following:</i>			
Minimum filter system turnover rate required at all times:			GPM
Maximum flow through filter system suction piping:			GPM
Maximum flow through filter system return piping:			GPM

- This solar heating system approval does not authorize the violation of any law, ordinance, or regulation and final approval is subject to field inspection and evaluation.
- Any alteration to the plans or equipment must be approved by this Department.
- Local building & safety may require plan approval for this work. After obtaining approval from this Department and prior to commencing work, consult with your local building & safety department or other appropriate agency.
- The solar heating system shall not be placed into operation without written approval by this Department.
- At least two inspections are required prior to placing pool/solar system into operation. Call for first inspection prior to covering any installed piping or equipment.

FOR INSPECTIONS CONTACT: «Plans To»			
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

10/08

1.6.14. Solar Heating Plan Approval Report (Page 2)

**SOLAR HEATING PLAN APPROVAL CORRECTION REPORT**

<b><i>Make corrections as indicated below:</i></b>		
<input type="checkbox"/>	Provide a separate pump for solar heating system.	
<input type="checkbox"/>	Interconnect filtration pump with solar pump electrically so that both will operate together.	
<input type="checkbox"/>	Plumb system so there is no passage of unfiltered water.	
<input type="checkbox"/>	Flow rate exceeds maximum allowed for filter size & type. Provide a filter with at least :	SQ FT of filter area.
<input type="checkbox"/>	Pipe sizes inadequate. Water velocity must not exceed 8 fps in suction lines and 10 fps in return lines. Refer to plans for correct size.	
<input type="checkbox"/>	Provide a flowmeter as indicated on plans.	
<input type="checkbox"/>	Place check valves: 1.) after the filter and before going to the solar unit; 2.) on the return line of solar unit.	
<input type="checkbox"/>	By-pass valving must be permanent and non-adjustable by user.	
<input type="checkbox"/>	Provide dual suction outlets at least 3 feet apart with approved anti-vortex covers for the solar heating system drawing water directly from the pool.	

**Additional Corrections:**

10/08

1.6.15. Pool Approval Application

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH – RECREATIONAL WATERS PROGRAM**

**POOL PLAN APPROVAL APPLICATION**

<b>INSTRUCTIONS FOR SUBMITTING POOL PLANS</b>			
<ul style="list-style-type: none"> <li>Plans are approved in the order they are received. Missing information or improperly prepared plans will delay the plan approval process.</li> <li>Fill in all appropriate blanks on the application.</li> <li><b>All existing pools will be checked to see that they have approved drain covers complying with ANSI A112.19.8. Therefore, if this is an existing pool, be sure to fill in all information asked for below.</b></li> <li>Your plans will not be reviewed or approved until a fee is paid.</li> <li>Make check or money order payable to: <b>LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH</b>. Check and money orders must be made out for the exact amount of the fee.</li> <li>Personal checks must bear a name, address and phone number.</li> <li>This fee is not refundable nor is the application transferable.</li> <li>Submit a minimum of 3 copies of plans for new construction and 1 copy for renovations / equipment changes. Our department will retain one copy.</li> <li>You will be contacted when your plans are ready. Renovation / equip. change plans that are mailed-in will be mailed back to you.</li> <li>Attach this application to your plans.</li> </ul>			
Date	Job Address		
Job City	Job Zip	Job APN (Accessor Parcel Number if known)	
Pool Contractor Company Name		Pool Contractor Name	
Pool Contractor Address		Contractor City	Contractor Zip
Contractor Phone	Contractor Cell Phone	Contractor Fax	
Contractor License Name		Contractor License Number	Contractor License Type
Site Owner		Owner Address	
Owner City		Owner Zip	Owner Phone
<b>Approval Type :</b> <input type="checkbox"/> New <input type="checkbox"/> Resurface/Renov. <input type="checkbox"/> Equip. Change <input type="checkbox"/> Re-plumb <input type="checkbox"/> Drain Cover <input type="checkbox"/> Drain split <input type="checkbox"/> Other _____			
Number of Swimming Pools _____ Spas _____ Other Pools _____ No. of Plans Submitted _____ <b>Total Fee \$</b> _____			
<b>IF THIS IS AN EXISTING POOL, FILL IN ALL OF THE FOLLOWING INFORMATION (unless on plans):</b>			
Size of pool(s) _____ Gallons _____ Year pool built _____ Drains split? yes <input type="checkbox"/> No <input type="checkbox"/>			
Existing pump model / hp _____ Suction line size _____ Return line size _____ <input type="checkbox"/> PVC <input type="checkbox"/> Copper			
If spa, booster pump model / hp _____ Suction size _____ Return size _____ <input type="checkbox"/> PVC <input type="checkbox"/> Copper			
Grates / drain covers make / model _____			
What is being done / changed _____			
<b>FOR OFFICE USE ONLY</b>			
Date	Amount Paid	Receipt Number	Check Number
Plans to		Plans accepted by	Plan Check Number

416/2009

**1.7. Land Use Program**

In addition to the form image/s listed in this section, Land Use Program uses the following 34 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. Office Hearing Statement of Liability
5. City Attorney Hearing Form
6. District Attorney Referral Letter
7. Subpoena for Non-County Cases (Eyewitness Fee)
8. Notice of Violation
9. Referral Form
10. Mileage Claim Form
11. Complaint Report
12. Intra-Departmental Referral Form
13. Documentation Sheet
14. Housing Official Inspection Report (HOIR)
15. Self-Service Laundry Official Inspection Report
16. Legal Ownership Request
17. Sewage Discharge Incident Report
18. Food Official Inspection Report (FOIR)
19. Closure Form
20. Food Disposal Form
21. Public Health Permit / License Suspension Form
22. Grade / Score Card Replacement Request Form
23. Re-inspection Fee Notification for Food Establishments
24. Notification of Intent to Suspend or Revoke Permit
25. Site Evaluation Form
26. Status Update Form
27. Environmental Health Receipt
28. Unlicensed Activity Fee Assessment
29. Corporation Document Request

**1.7.1. Certification Sticker for Vehicle and Vending Machine**

See Attachment C1B Section 1.7.1.

**1.7.2. Title 8 Requirements (English)**

See Attachment C1B Section 1.1.10.

1.7.3. Sewage Cleaning Vehicle Inspection Report

SEWAGE CLEANING VEHICLE  
INSPECTION REPORT S - \_\_\_\_\_  
COUNTY OF LOS ANGELES ■ DEPARTMENT OF HEALTH SERVICES  
ENVIRONMENTAL HEALTH/HEALTH FACILITIES  
BUREAU OF ENVIRONMENTAL PROTECTION

NAME \_\_\_\_\_ DATE OF INSPECTION \_\_\_\_\_  
ADDRESS \_\_\_\_\_ TELEPHONE NO. \_\_\_\_\_  
VEHICLE STORAGE LOCATION \_\_\_\_\_

Registration No.	PHL No.	Year/Make Vehicle	Vehicle License No.	Tank Capacity

	YES	NO	
1.	<input type="checkbox"/>	<input type="checkbox"/>	REGISTRATION CARD ON TRUCK.
2.	<input type="checkbox"/>	<input type="checkbox"/>	15-GALLON DRUM OF DISINFECTING SOLUTION PROVIDED.
3.	<input type="checkbox"/>	<input type="checkbox"/>	GARDEN-TYPE HOSE PROVIDED FOR FLUSHING CONTAMINATED AREAS.
4.	<input type="checkbox"/>	<input type="checkbox"/>	L.A. CO. DHS REGISTRATION NUMBER IN 3-INCH HIGH LETTERING ON BACK OF TRUCK.
5.	<input type="checkbox"/>	<input type="checkbox"/>	COMPANY NAME ON BOTH SIDES OF VEHICLE IN 3-INCH HIGH LETTERING.
6.	<input type="checkbox"/>	<input type="checkbox"/>	QUICK RELEASE VALVE PROVIDED ON DISCHARGE OUTLET.
7.	<input type="checkbox"/>	<input type="checkbox"/>	METAL SLEEVE OR OTHER SUITABLE DEVICE PROVIDED TO REACH FROM DISCHARGE OUTLET TO MANHOLE.
8.	<input type="checkbox"/>	<input type="checkbox"/>	TANK OPENINGS PROPERLY COVERED.
9.	<input type="checkbox"/>	<input type="checkbox"/>	TANK VALVES, PIPING, PUMPS AND EQUIPMENT MAINTAINED IN WATER-TIGHT CONDITION AND FREE FROM LEAKAGE.
10.	<input type="checkbox"/>	<input type="checkbox"/>	ENTIRE UNIT MAINTAINED IN A REASONABLE DEGREE OF CLEANLINESS.

CORRECTIONS REQUIRED:	COMPLIANCE DATE:
OPERATOR'S SIGNATURE	

E.H.S.'S SIGNATURE \_\_\_\_\_

H.9077 7820/82 (M 2/02)



1.7.5. Chemical Toilet Rental Agency Survey



COUNTY OF LOS ANGELES • DEPARTMENT OF PUBLIC HEALTH  
 ENVIRONMENTAL HEALTH  
 BUREAU OF ENVIRONMENTAL PROTECTION  
 LAND USE PROGRAM



**CHEMICAL TOILET RENTAL AGENCY SURVEY**

S# \_\_\_\_\_

HEALTH LICENSE NO. \_\_\_\_\_

DISTRICT	LOCALITY	DATE

NAME OF COMPANY: _____	
ADDRESS: _____	TELEPHONE NO. _____

OWNER: _____	
ADDRESS: _____	TELEPHONE NO. _____
SUPERINTENDENT OR MANAGER: _____	TELEPHONE NO. _____

LOCATIONS OF STORAGE YARDS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

OPERATES OWN PUMPING VEHICLES:	NUMBER OF VEHICLES:	NUMBER OF TOILETS:
YES: _____ NO: _____	_____	_____

REMARKS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

--	--

1.7.6. Cleaning Business Application (Page 1)



ENVIRONMENTAL HEALTH  
BUREAU OF ENVIRONMENTAL PROTECTION  
LAND USE PROGRAM



APPLICATION FOR REGISTRATION TO CARRY ON THE BUSINESS  
OF  
CLEANING SEPTIC TANKS, CESSPOOLS, CHEMICAL TOILETS,  
AND SEWAGE SEEPAGE PITS  
AND TO  
DISPOSE OF THE CLEANING THEREFROM

DATE OF APPLICATION: \_\_\_\_\_ 20\_\_\_\_

In pursuance of Section 25000 to 2510 inclusive, of the Health and Safety Code, application hereby made to carry on the business of cleaning septic tanks, cesspools, chemical toilets, and sewage seepage pits and to dispose of the cleaning therefrom in territory under your jurisdiction for the Fiscal Year \_\_\_\_/\_\_\_\_.

Registration Number	Health License Number	Year and Make of Vehicle	Vehicle License Number	Tank Capacity

Partners in this firm are: (Listed names and addresses).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Vehicle storage location: \_\_\_\_\_

We expect to operate in the unincorporated territory of Los Angeles County and the following cities within Los Angeles County.

\_\_\_\_\_ we understand this registration may not be valid in the cities of Long Beach, Pasadena, and Vernon.

We agreed to conform to all conditions, orders, and directions issued pursuant to applicable codes, policies, and procedures of this department.

\_\_\_\_\_  
(Type or Print Company Name)

\_\_\_\_\_  
(Type or Print Company Name)

\_\_\_\_\_  
(Name) (Title) (Address)

(over)



1.7.7. Cleaning Business Application (Page 2)

**(THIS SIDE FOR USE OF REGISTERING OFFICE)**

TRUCK IDENTIFICATION (MAKE)		LICENSE NUMBER
KIND OF TANK OR CONTAINER		
CAPACITY GALS.                      TONS	GAUGE TO INDICATE CONTENTS	
COVER OVER OPENINGS IN TANK		WATER-TIGHTNESS
SLUDGE RELEASE OUTLET (WHERE, KIND)		
	TIGHTNESS	AVOIDS SPLATTERING?
SLUDGE PUMP (KIND)		SPILL PROOF?
TRUCK HOSE – HOW CLEANED		DISINFECTANT <input type="radio"/> YES <input type="radio"/> NO
CLEANING HOSES CARRIED?	CLEANLINES OF EQUIPMENT	

Disposition of application:

Approved                       Denied

If denied, give reason \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 (DATE)

\_\_\_\_\_  
 (Environmental Health Specialist)

\_\_\_\_\_  
 (DATE)

\_\_\_\_\_  
 (Chief Environmental Health Specialist)

**1.7.8. Requirements for Waiver Letter Processing**

See Attachment C1B Section 1.3.2.

**1.8. Lead Program**

In addition to form image/s listed in this section, Lead Program uses the following 8 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Statement of Liability
4. Notice of Violation
5. Mileage Claim Form
6. Complaint Report
7. Intra-Departmental Referral Form
8. Legal Ownership Request

**1.9. Radiation Management Program**

Radiation Management Program uses the following 3 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1Forms.

1. Daily Activity Report (DAR)
2. Mileage Claim Form
3. Environmental Health Receipt

**1.10. Food and Milk Program**

In addition to the form image/s listed in this section, Food and Milk Program uses the following 24 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See

Section 1.1 of ATTACHMENT C1A – Phase1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. Office Hearing Statement of Liability
5. Subpoena for Non-County Cases (Eyewitness Fee)
6. Notice of Violation
7. Referral Form
8. Mileage Claim Form
9. Complaint Report
10. Intra-Departmental Referral Form
11. Documentation Sheet
12. Food Official Inspection Report (FOIR)
13. Closure Form
14. Public Health Permit / License Suspension Form
15. Grade / Score Card Replacement Request Form
16. Re-inspection Fee Notification for Food Establishments
17. Notification of Intent to Suspend or Revoke Permit
18. Site Evaluation Form
19. Closure Sign
20. Wholesale Food Official Inspection Report
21. Wholesale Food Facility Closure Notification
22. Public Health License / Permit Application
23. Status Update Form
24. Environmental Health Receipt

**1.10.1. License Requirements for Application Processing**

See Attachment C1B Section 1.3.3.

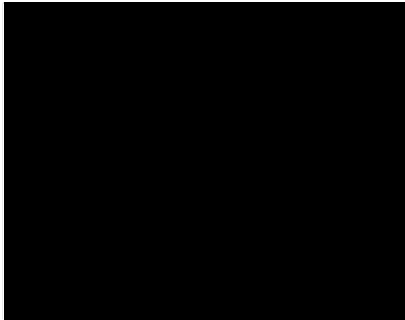
### 1.10.2. Plan Check Official Inspection Report

<b>PLAN CHECK OFFICIAL INSPECTION REPORT</b> COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH ENVIRONMENTAL HEALTH				<b>OPERATOR INITIALS:</b>	
				<b>RETAIL INSPECTION</b>	
				<b>WHOLESALE INSPECTION</b>	
<b>SECTION I: TYPE OF INSPECTION</b>					
				Preliminary Inspection	
				Follow Up Inspection	
				Final Inspection – NEW	
				Final Inspection – REMODEL	
				90 – Day Evaluation	
				Equipment Evaluation	
				Revocation Evaluation	
				Other:	
<b>SECTION II: STATUS OF PERMIT / LICENSE</b>					
<b>APPROVED:</b> The facility / establishment is approved to operate pursuant to the following contingencies:					
<b>DENIED:</b> The facility / establishment is NOT approved to operate. To obtain approval, the requirements needed are:					
_____					
_____					
_____					
_____					
Submit 3 sets of detailed plans: <i>See Construction Requirement Guidelines at <a href="http://www.lapublichealth.org/eh">www.lapublichealth.org/eh</a></i>					
Obtain local Building & Safety, Fire Department and other agency permits and approvals					
<b>SECTION III: LIMITS &amp; RESTRICTIONS</b>					
<b>The approved facility / establishment may engage in the processes / activities marked below:</b>					
		Train Employees		Use Multiservice Utensils	
		Stock Prepackaged / Non-Potentially Hazardous Foods		Serve Alcoholic Beverages	
		Stock Perishable / Potentially Hazardous Foods		May NOT Serve Alcoholic Beverages For On-Site Consumption	
		Food Preparation		Food Demonstration	
		Food Preparation – LIMITED FOOD PREPARATION		Wholesale Food Processing	
		Food Preparation – NO COOKING PERMITTED		Food Market, Wholesale	
		Food Market Retail, Prepackaged Foods Only		Other:	
<b>SECTION IV: FEES / ADMINISTRATIVE ACTIONS</b>					
A fee in the amount of \$ _____ must be paid prior to the next field inspection.					
<b>CLOSURE:</b> Operating without final approval and/or without Public Health Permit OR License					
Administrative Review / Office Hearing has been scheduled on: _____, at _____ a.m. / p.m. (Provide Valid Photo Identification)					
<b>SECTION V: DISCLOSURES</b>					
It is a misdemeanor violation to begin operation without a valid Public Health permit / license. The Public Health permit / license will be issued by the Plan Check Inspector at the job site following final inspection and approval by all applicable agencies. Remedied areas of an existing food facility / establishment must obtain a final inspection and approval for all applicable enforcement agencies prior to use.					
Any future alteration, construction, building, renovation, repair, change of equipment, change of the operation of a food facility / establishment or change of menu may require plans to be submitted to the Health Department Plan Check Program. Additional approvals may be required from other enforcement agencies.					
It is improper and illegal for any County officer, employee or inspector to solicit bribes, gifts or gratuities in connection with performing their official duties. Improper solicitations include requests for anything of value such as cash, discounts, free services, paid travel or entertainment, or tangible items such as food or beverages. Any attempt by a County employee to solicit bribes, gifts or gratuities for any reason should be reported immediately to either the County manager responsible for supervising the employee or the Fraud Hotline at (800) 544 – 6961 or <a href="http://www.lacountyfraud.org">www.lacountyfraud.org</a> . <b>YOU MAY REMAIN ANONYMOUS</b>					
<b>SEE REVERSE SIDE FOR ADDITIONAL CRITERIA</b>					
<b>ENVIRONMENTAL HEALTH PLAN CHECK PROGRAM</b>				Page 1 of _____	

ORIGINAL

1.10.3. Certification Stickers for Vehicle and Vending Machine  
See Vehicle Inspection Program, Section 1.7.1.

1.10.4. Food Demonstrator Application (Page 1)



ATTACHMENT I

LOS ANGELES COUNTY  
FOOD DEMONSTRATOR APPLICATION

<b>APPLICANT INFORMATION</b>		
NAME: _____		
<input type="checkbox"/> OWNER <input type="checkbox"/> MANAGER <input type="checkbox"/> AUTHORIZED REPRESENTATIVE <input type="checkbox"/> OTHER: _____		
ADDRESS: [STREET] _____		
[CITY, STATE, ZIP] _____		
TELEPHONE: _____	FAX: _____	E-MAIL: _____

<b>LOCATION OF FOOD DEMONSTRATION</b>	
DBA: _____	
CONTACT PERSON: _____	
ADDRESS: [STREET] _____	
[CITY, STATE, ZIP] _____	
PUBLIC HEALTH PERMIT #: _____	TELEPHONE #: _____

1.10.5. Food Demonstrator Application (Page 2)



<b>MARKETING COMPANY</b>	
DBA:	
CONTACT PERSON:	
ADDRESS:	
[STREET]	
[CITY, STATE, ZIP]	
PUBLIC HEALTH PERMIT #:	TELEPHONE #:
<input type="checkbox"/> CONTRACT WITH PERMITTED FOOD ESTABLISHMENT AVAILABLE	
<input type="checkbox"/> NO CONTRACT AVAILABLE	

<b>FOOD PRODUCT(S)</b>	
COMMON NAME OF PRODUCT:	
<input type="checkbox"/> POTENTIALLY HAZARDOUS FOOD <input type="checkbox"/> PREPACKAGED <input type="checkbox"/> UNPACKAGED	
NAME OF MANUFACTURER:	
ADDRESS OF MANUFACTURER:	
[STREET]	
[CITY, STATE, ZIP]	COUNTY:
METHOD OF DISTRIBUTION OF FOOD(S):	
COMMENTS:	

1.10.6. Food Demonstrator Application (Page 3)



<b>EQUIPMENT/UTENSIL CLEANING AND STORAGE</b>	
LOCATION:	
DBA:	
ADDRESS: (STREET)	
(CITY, STATE, ZIP)	
CONTACT NAME:	
PUBLIC HEALTH PERMIT #:	TELEPHONE #:

<b>COMMENTS</b>

1.10.7. Soft Serve License Application (New and Renewal)

COUNTY OF LOS ANGELES
DEPARTMENT OF PUBLIC HEALTH
FOOD & MILK PROGRAM

STATE OF CALIFORNIA
DEPARTMENT OF FOOD AND AGRICULTURE
MILK & DAIRY FOODS CONTROL BRANCH

SOFT SERVE LICENSE APPLICATION

Application is hereby made for a license to operate a Milk Products Plant for receiving, processing or manufacturing milk products or manufacturing frozen and semi-frozen milk products (soft serve) for the calendar year ending December 31, 2010 in Los Angeles County. Please print and be sure all information is COMPLETE and LEGIBLE.

Name of Business: Tax ID # :

Location of Business:

Mailing Address:

Telephone: Fax:

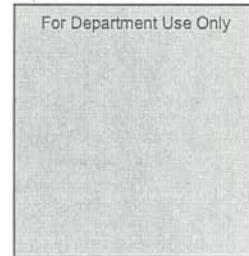
New Owner at this location (circle one) : Yes No Check one: Individual Partnership Corporation

Name of Owner(s) (include President, if Corporation):

Previous Business Name: Previous Owner's Name:

Products Processed/Manufactured: No. of Machines:

If you start operating: Your fee is:
Any time between January 1 and March 31 \$150.00
Any time between April 1 and June 30 \$112.50
Any time between July 1 and September 30 \$ 75.00
Any time between October 1 and December 31 \$ 37.50



Failure to pay for the license by the compliance date may result in a 25% penalty fee.

Date to begin operating: Amount enclosed: \$

Make a check or money order for the License fee payable to the Los Angeles County Public Health.

Mail your fee and application to: Food and Milk Program
Attn.: Soft Serve Unit
5050 Commerce Dr
Baldwin Park, CA 91706-1423

Amount Due: \$
Due Date: / /

Signature of Present Owner or Manager: Date: / /

Inspector's Signature: Date: / /

FOR DEPARTMENT USE ONLY

New Plant: Y / N Old Plant No.: 06- CT. #: DES:

Previous Owner's last operating business date: SUB:

Mobile Serial No.: N/A (not a license plate number)

Check one: Scored Not Scored Under Minimum Over Minimum

Type of License to be issued: Regular Seasonal Mobile

Soft Ice Cream Nondairy Soft Serve Frozen Yogurt Dessert

Received By: Date: / /

Amount Received: \$ RC No.:



1.10.8. Food Construction Plan Application Form



COUNTY OF LOS ANGELES ♦ DEPARTMENT OF PUBLIC HEALTH  
ENVIRONMENTAL HEALTH - PLAN CHECK PROGRAM



FOOD CONSTRUCTION PLAN APPLICATION FORM  
3 sets of plans are required ♦ Incomplete applications will not be processed

PERSON SUBMITTING: \_\_\_\_\_ TITLE: \_\_\_\_\_ PHONE: \_\_\_\_\_

BUSINESS CLASSIFICATIONS (CHECK ONE):

RETAIL

WHOLESALE

**FOOD MARKET FOOD MARKET COMPLEX**  
PREPACKAGED FOODS ONLY  YES  NO  
\*NO DRINK DISPENSING, BULK FOOD, CUT PRODUCE

11 - 50 Sq. Ft. \$ \_\_\_\_\_  
51 - 1999 Sq. Ft. \$ \_\_\_\_\_  
2000 - 5999 Sq. Ft. \$ \_\_\_\_\_  
6000 Sq. Ft. or MORE \$ \_\_\_\_\_

**RESTAURANT, BAKERY, IN-PLANT FEEDING**

0 - 60 Seats \$ \_\_\_\_\_  
61 - 200 Seats \$ \_\_\_\_\_  
201 or MORE Seats \$ \_\_\_\_\_

**WHOLESALE FOOD PROCESSING OR CATERING**

11 - 50 Sq. Ft. \$ \_\_\_\_\_  
51 - 1999 Sq. Ft. \$ \_\_\_\_\_  
2000 - 5999 Sq. Ft. \$ \_\_\_\_\_  
6000 Sq. Ft. or MORE \$ \_\_\_\_\_

**FOOD WAREHOUSE** \$ \_\_\_\_\_

PREPACKAGED FOODS ONLY  YES  NO  
\*NO RE-PACKING, SORTING, ETC.  
 ASSOCIATED W/ PROCESSING PLANT:  YES  NO  
 FOOD SALVAGER \$ \_\_\_\_\_

**REMODELING OF CURRENTLY OPEN FOOD FACILITY WITH VALID PERMIT/LICENSE**  
**\*\*PROVIDE COPY OF HEALTH PERMIT/LICENSE\*\***

LESS than 300 sq. ft.  YES \$ \_\_\_\_\_  
 NO \$ \_\_\_\_\_

**\*\*Mark appropriate business classification box to the left\*\***

Describe extent of remodeling: \_\_\_\_\_  
\_\_\_\_\_

**MISCELLANEOUS (i.e., additional plan reviews or inspections, site or equipment evaluations):**\$ \_\_\_\_\_

Reason for additional fees incurred: \_\_\_\_\_

**ANSWER THE FOLLOWING QUESTIONS**

New food facility  YES  NO  
New owner of business  YES  NO  
Approximate date business closed \_\_\_\_\_  
New building construction after 1/1/04  YES  NO  
Re-usable tableware  YES  NO  
Plans for on-site consumption of alcoholic beverages, either now or future  YES  NO  
Maximum # male employees per shift \_\_\_\_\_  
Maximum # female employees per shift \_\_\_\_\_

	NAME	COMPLETE ADDRESS	PHONE
Food Business			
Business owner/operator			
Architect/Contractor			

**OWNER/REPRESENTATIVE DECLARATION:** I understand the amount of fee paid is NON-REFUNDABLE and the application is NON-TRANSFERABLE. The fee paid is based on my declaration of the business classification indicated above. If this declaration is incorrect, I understand that the plans will not be reviewed until the correct fee is paid. I also understand that plans shall be reviewed within 20 working days after receipt of payment and the REVIEWED PLANS (WHETHER APPROVED OR NOT) ARE VALID FOR ONE YEAR. **FINALLY, I UNDERSTAND PLANS MUST BE APPROVED PRIOR TO COMMENCING CONSTRUCTION OR INSTALLING ANY EQUIPMENT AND IT IS A MISDEMEANOR VIOLATION TO BEGIN OPERATION WITHOUT A FINAL INSPECTION, APPROVAL AND VALID HEALTH PERMIT.**

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

FOR OFFICE USE ONLY:		
CONTACT OFFICE	PAYMENT	PLAN CHECK NUMBER
	Fee paid: _____ Receipt no.: _____ Check no. or cash: _____ Date paid: ____/____/____ Cashier's initials: _____	____/____/____  COMMENTS: _____

H-3011 (Rev. 12/08)

WHITE/Plan Check \* PINK/Districts \* YELLOW/Customer \* BLUE/Clerk

**1.10.9. Official Food Salvage Investigation Report (Page 1)**

DBA: _____	<b>OFFICIAL FOOD SALVAGE INVESTIGATION REPORT</b>
Site Number _____	
Date: _____	
PAGE _____ OF _____	

<b>OBSERVATIONS</b>

<b>528. FOOD CONDEMNATION / VOLUNTARY DISPOSAL</b>			
Poultry	lbs.	Produce	lbs.
Other Meat / Fish	lbs.	Liquid Produce	oz.
Grains / Nuts	lbs.	Egg Product	lbs.
Dairy	lbs.	Liquid Egg Product	oz.
Liquid Dairy	oz.	Canned / Misc. Goods	lbs.
<b>TOTAL</b>	<b>lbs.</b>	<b>TOTAL</b>	<b>oz.</b>

**DO NOT DISPOSE OF FOOD IN OPEN OR EASILY ACCESSIBLE TRASH RECEPTACLES.**

<b>OPERATOR DIRECTIVES:</b>
<ol style="list-style-type: none"> <li>1) Remove and properly dispose of all food products damaged by FIRE, HEAT, SMOKE, CHEMICAL, WATER, OR OTHER DELETERIOUS SUBSTANCES. <b>Disposition of said food products shall be done by A Licensed Food Salvager OR A Licensed Public Waste Disposal Facility.</b> An Itemized receipt from the agency through which said food is disposed shall be made available to this department upon demand. An Insurance Underwriter may be contacted by the facility for insurance purposes prior to disposal of said food products.</li> <li>2) Clean, sanitize, and repair all walls, floors, and ceilings, as required.</li> <li>3) Clean and sanitize all utensils, equipment and food contact surfaces.</li> <li>4) Contact the Environmental Health Program / Office at _____ on the next regular business day to inform your area inspector regarding the damage and compliance. Failure to correct the violations by the compliance date may result in additional fees for reinspection.</li> </ol>

<b>529.</b> <input type="checkbox"/> Referral made to Plan Check	<b>530.</b> <input type="checkbox"/> Referral made to outside agency
EHS: _____	Operator: _____

Your signature on this form does not constitute agreement with its contents. You may discuss the contents of this report with the department by contacting the Environmental Health Office indicated on this report. Until such time as this department renders a decision, the contents of this report shall remain in effect.

1.10.10. Official Food Salvage Investigation Report (Page 2)

OFFICIAL FOOD SALVAGE INVESTIGATION REPORT COUNTY OF LOS ANGELES + DEPARTMENT OF HEALTH SERVICES ENVIRONMENTAL HEALTH				
Inspection Date:		EHS:		Compliance Date:
DBA:			District:	Sub-District:
Site Address:			Service Code:	Program Element:
City:			Zip:	Site Number:
Owner:			PHL:	TOTAL PAGES:
<b>598. <input type="checkbox"/> APPROVED TO OPERATE</b>			<b>599. <input type="checkbox"/> CLOSED FOR REPAIRS</b>	
REAS REVIEWED	CIRCLE OBSERVATION			BRIEF DESCRIPTION OF DAMAGE
501. Gas Supply	On	<b>Off</b>	N/A	
502. Electricity	On	<b>Off</b>	N/A	
503. Water Supply	On	<b>Off</b>	N/A	
504. Water Temperature (120°F)	Yes	<b>No</b>	N/A	
505. Sewer System	Functional	<b>Non Functional</b>	N/A	
506. Sanitizer	Yes	<b>No</b>	N/A	
507. Fire Suppression System	<b>Released</b>	Not Released	N/A	
508. Cooking equipment	<b>Affected</b>	Not Affected	N/A	
509. Refrigeration equipment	<b>Affected</b>	Not Affected	N/A	
510. Storage equipment	<b>Affected</b>	Not Affected	N/A	
511. Ice machine/equipment	<b>Affected</b>	Not Affected	N/A	
512. Soda Machine	<b>Affected</b>	Not Affected	N/A	
513. Food Preparation equipment	<b>Affected</b>	Not Affected	N/A	
514. Hot Holding equipment	<b>Affected</b>	Not Affected	N/A	
515. Mechanical ventilation system	<b>Affected</b>	Not Affected	N/A	
516. Dishwashing equipment	<b>Affected</b>	Not Affected	N/A	
517. Sinks	<b>Affected</b>	Not Affected	N/A	
518. Structure ( floors, walls, ceilings )	<b>Affected</b>	Not Affected	N/A	
519. Raw produce	<b>Affected</b>	Not Affected	N/A	
520. Packaged foods	<b>Affected</b>	Not Affected	N/A	
521. Canned foods	<b>Affected</b>	Not Affected	N/A	
522. Ice	<b>Affected</b>	Not Affected	N/A	
523. Refrigerated / Frozen foods	<b>Affected</b>	Not Affected	N/A	
524. Exposed foods	<b>Affected</b>	Not Affected	N/A	
525. Bulk foods	<b>Affected</b>	Not Affected	N/A	
526. Beverages	<b>Affected</b>	Not Affected	N/A	
527. Other	<b>Affected</b>	Not Affected	N/A	
<b>FOOD AND MILK PROGRAM</b>	E.H.S. SIGNATURE			
	RECEIVED BY:			

1.10.11. Food borne Illness Field Interview Form (Page 1)



Food and Milk Program FOODBORNE ILLNESS INTERVIEW FORM								
Date: / /		ACD Consultation <input type="checkbox"/> Episode #						
REPORTER / COMPLAINANT								
Name: _____		☎: ( ) _____						
Affiliation: <input type="checkbox"/> Consumer <input type="checkbox"/> Medical Provider <input type="checkbox"/> Other _____								
ILLNESS INFORMATION								
# Persons ill: <input type="checkbox"/>	Symptoms: (mark if reported for anyone):							
<input type="checkbox"/> Abdominal Cramps	<input type="checkbox"/> Nausea/Dizziness	<input type="checkbox"/> Headache	<input type="checkbox"/> Flushing					
<input type="checkbox"/> Diarrhea #/day _____	<input type="checkbox"/> Vomiting #/day _____	<input type="checkbox"/> Body/Muscle Aches	<input type="checkbox"/> Numbness/Tingling					
<input type="checkbox"/> Bloody	<input type="checkbox"/> Fever Temp _____°F	<input type="checkbox"/> Rash	<input type="checkbox"/> Visual Disturbances					
<input type="checkbox"/> Watery	<input type="checkbox"/> Chills	<input type="checkbox"/> Sore Throat	<input type="checkbox"/> Other					
First Symptom:	<input type="checkbox"/> Diarrhea	<input type="checkbox"/> Vomiting	<input type="checkbox"/> Same time					
Onset: →	Earliest Date ___/___/___		Time: ___:___		<input type="checkbox"/> AM	<input type="checkbox"/> PM		
	Latest (if > 2 ill) Date ___/___/___		Time: ___:___		<input type="checkbox"/> AM	<input type="checkbox"/> PM		
Duration:	<input type="checkbox"/> Less than 24 Hours	<input type="checkbox"/> 24-48 Hours	<input type="checkbox"/> More than 48 Hours	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Unknown			
Ill Persons:								
	Name	Address/Town	☎	Age	Occupation	Hospital		
1								
2								
3								
4								
Medical attention? <input type="checkbox"/> Yes <input type="checkbox"/> No Physician _____ ☎ _____								
Lab Tests Done <input type="checkbox"/> None <input type="checkbox"/> Stool <input type="checkbox"/> Blood <input type="checkbox"/> Urine <input type="checkbox"/> Other: _____								
Medical Diagnosis reported?								
Did you travel outside of US during the seven days before your illness? <input type="checkbox"/> Yes <input type="checkbox"/> No								
Any undercooked Meat/Poultry/Egg Products consumed within 3 days of illness? <input type="checkbox"/> Yes <input type="checkbox"/> No								
Any seafood consumed within 3 days of illness? <input type="checkbox"/> Yes <input type="checkbox"/> No								
Incubation Periods for Selected Organisms								
	Min	Max		Min	Max		Min	Max
B. cereus (short)	1 hr	6 hrs	E. coli	24 hrs	8 days	Shellfish poisoning	minutes	few hrs
B. cereus (long)	6 hrs	24 hrs	Hepatitis A	15 days	50 days	Shigella	24 hrs	36 hrs
Campylobacter	2 days	5 days	Listeria (GI)	9 hrs	48 hrs	Vibrio cholerae	24 hrs	72 hrs
C. perfringens	8 hrs	16 hrs	Norovirus	Less than	36 hrs	V. parahaemolyticus	4 hrs	96 hrs
Cryptosporidium	6 hrs	24 hrs	Salmonella (non-typhi)	24 hrs	72 hrs	Viral GI	12 hrs	48 hrs
Cyclospora	24 hrs	14 days	Salmonella typhi	1 wk	3 wks	Yersinia	3 days	7 days

1.10.12. Food borne Illness Field Interview Form (Page 2)

LACO F&M FOODBORNE ILLNESS INTERVIEW					Page 2 of 2
<b>FOOD HISTORY</b>					
Obtain history <u>back 72 hours</u> prior to symptoms, unless victim has a diagnosis with a longer incubation period. If > 2 ill, follow above time frame for <u>common meals only</u> UNK – Unknown   B – Breakfast   L – Lunch   D - Dinner					
Date & Time	#	Exp	Food(s) Consumed	Restaurant/Store Where/when purchased	Place consumed
<input type="checkbox"/> UNK <input type="checkbox"/> UNK <input type="checkbox"/> UNK	<input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D				<input type="checkbox"/> Same (as left) <input type="checkbox"/> Home <input type="checkbox"/> Other:
<input type="checkbox"/> UNK <input type="checkbox"/> UNK <input type="checkbox"/> UNK	<input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D				<input type="checkbox"/> Same (as left) <input type="checkbox"/> Home <input type="checkbox"/> Other:
<input type="checkbox"/> UNK <input type="checkbox"/> UNK <input type="checkbox"/> UNK	<input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D				<input type="checkbox"/> Same (as left) <input type="checkbox"/> Home <input type="checkbox"/> Other:
<input type="checkbox"/> UNK <input type="checkbox"/> UNK <input type="checkbox"/> UNK	<input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D				<input type="checkbox"/> Same (as left) <input type="checkbox"/> Home <input type="checkbox"/> Other:
<input type="checkbox"/> UNK <input type="checkbox"/> UNK <input type="checkbox"/> UNK	<input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D				<input type="checkbox"/> Same (as left) <input type="checkbox"/> Home <input type="checkbox"/> Other:
<input type="checkbox"/> UNK <input type="checkbox"/> UNK <input type="checkbox"/> UNK	<input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D				<input type="checkbox"/> Same (as left) <input type="checkbox"/> Home <input type="checkbox"/> Other:
<input type="checkbox"/> UNK <input type="checkbox"/> UNK <input type="checkbox"/> UNK	<input type="checkbox"/> B <input type="checkbox"/> L <input type="checkbox"/> D				<input type="checkbox"/> Same (as left) <input type="checkbox"/> Home <input type="checkbox"/> Other:
<b>NOTES</b>					
<b>FOOD SAMPLING</b>					
(to be conducted only at the request of ACD or by supervision)					
Samples Available <input type="checkbox"/> Yes <input type="checkbox"/> No    Samples Collected <input type="checkbox"/> Yes <input type="checkbox"/> No    Collection Date ____/____/____ → If Yes, specify food(s) & sources:					
<b>PRE PACKAGED PRODUCTS</b>					
Name of Product:			Manufacturer:		
Package size / type:			Address:		
USDA Est#	Expiration date:		Code / lot #	☎ (   ) _____ - _____	
Interviewed by:			Date:		

Revised 2/13/04 LF:sh

1.10.13. Suspected FBI Field Investigation (Page 1)



SUSPECTED FOODBORNE ILLNESS - FIELD INVESTIGATION

\*\*Please staple "Suspect Establishment Form" to the front page of this form.

EPI NUMBER \_\_\_\_\_

EHS \_\_\_\_\_ District \_\_\_\_\_ Contact \_\_\_\_\_  
Date \_\_\_\_/\_\_\_\_/\_\_\_\_

ACD Investigation:  Yes  No ACD Contact \_\_\_\_\_

I. ESTABLISHMENT

Establishment Name \_\_\_\_\_  Off-site source \_\_\_\_\_ Hours of Operation \_\_\_\_\_  
Establishment Address \_\_\_\_\_  
Person Interviewed/Position \_\_\_\_\_  
Owner \_\_\_\_\_ Manager \_\_\_\_\_ Phone# (\_\_\_\_) \_\_\_\_\_  
Permit #: \_\_\_\_\_ Name of CFH \_\_\_\_\_ expiration date \_\_\_\_\_  
Person in charge \_\_\_\_\_  
Consumer complaint received \_\_\_\_\_

II. EXPOSURE

Foods Involved: \_\_\_\_\_  
Samples Taken: \_\_\_\_\_  
Additional Information \_\_\_\_\_

III. EMPLOYEE INFORMATION

Number of employees \_\_\_\_\_ New hires (within 30 days) \_\_\_\_\_  
Number of food employees \_\_\_\_\_ Terminations (within 30 days) \_\_\_\_\_  
Number of servers \_\_\_\_\_

*To Enrich Lives Through Effective And Caring Service*

**1.10.14. Suspected FBI Field Investigation (Page 2)**

Employee works at other food establishments:  Yes  No  Unknown  
 Establishments \_\_\_\_\_

Employee travel to other countries:  Yes  No  Unknown  
 Dates of travel: \_\_\_\_\_  
 Countries visited: \_\_\_\_\_

Employees with recent illness?  Yes  No Onset of illness: \_\_\_\_\_  
 Symptoms:  Diarrhea  Vomiting  Nausea  Cramps  
 Fever  Runny nose  Sneezing  Sore throat  
 Other symptoms: \_\_\_\_\_

# of food employees ill: \_\_\_\_\_ # of employees ill: \_\_\_\_\_  
 Sore/lesions observed on food employee:  Yes  No  
 Was employee wearing bandage/glove?  Yes  No  N/A  
 Was employee removed from food handling/dishwashing?  Yes  No  N/A

Additional Information \_\_\_\_\_  
 \_\_\_\_\_

**IV. OPERATIONS**

- Review of sick policy
- Review of hand washing policy
- Review of sanitizing (utensils and food contact surfaces)

HACCP Plan :  Yes  No Approved  Yes  No  
 HACCP monitoring log available  Yes  No

Agency \_\_\_\_\_  
 SSOP:  Yes  No

Recent sewage problems  Yes  No

Recent power outage/equipment failure  Yes  No

Additional Information \_\_\_\_\_  
 \_\_\_\_\_

Handwash sink:  In preparation area  In restrooms only  Other \_\_\_\_\_  
 Food Sink:  Indirect connection  Direct connection  Shared w/ utensils # compartments \_\_\_\_\_  
 Utensil Sink:  2-compartment  3-compartment:  Chlorine \_\_\_\_\_ ppm  Quat \_\_\_\_\_ ppm  Other \_\_\_\_\_  
 Dishwashing Unit:  Chlorine \_\_\_\_\_ ppm  Quat \_\_\_\_\_ ppm  High Temp. \_\_\_\_\_ °F  N/A  
 Mop Sink:  Yes  Other \_\_\_\_\_  
 Sanitizer Buckets:  Chlorine \_\_\_\_\_ ppm  Quat \_\_\_\_\_ ppm  N/A

1.10.15. Suspected FBI Field Investigation (Page 3)

**V. VIOLATION DETAIL**

**Suspected Violations (not observed)**

301-371	List suspect violation #:
---------	---------------------------

**Violation #10 - Adulterated Food**

372	Ready-to-eat food contaminated by raw meat product
373	Contamination by chemical/excessive additive
374	Contamination by sewage/gray water

**Violation #6- Disease Transmission**

375	Lesion/Sore on hand
376	Runny nose/Cold
377	Employee with acute gastrointestinal illness or diagnosed with infectious agents

Additional Information \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**VI. ADDITIONAL FACTOR**

**Natural Reservoirs For Pathogens**

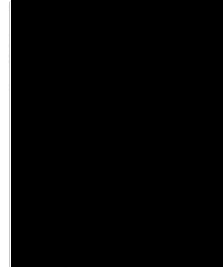
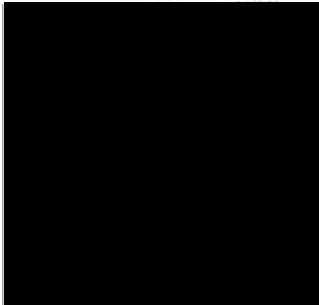
Food Received		Ingredient		Undercooked - Customer Notified	
378	Raw beef	384	Raw beef	390	Raw/rare beef served
379	Raw poultry	385	Raw poultry	391	Raw/rare poultry served
380	Raw fish	386	Raw fish	392	Raw/rare fish served
381	Raw shellfish	387	Raw shellfish	393	Raw/rare shellfish served
382	Other raw meat	388	Other raw meat	394	Other raw/rare meat served
383	Shell eggs	389	Shell eggs	395	Raw/undercooked eggs served

Additional Information \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





1.10.17. Risk Factors Contributing to FBI (Page 1)



*RISK FACTORS CONTRIBUTING TO FOODBORNE ILLNESS*

DBA: \_\_\_\_\_  
Site Address: \_\_\_\_\_  
EPI #: \_\_\_\_\_ Site Number: \_\_\_\_\_

Foodborne illness in the United States is a major cause of personal distress, preventable death, and avoidable economic burden. It has been estimated that foodborne illness causes approximately 76 million illnesses each year with an annual cost to be approximately between \$10 and \$83 billion.

Epidemiological outbreak data repeatedly identify five major risk factors related to employee behaviors and preparation practices contributing to foodborne illness.

- Food from Unsafe Sources
- Improper holding temperatures
- Inadequate cooking, such as under cooking raw shell eggs
- Contaminated equipment
- Poor Personal Hygiene

The following sections from the California Retail Food Code (Cal Code) are being reviewed to minimize the risk factors contributing to foodborne illness:

## 1.10.18. Risk Factors Contributing to FBI (Page 2)

EPI #

Page 2 of 4

### Food from Unsafe Source

- **Food from Approved Source (Cal Code Article 3, Section 114021)**  
All food shall be obtained from an approved source. All food prepared in a private home may not be used or offered for sale in a food facility.
- **Receipt of Food (Cal Code Article 4, Sections 114035 - 114041)**  
All food shall be inspected upon receipt (random inspection for spoilage, vermin, contamination, and temperature adherence; shell eggs; maintenance of shellfish tags, verification that the food items are prepared by and received from the approved sources) and prior to use. Food shall be transported so as to be pure, free from contamination, adulteration and spoilage.

### *Improper Holding Temperatures – Cold Holding and Hot Holding*

- **Cal Code Article 2, Section 113996**  
All potentially hazardous foods (PHF) shall be held at or above 135°F for hot holding and 41°F or below for cold holding, except for PHF in transportation to or from a retail food facility for a period of less than 30 minutes. The following PHF may be held at or below 45 degrees, raw shell eggs, unshucked live mulluskan shellfish, pasteurized milk and milk products in original sealed containers, PHF for dispensing in serving lines and salad bars for up to 12 hours in a 24 hour period, PHF held for sampling at a certified farmer's market, PHF held during transportation.
- **Cal Code Article 2, Section 113998**  
The preparation time for PHF removed from the required holding temperature shall not exceed two cumulative hours without returning to the required temperature.
- **Cal Code Article 2, Section 114000**  
If Time used as Public Health Control (TPHC) is utilized, the following is required: PHF(s) shall be marked or otherwise identified to indicate the time that is four hours past point in time when the food is removed from temperature control; PHF(s) shall be cooked and served, served if ready to eat, or discarded within four hours from the point in time when the PHF(s) are removed from the temperature control; PHF(s) in unmarked containers or in marked to exceed four hour limit shall be discarded; written procedure shall be maintained in the food facility and made available to the department upon request. **Exemption:** Time only, rather than TPHC, may not be used for raw eggs in licensed health care facilities and Public/Private school cafeterias.
- **Improper Cooling (Cal Code Article 2, Section 114002)**  
PHF shall be rapidly cooled if not held at or above 135°F.  
(b) After heating or hot holding, PHF shall be cooled rapidly from 135°F to 70°F within two hours and from 70°F to 41°F or below within four hours.  
(c) PHF shall be cooled within four hours to 41°F or less if prepared from ingredients at ambient temperature, such as reconstituted foods and canned tuna.  
(d) PHF received in compliance with laws allowing a temperature above 41°F during shipment from the supplier as specified in Section 114037, shall be cooled within four hours to 41°F or less.  
Shell eggs shall be placed immediately upon their receipt in refrigerator that maintains an ambient temperature of 45°F or less.

**1.10.19. Risk Factors Contributing to FBI (Page 3)**

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Page 3 of 4

***Inadequate Cooking***

- **Proper Cooking Temperatures (Cal Code Article 2, Sections 114004, 114008, 114093, 114010, 114012)**  
Required internal cooking temperatures for raw shell eggs prepared for immediate service, single piece of meat and game animals, and fish is 145°F or above for 15 seconds; ratites and injected meats, comminuted meat or any food containing comminuted meat, raw eggs and foods containing raw eggs that are not for immediate service is 155°F for 15 seconds; poultry, comminuted poultry, stuffed fish, stuffed meat, stuffed poultry, stuffed ratites, stuffed pasta, stuffing containing fish, meat, poultry or ratites, and raw food of animal origin cooked in microwave is 165°F for 15 seconds; phfs otherwise may be cooked per time and temperature chart listed.
- **Rapid Reheating for Hot Holding (Cal Code Article 2, Section 114016)**  
All potentially hazardous food that is cooked, cooled, and reheated for hot holding shall be rapidly reheated to a minimum 165°F for 15 seconds within two hours.

***Contaminated Equipment***

- **Protection from Contamination (Cal Code Article 1, Section 113980)**  
All food shall be manufactured, produced, prepared, compounded, packed, stored, transported, kept for sale, and served so as to be pure and free from adulteration, spoilage; shall be protected from dirt, vermin, unnecessary handling, droplet contamination, overhead leakage, or other environmental; sources of contamination; shall be fit for human consumption.
- **Proper Sanitization of Food-contact Surfaces (Cal Code Chapter 5, Article 8, Sections 114115-114117)**  
Food-contact surfaces and utensils shall be cleaned and sanitized as follows:
  - (1) Before each use with a different type of raw food of animal origin.
  - (2) Each time there is a change from working with raw foods to working with ready-to-eat foods;
  - (3) Between uses with raw produce and with PHF;
  - (4) Before using or storing a food thermometer; or
  - (5) At anytime when contamination may have occurred.
- **Proper Sanitization of Utensils (Cal Code Chapter 5, Article 8, Sections 114095-114125)**  
The washing solution shall be maintained at 110°F or the temperature specified by on the cleaning agent's label instruction during active manual warewashing. Manual or mechanical sanitization shall be accomplished in the final sanitizing rinse by one of the following: contact with a solution of 100 ppm available chlorine for at least 30 sec; contact with a solution of 25 ppm available Iodine for at least 1 min.; Contact with a solution of 200 ppm quaternary ammonium for at least one min.; complete immersion with a rack or basket in hot water of 171°F for 30 sec for manual warewashing or 160°F on the surface of an utensil for mechanical warewashing.

1.10.20. Risk Factors Contributing to FBI (Page 4)

EPI #

Page 4 of 4

Poor Personal Hygiene

- **Person in Charge (PIC) (Cal Code Chapter 3 Article 3, Sections 113949-113950.5, and Cal Code Article 6, Section 113974)**

A person in charge (PIC) shall be present in the food facility during all hours of operation. The PIC shall notify the department when a food employee has been diagnosed with infectious agents specified under section 113949.1 or **two or more** food employees are concurrently experiencing symptoms of acute gastrointestinal illness. The PIC shall exclude or restrict ill food employees as required in this chapter.

- **Proper Employee Handwashing (Cal Code Article 4, Section 113953.3)**

All employees shall thoroughly wash their hands and arms exposed to direct food contact with cleanser and warm water by vigorously rubbing together the surfaces of their lathered hands and arms for at least 10 to 15 seconds and thoroughly rinsing with clean running water followed by drying of cleaned hands and arms exposed as required. Employees are required to wash their hands: before engaging in food preparation; as often as necessary during food preparation to remove soil and contamination; when switching from working with raw to ready to eat foods; after touching body parts; after using toilet room; before donning gloves; or any time when contamination may occur.

- **Hygienic Practices (Cal Code Article 6, Sections 113973, 113974 and 113977)**

Gloves shall be worn when contacting food and food-contact surfaces if the employee has any cuts, sores, rashes, artificial nails, nail polish, rings (other than a plain ring, such as a wedding band), uncleanable orthopedic support devices, or fingernails that are not clean, smooth, or neatly trimmed. An employee shall eat, drink, or use any form of tobacco only in designated areas to prevent contamination of open food; clean equipment, utensils, and linens; unwrapped single-use articles; or other items. A food employee may drink from a closed beverage container if the container is handled to prevent contamination of the employee's hands, the container, open food, and food-contact surfaces.

- **Proper Handwashing Facilities (Cal Code Article 4, Sections 113953-113953.2)**

All handwashing facilities shall be maintained with hot/cold water, single service cleanser and sanitary single use paper towels or a heated-air hand drying device.

A complete copy of the California Retail Food Code may be found on the worldwide web at: [www.lapublichealth.gov/eh](http://www.lapublichealth.gov/eh)

The above information was discussed and was clearly understood.

Signed and Received by: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

EHS Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

(Revised 10-1-08 timm/lecavalier/ota-risk factors)

1.10.21. Wholesale Food Processing Establishment (Page 1)



**ENVIRONMENTAL HEALTH  
PLAN CHECK PROGRAM  
WHOLESALE FOOD PROCESSING ESTABLISHMENT  
PUBLIC HEALTH LICENSE EVALUATION**



DBA: \_\_\_\_\_

Date: \_\_\_\_\_

Site Address: \_\_\_\_\_

Sub-District: \_\_\_\_\_

Contact Person & Telephone #: \_\_\_\_\_

Owner/Operator: \_\_\_\_\_

Number of Employees: Male: \_\_\_\_\_ Female: \_\_\_\_\_ Total: \_\_\_\_\_

Program/Element: \_\_\_\_\_ Square Feet of Floor Space: \_\_\_\_\_

Foods Processed: \_\_\_\_\_

Approximate Date of Construction: \_\_\_\_\_

EHS III Signature: \_\_\_\_\_

Supervisor: \_\_\_\_\_

- Final Construction
- Plan Review
- Change of Ownership
- Site Evaluation

Jd 12/22/05

1 - Environmental Health and Safety Department

<b>APPROVED TO OPERATE (Plan Check Program ONLY)</b>
<b>BUSINESS:</b> _____
<b>SITE #:</b> _____
<b>PHL/P #:</b> _____
<b>Bldg. and Safety Sign-Off Sheet on site:</b> _____

1.10.22. Wholesale Food Processing Establishment (Page 2)

FOOD PROCESSING AREA					
		MATERIAL	FINISH		
FLOOR		MATERIAL	FINISH		
COVE BASE		MATERIAL	FINISH		COLOR
WALLS		MATERIAL	FINISH		COLOR
CEILING		MATERIAL	FINISH		COLOR
FLOOR DRAINS					
FOOD PREPARATION SINKS					
UTENSIL WASH SINK	NO. COMPARTMENTS: <input type="text"/>				
GARBAGE DISPOSAL	LOCATION: <input type="text"/>				
DISHWASHER	NO. DRAINBOARDS <input type="text"/>			HIGH TEMP <input type="checkbox"/>	LOW TEMP <input type="checkbox"/>
EXHAUST HOOD OVER HIGH TEMP DISHWASHER					UNDER-COUNTER <input type="checkbox"/>
HANDSINK					
SINGLE SERVICE SOAP <input type="checkbox"/>	PAPER TOWELS <input type="checkbox"/>				
WATER HEATER		GALLONS/KW-BTU <input type="text"/>			
SPACE/BARRIER BETWEEN SINKS				UTENSIL SINK - 6 IN. SPACE <input type="checkbox"/>	
EXHAUST HOOD OVER COOKING EQUIPMENT				TYPE I <input type="checkbox"/>	TYPE II <input type="checkbox"/>
MAKE-UP AIR	LOCATION: <input type="text"/>				CANOPY <input type="checkbox"/>
VENTILATION					NON-CANOPY <input type="checkbox"/>
CONVEYOR BELT					
ICE MACHINE					
RE-CIRCULATING PUMP					
EQUIPMENT APPROVED		CERTIFIED BY ANSI ACCREDITED CERTIFICATION PROGRAM <input type="checkbox"/>			
REACH-IN REFRIGERATION		SELF-CONTAINED <input type="checkbox"/>			FLOOR SINK <input type="checkbox"/>
PLASTIC STRIPS/SOLID SEPARATION					
AIR CURTAIN					
CARGO DOOR FROM EXTERIOR					
ADEQUATE LIGHTING					
LIGHT SHIELDS					
FLOOR SINKS		FOOD PREP <input type="checkbox"/>	STEAM TABLE <input type="checkbox"/>	ICE MACHINE <input type="checkbox"/>	PROOF BOX <input type="checkbox"/>
AIR GAPS		DISHWASHER <input type="checkbox"/>	ICE MACHINE <input type="checkbox"/>	UTENSIL WASH <input type="checkbox"/>	

1.10.23. Wholesale Food Processing Establishment (Page 3)

FOOD STORAGE AREA			
FOOD TYPE	OPEN <input type="checkbox"/>	PRE-PACKAGED ONLY <input type="checkbox"/>	
FLOOR		MATERIAL	FINISH
WALLS		MATERIAL	FINISH
ADEQUATE LIGHTING			COLOR
SHELVING	ADEQUATE <input type="checkbox"/>	ELEVATED <input type="checkbox"/>	LINEAL FEET
VENTILATION			
RODENT-PROOFING			

JANITORIAL AREA			
TYPE OF MOP SINK	MOP SINK <input type="checkbox"/>	MOP BASIN <input type="checkbox"/>	
FLOOR		MATERIAL	FINISH
COVE BASE		MATERIAL	FINISH
WALLS		MATERIAL	FINISH
FINISHES AROUND MOP SINK		MATERIAL	FINISH
JANITORIAL SUPPLY STORAGE	MOP HANGER <input type="checkbox"/>		COLOR
VENTILATION			
CEILING		MATERIAL	FINISH
			COLOR

MEN'S RESTROOM			
FLOOR		MATERIAL	FINISH
COVE BASE		MATERIAL	FINISH
WALLS		MATERIAL	FINISH
CEILING		MATERIAL	FINISH
VENTILATION			COLOR
HAND SINK			
SINGLE SERVICE SOAP	<input type="checkbox"/>	PAPER TOWELS	<input type="checkbox"/>
TOILET PAPER			
ADEQUATE LIGHTING			
SELF-CLOSING DEVICE			
FLOOR DRAIN			
ONE TOILET PER 15 EMPLOYEES**			
URINALS			

\*\* (URINALS CANNOT EXCEED 1/2 OF THE # OF REQUIRED TOILETS).



1.10.24.

Wholesale Food Processing Establishment (Page 4)

WOMEN'S RESTROOM			
	MATERIAL	FINISH	
FLOOR			
COVE BASE	MATERIAL	FINISH	
WALLS	MATERIAL	FINISH	COLOR
CEILING	MATERIAL	FINISH	COLOR
VENTILATION			
HAND SINK			
SINGLE SERVICE SOAP	<input type="checkbox"/>	PAPER TOWELS	<input type="checkbox"/>
TOILET PAPER			
ADEQUATE LIGHTING			
SELF-CLOSING DEVICE			
FLOOR DRAIN			
ONE TOILET PER 15 EMPLOYEES**			

WALK-IN REFRIGERATOR			
	MATERIAL	FINISH	
FLOOR			
COVE BASE	MATERIAL	FINISH	
WALLS	MATERIAL	FINISH	COLOR
CEILING	MATERIAL	FINISH	COLOR
ADEQUATE LIGHTING			
DRAINS	FLOOR DRAIN <input type="checkbox"/>	TRENCH DRAIN <input type="checkbox"/>	
FLOOR SINK	LOCATION:		
SHELVING	ADEQUATE <input type="checkbox"/>	ELEVATED <input type="checkbox"/>	

WALK-IN FREEZER			
	MATERIAL	FINISH	
FLOOR			
COVE BASE	MATERIAL	FINISH	
WALLS	MATERIAL	FINISH	COLOR
CEILING	MATERIAL	FINISH	COLOR
ADEQUATE LIGHTING			
FLOOR SINK	LOCATION:		
SHELVING	ADEQUATE <input type="checkbox"/>	ELEVATED <input type="checkbox"/>	

1.10.25. Wholesale Food Processing Establishment (Page 5)

<b>5 OR MORE EMPLOYEES - DRESSING ROOMS / 4 OR LESS EMPLOYEES - LOCKERS</b>			
MEN'S			
WOMEN'S			
LOCKERS			
VENTILATION			
FLOOR	MATERIAL	FINISH	
COVE BASE	MATERIAL	FINISH	
WALLS	MATERIAL	FINISH	COLOR
CEILING	MATERIAL	FINISH	COLOR
ADEQUATE LIGHTING			
<b>SCHEDULES</b>			
EQUIPMENT SCHEDULE			
DOOR SCHEDULE			
PLANS DRAWN TO SCALE			
EXISTING PLAN (FOR REMODELS)			
GREASE TRAPS/INTERCEPTORS			
<b>EXTERIOR - VERMIN</b>			
ENTRY DOORS	RODENTPROOFING <input type="checkbox"/>	SELF-CLOSING <input type="checkbox"/>	
DELIVERY/CARGO DOOR	AIR CURTAIN <input type="checkbox"/>	PLASTIC STRIPS <input type="checkbox"/>	
PASS THROUGH WINDOW	216 SQ. INCHES - 432 SQ. INCHES	AIR CURTAIN <input type="checkbox"/>	
OPENABLE WINDOWS - SCREENED			
REFUSE AREA			
<b>COMMENTS:</b>			

**1.10.26. Warehouse PH License Evaluation (Page 1)**

See Attachment C1B Sections 1.10.22 – 1.10.25 for Pages 2 through 4 respectively.



**ENVIRONMENTAL HEALTH  
PLAN CHECK PROGRAM  
WAREHOUSE  
PUBLIC HEALTH LICENSE/PERMIT EVALUATION**



DBA: \_\_\_\_\_ Date: \_\_\_\_\_

Site Address: \_\_\_\_\_ Sub-District: \_\_\_\_\_

Contact Person & Telephone #: \_\_\_\_\_

Owner/Operator: \_\_\_\_\_

Number of Employees: Male: \_\_\_\_\_ Female: \_\_\_\_\_ Total: \_\_\_\_\_

Program/Element: \_\_\_\_\_ Square Feet of Floor Space: \_\_\_\_\_

Type of Food(s) being stored: \_\_\_\_\_

Approximate Date of Construction: \_\_\_\_\_

EHS III Signature: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Final Construction       Plan Review

Change of Ownership       Site Evaluation

Through Licenses Through Effective and Ongoing Services

<b>APPROVED TO OPERATE</b>	
<b>(Plan Check Program ONLY)</b>	
<b>BUSINESS:</b>	
<b>SITE #:</b>	
<b>PHLP #:</b>	
<b>Building and Safety Sign-Off Sheet on site:</b>	

**1.10.27. RFPE – Retail Food Establishment (Page 1)**

See Attachment C1B Sections 1.10.22 – 1.10.25, for Pages 2 through 4 respectively.



**ENVIRONMENTAL HEALTH  
PLAN CHECK PROGRAM  
RETAIL FOOD ESTABLISHMENT  
PUBLIC HEALTH PERMIT/LICENSE EVALUATION**



DBA: \_\_\_\_\_ Date: \_\_\_\_\_

Site Address: \_\_\_\_\_ Sub-District: \_\_\_\_\_

Contact Person & Telephone #: \_\_\_\_\_

Owner/Operator: \_\_\_\_\_

Number of Employees: Male: \_\_\_\_\_ Female: \_\_\_\_\_

Program/Element: \_\_\_\_\_ Number of Seats: \_\_\_\_\_

Multi-Use Utensils: Yes \_\_\_\_\_ No \_\_\_\_\_ Square Feet of Floor Space: \_\_\_\_\_

Alcoholic Beverages: Yes \_\_\_\_\_ No \_\_\_\_\_ Copy of Menu Available: \_\_\_\_\_

Approximate Date of Construction: \_\_\_\_\_

EHS III Signature: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Final Construction  Plan Review

Change of Ownership  Site Evaluation

JD 12/22/05

"To Enrich Lives Through Effective and Caring Services"

<b>APPROVED TO OPERATE</b>	
<b>(Plan Check Program ONLY)</b>	
<b>BUSINESS:</b>	
<b>SITE #:</b>	
<b>PHLP #:</b>	
<b>Bldg. &amp; Safety Sign Off Sheet</b>	
<b>on Site:</b>	

**1.11. Environmental Hygiene Program**

Environmental Hygiene Program uses the following 14 Forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase 1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. Subpoena for Non-County Cases (Eyewitness Fee)
5. Notice of Violation
6. Referral Form
7. Mileage Claim Form
8. Complaint Report
9. Intra-Departmental Referral Form
10. Documentation Sheet
11. Legal Ownership Request
12. Public Health License / Permit Application
13. Environmental Health Receipt
14. Temporary Event Permit

**1.12. Cross Connections Program**

In addition to the form image/s listed in this section, Cross Connections Program uses the following 21 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. Office Hearing Statement of Liability
5. City Attorney Hearing Form
6. District Attorney Referral Letter
7. Notice of Violation
8. Mileage Claim Form
9. Complaint Report
10. Intra-Departmental Referral Form
11. Documentation Sheet
12. Closure Form
13. Public Health Permit / License Suspension Form
14. Notification of Intent to Suspend or Revoke Permit
15. Site Evaluation Form
16. Public Health License / Permit Application
17. Status Update Form
18. Environmental Health Receipt
19. Certification of Pubic Health License/Permit Status
20. Recovery of Investigation Costs
21. Addendum to Inspection Report

**Attachment C1B**

**1.12.1. License Requirements for Application Processing**

See Attachment C1B Section 1.3.3

**1.12.2. Title 8 Requirements (English)**

See Attachment C1B Section 1.1.10.

**1.12.3. Backflow Prevention Device Status Report**

BACKFLOW PREVENTION DEVICE STATUS REPORT PUBLIC HEALTH PROGRAMS & SERVICES - ENVIRONMENTAL HEALTH COUNTY OF LOS ANGELES DEPARTMENT OF HEALTH SERVICES			FIRM	<input type="checkbox"/> NEW	<input type="checkbox"/> REVISED	<input type="checkbox"/> DELETE										
FIRM NO (5)	SUBFIRM NO (5)	DEVICE NO (6)	DEVICE	<input type="checkbox"/> NEW	<input type="checkbox"/> REVISED	<input type="checkbox"/> DELETE										
FIRM NO CHANGE TO (5)		DEVICE NUMBERS (6)														
FIRM NAME (40)			DIVISION (35)													
STREET ADDRESS (40)			CITY AND STATE (28)		ZIP CODE (10)											
ATTENTION OF (43)			DEVICE CITY LOCATION / PHONE (33)													
MANUFACTURER (14)		MODEL (25)	SIZE (10)	SERIAL NO (18)												
<b>TYPE OF DEVICE</b> <input type="checkbox"/> 1 <input type="checkbox"/> 4 <input type="checkbox"/> 2 <input type="checkbox"/> 5 <input type="checkbox"/> 3 <input type="checkbox"/> 6		<b>DATE INSTALLED</b> <table border="1"> <tr> <th>MO</th> <th>DAY</th> <th>YEAR</th> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>		MO	DAY	YEAR				<b>TEST MONTH</b> <table border="1"> <tr> <td></td> <td></td> </tr> </table>			<b>TEST MONTH CHANGE TO</b> <table border="1"> <tr> <td></td> <td></td> </tr> </table>			
MO	DAY	YEAR														
LOCATION ADDRESS (37)			CITY (20)													
DEVICE LOCATION (60)																

H-1055 (REV 6/00) 75872 (6/00)

### 1.12.4. Backflow Prevention Device Tester History Worksheet

Test Date: \_\_\_\_\_

PRINT CLEARLY

**BACKFLOW PREVENTION DEVICE TESTER HISTORY WORKSHEET**

County of Los Angeles Department of Public Health

Check/Money Order # \_\_\_\_\_

**PRIVATE INFORMATION: (Confidential)**

Last Name	First Name	Middle	Drivers License No.
Address		City	Home Phone No.
Zip Code		Email address	

**PUBLIC INFORMATION: (To be posted on web site)**

Last Name	First Name	Email Address (optional)	Certification No.
PRIMARY EMPLOYER		SECONDARY EMPLOYER	
COMPANY NAME			
DIVISION/DEPT			
ADDRESS			
CITY, STATE			
ZIP CODE			
PHONE # & EXT.			

**TEST EQUIPMENT:**

GAUGE MAKE    MODEL    SERIAL #  
 GAUGE      REFERENCE TUBE      SIGHT TUBE      TREE      FITTINGS      TAPE MEASURE

**TESTER PERFORMANCE:**

DEVICE	1	2	3	4	6	TUBE		GAUGE	
						OK	NOK	OK	NOK
DC	1								
DC	1								
RP	2	FLOW THRU:	BAD 2 <sup>ND</sup> CHK:						
PTVB<2"	3								
PTVB<2"	3								
PTVB>2"	4								
PTVB-SR	6								

OVERALL PERFORMANCE:    PASSED:     FAILED:

**TESTER CLASSIFICATION & VERIFICATION:**

<input type="checkbox"/> NEW	<input type="checkbox"/> GENERAL TESTER #	<input type="checkbox"/> ID CHECK
<input type="checkbox"/> RE-CERTIFICATION	<input type="checkbox"/> LIMITED TESTER #	<input type="checkbox"/> REV. TEST NOTICE
<input type="checkbox"/> PREVIOUSLY SUSPENDED	<input type="checkbox"/> OUT OF COUNTY	<input type="checkbox"/>

TESTER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PROCTOR: \_\_\_\_\_ DATE: \_\_\_\_\_



1.12.5. Suspension of Certification



TO: \_\_\_\_\_ TESTER NO. \_\_\_\_\_

FROM: CARLOS BORJA, R.E.H.S. IV  
Cross-Connection and Water Pollution Control Program

Backflow Prevention Device Tester  
**SUSPENSION OF CERTIFICATION**

(Please X appropriate boxes below):

**Effective immediately, your certification as a Backflow Prevention Device Tester is suspended. Cause for said suspension is:**

- Failure of recertification examination as indicated below:
  - Failed Double Check Section
  - Failed RP Device Section
  - Failed ≤ 2 Inch PTVB Section
  - Failed > 2 Inch PTVB Section
  - Failed Spill Resistant PTVB Section
- Inadequate, incomplete, unapproved or otherwise unsatisfactory test equipment as indicated below:
  - Unapproved Gauge  
GAUGE made & serial # \_\_\_\_\_
  - Did not have necessary equipment to utilize the Tube-Test Method
  - Did not have necessary equipment to attach gauge to device
  - Other \_\_\_\_\_

**No backflow prevention device testing shall be performed by you until said suspension is lifted!**

(Please X one of the boxes below):

- A Retake Exam has been scheduled for:
 

DATE: \_\_\_\_\_  
TIME: \_\_\_\_\_
- ◆ Should you fail this next exam, or fail to appear for this next exam, and wish to pursue your certification you will be charged the \$296.00 exam retake fee entitling you to two additional attempts at passing the exam.
- A retake exam cannot be scheduled until a \$296.00 exam fee is collected because this exam date has been counted as your 2<sup>nd</sup> attempt to pass. History: you  canceled one appointment date less than 1 week before the exam (1 opportunity) or  did not appear for a scheduled exam date (1 opportunity) or  today's exam failure is your 2<sup>nd</sup> failure.

RECEIVED BY: \_\_\_\_\_  
Tester's signature Date

BY: \_\_\_\_\_  
Examiner's Signature Date

Microsoft-suspension-9-24-07

Cross-Connections & Water Pollution Control Program



1.12.6. Certification Exam Failure



TO: \_\_\_\_\_ TESTER NO. \_\_\_\_\_

FROM: CARLOS BORJA, R.E.H.S. IV  
Cross-Connection and Water Pollution Control Program

(Please X appropriate boxes below):

- New Tester or  Tester-Renewal  Original Exam or  Retake Exam

Backflow Prevention Device Tester

**CERTIFICATION EXAM FAILURE**

(Please X appropriate boxes below):

Exam Failure Summary:

- Failed Double Check Section
- Failed RP Device Section
- Failed ≤ 2 Inch PTVB Section
- Failed > 2 Inch PTVB Section
- Failed Spill Resistant PTVB Section
- Unapproved Gauge  
GAUGE make & serial # \_\_\_\_\_
- Gauge did not pass simple tube technique calibration test  
GAUGE make & serial # \_\_\_\_\_
- Did not have necessary equipment to utilize the Tube-Test Method
- Did not have necessary equipment to attach gauge to device
- Other \_\_\_\_\_

(Please X one of the boxes below):

- A Retake Exam has been scheduled for:

DATE: \_\_\_\_\_  
TIME: \_\_\_\_\_

- ◆ Should you fail this next exam, or fail to appear for this next exam, and wish to pursue your certification you will be charged the \$296.00 exam retake fee entitling you to two additional attempts at passing the exam.

- A retake exam cannot be scheduled until a \$296.00 exam fee is collected because this exam date has been counted as your 2<sup>nd</sup> attempt to pass. History: you  canceled one appointment date less than 1 week before the exam (1 opportunity) or  did not appear for a scheduled exam date (1 opportunity) or  today's exam failure is your 2<sup>nd</sup> failure.

RECEIVED BY: \_\_\_\_\_  
Tester's signature Date

BY: \_\_\_\_\_  
Examiner's Signature Date

Microsoft-examfailure-9-24-07

Cross-Connections & Water Pollution Control Program



## 1.12.7. Backflow Prevention Device Field Testing and Maintenance Report

**BACKFLOW PREVENTION DEVICE  
FIELD TESTING AND MAINTENANCE REPORT**

**Owner/Operator Signature Required**

*Return Original Test Notices Only  
Copies or Faxes Not Permitted*

RETURN NO LATER THAN:

MANUFACTURER	MODEL	SIZE	SERIAL NUMBER
LOCATION			

Water Pressure:					Comments:  If device replaced, reason: <input type="checkbox"/> Not repairable <input type="checkbox"/> Parts not available <input type="checkbox"/> Stolen/missing <input type="checkbox"/> Owner request  Check Box(s) if applicable & mail back: <input type="checkbox"/> Business sold <input type="checkbox"/> Device removed - verification needed by Field Inspector <input type="checkbox"/> New ownership/business, test device and update this form below <input type="checkbox"/> Other:  Use blank/generic forms for testing & registering NEW devices; new installations.
	CHECK VALVE #1	CHECK VALVE #2	DIFFERENTIAL PRESSURE RELIEF VALVE	AIR INLET VALVE	
INITIAL TEST	CLOSED AT _____ PSID LEAKED <input type="checkbox"/>	CLOSED AT _____ PSID LEAKED <input type="checkbox"/> CLOSED TIGHT <input type="checkbox"/>	OPENED AT _____ PSID OPENED UNDER 2# <input type="checkbox"/> OR DID NOT OPEN	OPENED AT _____ PSID OPENED UNDER 1# <input type="checkbox"/> OR DID NOT OPEN	
REPAIRS	CLEANED <input type="checkbox"/> REPLACED: DISC <input type="checkbox"/> DISC HOLDER <input type="checkbox"/> SPRING <input type="checkbox"/> GUIDE <input type="checkbox"/> HINGE PIN <input type="checkbox"/> SEAT <input type="checkbox"/> O-RINGS <input type="checkbox"/> MODULE <input type="checkbox"/> OTHER DESCRIBE: <input type="checkbox"/>	CLEANED <input type="checkbox"/> REPLACED: DISC <input type="checkbox"/> DISC HOLDER <input type="checkbox"/> SPRING <input type="checkbox"/> GUIDE <input type="checkbox"/> HINGE PIN <input type="checkbox"/> SEAT <input type="checkbox"/> O-RINGS <input type="checkbox"/> MODULE <input type="checkbox"/> OTHER DESCRIBE: <input type="checkbox"/>	CLEANED <input type="checkbox"/> REPLACED: DISC(S) <input type="checkbox"/> DISC HOLDER <input type="checkbox"/> SPRING <input type="checkbox"/> DIAPHRAGM(S) <input type="checkbox"/> SEAT <input type="checkbox"/> O-RINGS <input type="checkbox"/> MODULE <input type="checkbox"/> OTHER DESCRIBE: <input type="checkbox"/>	CLEANED <input type="checkbox"/> REPLACED: DISC <input type="checkbox"/> DISC HOLDER <input type="checkbox"/> SPRING <input type="checkbox"/> CANOPY <input type="checkbox"/> DIAPHRAGM <input type="checkbox"/> O-RINGS <input type="checkbox"/> OTHER DESCRIBE: <input type="checkbox"/>	
OTHER REPLACEMENTS:	TESTCOCK #1 <input type="checkbox"/>	TESTCOCK #2 <input type="checkbox"/>	TESTCOCK #3 <input type="checkbox"/>	TESTCOCK #4 <input type="checkbox"/>	
FINAL	CLOSED AT _____ PSID	CLOSED AT _____ PSID	OPENED AT _____ PSID	OPENED AT _____ PSID	

THE ABOVE REPORT IS CERTIFIED TO BE TRUE:

INITIAL TEST BY (SIGNATURE) \_\_\_\_\_ (PRINT NAME) \_\_\_\_\_

REPAIRED BY (SIGNATURE) \_\_\_\_\_ (PRINT NAME) \_\_\_\_\_

FINAL TEST BY (SIGNATURE) \_\_\_\_\_ (PRINT NAME) \_\_\_\_\_

CALIBRATION DATE

TESTER #				MO DAY YR Time							
WORK PERFORMED											
MO DAY YR											
WORK PERFORMED											
TESTER #				MO DAY YR Time							
WORK PERFORMED											

I ACKNOWLEDGE RECEIPT OF COMPLETED, ORIGINAL TEST NOTICE:

OWNER/OPERATOR (SIGNATURE) \_\_\_\_\_ (PRINT NAME) \_\_\_\_\_ (DATE) \_\_\_\_\_

SITE CONTACT \_\_\_\_\_  
SITE CONTACT PHONE NUMBER \_\_\_\_\_

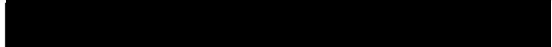
MAIL TO: COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH  
CROSS-CONNECTION AND WATER POLLUTION CONTROL PROGRAM

ADDRESS / BUSINESS NAME CORRECTION:

REV 02/28/2007

### 1.12.8. Cross-Connection Plan Approval Application

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
BUREAU OF ENVIRONMENTAL PROTECTION  
CROSS-CONNECTION AND WATER POLLUTION CONTROL PROGRAM**



**CROSS-CONNECTION PLAN APPROVAL APPLICATION**  
**Plan Approvals invalid after one year from the date of application**

Fill in all appropriate blanks (incomplete applications will delay the application).

Date	Project Name:		
Job Address:	City:	Zip:	
Contractor:	Phone:		
Address:	City:	Zip:	
Owner:	Phone:		
Address:	City:	Zip:	
Email:			

Domestic Water Purveyor:
Recycled Water Purveyor:

Plans submitted by (Name)
Company Name:
Address & Phone #:
Email:

Project Description/Type: (Recycled , Gray and/or Cistern Water System, Industrial, Dental, Dialysis, Manufacturing, etc.)
--

Number of copies being submitted (minimum 2 copies required) \_\_\_\_\_

A letter of approval/denial is issued to the persons submitting the plans, owner, water purveyor and State DPH.

**Recycled Water Plan Checking Fee : \$1,348.00**  
**All other project proposal plan checking fee: CALL**

INSTRUCTIONS FOR SUBMISSION OF PLANS

- Typical Plan submittals must include the plumbing, landscaping, utility, and overall site plan..
- Make check or money order (cash not accepted) payable to: **LOS ANGELES COUNTY TREASURER**
- Checks and money orders must be made out for the exact amount of the fee.
- Personal checks must bear a name, address, and telephone number.
- This fee is not refundable nor is the application transferable.
- Your plans will not be reviewed or approved until a fee is paid.
- You will be contacted when your plans are ready.
- Attach the TOP copy of this form with your plans, keep the Second copy of this form for your records.

PLANS ARE APPROVED IN THE ORDER THEY ARE RECEIVED. MISSING INFORMATION OR IMPROPERLY PREPARED PLANS WILL DELAY THE APPROVAL PROCESS.

FOR OFFICE USE ONLY

Date \_\_\_\_\_ Amount paid \_\_\_\_\_

(Rev. 07/2007)

**1.13. Permits and Licensing Program**

Permits and Licensing Program uses the following 3 Forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase1Forms.

1. Mileage Claim Form
2. Legal Ownership Request
3. Status Update Form

**1.14. Plan Check Program**

In addition to the form image/s listed in this section, Plan Check Program uses the following 12 forms that have been implemented during Phase 1 implementation of one district office from Bureau of District Surveillance and Enforcement. See Section 1.1 of ATTACHMENT C1A – Phase1Forms.

1. Daily Activity Report (DAR)
2. Office Hearing Notice
3. Office Hearing Fact Sheet
4. Office Hearing Statement of Liability
5. City Attorney Hearing Form
6. District Attorney Referral Letter
7. Subpoena for Non-County Cases (Eyewitness Fee)
8. Mileage Claim Form
9. Site Evaluation Form
10. Public Health License / Permit Application
11. Environmental Health Receipt
12. Restroom Agreement

**1.14.1. Plan Check Official Inspection Report**

See Attachment C1B Section 1.10.2.

**1.14.2. Plan Correction Sheet**

See Attachment C1B Section 1.1.5.

**1.14.3. Soft Serve License Application**

See Attachment C1B Section 1.10.7.

**1.14.4. Food Construction Plan Application Form**

See Attachment C1B Section 1.10.8.

**1.14.5. Written Operational Procedure**

See Attachment C1B Section 1.1.19.

### 1.14.6. Exemption From Mechanical Ventilation

#### APPLICATION FOR EXEMPTION FROM MECHANICAL VENTILATION

1. Applicant Name(s): \_\_\_\_\_ Telephone: \_\_\_\_\_  
 Applicant Name(s): \_\_\_\_\_ Telephone: \_\_\_\_\_
2. Facility Name: \_\_\_\_\_  
 Facility Address: \_\_\_\_\_
3. Facility Type: Restaurant \_\_\_\_\_ Market \_\_\_\_\_ Bakery \_\_\_\_\_ Other \_\_\_\_\_
4. Appliance Type (rotisserie, oven, etc.): \_\_\_\_\_ Weight: \_\_\_\_\_
5. Equipment Manufacturer: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Model: \_\_\_\_\_ Specifications Included? Yes \_\_\_\_\_ No \_\_\_\_\_
6. Heat Source: Electric \_\_\_\_\_ Gas \_\_\_\_\_ Solid (wood, charcoal, etc.) \_\_\_\_\_ Microwave \_\_\_\_\_  
 Other (specify): \_\_\_\_\_
7. Certified to meet NSF/ANSI Standard 4? Yes \_\_\_\_\_ No \_\_\_\_\_ Don't Know \_\_\_\_\_  
 If "yes", certifying organization: NSF Int'l \_\_\_\_\_ ETL/I \_\_\_\_\_ UL Sanitation (EPH) \_\_\_\_\_  
 Other certifying organization (specify): \_\_\_\_\_
8. Hours per day of operation of appliance: \_\_\_\_\_ Number of days/week: \_\_\_\_\_
9. Approximate size of facility (square feet): \_\_\_\_\_ Of area/room with cooking equipment \_\_\_\_\_
10. Area/Room ceiling height \_\_\_\_\_ Ventilation (CFM) in room/area \_\_\_\_\_
11. # of appliances currently in use that have been previously approved for use without mechanical ventilation: \_\_\_\_\_
12. How many appliances are you requesting to install without mechanical exhaust ventilation? \_\_\_\_\_
13. Types of foods to be cooked in the appliance (*check all that apply*):
  - a. Pre-cooked wrapped/packaged foods-reheat only: \_\_\_\_\_
  - b. Baked goods: (including bread, rolls, pastries, pies, cookies, cakes, etc.): \_\_\_\_\_
  - c. Vegetables: (including baked potatoes, steamed vegetables, beans, etc.): \_\_\_\_\_
  - d. Pizza: \_\_\_\_\_ frozen par baked: \_\_\_\_\_ made fresh: \_\_\_\_\_
  - e. Sandwiches: (containing only ready to eat fillings): \_\_\_\_\_
  - f. Raw meats and/or raw eggs: (meat, fish, poultry): \_\_\_\_\_
  - g. Open cooking: (sauté, grill, etc.): \_\_\_\_\_
  - h. Deep fat fried foods: \_\_\_\_\_
  - i. Other (specify): \_\_\_\_\_
14. "Ductless" ventilation provided: Yes \_\_\_\_\_ No \_\_\_\_\_  
 If yes, is it included with appliance? \_\_\_\_\_ or installed separately? \_\_\_\_\_
  - ▶ Ductless Hood Manufacturer: \_\_\_\_\_ Model: \_\_\_\_\_
  - ▶ Complies with UL Standard 197? Yes \_\_\_\_\_ No \_\_\_\_\_ Don't know \_\_\_\_\_

\_\_\_\_\_  
 APPLICANT SIGNATURE

\_\_\_\_\_  
 DATE

FOR OFFICE USE ONLY			
Recd by _____	Date _____	Amt. Recd _____	Check # _____

**1.14.7. Equipment Evaluation Form**

This form currently is not used by Plan Check Program. The new system must include a form to evaluate equipments. At a minimum the forms must include the following fields:

- a. DBA Name
- b. Address
- c. Equipment Information
- d. Result of the evaluation

1.15. Tobacco Control Forms

1.15.1. Youth Tobacco Purchase Decoy Operation Data Form



YOUTH TOBACCO PURCHASE DECOY OPERATION DATA FORM

Survey Date: _____ / _____ / _____	Store Name: _____
Hour of Visit: _____ a.m. / p.m.	Address: _____
Minor ID Number: _____	City: _____ Zip: _____
Minor Birthday: _____ / _____ / _____	License Number: _____
Undercover Deputy: _____	

1. Able to conduct survey?  Yes  No  
Reason:  Closed  Location not found  No tobacco  Unsafe
2. Type of Store (choose only one):  
 Gas station (only) <sup>(5)</sup>  Grocery Store (Independent) <sup>(10)</sup>  
 Convenience (w/gas) <sup>(9)</sup>  Tobacco Shop <sup>(11)</sup>  
 Convenience (w/o gas) <sup>(12)</sup>  
 Donut Shop <sup>(2)</sup>  
 Supermarket <sup>(8)</sup> Other \_\_\_\_\_ <sup>(0)</sup>  
 Liquor Store <sup>(6)</sup>  
 Discount (99 cent)Store <sup>(1)</sup>  
 Drug / Pharmacy <sup>(7)</sup>  
 Dairy Store <sup>(3)</sup>
3. Sale Outcome: Was a sale made?  Yes  No
4. Type and brand of tobacco product purchased: \_\_\_\_\_
5. When attempting to buy a tobacco product, was minor:  
 Asked if they were 18?  Yes  No  
 Asked to show their ID?  Yes  No
6. Clerk Characteristics:  
 Gender:  Male  Female  
 Age:  younger than 25  Older than 25
7. Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



1.15.2. Tobacco Retail License Official Inspection Report (Page 1)



TOBACCO RETAIL LICENSE OFFICIAL INSPECTION REPORT

TOBACCO CONTROL & PREVENTION PROGRAM



DBA/Trade Name:		TRL Account #:	
Address:		City:	Zip Code:
Owner's Name:		Partner's Name:	
Phone #:	Inspector:	Inspection Date:	
Time In:	<input type="checkbox"/> Re-inspection	Original Inspection Date:	
During an inspection of the premises at the above address, the following was noted which may require immediate action : IN = In compliance (no action needed)    COS = Not in compliance, but corrected on-site    OUT = Not in compliance; not corrected on-site			
		IN	COS
1. A valid County of Los Angeles Tobacco Retail License (TRL) must be prominently displayed in the facility. <b>ACTION: Immediately cease the sale of tobacco products and paraphernalia until the TRL is obtained.*</b>			
2. A valid California State Board of Equalization (BOE) Cigarette & Tobacco Retailer's License is required. <b>ACTION: Immediately cease the sale of tobacco products and paraphernalia until the BOE License is obtained.**</b> BOE License # _____			
3. Cigarettes must be sold in sealed packs with no less than 20 cigarettes. <b>ACTION: Immediately discontinue the sale/display/storage of open packs and/or single cigarettes.</b>			
4. Self-service tobacco displays are prohibited except in Tobacco-only stores. Tobacco vending machines are prohibited. <b>ACTION: Immediately remove self-service display(s) of tobacco.</b>			
5. STAKE Act age-of-sale warning signs are required to be conspicuously posted at the point of purchase. <b>ACTION: Properly post required STAKE Act warning signs at each point of purchase.</b>			
6. Tobacco sampling and/or coupon distribution is prohibited. <b>ACTION: Immediately cease tobacco sampling and distribution of tobacco product coupons.</b>			
7. Smoking in an enclosed space at a place of employment is not permitted. <b>ACTION: Immediately cease smoking inside this facility.</b>			
8. All tobacco retailers must be in compliance with federal FDA tobacco regulations (e.g. ban on flavored cigarettes, compliance with health warning label regulations) <b>ACTION: Immediately cease the sale of non-compliant cigarettes and tobacco products and paraphernalia.</b>			
Observations/Comments (e.g. sale of electronic cigarettes, hookah, etc.):			
_____			
_____			
<input type="checkbox"/> NO VIOLATIONS OBSERVED DURING THE INSPECTION		<input type="checkbox"/> ALL VIOLATIONS CORRECTED DURING THE INSPECTION	
Materials provided:	<input type="checkbox"/> TRL Application Packet Acct # _____	<input type="checkbox"/> Declaration of Non-Tobacco Retailing	<input type="checkbox"/> FAQ/Flyer/Brochure
		<input type="checkbox"/> STAKE Act Information Kit	<input type="checkbox"/>
		Other _____	
Referral made to:	<input type="checkbox"/> Environmental Health Division	<input type="checkbox"/> Sheriff's Department	<input type="checkbox"/> State Board of
	<input type="checkbox"/> Business License Commission	Equalization	

1.15.3. Tobacco Retail License Official Inspection Report (Page 2)

	<input type="checkbox"/> Alcohol Beverage Control	<input type="checkbox"/> State Attorney General's Office Enforcement	<input type="checkbox"/> Local Law Enforcement
		<input type="checkbox"/> Food and Drug Administration	<input type="checkbox"/>
		Other _____	
Photographs taken:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
SIGNING FOR RECEIPT OF THE ABOVE NOTICE IS NOT AN ADMISSION OF THE FACTS OF THE VIOLATION(S) SET FORTH THEREIN			
Owner/Retailer Representative - Print Name	Environmental Health Inspector - Print Name	TCPP Representative - Print Name	
Owner/Retailer Representative - Signature	Environmental Health Inspector - Signature	TCPP Representative - Signature	
Date	Date	Date	

WHITE – TCPP      PINK – TCPP      CANARY – OWNER'S COPY

THIS SUMMARY PAGE LISTS THE GENERAL REQUIREMENTS FOR EACH ITEM. THE DEPARTMENT OF PUBLIC HEALTH MAY CITE ADDITIONAL SECTIONS AS APPLICABLE.

LACMC=Los Angeles County Code      PC=California Penal Code      H&S=California Health & Safety Code  
 B&P=California Business & Professions Code      CALC=California Labor Code      HR= House of Representatives

- Any person intending to act as a tobacco retailer shall obtain a tobacco retailing license for each location at which tobacco retailing is to occur. No license may be issued to authorize tobacco retailing at other than a fixed location. Itinerant tobacco retailing is prohibited. **(LACMC 11.35.030)** Failure to prominently display the tobacco retailing license in a publicly visible location at the licensed premises shall constitute a violation. **(LACMC 11.35.070)**
- Tobacco retailers must be licensed by the California State Board of Equalization (BOE) for each tobacco retail location. For the purposes of this law, a "retailer" is someone who sells tobacco products from a fixed location such as a building or a vending machine. The license is not assignable or transferable. A retailer shall conspicuously display the license of each retail location in a manner visible to the public. **(B&P 22972; California Cigarette and Tobacco Products Licensing Act of 2003)**
- No person may sell one or more cigarettes, other than in a sealed and properly labeled package. A sealed and properly labeled package means the original packaging of the manufacturer or importer which meets federal labeling requirements. **(PC 308.2)** Cigarettes may not be manufactured, distributed, sold, or offered for sale in packages of less than 20 cigarettes. Roll-your own tobacco may not be manufactured, distributed, sold or offered for sale in a package containing no less than 0.60 ounces of tobacco. **(PC 308.3)**
- It is unlawful for a person to sell, offer for sale, or display for sale any tobacco product or tobacco paraphernalia by self-service display. **(B&P 22962)** Exception: Tobacco-only stores may make available by self-service display pipe tobacco, snuff, chewing tobacco, dipping tobacco, and certain cigars (those that are generally not sold in a sealed package containing fewer than six cigars). Self-service displays of cigarettes and tobacco paraphernalia are never permitted in a tobacco store. Tobacco-only stores are defined as stores that make more than 60% of gross annual revenue from the sale of tobacco products and paraphernalia, that prohibit unaccompanied minors, and that do not sell alcohol or food for consumption on the premises. This law does not change the provision existing in state law that allows tobacco to be sold through a vending machine located in a business licensed for on-sale alcohol sales (usually a bar) so long as the vending machine is at least 15 feet away from the entrance and inside the premises. **(B&P 22962, 22960 (STAKE Act))**
- Every store that sells tobacco must post a boldly-printed, contrasting color sign in a conspicuous place at each point of purchase saying that tobacco products may not be sold to minors. The sign must state that retailers must check the identification of anyone who reasonably appears to be under 18 years of age. The sign must contain the following words: *"The Sale of Tobacco Products to Persons Under 18 Years of Age is Prohibited by Law and Subject to Penalties. Valid Identification May be Required. To Report an Unlawful Tobacco Sale, Call 1-800-5 ASK-4-ID. Business and Professions Code section 22952"*. The sign must be square (at least 5.5 inches by 5.5 inches) or rectangular (3.66 inches by 8.5 inches), and the required notice must meet specified font sizes. **(PC 308(c))**
- It is unlawful for any person, agent, or employee of a person in the business of selling or distributing smokeless tobacco or cigarettes to engage in the non-sale distribution of any smokeless tobacco or cigarettes to any person on public grounds, or on any private property that is open to the general public, including retail outlets. "Non-sale distribution" means to give smokeless tobacco or cigarettes to the general public at no cost, or at nominal cost, or to give coupons, coupon

**1.15.4. Tobacco Retail License Official Inspection Report (Page 3)**

offers, gift certificates, gift cards, or other similar offers, or rebate offers for smokeless tobacco or cigarettes to the general public at no cost or at nominal cost. **(H&S 118950)**

7. No employer shall knowingly or intentionally permit, and no person shall engage in, the smoking of tobacco products in an enclosed space at a place of employment. **(CALC 6404.5(b))**

8. The Family Smoking Prevention and Tobacco Control Act gives the U.S. Food and Drug Administration (FDA) comprehensive authority to regulate the manufacturing, marketing and sale of tobacco products. **(HR 1256)**

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\* A Los Angeles County tobacco retail license may be obtained by calling or visiting in person the Tobacco Control and Prevention Program (TCPP), 3530 Wilshire Blvd., Suite 800, Los Angeles, CA 90010, (213) 351-7317. The following documents must be submitted to complete the application: 1. Tobacco Retail License Application (obtained through TCPP); 2. Affirmation that the proprietor is informed of tobacco retailing laws (obtained through TCPP); 3. Photocopy of owner or corporate officer's driver's license (with license # legible) or other legal form of identification; 4. Photocopy of current California State Board of Equalization Tobacco Retailer's License.

\*\* A California State Board of Equalization (BOE) Tobacco Retailer's License can be obtained by calling the BOE at (800) 400-7115 or visiting a local BOE office. Additional information can be found at: <http://www.boe.ca.gov/sptaxprog/spcticact03.htm>

**Attachment C1C – Phase 3 Reports and Forms**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**

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## **1.0 PHASE 3: REPORTS and FORMS INTRODUCTION**

The purpose of ATTACHMENT C1C – Phase 3 Reports and Forms is to provide Proposers with the majority of the current reports, documents, and forms used by EH programs and other DPH divisions and County departments.

(NOTE: All sample forms, reports and documents provided in ATTACHMENT C1C – Phase 3 Reports and Forms are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer's solution must include the production of all forms/documents/reports provided as samples and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.)

This document consists of the following sections:

- Section 1.1 Treasurer Tax Collector Forms
- Section 1.2 Treasurer Tax Collector Reports
- Section 1.3 Treasurer Tax Collector Documents
- Section 1.4 Public Health Finance Reports

**1.1. Treasurer and Tax Collector Forms**

**1.1.1. License Miscellaneous Fee Transmittal**

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES  
 PUBLIC HEALTH PROGRAMS AND SERVICES  
 ENVIRONMENTAL HEALTH

PUBLIC HEALTH LICENSE MISCELLANEOUS FEE TRANSMITTAL

TRANSMITTAL NO. \_\_\_\_\_ TOTAL NUMBER OF PAGES \_\_\_\_\_

DATES: \_\_\_\_\_ - \_\_\_\_\_

TO: FINANCIAL MANAGEMENT



Received by: \_\_\_\_\_ DATE \_\_\_\_\_

FROM:

Submitted by: \_\_\_\_\_ DATE \_\_\_\_\_

PAYMENT RECEIVED FOR:	DATE RCVD	RECEIPT #	CASH / CHECK # MONEY ORDER #	AMOUNT RECEIVED	
	CASE #				
Grand Total Amount of This Transmittal \$ _____				TOTAL AMOUNT THIS PAGE	

Supervisor's Signature \_\_\_\_\_



## 1.2. Treasurer and Tax Collector Reports

### 1.2.1. Account Detail Report

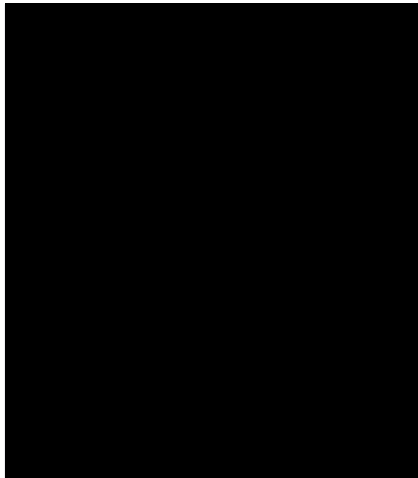
COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR  
PUBLIC HEALTH VIEW SYSTEM

#### ACCOUNT DETAIL REPORT

BUSINESS: [REDACTED] ACCOUNT: [REDACTED]

**BUSINESS**

SE:  
 SE:  
 RET:  
 T:  
 Y:  
 :  
 ER  
 E:  
 TNER:  
 CIAL:  
 SE:  
 RET:  
 I:  
 Y:  
 FE:  
 :



**VALUES**

BILL KEY:  
 L/P KEY:  
 ISSUE KEY:  
 TAX YEAR:  
 ALPHA MONTH:  
 PRO RATE:  
 STATUS KEY:  
 PRIOR DUE:  
 PAY KEY:  
 LIEN KEY:  
 DISTRICT SUB:  
 DRIVER LIC#:  
 CENSUS TRACT:  
 CREATE DATE:  
 DELINQ DATE:  
 START OF BUS:  
 OUT OF BUS:  
 OLD BUS CODE:  
 VEH/CERT NO:  
 PAYMENT HIST:



**MENT INFORMATION**

FEE DUE:	0.00	PR PAID:	0.00		
DUE:	243.00	FEE PAID:	243.00		
L FEE:	0.00	ADD'L PAID:	0.00		
DUE:	0.00	PEN PAID:	0.00		
		OVER PAID:	0.00	REFUND:	0.00
<u>AL DUE:</u>	<u>243.00</u>	<u>TOTAL PAID:</u>	<u>243.00</u>	<u>BALANCE:</u>	<u>0.00</u>

**MENT HISTORY**

DATE	TXN	AMOUNT	GROUP	FILE-NUM
09/08	S-0	243.00	00	[REDACTED]

**CHANGE HISTORY**

CHG-DATE	CODE-REC-REASON
07/01/08	E-0-

**STMENT HISTORY**

DATE	TXN	FIELD	ORG-AMT	ADJ-AMT
------	-----	-------	---------	---------

**LIEN HISTORY**

LIEN-DATE	AMOUNT	YR-FLD-RL
-----------	--------	-----------



1.2.2. Incomplete Parcel Change Report

RD10  
PAGE 000001

INCOMPLETE PARCEL CHANGE REPORT

DATE: 07/22/09

OLD PARCELS	NEW PARCELS	EFFECTIVE DATE	RUN DATE	FORMAT
2849 024 036	2849 024 037	08/05/05	08/08/24	1M
2849 024 036	2849 024 900	08/05/05	08/08/24	1M
2810 061 003	2810 061 158	08/08/05	08/10/26	1M
2810 061 003	2810 061 159	08/08/05	08/10/26	1M
2859 001 042	2859 001 044	08/11/25	09/03/15	1M
2859 001 042	2859 001 045	08/11/25	09/03/15	1M
2859 001 042	2859 002 036	08/11/25	09/03/15	1M
2859 001 042	2859 003 045	08/11/25	09/03/15	1M
2859 001 042	2859 003 046	08/11/25	09/03/15	1M
2859 001 042	2859 003 047	08/11/25	09/03/15	1M
4441 005 020	4441 005 024	05/01/02	09/03/15	1M
4441 005 020	4441 005 025	05/01/02	09/03/15	1M
4441 005 020	4441 005 026	05/01/02	09/03/15	1M
4324 020 038	4324 024 028	08/04/17	09/03/15	11
4362 017 023	4362 017 027	08/12/26	09/03/22	1M
4362 017 023	4362 017 028	08/12/26	09/03/22	1M
4362 017 023	4362 017 029	08/12/26	09/03/22	1M
4362 017 024	4362 017 030	08/12/26	09/03/22	1M
4362 017 024	4362 017 031	08/12/26	09/03/22	1M
4457 013 061	4457 013 072	08/12/15	09/04/05	1M
4457 013 061	4457 013 916	08/12/15	09/04/05	1M

## 1.2.3. PH Data Entry Report

**PH Data Entry Report for December 2008**

	CHANGE	DELETE	ADD	INTERIM	EXEMPT	ADD EXCEPT
12/03/2008	70	232	269	265	3	1
12/10/2008	103	258	168	163	5	0
12/17/2008	130	302	253	237	14	2
12/24/2008	0	0	0	0	0	0
12/31/2008	0	0	0	0	0	0
<b>TOTAL</b>	<b>303</b>	<b>792</b>	<b>690</b>	<b>665</b>	<b>22</b>	<b>3</b>

**PH Data Entry Report for January 2009**

	CHANGE	DELETE	ADD	INTERIM	EXEMPT	ADD EXCEPT
01/07/2009	304	549	405	372	25	8
01/14/2009	117	182	178	173	2	3
01/21/2009	88	149	137	126	8	3
01/28/2009	18	62	116	113	1	2
<b>TOTAL</b>	<b>527</b>	<b>942</b>	<b>836</b>	<b>784</b>	<b>36</b>	<b>16</b>

**PH Data Entry Report for February 2009**

	CHANGE	DELETE	ADD	INTERIM	EXEMPT	ADD EXCEPT
02/04/2009	33	53	78	78	0	0
02/11/2009	121	120	73	69	1	3
02/18/2009	48	36	18	18	0	0
02/25/2009	139	180	248	248	0	0
<b>TOTAL</b>	<b>341</b>	<b>389</b>	<b>417</b>	<b>413</b>	<b>1</b>	<b>3</b>

**PH Data Entry Report for March 2009**

	CHANGE	DELETE	ADD	INTERIM	EXEMPT	ADD EXCEPT
03/04/2009						0
03/11/2009						0
03/18/2009						0
03/25/2009						0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

1.2.4. Public Health Overpayment Report

03/17/2009  
ES07535

TREASURER AND TAX COLLECTOR  
PUBLIC HEALTH

Page 11 of 18

Bus Code	Acct No	Owner Name	Business Name	Status Key	Over Payment	Notes/Comments
3610			CAN CUN BAR	A	707.00-	
3610			HOLIDAY SKATING RING AND B	D	33.00-	
3610			ADELITAS RESTAURANT	A	176.75-	
3610			TWO SAL'S PIZZA	A	176.75-	
3610			TARGET #12307 FOOD AVE.	A	176.75-	
3610			ESSENCE II COFFEE	A	707.00-	
3610			CUAHOTEMOC	A	132.56-	
3610			MIOS'S EATERY	A	30.00-	
3610			EL HUARACHE DE DONA CHELA	D	3.00-	
3610			BARNES & NOBLE # 2303	D	44.19-	
3610			PITA GRILL	A	88.38-	
3610			SUBWAY #44173	A	530.25-	
3610			\$ 1 DISCOUNT HOUSE	A	7.00-	
3610			MYUNG PUM CATERING, INC	A	115.75-	
3610			CASITA TACO	A	397.69-	
3610			CHAN'S PARIS N CO	A	110.00-	
3610			BARISTAR	A	353.50-	
3610			EUREKA	A	176.75-	
3610			HUNGRY AL'S #2	A	177.00-	
3610			POPEYE CHICKEN	A	176.75-	
3610			AMECI PIZZA & PASTA	A	176.75-	
3610			LA GOCCIA	A	176.75-	
3610			MR LUCKY'S MIDDLEGROUND	A	176.75-	
3610			EL REY TACO	A	50.00-	
3610			CHURCH'S FRIED CHICKEN #119	A	176.75-	
3610			TRAILS TAVERN	A	287.25-	
3610			PICO RIVERA GOLF	A	176.75-	
3610			BLACKDOG COFFEE	A	262.88-	
3610			LENNOX POLLO	A	530.25-	
3610			HILARIO'S MEXICAN RESTAURAN	D	5.00-	
3610			STARBUCKS COFFEE #5350	A	110.00-	
3610			STARBUCKS LACC	A	707.00-	
3610			LAKEWOOD FAMILY BILLIARDS	A	883.75-	
3610			JAMBA JUICE #146	D	707.00-	

1.2.5. Public Health Lien Import Report

LA COUNTY TREASURER AND TAX COLLECTOR  
PUBLIC HEALTH LIEN IMPORT REPORT

DATE	OWNER NAME	ACCOUNT	AMOUNT	SEQUENCE
02/05/09			323.75	000001
02/05/09			173.00	000002
02/05/09			1,210.00	000003
02/05/09			491.25	000004
02/05/09			238.00	000005
02/05/09			721.25	000006
02/05/09			665.00	000007
02/05/09			517.50	000008
02/05/09			321.25	000009
02/05/09			491.25	000010
02/05/09			665.00	000011
02/05/09			517.50	000012
02/05/09			638.75	000013
02/05/09			721.25	000014
02/05/09			913.75	000016
02/05/09			917.50	000017
02/05/09			665.00	000018
02/05/09			721.25	000019
02/05/09			247.00	000020
02/05/09			238.00	000021
02/05/09			721.25	000022
02/05/09			913.75	000023
02/05/09			898.75	000024
02/05/09			898.75	000025
02/05/09			898.75	000026
02/05/09			168.25	000027
02/05/09			173.00	000028
02/05/09			721.25	000029
02/05/09			721.25	000030
02/05/09			721.25	000031
02/05/09			721.25	000032
02/05/09			721.25	000033
02/05/09			695.00	000034
02/05/09			1,051.25	000035
02/05/09			491.25	000036
02/05/09			665.00	000037

1.2.6. PH Re-inspection Report

COLLECTION ACCOUNTING DIVISION  
 RE-INSPECTION FEE COLLECTIONS  
 ROLL YEAR 2008

MONTH	PAYMENTS RECEIVED	AMOUNT COLLECTED	ITEMS BILLED	CHARGE AMOUNT
JULY	178	20,260.32	242	32,973.95
AUGUST	99	10,836.08	163	21,688.82
SEPTEMBER	4	436.00	4	436.00
OCTOBER	135	16,451.47	212	30,589.71
NOVEMBER	175	19,910.39	261	37,731.29
DECEMBER	159	17,980.16	241	32,330.21
JANUARY	96	11,746.00	136	20,181.65
FEBRUARY	7	760.00	51	5,528.00
MARCH				
APRIL				
MAY				
JUNE				
<b>TOTALS</b>	<b>853</b>	<b>98,380.42</b>	<b>1,310</b>	<b>181,459.63</b>





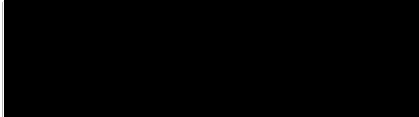
1.2.9. Release of Lien Report



Recording requested by :

MARK J. SALADINO  
TAX COLLECTOR  
COUNTY OF LOS ANGELES

When recorded mail to :



Space above this line for Recorder's use

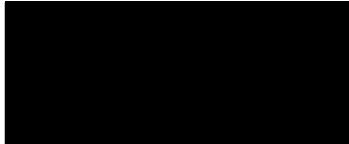
LOS ANGELES COUNTY TAX COLLECTOR

225 North Hill Street  
Los Angeles, California 90012

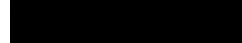
RELEASE OF LIEN

The Tax Collector of Los Angeles County hereby releases and certifies that there has been released all property from any lien imposed thereon by filing and recording of that certain certificate of amount of Public Health License or Operating Permit Fees and penalties for the following:

LICENSEE AND ADDRESS



YEAR/CODE/ACCOUNT



AMOUNT

139:00

BUSINESS DESCRIPTION

FOOD/MILK-RET DELIVERY VEH

SITUS OR LOCATION



as recorded on March 30, 2006, as Document Number [Redacted],  
in the Office of the Registrar-Recorder of Los Angeles County.

NOTE :

There will be a service charge of \$33.00 for any  
check returned by the bank for any reason.

[Redacted] TAX COLLECTOR  
COUNTY OF LOS ANGELES





1.2.10. Revised Parcel Report

REVISED PARCEL LIST			09/07/22	PAGE 1
NEW PARCEL	OLD PARCEL	DATE		

1.2.11. PH Updated Report by Business Code

RUN DATE	07-30-09	PH36 PUBLIC HEALTH UPDATE REPORT BY BUSINESS CODE - ACCOUNT NUMBER	PAGE	1				
CODE	ACCOUNT	TXN REC S	BEFORE CHANGE	RECORD INFORMATION	AFTER CHANGE	DIST	BATCH #	REASON
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								
0250								

1.2.12. PH Status Report

RUN DATE		07-24-09		PH38		PUBLIC HEALTH STATUS REPORT					
CODE	CODE OUTPUT TOTAL	CODE OUTPUT ACTIVE ACCTS	PAID ACCTS(ACTIVE) ITEM	AMOUNT	UNPAID ACCTS(ACTIVE) ITEM	AMOUNT	PAID DELETES ITEM	AMOUNT	UNPA ITEM		

### 1.3. Treasurer Tax Collector Documents

Treasurer Tax Collector documents in this section include the types of documents currently used as of the date of this attachment:

#### 1.3.1. PH License Fee – Info Bill

**COUNTY OF LOS ANGELES**

**INFO BILL NOTICE OF PUBLIC HEALTH LICENSE FEE DUE**

**MAILING ADDRESS:**  
ORANGE AVE CONDO HOA  
ORANGE AVE CONDO HOA  
JENNIE NI  
[REDACTED]

**PRIOR FEE DUE \$ 136.00**  
**CURRENT FEE DUE \$ 89.00**  
**PAYMENT RECEIVED \$ 86.00**  
**PAY THIS AMOUNT \$ 139.00**

**TYPE OF BUSINESS: CONDOMINIUM-(5-20 UNITS)**

**LOCATION: 526 528 S ORANGE AVE MPK 91755 00003**

**BUS. CD-ACCOUNT # DISTRICT CODE #**  
0250-5B2086 JUL 27

**061011** There will be a \$33.00 service charge for any check returned by the bank for any reason. Additional penalties may apply and your license may be cancelled.

IF YOUR NAME IS NOT ON THIS BILL, DO NOT SEND PAYMENT. CONTACT DEPARTMENT OF PUBLIC HEALTH AT (626) 430 6350.

**RETURN THIS NOTICE WITH PAYMENT** **COUNTY OF LOS ANGELES** **ISSUE DATE 09-15-06**

**INFO BILL NOTICE OF PUBLIC HEALTH LICENSE FEE DUE**

**BUS. CD-ACCOUNT # DISTRICT CODE #**  
[REDACTED] 27

**PRIOR-FEE-DUE \$ 136.00**  
**CURRENT FEE DUE \$ 89.00**  
**PAYMENT RECEIVED \$ 86.00**  
**PAY THIS AMOUNT \$ 139.00**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1.3.2. PH License Fee – Interim Bill

[REDACTED] LICENSE NOT PAID BY DUE DATE 03-19-09  
[REDACTED] CITY OF LOS ANGELES  
ISSUE DATE 02-19-09  
INTERIM BILL NOTICE OF PUBLIC HEALTH LICENSE FEE DUE

MAILING ADDRESS: [REDACTED] CURRENT FEE DUE \$ [REDACTED]  
[REDACTED] PAY THIS AMOUNT \$ [REDACTED]  
TYPE OF BUSINESS FOOD PROC-WBSLE (6000+)

LOCATION 1452 W KNOX ST B LA 90501 000012

[REDACTED] DISTRICT CODE # 10  
There will be a \$25.00 service charge for any check returned by the bank for any reason. Additional penalties may apply and your license may be canceled.  
PLEASE DO NOT SEND PAYMENT TO CONTACT DEPARTMENT OF PUBLIC HEALTH

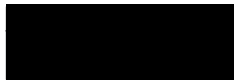
RETURN THIS NOTICE WITH PAYMENT COUNTY OF LOS ANGELES ISSUE DATE 02-19-09  
INTERIM BILL NOTICE OF PUBLIC HEALTH LICENSE FEE DUE

SUS. ID. ACCOUNT # [REDACTED] DISTRICT CODE # [REDACTED]  
CURRENT FEE DUE \$ 2456.00

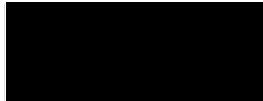
SUNRIDER MANUFACTURER LP  
SUNRIDER INTERNATIONAL  
[REDACTED] PAY THIS AMOUNT \$ 2456.00

[REDACTED]

1.3.3. Notice of Enforcement

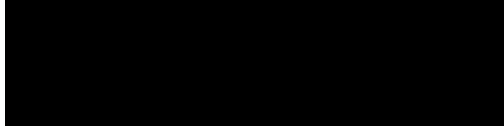


License Section



MARK J. SALADINO  
TREASURER AND TAX COLLECTOR

4250 087170 JUL 010208  
THE WOODS HOA  
THE WOODS

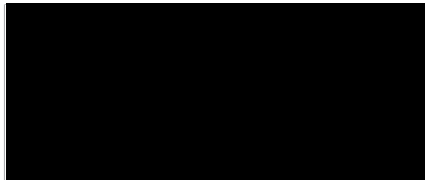


TOTAL FEE DUE + \$ 303.75\*  
WITH PENALTY  
CONDOMINIUM/POOL (5-20 UNITS)  
27

x



NOTICE OF ENFORCEMENT



TOTAL FEE DUE + \$ 303.75\*  
WITH PENALTY

LOCATION OF BUSINESS BEING CITED



27

FINAL NOTICE BEFORE LEGAL ACTION

You are hereby notified that unless payment of your annual Public Health License or Operating Permit fee is received on or before **JAN 02, 2008**, legal proceedings will be instituted.

If payment was made after **NOV 15, 2007**, please disregard this notice.

If you have any questions regarding this, please call

**AUTHORITY FOR ENFORCEMENT:** Los Angeles County Title 8 Section 8.04.540

Section 8.04.842. If the fee and penalty as described in Section 8.04.840 of this chapter is not paid within 90 days after the delinquency date, a certificate of lien may be recorded against the licensee or permittee as authorized by Section 101345 of the California Health and Safety Code.

Section 113920 of the California Uniform Retail Food Facilities Law (a) "a food facility shall not be open for business without a valid permit"; Section 113923 states in addition to the penalties under Section 113925, violators shall be subject to closure of the facility and a penalty not to exceed three times the cost of the public health permit.

To avoid this action, payment of the above amount must reach this office by the date stated above. Please use the enclosed reply envelope together with the upper portion of this notice to ensure dismissal of proceedings.

If you are no longer the owner of the business or if you are the new owner, contact the Department of Public Health at (626) 430-5350 to cancel or apply for a new Public Health License/Permit.

NOTE: THERE WILL BE A \$33.00 SERVICE CHARGE FOR ANY CHECK RETURNED BY THE BANK FOR ANY REASON.

09290

LOS ANGELES COUNTY  
TREASURER & TAX COLLECTOR

SEE REVERSE SIDE

1.3.4. Certificate of Lien

Recording occurred by: [REDACTED]

When recorded mail to: [REDACTED]

[REDACTED]

CERTIFICATE OF LIEN

FILED BY LOS ANGELES COUNTY TAX COLLECTOR

I, MARK J. SALADINO, TAX COLLECTOR of the County of Los Angeles, State of California, in compliance with the provisions of Section 510.7 of the Health and Safety Code, do hereby certify that there are on record in my office delinquent Public Health License or Operating Permit fees which were duly assessed, computed and levied together with penalties and costs prescribed by law for the years and in the amounts set forth below.

LICENSEE AND ADDRESS:	AMOUNT
[REDACTED]	\$ 366.00

YEAR/CODE/ACCOUNT NO.: 05/2220/729367/P

BUSINESS DESCRIPTION: CERTIFIED PRODUCERS (L-20)

STATUS OR ADDRESS: [REDACTED]

From the time of recording of this certificate, for a period of ten years or any extension thereof, the amount required to be paid as shown herein will constitute a lien upon all real and personal property owned or hereafter acquired by the above named assessee with the County of Los Angeles.

NOTE:  
There will be a service charge of \$33.00 for any check returned by the bank for any reason.

[REDACTED]

[REDACTED]

1.3.5. Release of Lien



Space above this line for Recorder's use

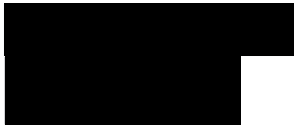
LOS ANGELES COUNTY TAX COLLECTOR



RELEASE OF LIEN

The Tax Collector of Los Angeles County hereby releases and certifies that there has been released all property from any lien imposed thereon by filing and recording of that certain certificate of amount; of Public Health License or Operating Permit; Fees and penalties for the following:

LICENSEE AND ADDRESS



YEAR/CODE/ACCOUNT



AMOUNT

139 00

BUSINESS DESCRIPTION

FOOD/MILK-RET DELIVERY VEH

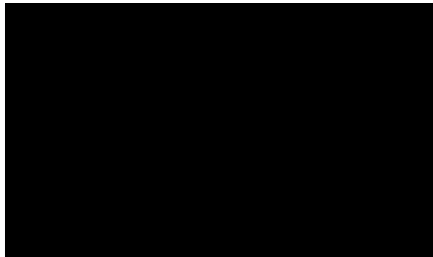
SITUS OR LOCATION



as recorded on March 30, 2006, as Document Number 2006 273121 in the Office of the Registrar-Recorder of Los Angeles County.

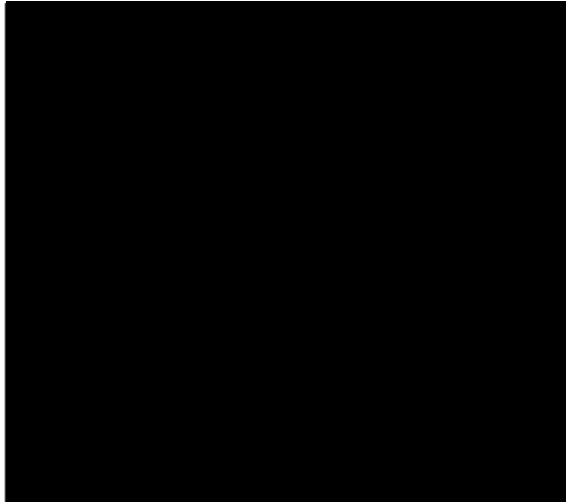
NOTE :

There will be a service charge of \$33.00 for any check returned by the bank for any reason.



**1.4. Public Health Finance Forms**

**1.4.1. Invoices (page 1)**



Invoice Number



Dear Mr. [REDACTED]

Enclosed is a County of Los Angeles invoice in the amount of \$11,696.00 which represents the overtime services rendered from the Environmental Health Specialists who performed an Illegal Vendor Sweeps for the period September - November 2008.

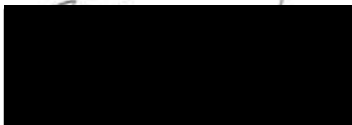
Please remit your payment within ten days from receipt of this invoice. Payment is to be made payable to the County of Los Angeles, and forwarded to:

Department of Public Health



Thank you for your immediate attention to this matter. If you have any questions or require any additional information, please contact [REDACTED]

Sincerely,





1.4.2. Invoices (page 2)

PUBLIC HEALTH  
Financial Management



INVOICE

To:

Date: 2/10/2009

Invoice #:   
Account #:

DATE OF SERVICE	DESCRIPTION	AMOUNT DUE
-----------------	-------------	------------

Sept. - Nov. '08	<b>Services Rendered from:</b> Environmental Health Specialists from the County of Los Angeles, Department of Health Services	
------------------	--	--

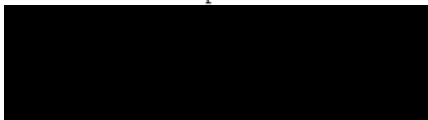
**Services Rendered:**  
Illegal Vendor Sweeps

**Services Location:**  
USC Campus and Surrounding public streets

Overtime Hours 172.00 Hrs @ per hour =   
**TOTAL**

PLEASE REMIT PAYMENT WITHIN TEN (10) DAYS FROM RECEIPT OF INVOICE:

Make check payable to : COUNTY OF LOS ANGELES  
Public Health Department



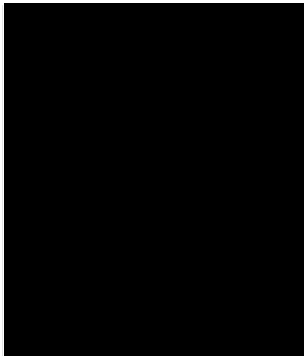
If you have any questions regarding this invoice, please feel free to contact my staff,   
at

Authorized Signature:

1.4.3. Notice for Unpaid Invoice



BOARD OF SUPERVISORS



**PAST DUE** – Your payment is over 30 days late. Please pay now. Unpaid accounts will be referred to collections.

Initials SL Date 3/12/09



February 11, 2009



Invoice Number

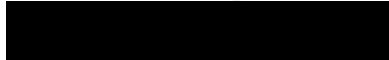


Dear Mr.

Enclosed is a County of Los Angeles invoice in the amount of \$11,696.00 which represents the overtime services rendered from the Environmental Health Specialists who performed an Illegal Vendor Sweeps for the period September - November 2008.

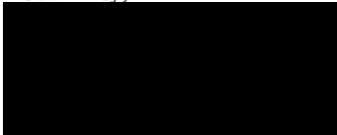
Please remit your payment within ten days from receipt of this invoice. Payment is to be made payable to the County of Los Angeles, and forwarded to:

Department of Public Health  
Revenue Management



Thank you for your immediate attention to this matter. If you have any questions or require any additional information, please contact

Sincerely,



**Attachment C1D – Reports**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS)  
AND RELATED SERVICES**

**(RFP No. 44)**

## **Attachment C1D**

### **Table of Contents**

#### **1. Introduction**

This document is to serve as a reference to functional requirements on Environmental Health reports and to Tobacco Control and Prevention program reports. The following sections list sample Environmental Health reports by type of report:

- Daily Activity
- Productivity/ Work Activity Performance
- Performance Measures and Dashboard
- Site Tracking and Inventory
- Professionals Tracking and Inventory
- Lab Results
- Financial Activity
- Administrative

In addition, the last section contains a sample report for another Department of Public Health program, the Tobacco Control and Prevention program.

All the sections on types of reports have tables that contain the high level purpose of the report as well as fields needed for report display.

## 2. Daily Activity Report

Environmental Health Reports	Phase
<b>Daily Activity Report</b>	
<p>Report on employee time and mileage that summarizes minutes worked, minutes taken off of work, and mileage driven with report display including:</p> <ul style="list-style-type: none"> <li>a) EH Employee number</li> <li>b) Bureau</li> <li>c) Cost center</li> <li>d) Date worked</li> <li>e) Total minutes worked for each day</li> <li>f) Total miles for each day</li> <li>g) Total minutes time off</li> </ul>	1

### 3. Productivity/ Work Activity Performance Reports

Environmental Health Reports	Phase
Productivity/ Work Activity Performance Reports	

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report on activity performance that lists the number of activities performed for a specific date or period of time with report display including:</p> <ul style="list-style-type: none"> <li>a) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>b) Type of Facility</li> <li>c) EH Employee number</li> <li>d) Cost center</li> <li>e) Bureau</li> <li>f) Sub district</li> <li>g) Supervisorial district</li> <li>h) SPA</li> <li>i) City</li> <li>j) Count of activities</li> <li>k) Total hours used for each activity</li> <li>l) Percent of total time used for each activity</li> <li>m) Average hours spent per activity</li> </ul> <p><u>Additional display for food and milk program only:</u></p> <ul style="list-style-type: none"> <li>n) Date of Activity</li> <li>o) Type of complaint (Food borne illness, regular, etc.). For complaints only</li> <li>p) Type of sample product secured (ice cream, ice milk, frozen yogurt). Note: for Soft Serve sample collection only</li> <li>q) Business site address</li> <li>r) Doing Business As</li> <li>s) Plant number (Note: only for soft serve sample collection)</li> <li>t) EH Employee received complaint (Name)</li> <li>u) EH Employee Assigned to activity (Name)</li> <li>v) Abatement status</li> <li>w) Total number of activities per activity type</li> <li>x) Total time spent per activity per EH employee assigned</li> <li>y) Total number of samples taken per plant for all soft serve activity types</li> <li>z) Average number of samples taken per plant for all soft serve activity types</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report on employee performance that provides the amount of time an employee spent in the field, in the office, and making inspections for a specific date or period of time with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of Facility (have option of selecting all Type of Facilities to select all of Environmental Health)</li> <li>b) Bureau</li> <li>c) District Office Area</li> <li>d) Cost center</li> <li>e) Sub district</li> <li>f) Supervisorial district</li> <li>g) SPA</li> <li>h) City</li> <li>i) EH Employee number</li> <li>j) Field hours</li> <li>k) Number of hours used in non-field related activities</li> <li>l) Number of inspections conducted</li> <li>m) Number of complaints investigated</li> <li>n) Number of revisit inspections conducted</li> <li>o) Time used in hours for each inspection</li> <li>p) Time used in hours for each complaint inspection</li> <li>q) Time used in hours for each revisit inspection</li> <li>r) Average number of violation per each inspection</li> <li>s) Total hours the employee has taken off within the specified time period</li> </ul>	1



**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report on productivity that lists the number of inspections and goal percentages with report display including:</p> <ul style="list-style-type: none"> <li>a) Bureau</li> <li>b) Type of facility</li> <li>c) Cost center</li> <li>d) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>e) Month (what month the percentage is for)</li> <li>f) Total number of inspections</li> <li>g) Inspection goal based on inspection standard</li> <li>h) Actual number of inspections</li> <li>i) Inspection monthly percentage</li> <li>j) Inspection year to date percentage</li> <li>k) Inspection goal percentage</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report on work goals that summarizes the number of inspections and workload statistic monitoring with report display including:</p> <ul style="list-style-type: none"> <li>a) Month</li> <li>b) Year</li> <li>c) Type of facility(categorized by risk factor if applies)</li> <li>d) Cost center</li> <li>e) Annual inspection frequency</li> <li>f) Number of establishment</li> <li>g) Yearly and monthly target</li> <li>h) Service code number of 001, 002, 401, and 411 (routine inspection, complaint + routine inspection, owner initiated routine inspection, 30/60 day department initiated inspection) done monthly and year to date</li> <li>i) Total number of actual year to date inspections</li> <li>j) Percentage of yearly 001/002 (routine inspection/ complaint + routine inspection) targeted inspection</li> <li>k) Percentage of 001, 002, and 411 (routine inspection, complaint + routine inspection, and 30/60 day department initiated inspection) targeted inspection</li> <li>l) Total number of inspections conducted by each establishment type</li> <li>m) Grand total of all the establishment types selected</li> </ul> <p><u>Additional display for district offices program only:</u></p> <ul style="list-style-type: none"> <li>n) Adjusted goal (if not fully staffed) based on average field staff vacancy rates by Area and Bureau</li> <li>o) % difference between adjusted goal and % inspections completed by Area and Bureau: % inspections - % goal</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report on complaints for the environmental protection bureau that provides an inventory of complaints and the time EH employees spends on complaints with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of complaint</li> <li>b) Location of complaint</li> <li>c) Complainant Contact Name</li> <li>d) Complainant Contact title</li> <li>e) Complainant Contact Phone #</li> <li>f) EH Employee Name</li> <li>g) Referred from Contact Name</li> <li>h) Referred from Contact title</li> <li>i) Referred from Contact Phone #</li> <li>j) Abatement status</li> <li>k) Abatement date</li> <li>l) Business address/ site address</li> <li>m) Mailing address</li> <li>n) Media involvement (Y or N)</li> <li>o) Board of supervisor executive assignment (Y or N)</li> <li>p) Board of supervisor executive assignment #</li> <li>q) Total time spent per complaint per employee</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report that summarizes EH district office activities by categories, per district/cost center, per area, and per bureau for each month and the year to date totals for the fiscal year with report display including:</p> <ul style="list-style-type: none"> <li>a) District/cost center</li> <li>b) Bureau</li> <li>c) Area for district offices (north, central, etc.)</li> <li>d) Activity category (consumer protection, truth in menu)</li> <li>e) Total number of inspections by activity category, per district/cost center, per area, and per bureau for each month and the total for the fiscal year</li> <li>f) Food category (meat/fish/poultry, vegetable/fruits, grains/nuts, dairy, etc.)</li> <li>g) Total pounds of food by food category, per district/cost center, per area, and per bureau for each month and the total for the fiscal year</li> <li>h) Type of food facility closure category (permit suspension, permit revocation)</li> <li>i) Total of closures by type of food facility closure category, per district/cost Center, per area, and per bureau for each month and the total for the fiscal year</li> <li>j) Type of event category (illegal vendor complaints, community events)</li> <li>k) Total number of event by type of event category, per district/dost center, per area, and per bureau for each month and the total for the fiscal year</li> <li>l) Total number of regular hours spent by type of event category, per district/dost center, per area, and per bureau for each month and the total for the fiscal year</li> <li>m) Total number FTB (Franchise Tax Board) referrals, per District/Cost Center, per area, and per bureau for each month and the total for the fiscal year</li> <li>n) Total number of overtime hours spent by type of event, per District/Cost Center, per area, and per bureau for each month and the total for the fiscal year</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report that provides a tally on the number of applications and plans received for a given time frame for a given location and for the whole plan check program with report display including:</p> <ul style="list-style-type: none"> <li>a) District/cost center</li> <li>b) Bureau</li> <li>c) Area for district offices (north, central, etc.)</li> <li>d) Total # of applications received per District/Cost Center, per area, and per bureau for each month and the total for the fiscal year</li> <li>e) Total # of plans received per District/Cost Center, per area, and per bureau for each month and the total for the fiscal year</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
<p>Report that tracks the amount of time spent from initial plan review to final inspection for the plan check program with report display including:</p> <ul style="list-style-type: none"> <li>a) EH employee assigned to review the plan (name)</li> <li>b) Type of facility for plan (restaurant, warehouse, etc)</li> <li>c) Type of plan (new, remodel, other, etc.)</li> <li>d) Date and time for each plan review (initial, final, etc.)</li> <li>e) Date and time for each inspection (initial, final, etc.)</li> <li>f) Doing business as (business name)</li> <li>g) Business address (including city)</li> <li>h) Business owner (name)</li> <li>i) Business phone #</li> <li>j) Plan check #/ plan check Office</li> <li>k) Supervisorial district</li> <li>l) District office</li> <li>m) Total hours from time of initial plan review and final inspection</li> <li>n) Total number times plans reviewed per plan</li> <li>o) Total number times inspected per facility</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Productivity/ Work Activity Performance Reports</b>	
Report that tracks street vending complaints for the VIP program with report display including: <ul style="list-style-type: none"> <li>a) Complaint #</li> <li>b) Location</li> <li>c) Vehicle description</li> <li>d) Complaint description</li> <li>e) Instruction</li> <li>f) Assignment tracking</li> <li>g) Violation categories</li> <li>h) Food facility categories</li> <li>i) Supervisorial district</li> <li>j) Cost center</li> <li>k) City</li> </ul>	2B

### 4. Performance Measures and Dashboard Reports

Environmental Health Reports	Phase
<b>Performance Measures and Dashboard Reports</b>	
<p>Report on food performance measures that provides statistical data on food inspections with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of facility</li> <li>b) Activity description</li> <li>c) Violations description</li> <li>d) Risk assessment</li> <li>e) Percent of food facilities that met normal inspection frequency standard</li> <li>f) Percent of food facilities categorized as highest risk that met inspection frequency standard</li> <li>g) Percent of supervisor joint inspections of food establishments for which the score difference is <math>\leq 4</math> points</li> </ul>	1
<p>Report on housing performance measures that provides statistical data of housing inspections with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of facility</li> <li>b) Activity description</li> <li>c) Violations</li> <li>d) Number of inspections that include a healthy homes component</li> <li>e) Percent of multiple family dwelling inspected per schedule</li> <li>f) Percent of critical housing conditions with referral receiving re-inspections</li> <li>g) Percent of selected violation (violation enter in the selection criteria) that were corrected per standard</li> </ul>	1
<p>Dashboard reports that provide a consolidation of performance measure information into one report.</p> <p>Example: Report on Environmental Health performance measures and indicators. Examples of performance indicators include percent of retail food inspections resulting in an “A” grade; and percent of inspected pools closed due to unsafe water quality for a month.</p>	1



**Attachment C1D**

Environmental Health Reports	Phase
<b>Performance Measures and Dashboard Reports</b>	
<p>Report on swimming pool performance measures that provides statistical data on swimming pool inspections with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of facility</li> <li>b) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, etc.)</li> <li>c) Percent of swimming pools that meet established inspection frequency</li> <li>d) Percent of swimming pool closed that received another closure within 12 months</li> <li>e) Percent of inspected pool closed due to unsafe water condition</li> </ul>	2B
<p>Report on street vending performance measures that provides statistical data of street vending compliance sweeps with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of facility</li> <li>b) Activity description</li> <li>c) Violations</li> <li>d) Percent of street vending compliance sweeps that are completed as per standard</li> </ul>	2B

### 5. Site Tracking and Inventory Reports

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
Report on establishment counts that lists the count of active and inactive sites with report display including: <ul style="list-style-type: none"> <li>a) Type of facility</li> <li>b) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>c) Site status (active, inactive)</li> <li>d) Bureau</li> <li>e) Cost center</li> <li>f) Sub district</li> <li>g) Total count of active and inactive sites</li> </ul>	1
Report providing an inventory list of state small water systems (5-14 connections) that the drinking water program monitors for water quality with report display including: <ul style="list-style-type: none"> <li>a) Site location address</li> <li>b) System number (7 digit number)</li> <li>c) Owner name</li> <li>d) Owner mailing address</li> <li>e) Owner business address</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on establishment inspections that lists the number of inspections made with their respective scores for a specific date or period of time with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of facility</li> <li>b) APN (Assessor Parcel Number)</li> <li>c) Permit number</li> <li>d) Doing Business As (DBA)</li> <li>e) Business address</li> <li>f) Date of last inspection</li> <li>g) Score (inspection score)</li> <li>h) Bureau</li> <li>i) Cost center</li> <li>j) Sub district</li> <li>k) Type of activity</li> <li>l) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>m) Risk assessment</li> <li>n) Site status (active, inactive)</li> <li>o) Total number of active and inactive</li> <li>p) Total number of routine inspection</li> <li>q) Percentage of inspections made for active and inactive establishment</li> <li>r) Average time (hours) per routine inspection</li> <li>s) Average number of violations per routine inspection</li> <li>t) Number of establishments falling within each score range in 10% increments</li> <li>u) Total number of sites</li> <li>v) Total number of complaints investigated</li> <li>w) Total number of revisits</li> <li>x) Total number of other inspections/ services</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on facility closures and reopens that lists information pertinent to the closure and reopening of each facility with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of event (closure or reopen)</li> <li>b) Type of facility</li> <li>c) Bureau</li> <li>d) Cost center</li> <li>e) Doing Business As (DBA)</li> <li>f) Business address</li> <li>g) Closure Type (closure code: the reason(s) for closure and Health and Safety Code section(s))</li> <li>h) Name of the inspector who conducted the inspection</li> <li>i) Name of the supervisor who approved the closure</li> <li>j) Closure date</li> <li>k) Reopen date</li> <li>l) Reasons for closure</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on dates of last inspections that lists the most recent inspection conducted at an establishment prior to a specific date with report display including:</p> <ul style="list-style-type: none"> <li>a) Cost center</li> <li>b) Sub district</li> <li>c) Type of Facility</li> <li>d) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>e) Business address</li> <li>f) Risk assessment</li> <li>g) Type of Facility</li> <li>h) Business address (includes street and city)</li> <li>i) Doing Business As (DBA)</li> <li>j) Date of last inspection</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on inspection history that lists a history of inspections conducted at establishments by a cost center and type of facility over a period of time with report display including:</p> <ul style="list-style-type: none"> <li>a) Cost center</li> <li>b) Type of facility</li> <li>c) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>d) Site status (active/ inactive)</li> <li>e) Activity description</li> <li>f) Sub district</li> <li>g) Risk assessment factor</li> <li>h) Site number</li> <li>i) Establishment name/ Doing Business As</li> <li>j) Establishment address/ Business address</li> <li>k) Inspection date</li> <li>l) Score of the inspection</li> <li>m) Total number of inspections for each cost center</li> </ul>	1
<p>Report on follow-up inspection exceptions that summarizes all the sites not having a follow-up inspection within a specified number of days after an original inspection has been conducted with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of facility</li> <li>b) Cost center</li> <li>c) Sub district</li> <li>d) Business address/ Site address</li> <li>e) Inspector's employee number</li> <li>f) Inspection date</li> <li>g) Number of days from original inspection date</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on grade distribution that provides a count and percentage of each inspection letter grade with report display including:</p> <ul style="list-style-type: none"> <li>a) Currently posting grade</li> <li>b) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>c) Type of facility</li> <li>d) Percentage of each letter grade</li> <li>e) Count of each letter grade</li> <li>f) Total count of all grade combined</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on special circumstances that lists the site with special circumstances with report display including:</p> <ul style="list-style-type: none"> <li>a) Cost center</li> <li>b) Sub-district</li> <li>c) Bureau</li> <li>d) Type of facility</li> <li>e) Type of special circumstances (selling raw oysters, night stop facility, tobacco survey, project, hookah bar, alcohol consumption, etc.)</li> <li>f) Doing Business As (business name)</li> <li>g) Business address</li> <li>h) Risk factor (if applicable)</li> <li>i) Last routine inspection</li> </ul> <p><u>Additional display for plan check program only:</u></p> <ul style="list-style-type: none"> <li>j) Variance description (description of exemptions from the law and policy)</li> <li>k) Who issued variance (name of EH employee/manager)</li> <li>l) Variance effective date (date variance signed)</li> <li>m) Business owner (name)</li> <li>n) Business phone #</li> <li>o) Plan Check #/ Plan Check Office</li> <li>p) Supervisorial district</li> <li>q) Board of supervisor executive assignment (Y or N)</li> <li>r) Board of supervisor executive assignment #</li> </ul>	1



**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report for the drinking water program that lists all corrective actions with report display including:</p> <ul style="list-style-type: none"> <li>a) System number (7 digit number)</li> <li>b) Doing Business As (DBA)/ water company name</li> <li>c) Water system violation category (notice of violation, procedural, unsafe water alerts)</li> <li>d) Number of unsafe water alerts</li> <li>e) Date corrective action sent</li> <li>f) Are violations outstanding (Y or N)</li> <li>g) LA county permit status (active, inactive, revoke, etc.)</li> <li>h) Water supply permit status (current, expired)</li> </ul>	1
<p>Report that provides an inventory of wells for the drinking water program with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of well (surface, monitoring, production, etc.)</li> <li>b) Site address</li> <li>c) APN (Assessor Parcel Number)</li> <li>d) GPS address (longitude and latitude)</li> <li>e) Under construction (Y or N)</li> <li>f) Water treatment device installed (Y or N)</li> <li>g) Water yield greater than 3 gallons per minute (Y or N)</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report for the environmental hygiene program that provides an inventory of body art sites, licenses and license payment in county and incorporated areas with report display including:</p> <ul style="list-style-type: none"> <li>a) Doing Business As (company name)</li> <li>b) Business address (for body art site)</li> <li>c) Body art site license number</li> <li>d) Body art site violations (lack of sinks for hand washing, lack of sharps container)</li> <li>e) Status of license (current, expired)</li> <li>f) Last date license renewed or issued</li> <li>g) Total number of sites by city</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on plan approval that tracks plan check submittals and associated payments for the recreational waters program with report display including:</p> <ul style="list-style-type: none"> <li>a) Plan check #</li> <li>b) Site physical address</li> <li>c) Plan category (re-plaster, new, equipment change, etc.)</li> <li>d) Plan status (approved, denied, pending)</li> <li>e) Who submitted plan (name of the individual contractor)</li> <li>f) Date of plan submission</li> <li>g) Owner of the site of the project (company name)</li> <li>h) Owner contact name</li> <li>i) Owner address</li> <li>j) Owner contact phone #</li> <li>k) Contractor license number</li> <li>l) Contractor license type (C53, D30, etc.)</li> <li>m) Contractor name (name of the company)</li> <li>n) Contractor contact Phone #</li> <li>o) Contractor contact fax #</li> <li>p) Contractor business address</li> <li>q) Date payment received</li> <li>r) Amount paid (dollar amount)</li> <li>s) Inspector the plan assigned to</li> <li>t) Who logged the plan (name)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
Report on ocean monitoring for public use for the recreational waters program with report display including: <ul style="list-style-type: none"> <li>a) Beach sampling site location (GIS and GPS coordinates)</li> <li>b) Lab results above the range allowed</li> <li>c) Date of lab results</li> </ul>	2B
Report on ocean monitoring for internal use for the recreational waters program with report display including: <ul style="list-style-type: none"> <li>a) Beach sampling site location (GIS and GPS coordinates)</li> <li>b) Sample #</li> <li>c) Agency that collected sample</li> <li>d) Beach mile days (amount of time in days the beach was posted to indicated an exceedance)</li> <li>e) Lab results above the range allowed</li> <li>f) Date of lab results</li> <li>g) Lifeguard agency notified (Y or N)</li> <li>h) Date of posting notification</li> <li>i) Media involvement (Y or N)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report providing an inventory of beach closures for providing notifications on beach water quality for the recreational waters program with report display including:</p> <ul style="list-style-type: none"> <li>a) Beach sampling site location (GIS and GPS coordinates)</li> <li>b) Sample #</li> <li>c) Agency that collected sample</li> <li>d) Lab results above the range allowed</li> <li>e) Date of lab results</li> <li>f) Lifeguard agency notified (Y or N)</li> <li>g) Date of posting notification</li> <li>h) Media involvement (Y or N)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on tracking the testing, results, billing, and payment of backflow prevention devices for all of LA county for the cross connections program with report display including:</p> <ul style="list-style-type: none"> <li>a) Firm # (associated with where the device is located at the company/and or parent company)</li> <li>b) Backflow device #</li> <li>c) Backflow device Make #</li> <li>d) Backflow device Model (name)</li> <li>e) Backflow device Model #</li> <li>f) Size of backflow device</li> <li>g) Location of backflow device (where physically located in the company)</li> <li>h) Backflow device Serial #</li> <li>i) Address of location of backflow device</li> <li>j) Results of annual backflow tests</li> <li>k) Testing status (delinquent, complete)</li> <li>l) Date of annual backflow test</li> <li>m) Tester name of the annual backflow test</li> <li>n) Tester # of the annual backflow test</li> <li>o) Gauge utilized by tester</li> <li>p) Calibration date of gauge utilized by tester</li> <li>q) Company of tester for the annual backflow test</li> <li>r) Site Contact Name</li> <li>s) Site Contact title</li> <li>t) Site Contact Phone #</li> <li>u) Mailing address for billing to the parent company</li> <li>v) Date bill sent</li> <li>w) Date bill becomes delinquent</li> <li>x) Amount billed (dollar amount)</li> <li>y) Payment status (paid or not paid)</li> <li>z) Date payment received</li> <li>aa) Penalties (dollar amount of penalties)</li> <li>bb) Mailing address for test notice to company where device located</li> <li>cc) Company Name (where device is located and/or parent company)</li> <li>dd) Total # of Backflow Prevention Devices per company name</li> <li>ee) Total # of Backflow Prevention Devices</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on submitted plan inventory that tracks plans for projects (plan approval, payment, referrals) for the cross connections program with report display including:</p> <ul style="list-style-type: none"> <li>a) Plan check #</li> <li>b) Site #</li> <li>c) Site physical address</li> <li>d) Plan category (recycled water, Gray/Grey water, rain water, dental, dialysis)</li> <li>e) Plan status (approved, denied, pending)</li> <li>f) Who submitted plan (Name)</li> <li>g) Date of plan submission</li> <li>h) Owner of the site of the project (company name)</li> <li>i) Contractor of project (company name)</li> <li>j) Owner contact name</li> <li>k) Owner contact title</li> <li>l) Owner contact phone #</li> <li>m) Contractor contact name</li> <li>n) Contractor contact title</li> <li>o) Contractor contact Phone #</li> <li>p) Water purveyor (company name)</li> <li>q) Water purveyor Contact Name</li> <li>r) Water purveyor Contact title</li> <li>s) Water purveyor Contact Phone #</li> <li>t) Payment status (paid or not paid)</li> <li>u) Date payment received</li> <li>v) Amount paid (dollar amount)</li> <li>w) Who referred to (in house or outside agencies names)</li> <li>x) Referred to contact Name</li> <li>y) Referred to contact title</li> <li>z) Referred to contact Phone #</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on recycled water project changes, updates and billing for the cross connections program with report display including:</p> <ul style="list-style-type: none"> <li>a) Recycled water category (dual plumbed, dual use)</li> <li>b) Water supervisor contact name</li> <li>c) Water supervisor Contact title</li> <li>d) Water supervisor Contact Phone #</li> <li>e) Water purveyor Contact Name</li> <li>f) Water purveyor Contact title</li> <li>g) Water purveyor Contact Phone #</li> <li>h) Master permit holder (company name)</li> <li>i) Master permit holder Contact Name</li> <li>j) Master permit holder Contact title</li> <li>k) Master permit holder Contact Phone #</li> <li>l) Payment status (paid or not paid)</li> <li>m) Date payment received</li> <li>n) Amount paid (dollar amount)</li> <li>o) Date billing notice sent</li> <li>p) Date of site evaluation</li> <li>q) Who did site evaluation (name of cross connections employee)</li> </ul>	2B



**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on rain water system project changes and updates for the cross connections program that tracks rain water systems for changes and updates on an annual basis, including annual site evaluation with report display including:</p> <ul style="list-style-type: none"> <li>a) Rain water system category (residential, commercial, institutional, industrial)</li> <li>b) Referral category (in house, agency)</li> <li>c) Referred to contact Name</li> <li>d) Referred to contact title</li> <li>e) Referred to contact Phone #</li> <li>f) Water supervisor contact name</li> <li>g) Water supervisor contact title</li> <li>h) Water supervisor contact Phone #</li> <li>i) Water purveyor contact Name</li> <li>j) Water purveyor contact title</li> <li>k) Water purveyor contact Phone #</li> <li>l) Date of site evaluation</li> <li>m) Who did site evaluation (name of cross connections employee)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on gray/grey water system project changes and updates for the cross connections program that tracks gray/grey water systems for changes and updates on an annual basis, including annual site evaluation with report display including:</p> <ul style="list-style-type: none"> <li>a) Gray/Grey water system category (residential, commercial, institutional, industrial)</li> <li>b) Type of dispersal (subsurface drip, leach field, etc.)</li> <li>c) Referral category (in house, agency)</li> <li>d) Referred to contact Name</li> <li>e) Referred to contact title</li> <li>f) Referred to contact Phone #</li> <li>g) Water supervisor contact name</li> <li>h) Water supervisor contact title</li> <li>i) Water supervisor contact Phone #</li> <li>j) Water Purveyor contact Name</li> <li>k) Water Purveyor contact title</li> <li>l) Water Purveyor contact Phone #</li> <li>m) Date of site evaluation</li> <li>n) Who did site evaluation (name of cross connections employee)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on water treatment for the cross connections program that tracks for the number of water system approvals, associated payments, changes, and updates with report display including:</p> <ul style="list-style-type: none"> <li>a) Site #</li> <li>b) Site physical address</li> <li>c) Who submitted plan (Name)</li> <li>d) Date of plan submission</li> <li>e) Owner of the site of the project (company name)</li> <li>f) Contractor of project (company name)</li> <li>g) Owner contact name</li> <li>h) Owner contact title</li> <li>i) Owner contact phone #</li> <li>j) Contractor contact name</li> <li>k) Contractor contact title</li> <li>l) Contractor contact phone #</li> <li>m) Water purveyor (company name)</li> <li>n) Water purveyor contact name</li> <li>o) Water purveyor contact title</li> <li>p) Water purveyor contact Phone #</li> <li>q) Payment status (paid or not paid)</li> <li>r) Date payment received</li> <li>s) Amount paid (dollar amount)</li> <li>t) Date of site evaluation</li> <li>u) Who did site evaluation (name of cross connections employee)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on OWTS (Onsite Waste Water System) inventory that lists of all OWTS that the land use program monitors by a specified geographic area with report display including:</p> <ul style="list-style-type: none"> <li>a) Site address (will be the owner address, includes city)</li> <li>b) APN (Assessor Parcel Number)</li> <li>c) GPS address (longitude and latitude)</li> <li>d) Type of OWTS (conventional, non-conventional, etc.)</li> <li>e) Owner name</li> <li>f) Supervisorial district</li> <li>g) County Unincorporated Area (Y or N)</li> </ul>	2B
<p>Report on non-conventional OWTS for the land use program that tracks the permits for non-conventional OWTS with report display including:</p> <ul style="list-style-type: none"> <li>a) Site address (will be the owner address, includes city)</li> <li>b) APN (Assessor Parcel Number)</li> <li>c) GPS address (longitude and latitude)</li> <li>d) Owner name</li> <li>e) Supervisorial district</li> <li>f) County Unincorporated Area (Y or N)</li> <li>g) Permit status (active, inactive, etc.)</li> <li>h) Payment status (paid or not paid)</li> <li>i) Date payment received</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report that lists all pumper trucks the land use program monitors with report display including:</p> <ul style="list-style-type: none"> <li>a) Business address/ site address</li> <li>b) Vehicle license plate number</li> <li>c) Health department (HD) registration number (4 digits)</li> <li>d) Certification number</li> <li>e) Type of pumper truck (trailer, vehicle, etc.)</li> <li>f) Owner name</li> <li>g) Supervisorial district</li> <li>h) County Unincorporated Area (Y or N)</li> </ul>	2B
<p>Report that lists all chemical toilets that the land use program monitors with report display including:</p> <ul style="list-style-type: none"> <li>a) Business address/ site address</li> <li>b) Toilet rental agency permit</li> <li>c) Owner name</li> <li>d) Supervisorial district</li> <li>e) County Unincorporated Area (Y or N)</li> <li>f) Total number of chemical toilets at site</li> </ul>	2B
<p>Report that lists all the mountain cabin sites the land use program monitors with report display including:</p> <ul style="list-style-type: none"> <li>a) Site address</li> <li>b) Current occupant (name)</li> <li>c) Type of cabin (dry, plumbed, etc.)</li> <li>d) Water source (well, water system, municipal water system)</li> <li>e) Type of OWTS (conventional, non-conventional, municipal, etc.)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report that provides an inventory of all plans to be reviewed by plan check program and flags those plans received 15 days or more from the current date that have not yet been reviewed with report display including:</p> <ul style="list-style-type: none"> <li>a) Date payment received for plan review</li> <li>b) EH employee who received plan (name)</li> <li>c) EH employee assigned to review the plan (name)</li> <li>d) Type of facility for plan (restaurant, warehouse, etc)</li> <li>e) Type of plan (new, remodel, other, etc.)</li> <li>f) Date initial plan reviewed</li> <li>g) Plan received 15 days or more ago from current date and have not been reviewed (Y or N)</li> <li>h) Doing business as (business name)</li> <li>i) Business Address (including city)</li> <li>j) Person who submitted plan (name)</li> <li>k) Person who submitted title</li> <li>l) Person who submitted phone #</li> <li>m) Business owner (name)</li> <li>n) Business phone #</li> <li>o) Plan check #/ plan check office</li> <li>p) Supervisorial district</li> <li>q) District office</li> <li>r) Total time in hours from time initial plan review to plan approval</li> <li>s) Plan Review expedited (Y or N)</li> <li>t) Who authorized expedited plan review (name of EH employee)</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report that tracks requests received by the plan check program with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of request (final inspection, follow up, equipment evaluation, site evaluation, etc.)</li> <li>b) Date request received</li> <li>c) Request received 3 business days or more ago from current date and have not been responded to (Y or N)</li> <li>d) Date of response</li> <li>e) Request status (approved, not approved, etc.)</li> <li>f) Doing business as (business name)</li> <li>g) Business address (including city)</li> <li>h) Business owner (name)</li> <li>i) Business phone #</li> <li>j) Plan check #/ plan check Office</li> <li>k) Supervisorial district</li> <li>l) District office</li> <li>m) Response expedited (Y or N)</li> <li>n) Who authorized expedited response (name of EH employee)</li> <li>o) Board of supervisor executive assignment (Y or N)</li> <li>p) Board of supervisor executive assignment #</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
<p>Report on food borne illness (FBI) case disposition for the food and milk program with report display including:</p> <ul style="list-style-type: none"> <li>a) Disposition (district, food &amp; milk, other specialties)</li> <li>b) Type of facility (food market retail, restaurant, etc.)</li> <li>c) EH Employee Name</li> <li>d) Doing Business As</li> <li>e) Business Address</li> <li>f) City</li> <li>g) District/ Cost Center (name)</li> <li>h) Sub district (sub district of the DSE/district)</li> <li>i) SPA</li> <li>j) Supervisorial district</li> <li>k) Total number of cases received by cost center, district, sub district, city, type of facility, EH employee name, SPA, supervisorial district, and disposition</li> </ul>	2B
<p>Report on food borne illness cases for the Acute Communicable Disease (ACDC) unit of the Department of Public Health that lists cases based on selected date range, suspect food category, outbreak number and type of restaurant with report display including:</p> <ul style="list-style-type: none"> <li>a) Food category (meat, poultry, fish, shellfish, produce, egg, raw milk/ cheese, other)</li> <li>b) Type of facility</li> <li>c) Outbreak number</li> </ul>	2B



**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
Report for vehicle inspection program that lists sites by commissary with report display including: <ul style="list-style-type: none"> <li>a) Cost center</li> <li>b) Commissary</li> <li>c) Type of facility</li> <li>d) Site status (active, inactive)</li> <li>e) Doing business as (business name)</li> <li>f) Last inspection</li> <li>g) Vehicle license</li> <li>h) VIN</li> <li>i) Permit number</li> </ul>	2B
Report on healthy homes (HH) top conditions for the lead program that shows which are the most commonly found HH conditions with report display including: <ul style="list-style-type: none"> <li>a) Violation type</li> <li>b) Count</li> <li>c) Percentage of inspections with each type of violation/ condition</li> </ul>	2B
Report on healthy homes (HH) compliance rate for the lead program that shows the compliance rate for each type of HH conditions with report display including: <ul style="list-style-type: none"> <li>a) Violation type</li> <li>b) Activity description</li> <li>c) Percentage of inspections where each HH condition was corrected</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Site Tracking and Inventory Reports</b>	
Report for the lead program that lists properties with identified peeling or deteriorated paint with report display including: <ul style="list-style-type: none"> <li>a) Violation type</li> <li>b) Activity description</li> <li>c) Address</li> <li>d) Date of inspection</li> <li>e) Zip code</li> <li>f) City</li> <li>g) BOS district</li> </ul>	2B
Report for the lead program that lists properties where unsafe lead work practices were confirmed with report display including: <ul style="list-style-type: none"> <li>a) Activity description</li> <li>b) Violation type</li> <li>c) Option code</li> <li>d) Address</li> <li>e) Date of inspection</li> <li>f) Zip code</li> <li>g) City</li> <li>h) BOS district</li> </ul>	2B

## 6. Professionals Tracking and Inventory Reports

Environmental Health Reports	Phase
<b>Professionals Tracking and Inventory Reports</b>	
<p>Report for the environmental hygiene program that provides an inventory of body art practitioners, licenses and license payment in county and incorporated areas with report display including:</p> <ul style="list-style-type: none"> <li>a) Technician name</li> <li>b) Mailing address for Technician</li> <li>c) Technician license number</li> <li>d) Technician violations (not using disposable needles, not using gloves)</li> <li>e) Blood borne pathogen certification (Y or N)</li> <li>f) Hepatitis B vaccination (Y or N)</li> <li>g) Status of license (current, expired)</li> <li>h) Last date license renewed or issued</li> <li>i) Type of permit/license (temporary, annual)</li> <li>j) Total number of technicians by city</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Professionals Tracking and Inventory Reports</b>	
<p>Report for internal use by the recreational waters program that provides an inventory of swimming pool certified technicians and licenses in county and incorporated areas with report display including:</p> <ul style="list-style-type: none"> <li>a) Technician license #</li> <li>b) First, middle, and last name of technician</li> <li>c) Technician account #</li> <li>d) Type of certification (tech apprentice, full tech)</li> <li>e) Mailing address for technician</li> <li>f) Phone number of technician</li> <li>g) Status of tester license (current, expired, active, suspended, revoked)</li> <li>h) Bill for license renewal sent (Y or N)</li> <li>i) Date bill for license renewal sent</li> <li>j) Last date license renewed or issued</li> <li>k) Total number of technicians</li> </ul>	2B
<p>Report for public use by the recreational waters program that provides an inventory of swimming pool certified technicians and licenses in county and incorporated areas with report display including:</p> <ul style="list-style-type: none"> <li>a) Technician license #</li> <li>b) First, middle, and last name of technician</li> <li>c) Status of tester license (current, expired, active, suspended, revoked)</li> <li>d) Total number of technicians</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Professionals Tracking and Inventory Reports</b>	
<p>Report that provides an inventory of backflow testers and tracks in county licenses for the cross connections program with report display including:</p> <ul style="list-style-type: none"> <li>a) Tester #</li> <li>b) First &amp; last name of tester</li> <li>c) Gauge utilized by tester</li> <li>d) Calibration date of gauge utilized by tester</li> <li>e) Type of tester certification (general, limited)</li> <li>f) Mailing address for tester</li> <li>g) Tester license number</li> <li>h) Status of tester license (current, expired, active, suspended, revoked)</li> <li>i) Notice on license renewal sent (Y or N)</li> <li>j) Date notice on license renewal sent</li> <li>k) Last date license renewed or issued</li> <li>l) Certification (Y or N)</li> <li>m) Tester violations (not testing, forgery of paperwork)</li> <li>n) Total number of testers</li> </ul>	2B

**Attachment C1D**

Environmental Health Reports	Phase
<b>Professionals Tracking and Inventory Reports</b>	
<p>Report that provides an inventory of the companies backflow testers work for and tracks in county licenses for the cross connections program with report display including:</p> <ul style="list-style-type: none"> <li>a) Doing Business As (company Name/ / employer of testers)</li> <li>b) Business address (for employer of testers)</li> <li>c) Mailing address for employer of testers</li> <li>d) Physical Address for employer of testers</li> <li>e) State Contractor's license number</li> <li>f) Status of State Contractor's license (current, expired, active, suspended, revoked)</li> <li>g) Last date Sate Contractor's license renewed or issued</li> <li>h) Total number of employers</li> </ul>	2B

## 7. Lab Results Reports

Environmental Health Reports	Phase
<b>Lab Results Reports</b>	
<p>Report on state small water systems (5-14 connections) for the drinking water program where lab results exceeding the allowable range with report display including:</p> <ul style="list-style-type: none"> <li>a) Site location address</li> <li>b) System number (7 digit number)</li> <li>c) Have lab results been submitted (Y or N)</li> <li>d) Lab results above the range allowed (Y or N)</li> <li>e) Lab result</li> <li>f) Date of lab result</li> <li>g) Type of lab result (inorganic or bacterial)</li> <li>h) How many connections</li> </ul>	1
<p>Report on wells exceeding lab results for the drinking water program with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of well (surface, monitoring, production, etc.)</li> <li>b) Site address</li> <li>c) APN (Assessor Parcel Number)</li> <li>d) GPS address (longitude and latitude)</li> <li>e) Have lab results been submitted (Y or N)</li> <li>f) Lab results above the range allowed (Y or N)</li> <li>g) Lab result</li> <li>h) Date of lab result</li> <li>i) Type of lab result (inorganic or bacterial)</li> </ul>	1

**Attachment C1D**

Environmental Health Reports	Phase
<b>Lab Results Reports</b>	
<p>Report on non-conventional OWTS lab results for the land use program with report display including:</p> <ul style="list-style-type: none"> <li>a) Site Address (will be the owner address)</li> <li>b) APN (Assessor Parcel Number)</li> <li>c) GPS address (longitude and latitude)</li> <li>d) Owner Name</li> <li>e) Supervisorial district</li> <li>f) County Unincorporated Area (Y or N)</li> <li>g) Have lab results been submitted (Y or N)</li> <li>h) Lab results above the range allowed (Y or N)</li> <li>i) Lab result</li> <li>j) Date of lab result</li> <li>k) Type of lab result (BOD, TSS, Total Nitrogen, Total Coliforms etc.)</li> <li>l) Current status of Service Provider (Y or N)</li> </ul>	2B



**Attachment C1D**

Environmental Health Reports	Phase
<b>Lab Results Reports</b>	
<p>Report that tracks soft serve sample lab results for the food and milk program with report display including:</p> <ul style="list-style-type: none"> <li>a) Plant number</li> <li>b) Business site address</li> <li>c) Doing Business As (DBA)</li> <li>d) District/ cost center</li> <li>e) City</li> <li>f) Type of soft serve sample product secured (ice cream, ice milk, frozen yogurt)</li> <li>g) Soft serve sample type (routine, retake 1, retake 2, control)</li> <li>h) Lab results above the range allowed (Y or N)</li> <li>i) Lab result</li> <li>j) Date of lab result</li> <li>k) Type of lab result (yeast, mold, coliforms etc.)</li> <li>l) Total number of samples by soft serve sample type</li> <li>m) Total legal samples by soft serve sample type (note: legal samples are ones where lab results are within range allowed)</li> </ul>	2B

### 8. Financial Activity

Environmental Health Reports	Phase
<b>Financial Activity Reports</b>	
<p>Report on financial activity that summarizes the number of activities performed for a type of facility, the number of hours spent on those activities, and the associated direct costs with report display including:</p> <ul style="list-style-type: none"> <li>a) Type of Facility</li> <li>b) Activity description (complaint, routine inspection, retakes, recalls, office hearing, closures, court cases filed, consumer protection, truth in menu, etc.)</li> <li>c) Bureau</li> <li>d) Cost center</li> <li>e) Total miles claimed per type of facility</li> <li>f) Total hours claimed per type of facility</li> <li>g) Total counts of activities performed per type of facility</li> <li>h) Total direct costs per type of facility (number of hours multiply by payroll scale per classification)</li> </ul>	1
<p>Report that provides tracking of receipt of revenues by cost center with report display including:</p> <ul style="list-style-type: none"> <li>a) Cost center</li> <li>b) Revenue collecting location</li> <li>c) Revenue code description</li> <li>d) Revenue</li> <li>e) Number of payments</li> </ul>	3

## 9. Administrative Reports

Environmental Health Reports	Phase
<b>Administrative Reports</b>	
Report that lists sites where there is no recorded business address or email address with report display including: a) Doing business as (company name)	1
Report that lists all repetitive violations per Doing Business As (DBA) within the time frame specified: a) Doing business as (company name) b) Business address c) Dates of inspection d) Violations by date of inspection	1

### 10. Tobacco Control and Prevention Report

Tobacco Control and Prevention Report	Phase
<p>Report for the tobacco control and prevention program on license status and violation history that shows each tobacco retailer’s history of violations and license status and displays the following:</p> <ul style="list-style-type: none"> <li>a) Account number</li> <li>b) Address</li> <li>c) Name of retailer/ doing business as (DBA)</li> <li>d) Date of violation</li> <li>e) Tobacco retail violations (descriptions of violations)</li> <li>f) Total violations for each account number</li> <li>g) License status</li> <li>h) License suspension date</li> <li>i) License suspension days (duration in days between date license is suspended and date license suspension is released)</li> <li>j) Total number of violations (add all violations for each account number)</li> </ul>	<p>2B</p>

**ATTACHMENT C1E  
RISK ASSESSMENT POLICIES**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS)**

**(RFP No. 44)**

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## **Attachment C1E**

### **Introduction:**

This document is referenced by functional requirements on risk assessment and provides details on risk categories and criteria for each risk category as listed in the following policies:

- Retail Food Facility Risk Assessment
- Housing Risk Assessment

# Section 1: Retail Food Facility Risk Assessment Policy



COUNTY OF LOS ANGELES ♦ DEPARTMENT OF HEALTH SERVICES



## ENVIRONMENTAL HEALTH POLICY AND OPERATIONS MANUAL

**SUBJECT: RISK ASSESSMENT** **NO. 205.08**

**PROGRAM**

**APPLICATION:** DISTRICT ENVIRONMENTAL SERVICES, FOOD AND MILK, MOUNTAIN AND RURAL, HOUSING AND INSTITUTIONS

**PURPOSE:** To implement a risk assessment program for establishing the inspection frequency of retail food facilities and to enhance food safety by targeting high risk facilities.

**DEFINITION:** Risk assessment of a food facility is the determination of inspection frequency based on the public health risk associated with the food products served, the methods of food preparation and the operational history of the food facility.

**POLICY:** Food facilities are assigned to one of three risk categories. The category placement is based on the public health risks associated with the food products served, the methods of food preparation and the operational history of the food facility. A fourth risk assessment category may be temporarily assigned to a food facility when it is necessary to increase the inspection frequency of a food facility by one.

Supervisors shall determine risk assessment based on the category guidelines listed below. A food facility may move from one category to another based on changes in the facility's operation (i.e., fast-food facility changes to a sit-down buffet-type operation). If risk factors place a food facility between categories, then the higher risk category should be selected.

**Risk Assessment (RA) - 1** requires three (3) routine inspections per fiscal year. This category includes, but is not limited to, restaurants and supermarkets that meet any of the following:

- a. Prepare potentially hazardous food in advance using a food preparation method that involves two or more steps which may include, combining potentially hazardous ingredients, cooking, cooling, reheating, hot or cold holding, freezing, or thawing;
- b. Offer for sale a large menu variety;
- c. Prepare large volumes of food;
- d. Prepare foods for multi-day use (e.g. meats, soups, stews, potato salad, and foods which are frequently used to create a second-day dish or used over several days);
- e. Use multi-use eating and drinking utensils;
- f. Serve raw products (e.g., sushi or oyster bars); or
- g. Operate meat/seafood departments.

**EFFECTIVE DATE:** February 1, 2000

**SUPERSEDES:** Policy dated July 1, 1999

**APPROVED:**

Page 1 of 3



**RA-2** requires a minimum of two (2) routine inspections per fiscal year (a third routine inspection may be conducted as workload allow). This category includes most retail chain-type fast food facilities, bakeries, donut shops and convenience stores that:

- a. Prepare, offer for sale, or serve potentially hazardous food:
  - (i) only upon a consumer's request;
  - (ii) in advance in quantities based on projected same day consumer demand and discards food that is not sold or served at an approved frequency; or
  - (iii) using time as the public health control or operating under a HACCP plan.
- b. Offer a limited menu variety;
- c. Prepare and use most foods on the same day; or
- d. Generally use single service eating and drinking utensils.

**RA-3** requires only one (1) routine inspection per fiscal year. Those facilities in this category that receive less than 90 on the routine inspection will receive an additional inspection per fiscal year. This category includes liquor stores, retail food warehouses, packaged food warehouses, drug store type ice cream operations, candy only operations, bars without a kitchen, pet food stores, theater snack bars, etc., that:

- a. Prepares foods on the premises that are at low risk for the transmission of foodborne illness (i.e. nachos, hot dogs, popcorn, pretzels, ice cream, etc);
- b. Generally sells only prepackaged food items (e.g. pre-packaged sandwiches, burritos, and other similar food items); or
- c. Uses single-use drinking utensils (Bars may use multi-use drinking utensils).

**RA-4** is used to temporarily increase a food facility's routine inspection frequency by one. The reassignment of a facility to a RA-4 category shall be based on:

- a. A violation of a critical nature (i.e. improper food temperatures, improper food handling, vermin, poor employee hygiene);
- b. A recommendation by the Food and Milk Program resulting from a Suspected Food Poisoning Investigation (SFPI)
- c. A score below 70 points;
- d. A poor operational history;
- e. Repeated serious health code violations; or
- f. Permit suspension based on operational neglect.

The facility will remain in RA-4 for the remainder of the fiscal year through the next complete fiscal year. At the beginning of each fiscal year, supervision shall review all RA-4 food facilities to determine if the food facility may be returned to its original category placement and inspection frequency.

Refer to Attachment I for a list of risk category assignments for most retail chain operations. Other risk category assignments shall be determined by application of the established category guidelines.

**PROCEDURE: SUPERVISION**

The Supervisor (i.e. Chief EHS, EHS IV, or EHS III) shall conduct a record review of all food facilities in their district or program to determine the risk assessment category for each food facility as stated in this policy. Once the risk assessment category is determined, the risk assessment (RA) category number is to be placed boldly on the face of the field card (e.g. RA-1, RA-2, RA-3). A site record shall also be completed and submitted each time a risk category placement has been made or changed. Whenever a supervisor changes an establishment risk category to an RA-4, a site record shall again be completed to reflect the change. The supervisor shall also document the field card by placing a "-4" next to the original risk category number and document the reverse side of the field card as to the date and reason for temporary reassignment.

The change to risk category (RA-4) shall result in the following inspection frequency:

RA 1-4	4 routine inspections per year
RA 2-4	3 routine inspections per year
RA 3-4	2 routine inspections per year

**FIELD INSPECTION STAFF**

RA-4 category changes must be monitored to ensure that inspection frequencies are met.

**REFERENCE:** FDA 1997 Food Code

**COUNTY OF LOS ANGELES ♦ DEPARTMENT OF HEALTH SERVICES  
PUBLIC HEALTH PROGRAMS & SERVICES  
ENVIRONMENTAL HEALTH**

## ATTACHMENT I

DBA	RA Factor	DBA	RA Factor
2 For 1 Pizza	2	Coco's	1
7-eleven	3	Cookies by Design	2
99 Cents Only Store	3	Cost Plus Imports	3
99 Ranch Market	1	Costco Wholesale	1
Acapulco Restaurant	1	Costco (Restaurant)	2
Albertson's (Bakery)	2	Costco (Bakery)	2
Albertson's (Deli)	1	Daily Donuts	2
Albertson's (Market)	1	Dairy Queen	2
Ameci Pizza & Pasta	1	Del Taco	2
American Legion	3	Denny's	1
Arby's	2	Diamond Bakery	2
Arco Am/pm Mini Market	3	Discovery Zone	2
Baja Fresh Mexican Grill	1	Domino's Pizza	2
Baskin Robbins 31 Flavors	3	Donut Inn	2
Big 5 Sporting Goods	3	Donut King	2
Big Sav Discount Store	3	Donut Star	2
Black Angus	1	Drug Emporium	3
Blockbuster Music/video	3	El Gallo Giro	1
Boston Market	1	El Mexicano	1
Burger King	2	El Paraiso	1
Burrito Factory	2	El Pavo Bakery	2
California Crisp	2	El Pescador	1
California Market	1	El Pollo Inka	1
California Pizza Kitchen	1	El Pollo Loco	1
Carl's Jr.	2	El Rancho Market	1
Carniceria Vallarta	1	El Taco Llama	1
Carnitas Michoacan	1	El Taco Loco	1
Carnitas Michoacanas	1	El Taco Nazo	1
Carrow's	1	El Tapatio	1
Casa Jimenez	1	El Tarasco	1
Chevron Food Mart	3	El Torito	1
China Express	1	Family Food Center	3
China King	1	Fatburger	2
China Palace	1	Food 4 Less	1
China Town Express	1	Foster's Freeze	2
China Wok Express	1	Frank's Liquor	3
Chinese Deli	1	Fresh Donuts	2
Christy's Donuts	2	General Nutrition Center	3
Church's Fried Chicken	1	Golden Bird	1
Cinnabon	2	Golden China Restaurant	1
Circle K	3	Golden Ox	1
		Golden Swirl	2
		Grand Central Coffee	3

# Attachment C1E

DBA	RA Factor	DBA	RA Factor
Granny's Donuts	2	Los Compadres	1
Great Earth Vitamins	3	Louise's Trattoria	1
Green Burrito	2	Louisiana Fried Chicken	1
Guadalajara Market	1	Lucky (Bakery)	2
Guadalajara Meat Market	1	Lucky (Deli)	1
H Salt Fish & Chips	2	Lucky (Market)	1
Hamburger Hamlet	1	Magic Wok	1
Hank's Pizza	2	Mandarin Express	1
Hollywood Video	3	Manhattan Bagel	2
Home Style Donuts	2	Maria's Bakery	2
Hometown Buffet	1	Max Foods	1
Honey Baked Hams	1	McDonald's	2
Hong Kong Express	1	Mervyn's	3
Hot Dog on a Stick	2	Michael's	3
In-n-out Burger	2	Mimi's Café	1
International House of Panc.	1	Mobil Snack Shop	3
Jack in The Box	2	Mother's Nutritional Center	3
Jamba Juice	2	Mrs. Fields' Cookies	2
Jay's Market	3	Noah's New York Bagels	2
Jenny Craig	3	Numero Uno Pizzeria	1
Jerry's Famous Deli	1	Nutricion Fundamental	3
Jim's Burgers	1	Nutritional Products	3
Jim's Market	3	Office Depot	3
Joe's Liquor	3	Olympic Donuts	2
Johnny Rockets	1	One Dollar Warehouse	3
Juice Stop	2	Orange Julius	2
Kenny Rogers Roasters	1	Orchard Supply Hardware	3
Kentucky Fried Chicken	1	Outback Steakhouse	1
Kikka Sushi	1	Panda Express	1
King Taco	1	Panda King	1
K-mart (With Restaurant)	2	Papa John's Pizza	2
K-mart (No Restaurant)	3	Pescado Mojado	1
Koo Koo Roo	1	Pic 'N' Save	3
La Cabana	1	Pink Dot	2
La Flor De Michoacan	1	Pizza Hut (Take-out)	2
La Guadalupana	1	Pizza Hut (Restaurant)	1
La Mexicana	1	Pizza Man	2
La Mexicana Market	1	Plaza Liquor	3
La Pizza Loca	2	Popeye's Chicken	1
La Salsa	1	Pretzel Time	2
Lamp Post Pizza (Take-out)	2	Que Ricos	1
Lamp Post Pizza (Restaurant)	1	Rainbow Acres	1
Las Brisas	1	Rainbow Donuts	2
Lee's Market	3	Rally's Hamburgers	2
Little Caesar's Pizza	2	Ralphs (Bakery)	2
Los Burritos	1	Ralphs (Deli)	1

## Attachment C1E

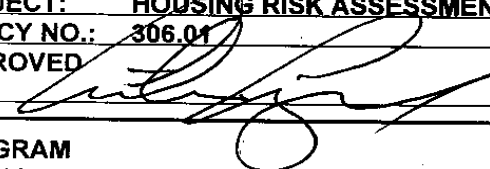
DBA	RA Factor	DBA	RA Factor
Ralphs (Market)	1	Tony Roma's	1
Red Lobster	1	Top Value Market	1
Rite-aid	3	Toys 'R Us	3
Robeks Juice	2	Trader Joe's	3
Ross Dress For Less	3	Village Liquor	3
Rosti	1	Vitamin World	3
Round Table Pizza	1	Vons (Bakery)	2
Royal Donuts	2	Vons (Deli)	1
Sam's Club (Market)	1	Vons (Market)	1
Sam's Club (Bakery)	2	Wall Street Deli	1
Sam's Liquor	3	Wateria	3
Sav-on	3	Wendy's	2
Sbarro	1	Western Bagel	2
See's Candies	3	Whole Foods Market	1
Shakey's Pizza Parlor	1	Wienerschnitzel	1
Shell Food Mart	3	Winchell's Donut House	2
Sizzler Family Steak House	1	Yoshinoya Beef Bowl	2
Smart & Final	3	Young's Market	1
Staples	3	Yum Yum Donuts	2
Star Market	3		
Starbucks Coffee Co.	3		
Stater Bros. (Bakery)	2		
Stater Bros. (Deli)	1		
Stater Bros. (Market)	1		
Straw Hat Pizza (Take-out)	2		
Straw Hat Pizza (Restaurant)	1		
Subway	2		
Sunshine Food Store	3		
Sunshine Market	3		
Super a Foods	1		
Superior Super Warehouse	1		
Surf City Squeeze	2		
Sweet Factory	3		
Szechwan Restaurant	1		
Taco Bell	2		
Tacos El Unico	1		
Tacos Mexico	1		
Target	3		
Target (With Restaurant)	2		
Tastee Freeze	2		
Texaco Star Mart	3		
Thai Dishes	1		
The Bagel Factory	2		
The Coffee Bean And Tea Leaf	3		
The Cutting Board	1		
Today	1		
Togo's Eatery	2		
Tommy's	1		

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## Section 2: Housing Risk Assessment Policy



**POLICY AND OPERATIONS MANUAL**

<b>SUBJECT: HOUSING RISK ASSESSMENT</b>	
<b>POLICY NO.: 306.01</b>	<b>EFFECTIVE DATE: October 1, 2002</b>
<b>APPROVED BY:</b> 	<b>SUPERCEDES: Interim Policy No. 306.01 dated July 1, 1998</b>

**PROGRAM APPLICATION:** DISTRICT ENVIRONMENTAL SERVICES AND MOUNTAIN AND RURAL

**PURPOSE:** To implement a risk assessment program for the inspection of licensed housing sites that will characterize environmental conditions and violations of each site, and will determine their frequency of inspection.

**DEFINITIONS:** The risk assessment (RA) of a housing site is based on the most current observed conditions, significance or severity of violations, and history of non-compliance. RA categories are used to determine inspection frequencies.

A routine inspection of a unit requires that the Environmental Health Specialist (EHS) enter the unit to verify the existence of items specified by the tenant that may affect the health of the tenant. Instances where the tenant of a RA-I housing site states to the EHS that there are no problems/items of concern within his/her unit shall be counted toward "units inspected."

"Attempt to inspect" shall mean that the EHS knocks on a unit door for the purpose of conducting a routine inspection. Instances where there is no response to the EHS's knocking, the tenant(s) are unable to adequately communicate with the EHS, or where no adult is present in the unit, shall all be included as attempts to inspect.

**POLICY:** **Risk Assessment Categories**  
 Licensed housing sites are placed in one of four RA categories: I, II, III, or IV (Condominiums). These categories determine the number of routine inspections that the EHS must conduct per year and the number of units that the EHS must attempt to inspect during a routine inspection. Any additional inspections shall be determined by supervision or by citizen complaints.

Supervisors shall determine a site's RA classification based on the category guidelines listed below. A site's assigned RA classification may be changed from one category to another based on a two-year pattern of Site Condition improvement/decline, compliance level, or legal action.

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**HOUSING RISK ASSESSMENT**

No. 306.01

If the RA category guidelines determine that a site is between two categories, the final determination shall be based upon a review of the inspection history for the last two years and/or history of non-compliance/legal action for the current owner.

Category I (RA-I) includes sites where there are numerous violations (in quantity and type) that continually and/or significantly render the site in a dilapidated state to the extent that it requires multiple-agency involvement for abatement. For this policy, the word "dilapidated" shall be defined as significant disrepair.

This category includes environmental conditions/situations that pose an immediate or imminent health risk to individuals or tenants including, but not limited to, the following:

- Severe vermin problem observed in 20% or more of inspected units,
- Extreme lack of sanitation throughout premises,
- Lack of approved toilets, sinks, tubs or showers, and/or hot and cold running water,
- Plumbing or sewage disposal systems in a condition to create a health hazard,
- Damaged walls, floors, ceilings or other structural hazards,
- Insufficient ventilation or illumination,
- Faulty weather protection, or
- Improper occupancy.

Other factors that may determine whether to classify a building as RA-I include the age of the building, number of complaints, and compliance history.

RA-I sites require **two** routine inspections per fiscal year. Routine inspections and subsequent re-inspections at RA-I sites shall always be conducted jointly by the Housing Senior and a EHS I/II. The initial inspection shall encompass an evaluation of the building structure, public/common areas, and an attempt to enter and inspect **all** dwelling units. Generally, a minimum of 30% of the dwelling units must be entered and inspected before the inspection is considered complete and before the HOIR can be issued. Lastly, photographs shall be taken of the most serious conditions encountered at the site, which will be used in a comparison with photos taken when these conditions are abated.

If 30% of the dwelling units cannot be entered at the initial inspection, the inspection team shall return in 2 business days to inspect the units that were not available on the first attempt. The team shall post a *Request for Service* door hanger at each unavailable unit that instructs the tenant to call the district office and notifies the tenant that the inspection team will be returning in 2 business days to complete the inspection. The door hanger shall also indicate the time frame, within 2 hours, (i.e., 10am-12pm, 12pm-2pm, 2pm-4pm) when the inspection team will be returning.

## HOUSING RISK ASSESSMENT

No. 306.01

If, after the second attempt, at least 30% of the units were not inspected, then the EHS shall consult with supervision on the next course of action. Based on the number of units at the site and the percentage of units successfully inspected, supervision will either consider the inspection completed or schedule additional visits to obtain the 30% goal.

The Housing Official Inspection Report (HOIR) shall be issued to the owner/responsible party only after the final completed inspection and shall include the violations from each visit.

The lead inspector shall use **service code 207** (Carry-Over Inspection) on the Field Card and EHDAR for any attempts to conduct the inspection where less than 30% of the units are inspected. Once the inspection is completed, the lead inspector shall use services code 001 on the Field Card and EHDAR for that final inspection. Service code 071 (Joint Inspection) shall be utilized by the partner EHS for all visits to the site.

A RA-I building in the City of Los Angeles may be referred to the Housing Task Force (HTF) at any point following the initial inspection if it meets the requirements for HTF (see Policy 305.11 and Policy 306-Attachment IX).

The second routine inspection of the fiscal year may be conducted in conjunction with a complaint, provided that the complaint is received **at least 120 days** after the last routine inspection.

Category II (RA-II) sites generally contain violations, which independently or collectively, render the site in a deteriorated state. For this policy, the word "deteriorated" shall be defined as disrepair with the potential for further decline into Category I.

Housing sites in this category reflect environmental conditions/situations that are in need of maintenance and repair and may include, but not limited to, the following:

- Lack of sanitation in common/public areas that impact public health, safety, and welfare of the building occupants,
- Obvious structural violations that require a referral, but may not pose imminent health risks (e.g., secured fire doors, damaged stairways, damaged common walkways),
- Inoperable heating unit that has been evaluated and red-tagged by a utility company,
- Evidence of vermin that is isolated to less than 20% of the total number of units inspected, and
- General plumbing disrepair, including leaking/damaged fixtures, drain lines, and/or supply lines.



RA-II sites require one routine inspection per fiscal year. An inspection shall encompass an evaluation of the building structure and public/common areas. For RA-II housing sites, the EHS shall attempt to conduct an inspection of at least 25% of the total dwelling units or a minimum of five units, whichever is greater.

To ensure that RA-II sites do not decline into Category I, one additional routine inspection can be conducted at these sites in conjunction with a complaint received **120 days or more** after the last routine inspection. No more than two routine (001) and routine/complaint (002) inspections shall be conducted at an RA-II site per fiscal year.

Category III (RA-III)—includes sites with a consistent history of “No Significant Violations” or sites in which only violations of a less serious nature are observed. RA-A housing may typically be characterized by environmental conditions that are in need of limited maintenance and repair such as the following:

- Limited number and severity of maintenance type violations (e.g., damaged fixture components, handles, latches, etc.),
- Missing/Damaged foundation vent screens,
- Missing/Damaged window screens, or
- Violations of a less serious nature limited to common areas (e.g., laundry room, recreation room) or public areas (e.g., walkways, hallways, stairways).

RA-III sites require one routine inspection per fiscal year. The inspection shall encompass an evaluation of the building structure and public/common areas. For RA-III housing sites an attempt shall be made to conduct an inspection of at least 10% of the total dwelling units, or a minimum of five units, whichever is greater.

For RA-III housing sites only, it is not necessary to enter and inspect the unit if the tenant states that there are no items of concern.

Complaints at RA-III sites received **less than one year** after the last routine inspection shall result in complaint investigations (004) only. More than one routine inspection per year at a RA-III site is not necessary.

Category IV (RA-IV) is for Condominiums. Category IV sites require one routine inspection every two fiscal years and shall encompass a survey of only the common areas. For owner-occupied units, only those conditions that are of imminent health risk or place others at risk shall be addressed. In cases where the inspection is the result of a complaint, only the unit(s) specified in the complaint and the public areas shall be investigated, and established abatement procedures shall be followed.

If a complaint is received **12 months** after the last routine inspection at a RA-IV site, a new routine/complaint inspection shall be conducted.

## HOUSING RISK ASSESSMENT

No. 306.01

**PROCEDURE: Initial Classification**

A supervisor (i.e., Chief EHS, EHS IV, or EHS III) shall conduct a record review of all licensed housing sites in their district or program to determine the initial RA category for each site as stated in this policy. Once the RA category is determined, the category is to be written boldly on the face of the field card as "RA-I," "RA-II," "RA-III," or "RA-IV" (See example - Attachment I). It is the role of the supervisor to ensure that sub-district workloads are equitable.

To classify a new licensed housing site, the EHS shall first conduct a routine inspection. The site shall be treated as a RA-III, and the EHS shall attempt to inspect 10% of the units. However, should the EHS discover conditions indicative of a higher RA category (I or II), then the EHS shall continue to attempt to inspect dwelling units until the proper RA category determination can be made. If the conditions and violations at the site are indicative of a RA-I site, then an attempt shall be made to inspect **all dwelling units**. At the completion of the inspection, the EHS shall determine the site's RA category based upon the inspection findings.

**Subsequent Inspections and Reclassification**

Each housing site shall be routinely inspected at the frequency defined by the RA classification listed on the site's field card. The EHS shall inspect the appropriate number of units as required by the RA category. Upon completion of the inspection, the EHS shall rate the site using the RA category classification that best describes the current state of the property and shall record this Site Condition (SC) rating in the "Site Condition" box on the HOIR and also in the "Condition" box on the field card (Attachment II).

*Example: If a RA-III site was inspected and no violations were found, then the EHS would rate the Site Condition as SC- III. However, if numerous violations that were serious in nature were observed, the EHS would rate the Site Condition as SC- I.*

When a site's RA Category classification and Site Condition rating differ for two consecutive inspections (e.g., a RA-II site receives a Site Condition rating of SC- III on two routine inspections), the EHS shall consult with his/her supervision and consider reassigning the site to the appropriate RA category. Changing a site's RA classification requires the submission of an EHMIS Site Record Update Form. A new field card will then be created and the new RA classification shall be recorded boldly on the face of the field card. Future inspections at the site will be at the frequency dictated by its new RA classification.

**Reassignment to a Higher Risk Category**

1. **Risk Assessment Category III**—if, during the course of a routine inspection at a RA-III site, the EHS observes violations indicative of a RA-II site, the EHS shall attempt to inspect at least 25% of the dwelling units.

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If violations indicative of a RA-I site are revealed, then the EHS shall make an attempt to inspect **all** the dwelling units. If the EHS is unable to enter at least 30% of the units, then the EHS shall leave the "Request for Service" door hangers at all unavailable units and shall return with another EHS in 2 business days to continue the inspection.

At the completion of the routine inspection, the EHS shall determine the proper Site Condition rating based upon the conditions observed. If a RA-III site's Site Condition is rated as either SC-II or a SC-I for two consecutive routine inspections, the EHS shall consult with supervision to consider reassigning the site to the appropriate RA category.

2. Risk Assessment Category II—If, during the course of the inspection, the EHS observes violations indicative of a RA-I site, the EHS shall attempt to enter and inspect **all** of the dwelling units. At the completion of the inspection, the EHS shall determine the Site Condition rating that best describes the current state of the property. If the EHS is unable to enter at least 30% of the units, then the EHS shall leave the "Request for Service" door hangers at all unavailable units and shall return with another EHS in 2 business days to continue the inspection.

When a RA-II site is rated as SC-I for two consecutive inspections, the EHS shall consult with supervision to consider reassigning the site to the RA-I category.

#### Reassignment to a Lower Risk Category

1. Risk Assessment Category I—If during the course of the inspection, the inspection team observes conditions indicative of a lower risk category (i.e., RA-II or RA-III), they shall still attempt to inspect **all** of the dwelling units and must enter at least 30% of the units. Upon completion of the inspection, the inspection team shall determine the appropriate Site Condition rating that best describes the current state of the property.

When a RA-I site is rated as an SC-II or SC-III for two consecutive inspections, the inspection team shall consult with supervision to consider reassigning the site to the appropriate RA category. Reclassification of RA-I sites to a lower risk category (RA-II or RA-III) may require on-site verification by supervision.

2. Risk Assessment Category II—If during the course of the inspection, the EHS observes conditions indicative of a RA-III site, the EHS shall still attempt to inspect 25% of the dwelling units. Upon completion of the inspection, the EHS shall determine the Site Condition rating that best describes the current state of the property.

When a RA-II site is rated as SC-III for two consecutive inspections, the EHS shall consult with supervision to consider reassigning the site to the RA-III category.

**Classification Monitoring**

Supervision shall be responsible for reviewing all paperwork to ensure that the Site Condition rating assigned by the EHS is justified by the conditions noted on the HOIR.

Supervision shall monitor the Site Condition ratings recorded on the Field Cards for all housing sites. Supervision shall also ensure that the EHS initiates dialogue with the Chief to consider changing the site's RA classification when there are differences between the RA classification and the Site Condition rating for at least two consecutive routine inspections.

Whenever conditions warrant a change in a site's RA classification, supervision shall ensure that EHMIS is updated through submission of a Site Record Update Form, that a new Field Card is printed, and that the new RA classification is written boldly on the face of the Field Card.

**CROSS  
REFERENCE:**

*City of Los Angeles Housing Task Force, Policy and Operations Manual Policy No. 305.11*

*Inspection Procedure Guidelines for Licensed Housing, Policy and Operations Manual Policy 306.00*

**Attachment C1F – Scheduling Inspections**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT  
SYSTEM (EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**

## Attachment C1F

### Introduction:

This document is to serve as a reference to functional requirements on automatic scheduling and rescheduling inspections based on business rules. The following are some samples of business rules employed by Environmental Health to schedule inspections.

Scheduling Inspections	Phase
Schedule a routine retail food facility inspection by the EH district office program when there have been at least 60 days since the last routine inspection or if ownership changes and the facility has been closed less than 90 days.	1
Schedule an Owner Initiated Inspection (OII) by the EH district office program for retail food facilities within 10 calendar days after the inspection fee is received, when OII is scheduled by authorized user.	1
Schedule a Department Initiated Inspection (DII) by the EH district office program for retail food facilities 30 – 60 days from the date of the Owner Initiated Inspection (OII).	1
Schedule 2 inspections per fiscal year by the EH district office program for Certified Farmer's Markets (CFM).	1
Schedule routine sampling of fresh water by the EH recreational waters program between June 1st and Labor Day every year. When fresh water samples do not meet state standards, samples are taken again and will continue to be taken and tested twice a week on Mondays and Wednesdays until they meet state standards.	2B
Schedule routine inspection for swimming pools by the EH recreational waters program at 4 unit buildings (apartment or condominium) once per fiscal year.	2B
Schedule a re-inspection for swimming pools by the EH recreational waters program at 4 unit buildings (apartment or condominium) if there are violations within 24 hours if there is a pool closure and 30 hours and within 30 days for a non closure violation.	2B
Schedule a compliance inspection by the EH recreational waters program for a swimming pool prior to scheduling an office hearing.	2B
Schedule a revisit inspection by the EH housing and institutions program for housing within 3 days of the compliance date.	2B
Schedule an initial plan review by the EH plan check program 20 business days after the plans are received.	2B
Schedule a field construction review by the EH plan check program on new or remodeled food facilities before the food facility is planned for opening.	2B
Schedule a field construction final approval review by the EH plan check program on new or remodeled food facilities before the food facility's permit is issued.	2B

## Attachment C1F

Scheduling Inspections	Phase
Schedule a field construction follow up to the final approval review by the EH plan check program on new or remodeled food facilities before the food facility's permit is issued.	2B
Schedule a follow up final inspection by the EH plan check program after the final inspection if there are violations or contingency issues remaining from a final field construction review and or from a final inspection report issued by EH plan check program.	2B
Schedule field consultation jointly with the EH plan check program and EH district office program inspectors. Example: The system must notify the plan check consultant and the district office inspector when an inspection is scheduled so they can accept the scheduled inspection on their calendar.	2B
Schedule a 90-day site evaluation of a food facility under plan check review jointly with the EH plan check program and with the EH district office program inspector. Example: System must notify the plan check consultant and the district office inspector when an inspection is scheduled so they can accept the scheduled inspection on their calendar.	2B
Schedule a food borne illness investigation by the EH food and milk program within 1-3 days after complaint(s) have been received and logged, depending on the following scenarios. Complaints must be received from: <ul style="list-style-type: none"> <li>• More than 1 person who is ill</li> <li>• Multiple victims from different households who are ill</li> <li>• One person with a confirmed diagnosis</li> </ul>	2B
Schedule a food borne illness complaint investigation (service code 004) by the EH district office program if facility has had a routine inspection less than 60 days from receipt of complaint referral from the EH food and milk program.	2B
Schedule a complaint and routine inspection (service code 002) by the EH food and milk program if a retail food facility has had a routine inspection more than 60 days from receipt of a food borne illness complaint referral from the EH food and milk program.	2B
Schedule a routine inspection by an EH district office program food inspector 14 days after the suspected food borne illness investigation is abated by the EH food and milk program.	2B
Schedule a final inspection by the EH plan check program within 3 business days from the initial complaint date.	2B
Schedule a site evaluation inspection by the EH food and milk program within 5 days after the inspection fee is collected and posted.	2B
Schedule an equipment sanitation evaluation inspection by the EH food and milk program within 5 days after payment is received.	2B
Schedule an emergency/fire salvage investigation by the EH food and milk program within 1-2 hours from receipt of call from L.A. County operator or fire department.	2B

## Attachment C1F

Scheduling Inspections	Phase
Schedule a routine inspection by EH garment inspection program once every fiscal year for the following: <ul style="list-style-type: none"> <li>a) Garment manufacturer</li> <li>b) Commercial laundry</li> <li>c) Wiping cloth</li> <li>d) Unlicensed building</li> </ul>	2B
Schedule a garment manufacturer inspection by the EH garment inspection program prior to issuing a license, if the business site is not in the inventory.	2B
Schedule 12 routine inspections by the EH solid waste management program every fiscal year for active landfills with a minimum of 30 days in between the routine inspections.	2B
Schedule 12 routine inspections every fiscal year by the EH solid waste management program for large transfer stations with a minimum of 30 days in between the routine inspections.	2B
Schedule 12 routine inspections every fiscal year by the EH solid waste management program for medium transfer stations with a minimum of 30 days in between the routine inspections.	2B
Schedule 4 routine inspections every fiscal year by the EH solid waste management program for limited volume transfer stations.	2B
Schedule 2 routine inspections every fiscal year by the EH solid waste management program for major waste tire facilities.	2B
Schedule one routine inspection every fiscal year by the EH solid waste management program for minor waste tire facilities.	2B
Schedule 2 routine inspections every fiscal year by the EH solid waste management program for waste collectors.	2B
Schedule 4 routine inspections every fiscal year by EH solid waste management program for contaminated soil.	2B
Schedule 4 routine inspections every fiscal year by the EH solid waste management program for contaminated soil.	2B
Schedule one permit review inspection every 5 years for permitted solid waste management sites	2B



**Attachment C1F**

Scheduling Inspections	Phase
Schedule 1 routine inspection by the EH solid waste management program for every fiscal year for closed landfill sites.	2B
Schedule 4 routine inspections every fiscal year by the EH solid waste management program for closed landfill sites that still produce gas.	2B
Schedule 12 routine inspections every fiscal year by the EH solid waste management program for transformation facilities.	2B
Schedule routine inspections quarterly per fiscal year by the EH solid waste management program for composting operations.	2B
Schedule monthly inspections per fiscal year by the EH solid waste management program for CDI (Construction, Demolition and Inert Debris) full permits.	2B
Schedule inspections quarterly per fiscal year by the EH solid waste management program for CDI (Construction, Demolition and Inert Debris) Type A.	2B
Schedule inspections quarterly per fiscal year by the EH solid waste management program for CDI (Construction, Demolition and Inert Debris) Type B.	2B
Schedule inspections quarterly per fiscal year by the EH solid waste management program for inert debris engineer landfills.	2B

**Attachment C1G – Permits Licenses and  
Certifications**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT  
SYSTEM (EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**

## **Attachment C1G**

### **Introduction:**

This document is to serve as a reference to functional requirements on generation of permits, licenses and certifications. The following are some samples of the permits, licenses and certifications currently used by Environmental Health. In addition there is one permit listed on the last row of the table on the next page that is currently used by the Department of Public Health, Tobacco Control and Prevention program.

**Attachment C1G**

Permits, Licenses and Certifications	Phase
<p>Permits and licenses used by the EH district offices (retail food and housing) program:</p> <ul style="list-style-type: none"> <li>a) Retail food facilities: Permits for restaurants, and retail food markets</li> <li>b) Temporary event receipts which serve as permits to temporary event food booth operators</li> <li>c) Personal hawker permit</li> <li>d) Theater/Drive-In permit</li> <li>e) Pet food store permit</li> <li>f) Fruit and vegetable wholesale permit</li> <li>g) Food processing establishment-retail permit</li> <li>h) Certified farmers market permit</li> <li>i) Swap meet prepackaged food stand permit</li> <li>j) Picnic food operation permit</li> <li>k) Laundry self service permit</li> <li>l) Condominium license (with or without swimming pools)</li> <li>m) Multiple dwelling (with or without swimming pool) license</li> </ul>	1
<p>Permits and licenses used by the EH drinking water program:</p> <ul style="list-style-type: none"> <li>a) Well yield test permit</li> <li>b) Monitoring well permit</li> <li>c) Well drilling/ destroying or conversion of existing well permit</li> <li>d) Public water system: small water system permit</li> <li>e) Public water system: community water system permit</li> </ul>	1
<p>Permits and licenses used by the EH food and milk program:</p> <ul style="list-style-type: none"> <li>a) Retail food facilities: Permits for restaurants, catering, in-plant feeding, and retail food markets</li> <li>b) Food market wholesale permit</li> <li>c) Wholesale food complex permit</li> <li>d) Food processing establishment – wholesale license</li> <li>e) Food salvager license</li> <li>f) Food warehouse license</li> <li>g) Milk warehouse license</li> <li>h) Food Demonstrator License: One (1) license issued for multiple sites where demonstrations occur.</li> <li>i) Food service vehicles permits (includes motion picture food service trucks)</li> <li>j) Food vehicle commissary/storage facility permit</li> <li>k) Vending machine permit sticker</li> <li>l) Public school food service/ satellite facility permit</li> </ul>	2B

## Attachment C1G

Permits, Licenses and Certifications	Phase
Permits and licenses used by the EH housing and institutions program: <ul style="list-style-type: none"> <li>a) Hotel licenses (with and without pools)</li> <li>b) Tourist court or motel licenses (with and without pool)</li> <li>c) Daycare center license</li> <li>d) Boarding home license</li> <li>e) Boarding school (private) license</li> </ul>	2B
Permits and licenses used by the EH garment inspection program: <ul style="list-style-type: none"> <li>a) Commercial laundry license</li> <li>b) Wiping cloth license</li> <li>c) Garment manufacturing license</li> </ul>	2B
Permits and licenses used by the EH cross connections program: <ul style="list-style-type: none"> <li>a) Wallet card/license issued to certified backflow prevention device testers</li> </ul>	2B
Permits, licenses and certifications used by the EH environmental hygiene program: <ul style="list-style-type: none"> <li>a) Body art technician permit (for those technicians with a certificate of training in an approved blood borne pathogen transmission prevention training program who are practicing body art within the LA County jurisdiction)</li> <li>b) Body art technician certificate of registration (for those technicians that have a certificate of training in an approved blood borne pathogen transmission prevention training program, but are not practicing body art within LA County jurisdiction)</li> <li>c) Body art establishment permit</li> </ul>	2B
Permits and licenses used by the EH solid waste management program: <ul style="list-style-type: none"> <li>a) Solid waste facility permits (includes landfills)</li> <li>b) Waste collector permit</li> <li>c) Solid waste trucks permit</li> <li>d) Fertilizer manufacturer</li> </ul>	2B
Permits and licenses used by the EH vehicle inspection program: <ul style="list-style-type: none"> <li>a) Certification sticker for motion picture trucks</li> </ul>	2B
Permits and licenses used by the EH street vending compliance program: <ul style="list-style-type: none"> <li>a) Food service carts (prepackaged or unpackaged) permit</li> </ul>	2B
Permits, licenses, and certifications used by the EH recreational waters program: <ul style="list-style-type: none"> <li>a) Swimming pool permit</li> <li>b) Certified Pool Operator: Swimming pool technician certificate and wallet card</li> </ul>	2B

## Attachment C1G

<b>Permits, Licenses and Certifications</b>	<b>Phase</b>
Certifications used by the EH consultative services program: a) Food handler certificate b) Certificate of excellence	2B
Permits and licenses used by the EH land use program: a) Children's camp license b) Animal keeper license c) Sewage cleaning vehicle license d) Toilet rental agency license e) Hotel licenses (with and without pools) f) Tourist court or motel licenses (with and without pool)	2B
Permits and licenses used by the EH vector management program: a) Animal keeper license	2B
Permits and licenses used by the DPH (Department of Public Health) tobacco control and prevention program: a) Retail tobacco permits	2B

**ATTACHMENT C1H  
COMMON DIRECTIVES FOR VIOLATIONS IN RETAIL  
FOOD FACILITIES**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS)**

**(RFP No. 44)**

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### Introduction:

This document contains common directives used by inspectors for violations found in Retail Food facilities by the following EH Programs:

- District Food
- Food & Milk
- Land Use

### Common Directives for Violations in Retail Food Facilities:

#### ***(1, 18, 19) Holding of PHF (92, 108)***

- Discontinue holding potentially hazardous foods (PHF) at unapproved temperatures, at once. Hold PHF at 41°F or below OR at 135°F or above, at once. See Section VI Temperature Control Chart.
- Discontinue PHF preparation method(s) that exceed 2 hours out of temperature control. Return PHF to temperature control prior to the end of the 2 hour period. See Section VI Temperature Control Chart.
- Discontinue using time as a public health control without written procedures or proper marking of food out of temperature control. See Section VI Temperature Control Chart.
- Discontinue transporting PHF at unapproved temperatures for periods greater than 30 minutes. See Section VI Temperature Control Chart.

#### ***(2) Holding of Unpasteurized Pooled Eggs (92, 108)***

- Discontinue holding unpasteurized, pooled eggs at unapproved temperatures, at once. Hold unpasteurized, pooled eggs at or below 41°F, at once. See Section VI Temperature Control Chart.
- Discontinue preparation method(s) that exceed 2 hours out of temperature control. Return unpasteurized, pooled eggs to temperature control prior to the end of the 2 hour period. See Section VI Temperature Control Chart.

#### ***(3) Cooking (90, 108)***

- Properly cook meat, poultry, eggs, fish, and PHF containing meat products to required temperatures, at once. See Section VI Temperature Control Chart.

#### ***(4, 21) Reheating (94,108)***

- Reheat all previously cooked PHF to 165°F within 2 hours prior to placement in the steam table. See Section 6 parts: \_\_\_\_\_.
- Discontinue using the steam table to reheat food. Properly reheat PHF to 165°F within 2 hours prior to hot holding. (135°F for canned items) See Section VI Temperature Control Chart.

#### ***(5, 21) Cooling (91, 108)***

- Rapidly cool PHF by one of the approved methods, at once. Methods include: shallow pans, separating food into smaller portions, rapid cooling equipment, adding ice as an ingredient, an ice bath, ice paddles or other approved method. See Section VI Temperature Control Chart.
- Cool PHF from 135°F to 70°F within 2 hours. Rapidly cool from 70°F to 41°F within 4 hours. See Section VI Temperature Control Chart.

## Attachment C1H

### *(6) Disease Transmission / Carrier / Wound*

- Discontinue allowing an employee with a communicable disease to work with food/equipment/utensils/single-service utensils until such time that the employee's condition is no longer a threat to the public's health, at once.
- Discontinue allowing the employee with an open wound/cut on hand/arms to prepare food unless the wound is **bandaged and fully enclosed by an approved glove (if on the hand), at once.**

### *(7) Hand Washing (88)*

- Discontinue the practice of preparing food, handling equipment, tableware or utensils without washing hands, as required, at once.
- Properly wash hands with soap and warm water, as required.
- Provide single-service soap and towels to the dispensers at all hand-washing sinks at all times, at once.
- Discontinue the practice of preparing food, handling equipment, tableware, or utensils without changing gloves, as required, at once.

### *(8) Sewage Disposal System (87)*

- Immediately discontinue allowing the discharge of raw sewage/waste water onto the ground surface. Prevent any discharge from entering the street / storm drain. Dispose of all sewage and wastewater from the premises in a safe manner.
- Repair/Replace the malfunctioning/ inoperable liquid waste disposal/sewage system, at once. Properly wash & sanitize all contaminated food contact surfaces and disinfect all contaminated non-food contact surfaces.

### *(9) Toilets*

- Provide operational toilets to the facility, at once. Approved toilets shall be available and accessible during all hours of operation.

### *(10) Adulterated Food (108)*

- Discontinue offering the sale or using foods that have been adulterated, at once.
- Discontinue offering for sale or using untreated Gulf Coast oysters harvested during the months of April through October, at once.
- **Discontinue adding sulfites to PHF or fruits and vegetables intended for consumption raw, at once.**
- Discontinue the practice of co-mingling shellfish, at once.
- Discontinue use of unapproved chemical for washing produce.
- Discontinue offering for sale ground round/ground round/hamburger with fat content in excess of 30%.

### *(11) Highly Susceptible Population*

- Discontinue serving unpasteurized juice or dairy, raw foods of animal origin, and raw seed sprouts to at-risk populations.
- Discontinue use of unpasteurized eggs in dishes not for immediate service, except bakery items.

### *(12, 28) Unapproved Source (108)*

## Attachment C1H

- Discontinue the sale, display and use of all foods obtained from an unapproved source at once. All food shall be obtained from an approved source.
- Discontinue sale or use of molluscan shellfish lacking shellfish tags/ records indicating the source(s) of the shellfish.
- Discontinue the sale or use of game animals obtained from an unapproved source.
- Discontinue the sale or use of recreationally caught fish or shellfish.
- Discontinue the sale or use of unpasteurized cheese from an unapproved source.

### ***(13, 56) Rodents (87)***

- Eliminate rodents from the facility by a safe & legal method, at once. Eliminate all evidence of rodents from facility (e.g. droppings, dead rodents, nesting material, rub marks).

### ***(14, 57) Cockroaches (87)***

- Eliminate cockroaches from facility by a safe and legal method, at once. Eliminate all evidence of cockroaches from the facility (e.g. egg capsules, dead cockroaches, fecal markings).

### ***(15, 58) Flies and Other Insects (87)***

- Eliminate flies/insects by a safe and legal method, at once.

### ***(16) Cleaning / Sanitizing (87)***

- Properly wash and sanitize food-contact surfaces/probe thermometers, every 4 hours, between raw meat and ready to eat foods or as otherwise required, at once.
- Properly wash & sanitize multi-use utensils, at once. Maintain all food contact surfaces of equipment, utensils, shelving, and cabinets clean and sanitized.
- Properly wash and sanitize multi-use tableware, at once.
- Provide and maintain warewashing solution at or above 110°F in the first compartment of the 3-compartment warewashing sink during active warewashing.
- Provide an approved sanitizer for manual or mechanical warewashing at once. Discontinue warewashing until sanitizer is provided at the appropriate concentration.
- Provide a 3-compartment warewashing sink or approved mechanical dishwasher for the proper washing and sanitizing of all multi-use customer utensils or discontinue the use of all multi-use customer utensils, at once.
- Provide at least a 3-compartment warewashing sink with side drain boards of at least 18” in length and compartments large enough to allow the immersion of your largest piece of equipment -or- Remove all utensils that are too large for the existing sink to allow for proper cleaning and sanitizing.
- Repair or replace the inoperable warewashing sink.
- Provide hot water of at least 120°F to the warewashing sink.
- Provide an approved detergent sanitizer for use at the 2-compartment warewashing sink.

### ***(17, 62) No Water / No Hot Water (87)***

- Provide potable water under pressure to all sinks in the facility, at once.
- Maintain an adequate supply of hot potable water (minimum of 120°F) and cold potable water under pressure to all sinks (except hand washing sinks).

### ***(20) Holding of Unpasteurized Shell Eggs (92, 108)***

## Attachment C1H

- Discontinue storing previously refrigerated raw shell eggs at room temperature. Properly store all previously refrigerated raw shell eggs at or below 45°F.

### ***(22) Improperly Covered / Labeled / Elevated***

- Discontinue storing food in an unapproved area.
- Discontinue stacking food containers on top of other food containers without adequate protection, to prevent cross contamination.
- Provide labels in English to working containers, to indicate the contents.
- Store open, packaged food that isn't in its original package in an approved container, with tight fitting lids, and labeled for contents.
- Properly elevate food items/packages/containers at least 6" off the floor on approved stands/shelves.
- Properly cover food items in the refrigeration units.
- Discontinue using linen(s) to cover food.

### ***(23) Raw / Ready-to-Eat Food - Exposed to Possible Cross Contamination***

- Discontinue storing raw meat, poultry, fish or eggs above or adjacent to cooked and RTE foods, at once. Properly store all raw meat, poultry, fish, and eggs below or separately from cooked and RTE foods.

### ***(24) Food Not Protected from Consumer***

- Properly protect foods that are displayed for customer self-service. Provide approved sneeze guards or discontinue customer self-service of these foods.
- Discontinue allowing customers/public access to the kitchen and food preparation areas, at once – or – provide protection or separation to all foods, utensils, equipment, and linens in the kitchen and food preparation areas to prevent possible contamination.
- Properly secure the contents of the ice machine located in the hallway or relocate to an area that is inaccessible to the customers.

### ***(25) Backflow / Back Siphonage***

- Eliminate the cross-connection to prevent the potential contamination of the potable water supply.
- Replace missing atmospheric vacuum breaker at mechanical dishwasher. Discontinue use of the unit until such time as the device is properly installed.
- Provide a backflow prevention device to the threaded waterspout (faucet) at the 3-compartment warewashing sink/mop sink.
- Provide a backflow prevention device to the automated detergent / sanitizer distribution system or remove the system.

### ***(26) Critical Sink / Fixture***

- Replace the missing (hand washing, mop, or food preparation) sink.
- Provide hot (120°F min other than hand washing sink) and cold potable water under pressure to the \_\_\_\_\_ sink.
- Provide warm (100°F min) and cold potable water under pressure to the hand washing sink.
- Discontinue blocking access to the hand washing sink, at once.

### ***(27) Risk for Contamination***

- Discontinue preparing food in an area not approved for food preparation.

## Attachment C1H

- Discontinue preparation of food beyond the scope of the approved operation (food preparation in a prepackaged facility).
- Discontinue disposing of mop water in the food preparation sink.
- Discontinue thawing food in an unapproved sink.
- Discontinue allowing the handle of a serving utensil in direct contact with RTE food.
- Remove/ relocate the fly-elimination device. This device requires a minimum distance of 3 feet from all food, food preparation, utensils, equipment, and linens.
- Discontinue using bare hands to place food in a carry out container.
- Clean and sanitize the 3-compartment sink prior to use as a food preparation sink. No food preparation sink available.

### ***(29) Re-used / Re-served***

- Discontinue using or re-serving food that has been previously served to customers, at once.
- Discontinue transferring containers of non-PHF from one customer to another

### ***(30, 43) Hazardous Materials / Chemicals***

- Discontinue storage of insecticides, cleaning agents, and chemicals in a manner that may contaminate food, food preparation surfaces, or utensils.
- Discontinue the use and storage of all “household use only” insecticides in the food facility.
- Properly label all chemicals and store them in an area separate from food and utensils.
- Discontinue the reuse of food containers for the storage of chemicals.
- Discontinue the use of non-food grade lubricants on food equipment.

### ***(31) Employee Practices***

- Discontinue allowing employees to eat / drink / smoke in the food preparation area.
- Discontinue the use of tobacco in food preparation areas.
- Discontinue allowing employees to sit on food preparation surfaces.

### ***(32) Gulf Coast Oyster Warning Signs***

- Discontinue sale of untreated gulf oysters until a written warning of the hazard of consumption is properly posted / provided to the consumer. Properly post the warning sign or statement so that it is easily visible to the consumer.

### ***(33) Labels / Misrepresented-Consumer Foods***

- Discontinue sale of pre-packaged food items that are unlabeled and those with incomplete labels. All pre-packaged foods shall bear a label that includes: the common name of the food; a list of ingredients in the order of decreasing predominance by weight; net quantity of contents (weight); nutritional information; the statement “Perishable Keep Refrigerated” for potentially hazardous processed food preserved by refrigeration; and the name and place of business of the manufacturer/distributor.
- Properly label all bulk food containers intended for customer self service with either the manufacturer’s label or common name, list of ingredients in the order of decreasing predominance by weight, and nutrition information.
- Remove all false food advertisements and offers for sale. Replace all foods that are not in compliance with advertisements with foods that meet the specifications of the advertisement.
- Discontinue the use of deceptive lighting to make meat appear fresh.

## Attachment C1H

- Discontinue sale of hamburger with a fat content in excess of labeled content.

### ***(34) Disclosure Notification***

- Discontinue serving food that contains raw or undercooked egg as an ingredient without notifying the consumer orally or in writing. Prior to taking orders or serving, provide the consumer with either an oral or written notification that a food product contains raw or undercooked egg.
- Discontinue serving foods that contain raw or undercooked meat, fish or poultry as an ingredient without notifying the consumer orally or in writing. Prior to taking orders or serving, provide the consumer with either an oral or written notification that a food product contains raw or undercooked meat, fish or poultry.

### ***(35) Valid Food Safety Certification***

- Provide and maintain proof on site of a certified food handler (CFH) by having available the original (no copies), valid, food handler certificate issued by an approved provider.

### ***(36) Thawing (93)***

- Discontinue thawing PHF at room temperature, at once. Thaw PHF by one of the approved methods: completely submerged under running water inside a food preparation sink, in a refrigeration unit, as part of the cooking process, or by use of a microwave.

### ***(37) Adulterated Food (Minor)***

- Discontinue the sale or service of spoiled or adulterated food products.
- Discontinue storing drinks / food items in the same ice that is intended for use for customer consumption.
- Discontinue the sale of damaged canned goods (e.g. rim or seam dents, swollen cans, leaking cans.)
- Discontinue the sale of food infested with insects.
- Discontinue the sale of PHF in reduced oxygen packaging that exceeds the “Use By” date.

### ***(38) Improper Inspection at Delivery / Transportation (89)***

- Properly inspect all food products upon receipt and prior to use, storage, or sale.
- Properly transport all food in a manner that protects the food from contamination and maintains approved temperatures.

### ***(39) Customer Self-Service Utensils***

- Provide tongs or scoops to customer self service bulk food items.
- Provide clean plates and utensils at the buffet.
- Properly dispense single-use customer utensils so that only the handles are exposed to the consumer.

### ***(40) Handwashing (Minor) (88)***

- Provide and maintain single-service soap and towels in the dispensers, at once and at all times.
- Provide an approved dispenser/device for hand towels.
- Discontinue the use of bar soap. Provide an approved single-use soap dispenser.
- Repair/Replace the damaged/missing soap/towel dispenser(s).
- Provide single service soap and towels conveniently located at the wash compartment of the 3-compartment sink. No handwash sink available in the food preparation area.

## **Attachment C1H**

### ***(41) Hair Restraints / Outer Garments / Nails / Rings***

- Employees that prepare and handle open food and clean utensils shall restrain and cover their hair.
- Employees that have limited contact with open food shall restrain their hair.
- All employees shall wear clean outer garments while handling food/utensils.
- Employee fingernails shall be trimmed and cleanable.
- Discontinue allowing employees with nail polish, artificial nails or rings to handle food without using approved gloves.

### ***(42) Shellfish Tags / Labels – Improperly Maintained***

- Maintain shellfish certification tags with the original container until empty, and then maintain tags in an organized manner on the premises for a period of not less than 90 days from the date of harvest.

### ***(44) Spoils Area***

- Provide a designated area for the storage of returned/damaged food products.
- Properly store all damaged or spoiled foods in an area separate from approved foods and utensils intended for sale/use.
- Store all spoils in a manner that prevents vermin attraction.

### ***(45) Interior Premises***

- Maintain the interior of the premises clean and free from the accumulation of litter and unapproved items.
- Properly organize the storage area. Remove all unapproved/ inoperable/unusable items from the premises.
- Properly store all linen/work apparel in an approved area/ container separate from food/utensils/food contact surfaces.
- Discontinue using the food establishment as sleeping quarters. Remove all bedding/blankets/cots from the premises.
- Provide a solid, self-closing door between the living/sleeping quarters and the food facility.

### ***(46) Animals / Pets***

- Discontinue allowing pet animals in the food facility. Only service animals are allowed to enter customer seating areas and restrooms.

### ***(47) Disrepair***

- Maintain all food equipment/utensils/shelving/cabinets in good repair.
- Repair/Replace the dilapidated, rusted racks/refrigerator storage shelves. (Do not paint).
- Repair/Replace/Remove all damaged/deteriorated/inoperable equipment/utensils.
- Repair/Replace damaged refrigerator door/drawer gaskets/seals.

### ***(48) Non-Food Contact Surfaces- Not Clean***

- Clean and maintain \_\_\_\_\_ free of debris, dirt, grease, or food accumulation.
- Thoroughly clean all equipment, cabinets, and shelving contaminated by vermin.
- Properly clean and maintain the following: all cooking equipment and all refrigeration units, especially the bottoms, gaskets, and rails of the unit.

## Attachment C1H

- Clean and maintain the inside of the mechanical dishwasher. Remove all evidence of calcium and chemical build-up.

### **(49) Storage**

- Properly store all equipment/utensils in an approved and clean area.
- Discontinue storing clean utensils/pot/pans under the 3-compartment warewashing sink. Properly store all utensils so as to prevent contamination.
- Discontinue storing the ice scoop directly inside the ice. Provide an approved container or caddy for storage of the scoop.
- Discontinue storing utensils in standing water, sanitizing solution, or water of less than 135°F, at once.

### **(50) Unapproved Type / Improper Use / Improper Installation**

- Discontinue the use of unapproved cutting boards.
- Remove mechanical garbage disposal from the 3-compartment warewashing sink.
- Discontinue using milk crates for food storage/racks/shelves.
- Provide approved food storage containers/shelves.
- Discontinue lining storage shelves/equipment with cardboard/plywood.
- Discontinue using unapproved stoppers at the warewashing sink.
- Remove/Relocate the unapproved customer self-service soda dispenser. This unit is not approved for customer self-service.
- Discontinue re-using single service food containers for food storage or as working containers.
- Discontinue storing open food in unapproved food storage containers (i.e. milk crates/plastic shopping bags/sterilite plastic containers).
- Discontinue using domestic (home-style) equipment. Provide equipment that's ANSI certified (usually bearing the NSF label).
- Discontinue wrapping utensil handles with cloth/string/ tape.

### **(51) Wiping Cloths (87)**

- Discontinue use of turbid sanitizing solution for wiping cloths. Sanitizing solution and wiping cloth shall be changed when water becomes turbid, permeated, or soiled with food particles.
- Discontinue use wiping cloth for multiple uses with out storing in an approved sanitizing solution. All wiping cloths intended for multiple uses shall be stored in a container of clean water in an adequate concentration of an approved sanitizing solution.
- Provide a separate sanitizer bucket/container for the storage of wiping cloths used for raw foods of animal origin and for the storage of wiping cloths used for other purposes.

### **(52) Cleaning / Sanitizing – Food Contact Surfaces (Minor) (87)**

- Provide and maintain sanitizer concentration, as required or per manufacturer's instructions.
- Provide the appropriate test kit for measuring sanitizer concentration for warewashing.
- Properly wash, rinse and sanitize all tableware, utensils, and equipment.
- Discontinue using the 2-compartment sink for a continuous or intermittent flow of utensils. Properly wash utensils in a batch operation and drain solution after use.

### **(53) Thermometer (90, 91, 92, 94)**



## Attachment C1H

- Provide an approved, accurate, and easily readable metal probe thermometer for measuring food temperatures.
- Provide an accurate thermometer to all refrigeration units holding PHF.

### **(54) Deterioration / Unapproved Materials (Floors/Walls/Ceilings)**

- Properly repair/renovate the floor so that it is smooth, durable, and easily cleanable.
- Repair all damaged walls/ceilings/floors throughout the premises. Provide a smooth and easily cleanable surface.
- Properly remove all peeling paint from the walls/ceilings. Resurface/renovate deteriorated walls/ceilings by an approved manner. Walls/Ceilings shall be smooth, non-absorbent, and easily cleanable.
- Remove the unapproved ceiling panels from food preparation areas. Provide approved ceiling panels.
- Provide approved base coving of at least 4" to all food preparation areas.
- Remove unapproved/deteriorated/broken wooden floorboards. Provide an approved type, if needed.
- Provide an approved cleanable surface to the walls of the walk-in refrigerator (Do not paint).
- Properly rodent-proof the interior/exterior of the premises. Seal all gaps in exterior walls that are greater than ¼ inch.
- Properly seal all cracks and crevices throughout the interior of the facility to prevent the harborage of cockroaches.

### **(55) Not Clean**

- Thoroughly clean and maintain all floors, walls, and ceilings. Remove accumulation of *grease/food debris/dead insects/dirt*.

### **(59) Open Door / Air Curtain / Not Fully Enclosed**

- Maintain all exterior doors closed, except when in use.
- Maintain fly fan/air curtain on during times of delivery.
- Repair/Replace inoperable/malfunctioning air curtain.
- Repair/Replace the damaged window screen.
- Properly rodent proof the exterior doors to eliminate gaps greater than ¼".

### **(60) Sinks / Fixtures / Supply Lines (87, 88)**

- Discontinue use of the unapproved extension hose that provides water to each compartment of the sink. Provide an approved faucet extension. The faucet of the 3-compartment warewashing sink must extend to each sink compartment.
- Eliminate the leak at the handwash/janitorial/food prep/warewashing sink faucet/knob/supply line/angle stop.
- Secure the loose handwash sink(s) in toilet room.
- Maintain the warewashing sink(s) in good repair.
- Clean and maintain the handwash/warewashing/food prep/janitorial sink.
- Maintain clean and sanitized the food-preparation sink basin.
- Repair/Replace all damaged sinks and fixtures.

### **(61) Drain Lines / Floor Sinks / Floor Drains**

- Properly dispose of liquid waste into an approved device: floor sink, floor drain, janitorial sink.

## Attachment C1H

- Discontinue disposing of the liquid waste from the refrigeration unit into a bucket. The liquid waste must drain indirectly to a floor sink.
- Provide a free flowing drain to the floor sink/ floor drain.
- Repair the leaking drain line under the \_\_\_\_\_sink. Repair all leaking drain lines, throughout the premises.
- Discontinue disposing of mop water/liquid waste onto the ground surface at the exterior of the facility. All liquid waste shall be properly disposed into an approved public or private sewage disposal system.
- Discontinue using the flexible drain line for the discharge of liquid waste. Provide an approved drain line of rigid construction.

### ***(63) Hood- Not Clean / Disrepair / Missing Filter(s)***

- Clean and maintain the hood grease filters and hood surfaces.
- Replace all missing hood filters/grease catch.
- Properly install the hood filters.
- Repair/Replace the inoperable hood.

### ***(64) Hood – Missing / Incorrect Type / Improper Installation***

- Provide adequate and approved mechanical ventilation in the cooking area.
- Provide an approved hood over the equipment. Hood must extend 6” beyond the edge of the cooking equipment.
- Discontinue use of all gas-operated cooking equipment, at once. Remove all unapproved equipment from the premises. This facility is not approved/permitted for cooking as there is no mechanical ventilation

### ***(65) Ventilation-General***

- Repair/Replace the inoperative ventilation to the kitchen area. Adequate return air is required to compensate for air removed by the hood system.
- Provide adequate and approved ventilation in the restroom/food storage room, as required.
- Repair/Replace the damaged ceiling fan in the restroom.
- Repair the bathroom window to be operable and provide the missing window screen.

### ***(66) Lighting / Light Shields***

- Provide and maintain approved light shields or safety tubes with end caps to all fixtures in the food preparation, open food storage, and warewashing areas.
- Repair/Replace all broken and missing light shields/end caps.
- Provide adequate lighting throughout the facility.
- Eliminate the accumulation of water inside the light shields of the walk in refrigerator.

### ***(67) Toilets / Toilet Room***

- Repair all non-functioning toilet facilities.
- Maintain all toilet facilities clean and in good repair.
- Eliminate leak at base of toilet(s).
- Secure the toilet(s) to the floor.

## Attachment C1H

- Provide an adequate number of toilet rooms / toilets. In accordance with local building code and the Los Angeles County Code, an approved urinal must be provided to the men's toilet room for those facilities with on-site consumption of alcohol.
- Provide and maintain toilet paper in its dispenser.
- Provide and maintain a toilet paper dispenser.
- Provide a self-closing device to the toilet room door.
- Repair/Replace damaged/disconnected door self-closing device.
- Maintain all toilet facilities in a clean and sanitary condition.

### ***(68) Dressing Room / Personal Items***

- Provide an approved employee change/storage area.
- Maintain the employee storage area clean.
- Provide a separate area for the storage of employee personal items.
- Remove employee personal items from food preparation area or food/utensil/equipment storage room.

### ***(69) Janitorial-Storage and Conditions***

- Provide a separate and approved area for the storage of janitorial supplies and equipment.
- Discontinue the storage of mops or other janitorial equipment in the food preparation/storage areas.
- Maintain janitorial area clean.

### ***(70) Refuse / Refuse Container(s)***

- Maintain refuse container(s) clean and free from build-up of encrusted waste.
- Provide refuse bins in good repair. Refuse bins shall have lids and shall not leak wastewater.
- Maintain refuse bins closed at all times when not in use.
- Provide/Maintain approved liners to garbage receptacle in the food facility.
- Provide an approved trash receptacle to the toilet room.
- Discontinue use of a cardboard box as a trash receptacle.

### ***(71) Exterior Premises***

- Clean and maintain exterior premise free from the accumulation of trash/animal waste/feces/urine.
- Clean and maintain refuse bin area. Remove all cast off items/broken equipment/cardboard/recyclables.
- Remove all cast-off items from the premises.
- Discontinue washing floor mats or equipment at the exterior of the facility. Properly wash mats and equipment where waste water will not discharge into the street/storm drain.

### ***(72) Public Health Permit***

- Pay for your Public Health Permit fee within \_\_\_ business days at the office located on the front page or at EH HQ.
- Provide and maintain a current Public Health Permit posted in a conspicuous location in the food facility.

### ***(73) Inspection Report***

- Provide and maintain the most recent inspection report available for review upon request.

## **Attachment C1H**

### ***(74) Grade / Score***

- Maintain grade/score card posted in a conspicuous location at all times.

### ***(75) Public Notice***

- Provide and maintain a public notification sign posted in a conspicuous location in the food facility.

### ***(76) Missing Invoice Copies***

- Provide and maintain copies on file at the facility of invoices to verify the source of food products.

### ***(77) County Business License (Unincorporated Areas)***

- Provide and maintain a current Los Angeles County business license posted in a conspicuous location.

### ***(78) Signs-Hand Washing / No Smoking / Restroom***

- Provide and maintain \_\_\_\_\_ sign posted in \_\_\_\_\_.

### ***(79) Vending Machine-Name/Address/ Phone Number***

- Provide and maintain a sign indicating the owner's name, address, and telephone number to each vending machine posted in a prominent location.

### ***(80) Vending Machine-Record of Cleaning***

- Provide and maintain a current cleaning and sanitizing record for each vending machine.

### ***(81) No Construction Plans Submitted***

- Discontinue any and all remodeling, construction, and equipment changes until approval is obtained by L.A. County Plan Check Program. Submit three sets of plans to the Plan Check Program. Obtain all other applicable permits and/or approvals from L.A. Building and Safety and/or other agencies, as required.

### ***(82) Specialized Process***

- Food facilities that prepare or process foods using reduced oxygen packaging at the facility must obtain an approved HACCP Plan from the CA Department of Public Health.

### ***(83) Person-In-Charge***

- Identify a Person in Charge at the facility during all hours of operation.

### ***(84) Demonstration of Knowledge***

- Provide adequate training to all food workers. All workers must be capable of demonstrating the ability to complete their assigned duties.

### ***(85) Hazard Analysis Critical Control Point (HACCP) Plan***

- Provide and maintain proof of documentation to support the use of a HACCP plan.

### ***(86) Variance Documentation***

- Provide and maintain proof of variance documentation from the CA Department of Public Health to support the use of alternative practices or procedures.

**Attachment C11 – Toxic Epi Forms and Reports**  
**For**  
**ENVIRONMENTAL HEALTH PERMIT AND INSPECTION**  
**MANAGEMENT SYSTEM**  
**(EHPIMS) AND RELATED SERVICES**  
**(RFP No. 44)**

987	12/2/2010 12:21:06 PM	Call Taker		<b>MANDATORY QUESTIONS</b>		<b>ACTION TAKEN / NOTES</b>	
What is the problem?	testing			Zip Code		Gender	
Who referred you to us?				Caller's approx. age-range?			
				What resources have you used so far?			
<b>REPORT DETAILS</b>				<input type="checkbox"/> Web Search <input type="checkbox"/> Gov't Websites <input type="checkbox"/> Newspaper <input type="checkbox"/> Healthcare Provider <input type="checkbox"/> T.V. <input type="checkbox"/> Alt Med Practitioner <input type="checkbox"/> Friend / Family <input type="checkbox"/> Scientific Articles <input type="checkbox"/> Gov't Agency, Specify <input type="text"/> <input type="checkbox"/> Refused <input type="checkbox"/> Not Applicable <input type="checkbox"/> None    Other <input type="text"/>			
What problem would you like to report?							
Where is the problem?				Having symptoms? <input type="checkbox"/>			
Do you own or rent?				If rent, did you tell the landlord?			
<b>CONTACT INFO</b>				<b>NEEDS ASSESSMENT</b>			
Name	Toxics Epidemiology Program		Org.	Was our conversation helpful to you? Was I able answer all of your questions?			
Phone		ext	Fax				
Address			Email				
	Los Angeles	CA	90005	Primary language			
	(City)		(Zip code)	English			
				<input type="button" value="Save"/> <input type="button" value="Print"/>			
				Materials requested by mail <input checked="" type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> Date sent <input type="text"/>			
				Referred caller to? <input type="text"/> <input type="text"/> <i>(List if Other)</i>			
				<b>AFTER YOU HANG UP, ANSWER</b>			
				Subject of call <input type="text"/> <input type="text"/> <i>(List if Other)</i>			
				Prop 65-related subject? <input type="checkbox"/> <i>(List if Other)</i>			
				Topic for future reference <input type="text"/>			
				Call Status		Pending	Total time spent on case
							Minutes
						Performance Measure	<input type="text"/>

**DISTRICT ENVIRONMENTAL SERVICES**

(626) 430-5200 Main Line

[Local District EH Offices.pdf](#)

**ENVIRONMENTAL HYGIENE**

(626) 430-5430 Main Line

**OTHER COUNTY DEPARTMENTS**

DHS Main Referral Line (800) 427-8700

ACDC Acute Communicable Disease Control (213) 240-7941

Mental Health Emergency Response Team (800) 854-7771

Vector Control (rats, mice, mosquitos) (626) 430-5450

Lead Poisoning Abatement Program (800) LA 4 Lead

Housing and Institutions (hotels, motels, jails, childcare, nursin homes) (626) 430-5590

Quality Assurance (Quaitly of Inspection) (626) 430-5300

State Housing / Community Development (mobile home parks) (800) 952-8356

[REDACTED]

[REDACTED]

**USEFUL CONTACTS**

AIHA - List of Accredited Labs (626) 831-3025 (Pasadena Lab)

AQMD - Air Quality Management Dept. (800) 288-7664

Building and Safety - L.A. City Zoning (888) 524-2845

Cal EPA (916) 445-3846

HazMat (323) 890-4317

Household Hazardous Waste Drop-off's (888) CLEAN-LA

Legal Aid - tenant rights (323) 801-7991 [California Tenant Rights - www.caltenantlaw.com](#)

National Pesticide Information Center (800) 858-7378 [NPIC.edu](#)

OSHA Consultation - Los Angeles Office (562) 944-9366 [Cal-OSHA Local Offices](#)

Poison Control (800) 222-1222

Radon Information Line (CA state) (800) 745-7236

Suicide Hotline (877) 727-4747

ToxFAQs Hazardous Substance Fact Sheet (888) 42-ATSDR [ToxFAQs.gov](#)

WHAT SYMPTOMS ARE YOU/THEY EXPERIENCING?

- Cough
- Difficulty breathing
- Dizziness\*
- Eye irritation
- Fatigue\*
- Fever\*\*
- Headache
- Light headedness\*
- Nasal congestion
- Nose Bleed
- Shortness of breath
- Skin rash or irritation
- Stomach ailments
- Throat/nose irritation
- Wheezing
- Other:

\*If symptoms to an unknown cause are: dizziness, fatigue, headache, light headedness --> inquire about GAS exposure

\*\*Fever indicates infectious disease, not a toxic exposure

\*\*\*If caller has an immune disorder, or is undergoing chemo where their immune system is weakened --> refer to Cyrus because more serious medical attention may be needed

Find a DHS Clinic  
[www.ladhs.org](http://www.ladhs.org)



Find a Physician/Clinic  
[www.healthycity.org](http://www.healthycity.org)

Who is experiencing these symptoms?

When did symptoms begin?:

Have you or they seen a doctor?  (Yes or No)

When did you or they see a doctor?

What was the diagnosis?

Does anyone smoke in the home?  (Yes ; No ; Refused)

NIH Household Products Database  
Search specific symptoms to find household products that list those symptoms in their MSDS  
<http://householdproducts.nlm.nih.gov/health.htm>



QUESTION TO ASK

What year was the structure built?  (Enter 4-digit Year or DK)

ASBESTOS HEALTH EFFECTS

Health affects related to asbestos often go unnoticed for 15-40 years  
 Greater exposure and longer exposure = greater risk of contracting disease  
 Asbestos does NOT cause headaches, sore muscles, or other immediate Sx.  
 LUNG CANCER - risk is greater from inhaling asbestos if you also smoke  
 ASBESTOSIS - lungs become scarred with fibrous tissue, characterized by shortness of breath and cough. Usually high level of exposure over many years, symptoms do not usually appear until 20-30 years after.  
 MESOTHELIOMA - cancer of the lining of the chest and abdomen. The lung scars, becomes inelastic, puts pressure on heart, then the heart's diseased.

HOW TO ASSESS PERSONAL EXPOSURE

Asbestos fibers - detected in urine, feces, or mucus. These tests are not reliable for determining how much asbestos may be in your lungs. Low levels of asbestos fibers are found in nearly everyone. Higher-than-average levels can show that you have been exposed to asbestos, but cannot tell how much you have been exposed to or whether you are likely to suffer any health effects.  
 Chest X-ray recommended for detecting early signs of lung disease caused by exposure to asbestos in persons who have sustained relatively heavy exposure. Test cannot detect actual fibers, so not valid for brief exposures.

FACTS ABOUT ASBESTOS

Asbestos is a mineral fiber that can only be identified with a microscope. In the past, asbestos was added to a variety of products to strengthen them and provide heat insulation and fire resistance.  
 Asbestos fibers in good condition (i.e. not frayed or easily crumbled) are generally not a risk  
 EPA has classified asbestos as a human carcinogen. No studies have been done on acute, short-term effects of asbestos on animals or humans. No studies done on developmental or reproductive effects of asbestos in animals or humans.

ASBESTOS RESOURCES

EPA and US Consumer Product Safety:  
**ASBESTOS IN THE HOME**  
<http://www.cpsc.gov/cpsc/pub/pubs/453.html>

US Consumer Product Safety Commission -  
 Bans use of asbestos in some products

CA State Certified Asbestos  
 Contractors <http://www.cslb.ca.gov/>

For asbestos in roofing, siding, or an asbestos-cement pipe that is part of a water system, you can also use a general roofing, flooring, or plumbing contractor that has been trained to handle asbestos. Normally, they are exempt from licensing because they do not perform any other asbestos-correction work.

FACTS ABOUT CANCER

Cancer is a group of >100 diseases characterized by uncontrolled growth and spread of abnormal cells in the body. Cancer is the second leading cause of death in the U.S. after heart disease. One of every three people will develop cancer at some point in their lives. Because people are living longer, the risk of developing cancer is increasing.

Nearly 1 in 450 children will be diagnosed with cancer before the age of 15. Most common cancers in children are leukemia, brain tumors, and lymphomas.

CANCER CLUSTERS

A cancer cluster is the occurrence of a greater than expected number of cases of cancer within a group of people, a geographic area, or a period of time.

A suspected cancer cluster is more likely to be a true if it involves (1) a large number (as in 100's to 1,000's times higher) of cases of a specific type of cancer, rather than several types of cancer, (2) a rare type of cancer rather than common types, and (3) an increased number of cases of a certain type of cancer in an age group that is not usually affected by that type of cancer.

Investigations into occupational and medical cancer clusters has led to the discovery of dozens of carcinogens... Benzene (leukemia), vinyl chloride workers (angiosarcoma of the liver), inhaled Chromium VI (lung cancer) Investigations of clusters in communities has revealed any new causes.

CARCINOGENS

The most common carcinogens in our society are those present in cigarette smoke. Tobacco smoke is known to contain at least 60 carcinogens and 6 developmental toxicants.

To scientifically detect an environmental cause of a cancer cluster, exposure levels to a chemical must be extremely high in a lot of people. A brief, low-level exposure to a chemical, even if it's a known carcinogen, is unlikely to do the job.

Cancers today are related to a lifetime of certain habits or an exposure to a carcinogen many years ago. There is a long latency period, 15 to 30 years, between exposure to a carcinogen and medical diagnosis of cancer. This makes it very difficult to track what caused the cancer, especially in a mobile society like ours where people move.

CANCER RESOURCES

NCI: Cancer Info  
<http://www.cancer.gov/>

ATSDR Cancer Overview  
<http://www.atsdr.cdc.gov/COM/cancer-fs.html>

CDC: Cancer  
<http://www.cdc.gov/cancer/>

FACTS ABOUT MERCURY IN FISH

Seafood can be an important part of a balanced diet for pregnant women. It is a good source of high quality protein and other nutrients and is low in fat.

Some fish contain high levels of a form of mercury called methylmercury that can harm an unborn child's developing nervous system if eaten regularly.

5 of the most commonly eaten fish that are low in mercury are shrimp, canned light tuna, salmon, pollock, and catfish.

Another commonly eaten fish, albacore ("white") tuna has more mercury than canned light tuna. So, when choosing your two meals of fish and shellfish, you may eat up to 6 ounces (one average meal) of albacore tuna per week.

WHAT IF I EAT MORE THAN 12 OUNCES OF FISH IN A WEEK?

There is no harm in eating more than 12 ounces of fish in one week as long as you don't do it on a regular basis. One week's consumption does not change the level of methylmercury in the body much at all. If you eat a lot of fish one week, you can cut back the next week or two and be just fine. Just make sure you average 12 ounces of fish a week.

FISH ADVISORIES

The FDA and the EPA have issued an advisory recommending that pregnant women, nursing mothers, and young children not eat Shark, Swordfish, King Mackerel, or Tilefish because of their high levels of methylmercury.

The FDA and EPA recommend eating no more than 12 ounces of commercially purchased fish and shellfish per week. An average serving size is 3-6 ounces. Consumption of fish caught by family and friends in local lakes, rivers and coastal areas should not exceed 6 ounces per week.

LOS ANGELES COUNTY ADVISORIES

Do not eat the white croaker fish if caught locally in the red zones (between Palos Verdes and Long Beach). White croaker feeds directly off of the bottom of the ocean and is a fatty fish and DDT's and PCB's tend to build up in the fatty tissue.

FISH CONTAMINATION RESOURCES

Fish Advisories Information:  
OEHHA (916) 327-7319

[OEHHA - Safe Eating Guidelines](http://www.oehha.ca.gov/fish.html)  
<http://www.oehha.ca.gov/fish.html>

[EPA Consumption Advice - Fish Advisories](http://www.epa.gov/waterscience/fish/advisory.html)  
<http://www.epa.gov/waterscience/fish/advisory.html>

[Fish Contamination Education Collaborative](http://www.pvsfish.org/)  
<http://www.pvsfish.org/>

QUESTIONS TO ASK IF THEY SUSPECT EXPOSURE TO GAS

What kind of system do you use to heat your house?  
(i.e. central heating, portable heating, fireplace, oven, wall unit, etc.)  
When was the heating system maintained or filter changed?

\*If a gas problem is suspected, have them call their gas company to come out and check.

\*Symptoms of gas exposure include: dizziness, fatigue, headache, and light headedness.

Do you have a gas, wood, or electric stove or oven?  
If they have a gas stove or oven, ask --> When did you last have the gas  
company come take a look at your gas stove or oven?

What fuel do you use to heat your grill or BBQ?  
(i.e. charcoal, electric, butane, propane, etc.)

Do you have working smoke detectors inside your home?

Do you live near (within 1/2 mile from) a freeway, airport, industrial plant,  
factory, or utility company?

QUESTION TO ASK

What year was the structure built?  (Enter 4-digit Year or DK)

LEAD HEALTH AFFECTS

Young children (toddlers) are at highest risk because of greater hand-to-mouth activity and because their nervous systems are still developing. Lead poisoning has been associated with learning disabilities, mental retardation, and even death at high exposure levels.

California State Health Department warns consumers not to eat Chaca Chaca candy or Tamarind fruit candy from Mexico, they may contain high lead levels.

Sindoor is a product some people use as a food coloring or for coloring hair red. It contains lead and should not be eaten or sold as a food coloring.

FACTS ABOUT LEAD

Over 80% of the homes built before 1978 contain leaded paint.

LEAD IN CERAMICS

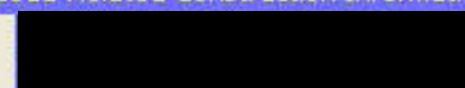
Lead can be used in the glaze, paint or even the ceramic itself in ceramic dishes. The FDA and the EPA regulate this constantly, especially imported ceramics. Lead-glazed pottery from Mexico has been linked to high lead levels in children.

You can take any ceramic dishes to a laboratory to do a test to check for lead. They will bake the ceramic in acid to see how much lead leaches from the dish.

You can do a basic test to see how much lead is leaching, or escaping from the ceramics and going into your food. Leave an orange on a plate overnight. This acidic fruit will cause lead to leach from the plate to the orange, and if you test this, it will only be about 1-3 parts per million (ppm). For reference, the amount of lead in drinking water is about 10-15 ppm.

LEAD RESOURCES

Lead-Related Construction Information



LA County Childhood Lead Poisoning Prevention Program <http://lapublichealth.org/lead/index.htm>

State Lead Poisoning Prevention Branch <http://www.dhs.ca.gov/childlead/>

EPA Lead Awareness Program <http://www.epa.gov/opptintr/lead/index.html>

CDC Childhood Lead Poisoning Prevention Program <http://www.cdc.gov/nceh/lead/lead.htm>

QUESTIONS TO ASK

Is there visible mold in your home?  (Yes, No, Don't Know)

Where is the mold?

What color is the mold?  Black  Green  White  Peach/Pink  
 Grey  Brown  Yellow  Don't Know

If you don't see mold, do you smell any musty odors?  (Yes or No)

Where is the musty odor?

Do you vent the area with a fan or open window?  (Yes or No)

Do you have any known leaks in your home?  (Yes, No, Don't Know)

If yes, has the leak been repaired?  (Yes or No)

MOLD HEALTH EFFECTS

Most symptoms to molds are temporary. Allergic reactions, similar to common pollen or animal allergies, and skin irritation are most common. Can exacerbate asthma, usually in minutes of exposure, may repeat 6-10 hours later.

BLOOD TESTING

There are 2 types of blood tests. (1) blood test for antibodies to mold (ever been exposed to mold), but does not indicate a fungal infection. Most will test positive. (2) blood test looks for the fungus in blood. Should only be done if person is immunocompromised (on chemotherapy, organ transplant recipients, HIV/AIDS, or are taking steroids) and showing symptoms of mold exposure.

FACTS ABOUT MOLDS

Molds just need a food source (wood, paper, dirt) and moisture to grow. Clean-up should begin after moisture source is fixed and excess water removed.

EPA recommends a N-95 respirator be worn (find at hardware store), goggles and gloves to clean up mold. Use a 1:10 bleach/water solution to clean.

Discard porous materials (e.g. ceiling tiles, sheetrock, carpeting, wood products, rags, wallboard, drapes, upholstered furniture). Solid materials (e.g. glass, plastic, metal) can generally be kept after they are thoroughly cleaned.

SHOULD I TEST MY HOME FOR MOLDS?

PROBABLY NOT. The first thing should be to inspect your home for any evidence of water damage and any visible mold growth. Testing is very expensive and there are NO RELIABLE STANDARDS for ACCEPTABLE LEVELS OF MOLD inside buildings. Spend time and resources to get rid of the mold and solve the moisture problem.

WHAT ABOUT "TOXIC MOLD?"

Some molds produce mycotoxins. There is proven adverse health effects for ingesting/eating large amounts of mycotoxins, but not for inhaling them. Stachybotrys – Known as "Black Mold," is usually associated with heavy water damage.

MOLD RESOURCES

EPA: A Brief Guide to Mold, Moisture, and Your Home  
<http://www.epa.gov/iaq/molds/moldguide.html>

VIEW OTHER RECORDS ON THE SAME SUBJECT

	Subject	Topic of interest	Call #	Call Taker
▶			umber)	

FOLLOW-UP CALL DETAILS




Call #	Date / Time	Action Taken
▶ 987	12/10/2010 12:54:02 PM	

FOLLOW-UP NOTES



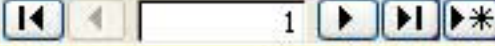
Record Number	Date / Time	Name	Organization	Mailed	Faxed	Emailed	Date Sent
	12/9/2010 11:34:40 AM			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12/9/2010


**MAILINGS QUERY**

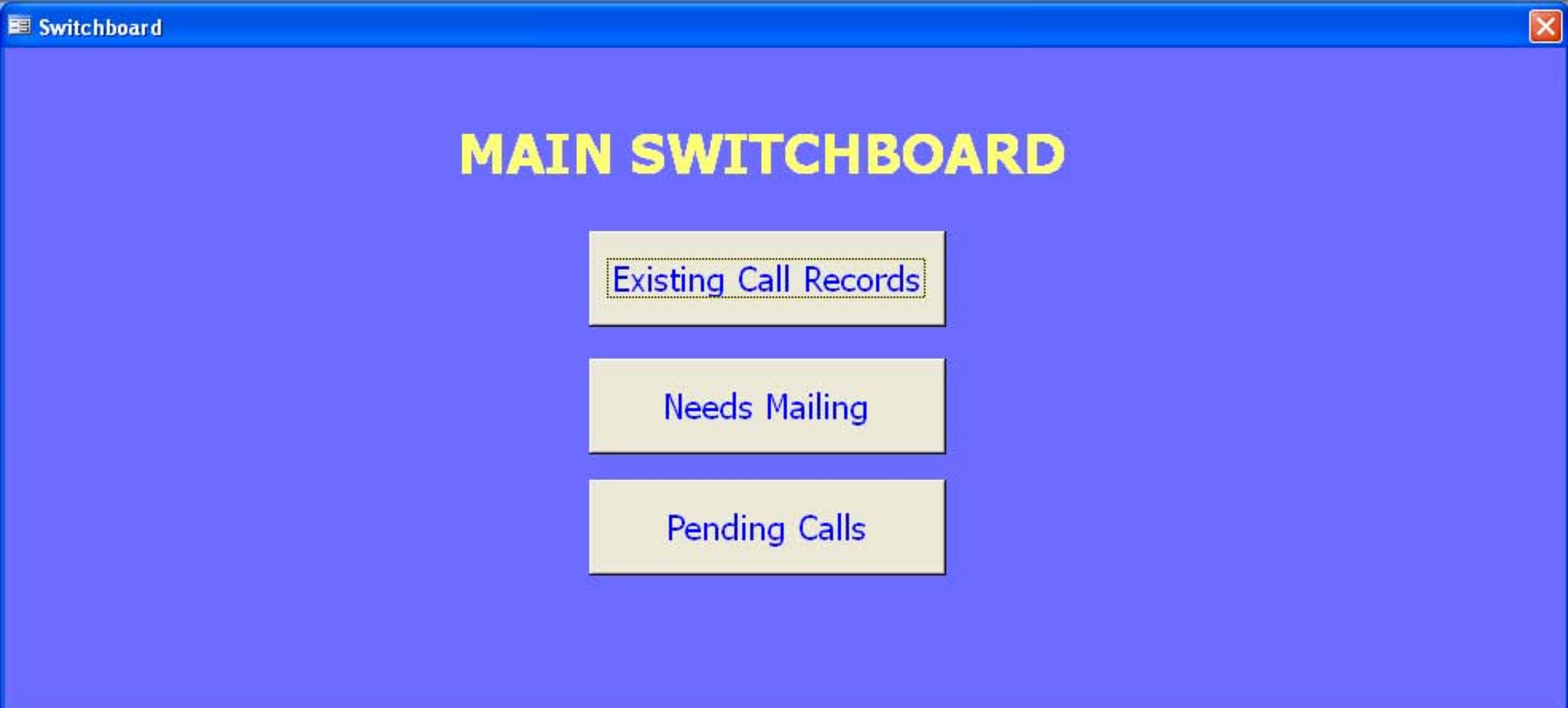
 Print Cover Letter    
  Email Documents    
 **DOCUMENTS FOR MAILING**    
  Close Window

**SEND MAILING TO:**

	Date Sent	Mail?	Email?	Fax?	Subject	Call #	Call Taker	Name	Organi:	Address	City	Zipcode	Email	Fax No.
▶		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		987	[REDACTED]	Toxics Epidemiol		[REDACTED]				
*		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		mber)								

Record:  1 of 1

Record:  1 of 1



12/9/2010 10:21:51 AM

**"Thanks for calling Toxicology and Health Assessment, how may I help you?"**

*(Write a brief explanation of their problem)*

**Who referred you to our department?**

If referral is "Other" please explain:

**"Okay, let me get your name and phone number and then I'm going to transfer you to the best person in our department who can assist you."**

Name

Phone  Ext.

Staff On-Call

PENDING CALLS						
	Status	Call #	Call Taker	Name:	Phone:	Language Spoken?
▶	Pending	987				English
*	Pending	umber)				English

Record: [Previous] [Next] 1 [Next] [Next] [Next\*] of 1

sqry_TopicofInterest				
Subject	Topic of interest	Call #	Call Taker	
		987	[REDACTED]	
Gas	cdc	988		
		(AutoNumber)		

	Call #	Date / Time	Action Taken
▶		12/10/2010 2:34:24 PM	

	Date Sent	Mail?	Email?	Fax?	Subject	Call #	Call Taker	Name	Organization	Address	City	Zipcode	Email
▶		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		987							
*		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		mber)							





[Redacted text block]

[Redacted text block]

December 10, 2010

Toxics Epidemiology Program

[Redacted text block]

Dear Toxics Epidemiology Program,

Thank you for calling the Toxics Epidemiology Program at the Los Angeles County Department of Health Services. Enclosed are the materials that you requested. We hope that these materials prove useful.

If you have any questions or need further assistance, please give us a call at [Redacted] or visit our website at <http://www.lapublichealth.org/tox/>.

Sincerely,

[Redacted signature]

Epidemiologist





## **Appendix C2**

### **Technical Requirements**

**FOR**

**ENVIRONMENTAL HEALTH**

**PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS) AND**

**RELATED SERVICES**

**(RFP No. 44)**

Proposer's Name: \_\_\_\_\_

## Instructions for Vendors' Responses

Proposer responses to this Technical Requirements section of the RFP should be made with the Proposer's full awareness that the County, to the greatest extent possible, would like to use COTS functionality to meet the requirements listed herein.

All sample forms, documents, and reports pertaining to Environmental Health programs provided in Attachments C1A, C1B, C1C and C1I are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer's solution must include the production of all forms/document/reports provided as samples in the above-referenced Attachments and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.

Responses to the requirements shall be entered in the "Meet Requirements" column.

"Meet Requirements" legend is as follows:

Y – Existing COTS functionality available as part of the Current COTS Release (no custom programming).

M – Requirement will be met with custom programming of the Current COTS Release. The modification cost is included in the proposal price.

N – The requirement cannot be met.

In the header field in this document, Proposer shall enter the Proposer's name.

Proposer's Name: \_\_\_\_\_

## **Introduction**

The Technical Requirements for EHPIMS software solution include the overall technical capabilities needed to support business processes for EH and other DPH divisions and County departments. At a minimum, these requirements will be used to evaluate the overall System capabilities that shall consistently be met throughout the Term of the resultant Agreement.

Any terms with the initial letter capitalized, which are not defined herein, shall be defined in *Appendix L (Glossary)*.

Proposer's Name: \_\_\_\_\_

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## System Requirements

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
<b>1.0</b>	<b>General Technical Requirements</b>		
<b>1.1.</b>	System processes dates and time correctly including daylight saving time. System complies with Daylight Savings Time clock changes mandated by applicable federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures, including the federal Energy Policy Act of 2005.	1	
<b>1.2.</b>	System utilizes components that provide the format of all dates and times in accordance with International Organization for Standardization 8601 for dates from January 1, 1900 to December 31, 2099.	1	
<b>1.3.</b>	System provided is the most recent commercially available version.	1	
<b>1.4.</b>	System is accessible from the Internet.	1	
<b>1.5.</b>	System allows workstations in a Microsoft Windows environment to access other network and desktop applications while using the System (i.e. toggle).	1	
<b>1.6.</b>	System uses a County domain name such as: <a href="https://ehpims.ph.lacounty.gov">https://ehpims.ph.lacounty.gov</a>	1	
<b>1.7.</b>	System provides the capability to exchange data files with the County using Secure File Transfer Protocol (SFTP).	1	
<b>1.8.</b>	System provides “print screen” capabilities throughout the System.	1	



Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
1.9.	System prohibits disrupting of activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards.	1	
1.10.	System prohibits disrupting of activated features of any operating System that are identified as accessibility features.	1	
<b>2.0</b>	<b>System Infrastructure Requirements</b>		
2.1.	System allows access to all data via a third party report writer using the .NET Framework Data Provider for SQL Server.	1	
2.2.	System allows access to all data via a third party report writer using OLEDB.	1	
2.3.	System allows access to all data via a third party report writer using ODBC.	1	
2.4.	All System functions are available via Internet Explorer Browser.	1	
2.5.	System supports Internet Explorer 7.	1	
2.6.	System supports Internet Explorer 8.	1	
2.7.	System publishes web services.	1	
<b>3.0</b>	<b>User Interface</b>		
3.1.	System follows the County of Los Angeles Web Site Style Guide, County of Los Angeles Public Health Information Systems Web Site's Content Guide and American With Disability Act guidelines ( <i>see Attachment C2A (County Web Site Content Guide)</i> ) for information published to the public and applications accessible to the public.	1	

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
3.2.	All information published to the public and all applications available to the public will use the same graphics, layout, visual style, and user interface conventions as publichealth.lacounty.gov.		
3.3.	System allows Authorized Users to set how content will be displayed (e.g. font size of the displayed text can be set to be viewed as normal, large or extra large).	1	
3.4.	System allows Authorized Users to adjust color and contrast settings using a variety of color selections.	1	
3.5.	Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	1	
3.6.	System includes menu and screen names that match the screen's functionality.  Example: The screen where payments are entered is called "Payments".	1	
3.7.	System displays notifications and error messages in a consistent format and location on all screens.	1	
3.8.	System uses transaction controls to ensure steps that transactions succeed or fail together.	1	
3.9.	System makes available all User announcements in the Home Page for Authorized Users to view and print (e.g. announcements regarding System enhancements).	1	

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
3.10.	All System features are usable by persons who cannot hear.	1	
3.11.	All System features are usable by persons who cannot speak.	1	
3.12.	System allows Authorized Users to add and update information displayed in menus, lists (e.g. dropdown lists), definitions of fields and radio buttons.	1	
3.13.	System allows Authorized Users to choose a sorting options for information displayed in menus, lists (e.g. dropdown lists), and radio buttons.	1	
<b>4.0</b>	<b>Data Entry</b>		
4.1.	System allows use of basic Microsoft-Windows commands and hot keys (e.g. cut, copy, paste, save).	1	
<b>5.0</b>	<b>System Help Functionality</b>		
5.1.	System provides specific help based on the function the user is performing.	1	
5.2.	System provides specific help for each error message that may be displayed to the user.	1	
<b>6.0</b>	<b>Unique Identifiers</b>		

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
6.1.	<p>System creates unique identifiers for stored data and documents and must have the following characteristics:</p> <ul style="list-style-type: none"> <li>a) Persistent (i.e. the link between the identifier and the entity it identifies to be maintained indefinitely regardless of changes in the entity location or ownership).</li> <li>b) Actionable (i.e. the user to be able to retrieve data and metadata about an entity using its identifier).</li> <li>c) Globally unique (i.e. a global unique identifier is stored in a single entity (abstract or concrete) and is unique in the context of the System).</li> </ul>	1	
6.2.	System creates temporary identifiers for stored data and documents in absence of Internet (i.e. offline).	1	
6.3.	System converts temporary identifiers to globally unique identifiers during synchronization.	1	
<b>7.0</b>	<b>Database</b>		
<b>7.1.</b>	<b>Database Characteristics</b>		
7.1.1.	System database ensures data integrity.	1	
<b>7.2.</b>	<b>Data and Document Purging</b>		
7.2.1.	System automatically purges data and documents on a schedule to be determined by the County.	1	

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
7.2.2.	System provides ability to establish conditions upon which records will be excluded from purging.	1	
<b>8.0</b>	<b>Software and Hardware</b>		
<b>8.1.</b>	<b>Mobile Devices</b>		
8.1.1.	System supports Blackberry model 8350i for field work.	1	
8.1.2.	System operates on a tablet using XP Operating System.	1	
8.1.3.	System operates on a tablet using Vista Operating System.	1	
8.1.4.	System operates on a tablet using Windows 7 Operating System.	1	
8.1.5.	System operates on a tablet using XP Operating System in offline mode.	1	
8.1.6.	System operates on a tablet using Vista Operating System in offline mode.	1	
8.1.7.	System operates on a tablet using Windows 7 Operating System in offline mode.	1	
8.1.8.	System synchronizes with applications and devices used to capture data (e.g. PDAs, tablets) in offline mode.	1	
<b>8.2.</b>	<b>Printer and Scanner Standards</b>		
8.2.1.	System is compatible with industry standard TWAIN compliant scanners.	1	

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
8.2.2.	System is compatible with scanners with Automatic Document Feeder (ADF) attachment.	1	
8.2.3.	System prints using the operating System's native print drivers.	1	
<b>8.3.</b>	<b>Bar Code Scanning and Optical Character Recognition (OCR)</b>		
8.3.1.	System captures data by scanning bar codes. This functionality can be provided internally within the System or through third party software and/or hardware components.	3	
8.3.2.	System provides Optical Character Recognition (OCR) capability. This functionality can be provided internally within the System or through third party software and/or hardware components.	3	
<b>9.0</b>	<b>MICR Line</b>		
<b>9.1.</b>	System follows ANSI standards on printing MICR line characters and bar code.  Example: Fonts, line spacing, data, field positioning, dimensions, location, shape, permanence, signal strength.	3	
<b>10.0</b>	<b>Performance</b>		
<b>10.1.</b>	<b>Response Time</b>		
10.1.1.	All application screens must download and display within one (1) second.	1	
10.1.2.	All application screens on mobile devices in online mode must download and display within five (5) seconds.	1	

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
10.1.3.	All application screens on mobile devices in offline mode must display within one (1) second.	1	
<b>11.0</b>	<b>Availability and Reliability</b>		
<b>11.1.</b>	<b>Uptime</b>		
11.1.1.	Exclusive of Scheduled Downtime System Uptime shall be at least 99.9% each month (See attachment B1 ( <i>Services Level Requirements</i> to Appendix B ( <i>Statement of Work</i> ).	1	
11.1.2.	System provides a monitoring mechanism on reporting System downtime.	1	
<b>12.0</b>	<b>Back Up</b>		
12.1.	System is designed and deployed with redundancy and restore capability to support a recovery point objective of zero data loss.	1	
12.2.	System is designed and deployed with redundancy and restore capability to support a recovery time objective of 24 hours in the event of a major disaster, such as the loss of the primary data center.	1	
<b>13.0</b>	<b>Field Validation</b>		
13.1.	System includes field validation capability to constrain user input to acceptable values.	1	
<b>14.0</b>	<b>Document Management System</b>		
14.1.	System's DMS to be able to exchange documents with County's EMC Documentum standard.	1	

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
14.2.	System's DMS includes a Web Services API to develop custom solutions with County's EMC Documentum standard to share documents.	1	
14.3.	System includes a Document Management System (DMS).	1	
<b>15.0</b>	<b>Interfaces</b>		
15.1.	System has the ability to allow users to access all integrated Systems using the Single Sign-on capability.	1	
15.2.	System provides HL7 integration ability.	2B	
<b>15.3.</b>	<b>County of Los Angeles Public Website</b>		
15.3.1.	System includes Web Services API to integrate with County of Los Angeles Public Website.	3	
<b>15.4.</b>	<b>County of Los Angeles Enterprise GIS Program</b>		
15.4.1.	System integrates with the County's routing services based upon ESRI (version 9.3.1 or higher). (For the routing specifics, please see web services guide at <a href="http://gis.lacounty.gov/eGIS/?page_id=190">http://gis.lacounty.gov/eGIS/?page_id=190</a> ).	1	
15.4.2.	The proposed software uses the County's ESRI mapping services and database software (currently version 9.3.1) to allow users to find and validate addresses, view maps, and determine driving directions.	1	
15.4.3.	System uses County's ESRI mapping services and database software (currently version 9.3.1) to update the APN (Assessor Parcel Number) list in the System.	1	



Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
<b>15.5.</b>	<b>EMC Documentum</b>		
15.5.1.	System's DMS integrates with the County's EMC Documentum standard to exchange documents.	1	
<b>15.6.</b>	<b>Financial Data</b>		
<b>15.6.1.</b>	<b>Link2Gov</b>		
15.6.1.1.	System integrates (i.e. send and receive data) with the County's electronic payment processing system so e-check and credit/debit card payments can be tied to a specific transaction identifier. All credit/debit card transactions must be integrated with the County's credit card processing vendor 'Link2Gov' (see <u>Attachment C2B (Link2Gov Interface Specification)</u> ).	3	
<b>15.6.2.</b>	<b>eCAPS</b>		
15.6.2.1.	System integrates (send and receive data) with eCAPS System. The eCAPS Interface Specification will be made available to the resultant Contractor.	3	
<b>15.6.3.</b>	<b>Registrar Recorder</b>		
15.6.3.1.	System integrates (i.e. send and receive data) with Registrar Recorder System. The Registrar Recorder Interface Specification will be made available to the resultant Contractor.	3	
<b>15.6.4.</b>	<b>STR (Secured Tax Roll)</b>		

Proposer's Name: \_\_\_\_\_

Section	Technical Requirements	Phase	Meets Requirements (Y / M / N)
15.6.4.1.	System integrates (i.e. send and receive data) from Secured Tax Roll mainframe System. The Secure Tax Roll Interface Specification will be made available to the resultant Contractor.	3	
<b>15.6.5.</b>	<b>WAUSAU and CORE</b>		
15.6.5.1.	System integrates (i.e. send and receive data on payment status) with WASAU and CORE Systems. (See <u>Attachment C2D (WAUSAU and CORE Field specification)</u> ).	3	
<b>15.7.</b>	<b>Laboratory Data</b>		
<b>15.7.1.</b>	<b>Public Health Laboratory</b>		
15.7.1.1.	System integrates (send data on samples sent to lab and receive lab results on samples tested) with Public Health Laboratory's System on a real time basis. Public Health Lab Interface Specification will be made available to the resultant Contractor.	2B	
<b>15.7.2.</b>	<b>ACWM Laboratory</b>		
15.7.2.1.	System integrates (i.e. send and receive data) with Agricultural Commissioner Weights and Measures (ACWM) Environmental Toxicology Laboratory's HORIZON LIMS System on a real time basis. (See <u>Attachment C2E (Agricultural Lab Field Specification)</u> ).	2B	
<b>15.8.</b>	<b>Reporting System</b>		
15.8.1.	System must support Cognos for reporting.	3	

**Attachment C2A – County Web Site Content Guide**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS) AND  
RELATED SERVICES**

**(RFP No. 44)**

# **SECTION 1**

## **LA COUNTY WEBSITE STYLE GUIDE**

A new version of this Style Guide is in progress and will replace this Version 3.0

lacounty.gov

## Style Guide

23 October 2007

Version 3.0



A new version of this Style Guide is in progress and will replace this Version 3.0

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## 0.0 About this document

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This document contains the graphic standards applied to the design of the LA County website (<http://lacounty.gov>). This document is intended to be a design guideline for any future development, or changes to the existing website.

Adobe Photoshop CS2 (.psd) was the software used in the creation of the web pages. Exported file types include: jpps and gifs.

### 0.1 Using this document.

This document should be used as a reference guide for anyone making changes, updates or additions to graphics or fonts in the html code for the LA County website.

### 0.2 Who should use this document?

As mentioned, this document should be used as a reference guide for anyone maintaining the site. They should have the following skills:

- Intermediate Photoshop skills –modify layer masks, manage image color, crop and optimize imagery.
- Intermediate HTML skills.
- Knowledge of portal technology.
- Familiar with Hexadecimal colors

The user should also have access to the following programs:

- Adobe Photoshop CS2
- Adobe Illustrator CS2
- HTML editing program, such as Dreamweaver.



The screenshot displays the LA County Government website interface. At the top, there is a navigation bar with links for 'County Directory of Information & Services', 'Public Alerts', 'Public Information', and 'Contact Information'. The main header features the 'lacounty.gov' logo and the tagline 'Enriching lives through effective & caring service'. Below the header, there are several sections: a search bar, a 'Los Angeles County News' section with two news article titles, a 'Services Locator' section with a map and address input, a 'LA County Board of Supervisors' section with a table of supervisors, a 'Featured LA County Services' section with three service cards, and a 'Departments, Commissions, & Agencies' section with a search input. The footer contains links for 'LACounty.gov Home', 'Help', 'Site Map', 'Language', 'Privacy Policy', 'User Rights', 'Accessibility', and 'Disclaimer'.

## 1.0 Technology, design and usability

### 1.1 Technology parameters.

The site was designed considering the following technical requirements:

The site was designed considering the following technical requirements:

- Optimized for monitor resolutions of minimum 1024x768
- OS: MS Windows XP; Mac OS
- Browsers: Internet Explorer 6 SP1 ( SP2 for Win XP), Firefox 1.5.0.3, Apple Safari 2.0.3

### 1.2 Technology - CSS Description.

CSS is the mechanism for implementing the Style Guide. CSS enforces a clear separation between the structure of an html page and the presentation (look and feel) aspects of the page. Additionally, CSS makes reusing the style components easy. One style sheet will be created and shared between the LA County Portal and associated sites.

This style sheet will include all of the aspects of the style guide, including image URLs, fonts, font-sizes, colors, spacing and placement for both the Portal Theme and the Portlet Skins.

### 1.3 Technology - RSS Description.

In Release 1 of the LA County Portal RSS links are not used. In a future release when they are utilized, RSS links will allow the user to subscribe to specified content via their web browser or other RSS Subscription application. When a web page has RSS subscription capabilities an RSS icon will appear aligned right in the browser's address bar.

### 1.4 Notes on design.

IBM's approach to imagery in the new redesign portal includes:

- Minimal overall look and feel (not dense).
- Inclusion and creation of more brand defining elements.
- Using photos specific to Los Angeles County, i.e. Disney Music Hall and Hollywood Bowl for feel
- Avoiding heavy or dark photos and photo montages.
- Leaving an abundance of white space (this improves readability) with a maximum 15-20 % graphics/color/branding to white space and text on each page.
- Avoiding overly image-rich and color-saturated areas.
- Use of more accessible graphics and visual elements to build the brand and make it resonate.
- Current and contemporary.
- Friendly and caring.
- Clean and organized.
- Accessible and available.
- Rich with valuable information and easy to understand.

- Trust-worthy and secure.

### 1.5 Design recommendations and guidelines.

#### *Page Layout*

- The optimal viewing of the website is with a 1024 x 768 browser window.
- Use short pages for (a) home pages and all navigation pages, and (b) pages that need to be quickly browsed and/or read online. Use long pages to (a) simplify page maintenance (fewer Web page files to maintain), (b) match the structure of a paper counterpart, or (c) make pages more convenient to download and print.

#### *Graphics / Color*

- Use only graphics that enhance content or that lead to a better understanding of the information being presented. Use optimized graphics to reduce download time.
- Photographic-quality images should be rendered as 24-bit colored JPEG files, and compressed/optimized to offer the smallest file size without significant loss in acceptable image quality.

#### *Fonts / Text*

- Use the HTML fonts as contained in the Cascading Style Sheet (CSS) to achieve the best possible reading performance. See the CSS files and the Font Overview section for details.

#### *Editorial Tips*

The goal is to communicate with users in a clear, user-friendly environment, making the LA County.gov website easy to use for everyone, including people using screen readers and those with reading and cognitive disabilities. The W3C provides several tips regarding writing styles in “Core Techniques for Web Accessibility Guidelines”. The LA County voice is direct, friendly and knowledgeable. Users are not on the site to read. They are there to find information and to learn. The copy exists to set the tone, reinforce LA County's commitment to constituents and give the user information. These are some of the qualities which copy on the LA County website should possess.

These are some of the qualities which written text should possess on the lacounty.gov website:

- personable
- concerned
- knowledgeable
- practical
- explains thoroughly but does not waste time
- demonstrates good understanding of various situations, compassionate
- makes the complex simple; does not use jargon but speaks plainly and directly
- isn't arrogant, has stature and presence befitting a Government organization
- speaks to LA County's diverse audiences with respect and awareness of their unique needs

Other editorial considerations to achieve a better user experience:

- Use one idea per paragraph with sub-headings so that the user has an indication of what they are about to read
- Minimize scrolling by being succinct
- Be consistent in the use of terms and acronyms. Spell them out in their first occurrence referring to the acronym in brackets
- Underlining should only be used to highlight hyperlinks. Words that are not hyperlinks should not be underlined
- Do not use 'click here' or 'click on' for hyperlinks. Instead use 'see', 'select', 'choose', 'read' or 'more' to indicate a hyperlink (e.g. instead of saying '[click here](#) to find out more about LA County Services,' say 'read more about the [LA County Services](#)')
- Capitalize the first word of each sentence, otherwise capitals should only be used to indicate proper nouns
- Italics should not be used in titles or navigation
- Only one space should be entered after a sentence, not two
- Bullets should not be closed with any punctuation

### 1.6 Notes on Usability.

In order to ensure a positive user experience, we recommend using the following guidelines:

#### Task Completion:

- Allow tasks to be completed quickly
- Ensure a natural sequence of steps in a task
- If multiple steps are required, outline steps at the beginning of the task
- Indicate user progress through progress bars or text (i.e. "Step 1 of 3")
- Use consistent model for similar tasks
- Ensure that all selections, actions and operations look and act similarly. Consistency is key to good application development

#### Location Indicator:

- Indicate user location in both global and local navigation
- Match link labels or page titles to page headers
- Use breadcrumbs to assist users in seeing their path

#### Minimize Error Opportunities:

- Provide adequate field lengths to facilitate readability of entered information
- Clearly indicate mandatory fields
- Illustrate required field format
- Provide data-entry validation at each logical step of a task
- Provide validation on submission of a form

**Error Recovery:**

- Provide clear, friendly error messages
- Provide adequate recovery options

*Usability Considerations – Display Attributes***Look and Feel:**

- Have display / form elements that are identifiable, clearly presented, and are distinguishable from one another
- Use labels and headers that are relevant, clear and distinct
- Use language that is clear and concise
- Position display / form elements in a manner that is logical, appealing, and enhances task performance

*Usability Considerations – Affective Attributes***User Confidence:**

- Confirm each click by using the same terminology for the link label on the current page as the page header for the upcoming page
- Ensure user is aware of current location within the website at all times
- Ensure user assistance is always apparent and available
- Ensure the user feels in control throughout their experience, especially during task completion

**Focus User Attention:**

- Keep pages focused and uncluttered
- Minimize distractions during user tasks

**Compelling User Experience:**

- Have an aesthetic approach that is compelling as well as appropriate to the target audience
- Use language that is action-oriented and audience appropriate
- Have an interface and interaction design that makes tasks enjoyable, successful and rewarding

*Using Flash Files***When to use Flash movies:**

- Use as informative movies, similar to a television commercial in intent and length.
- Use Flash to enhance the information that is already on the page: Flash should be a component of the page, not the totality of the page.
- If sound is used there should be a very visible way to turn sound off/on
- Don't continuously repeat Flash movie. Play once and then give user option to replay.
- If Flash movie is for instructional purposes then it should not play by default. Load movie and then alert user that they need to click a Play button.

**When not to use Flash:**

- Don't use Flash for intros or uninformative animations, image transitions
- Don't use Flash as the only source of information on a page
- Don't use Flash for information that needs to be printed without providing an alternative
- Don't create large Flash files

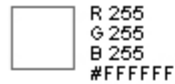
*Using PDF Files*

Adobe Acrobat provides a standard option for content which needs to be formatted for printing or saving. The PDF file viewer is standard on over 95% of computers in the US.

When providing a link to open or download a PDF file the user should be made aware of the destination file – i.e. link name (PDF). A PDF file should only be provided for content which must be displayed in a format incompatible with the portal interface, or if the content is graphics heavy.

**LACOUNTY.GOV PALETTE**

**Backgrounds**



R 255  
G 255  
B 255  
#FFFFFF

**Use**  
portal background



R 242  
G 243  
B 245  
#F2F3F5

**Use**  
Alertbox and feature



R 247  
G 248  
B 250  
#F7F8FA

**Use**  
Side portlet fill



R 131  
G 162  
B 190  
#84A2BE

**Use**  
Side navigation title background

**Text**



R 104  
G 121  
B 131  
#687983

**Use**  
Top navigation OFF state



R 210  
G 121  
B 98  
#C97962

**Use**  
Top navigation ON state



R 72  
G 82  
B 91  
#48525B

**Use**  
Portlet titles & content text



R 210  
G 73  
B 31  
#D2491F

**Use**  
Alert box heading



R 255  
G 255  
B 255  
#FFFFFF

**Use**  
reverse text for dark backgrounds

**Borders**



R 186  
G 186  
B 212  
#9CBAD4

**Use**  
Portal border



R 170  
G 170  
B 170  
#AAAAAA

**Use**  
Input boxes/drop down menus



R 200  
G 200  
B 200  
#C8C8C8

**Use**  
Portlet borders



R 100  
G 100  
B 100  
#646464

**Use**  
Button borders



R 186  
G 180  
B 166  
#BAB4A6

**Use**  
footer key line

**Page Color Coding**



R 202  
G 120  
B 96  
#CA7860

**Use**  
LA County pages



R 1  
G 101  
B 49  
#016531

**Use**  
Sheriff's department pages



R 23  
G 86  
B 153  
#175699

**Use**  
Department of Beaches & Harbors



R 153  
G 99  
B 23  
#996317

**Use**  
Suggested future Dept. Page



R 100  
G 0  
B 0  
#640000

**Use**  
Suggested future Dept. Page



R 184  
G 170  
B 100  
#B8AA64

**Use**  
Suggested future Dept. Page heading

**2.0 Graphics Overview**

**2.1 Colors.**

Colors and graphics for the LA County website are soft, light and calm. The dominant color theme is sky blue, brick red and white.

The chart on the left, lists the colors, their specifications and usages.

For color coding of department pages, deeper jewel tones are recommended to add strength and distinction; as opposed to pastels, which will wash out the already muted colors of the main palette. Departments should use either the lacounty.gov palette, or incorporate their own palette to help brand their pages to their departments.

These colors are a starting point – the LA County.gov palette can be added to as the site grows.

## 2.2 Typography.

The chart below contains specifications for both the graphical text (in the PSDs and Logo) and the HTML text ('live text' on the site).

Font:	Usage	PT size (PSD)	CSS default	CSS medium	CSS large	Sample
<b>Arial:</b>						
<b>BOLD</b>	▶ Main Navigation	11 point	11 pixels	15 pixels	16 pixels	<b>ABCDEFGHIJKLMNOPQRSTUVWXYZ</b> <b>abcdefghijklmnopqrstuvwxyz</b> <b>1234567890</b>
	▶ Button labels (caps)	10 point	10 pixels	14 pixels	17 pixels	
	▶ Utility Navigation	10 point	10 pixels	14 pixels	17 pixels	
	▶ Department navigation	11 point	11 pixels	15 pixels	16 pixels	
	▶ Department titles	11 & 20 point	11 & 20 pixels	15 & 24 pixels	16 & 28 pixels	
<b>REGULAR</b>	▶ Side Navigation	11 point	11 pixels	15 pixels	19 pixels	<b>ABCDEFGHIJKLMNOPQRSTUVWXYZ</b> <b>abcdefghijklmnopqrstuvwxyz</b> <b>1234567890</b>
	▶ General Content	11 point	11 pixels	15 pixels	19 pixels	
	▶ Breadcrumb	9 point	9 pixels	13 pixels	17 pixels	
	▶ Footer	10 point	10 pixels	14 pixels	16 pixels	
<b>Trebuchet MS:</b>						
<b>BOLD</b>	▶ Portlet Headers	12 point	12 pixels	16 pixels	20 pixels	<b>ABCDEFGHIJKLMNOPQRSTUVWXYZ</b> <b>abcdefghijklmnopqrstuvwxyz</b> <b>1234567890</b>
	▶ Content titles	12 point	12 pixels	16 pixels	20 pixels	
<b>Bauhaus:</b>						
<b>DEMI &amp; MEDIUM</b>	▶ Logo only this section is for reference only.	N/A	N/A			<b>ABCDEFGHIJKLMNOPQRSTUVWXYZ</b> <b>abcdefghijklmnopqrstuvwxyz</b> <b>1234567890</b>

### About HTML fonts – defining Styles

HTML fonts are pre-defined in the Cascading Style Sheets and are not flexible. Arial has been applied as cross-platform font for the html content (paragraph) text and Trebuchet MS for portlet titles and content titles.

The different specifications in this style guide are implemented through CSS by applying descriptive names to page elements and creating rules using current World Wide Web Consortium (W3C) standards. For example, the style guide calls for Global Navigation links to appear in 11 pixel Arial Bold font of a specific color (hex code #687983). This can be implemented by creating a descriptive name, **globalNav**, which is used in the web page html code, and also the following rules in CSS:

```
#globalNav {  
    font-family: Arial;  
    font-weight: bold;  
    font-size: 11px;  
    color: #687983;  
}
```

The CSS files themselves were created and iteratively refined throughout development, debugging, and testing of the portal. The current CSS files at any time will be plain text files in the CSS directory on the production server.



### 2.3 About the logo.

Creating a new logo designed to represent lacounty.gov within the Portal and in marketing collateral (posters, brochures etc.) has provided an opportunity for LA County and IBM to bring heightened brand recognition of LA County. Creating a more memorable and personality rich logo adds a friendly 'visual ambassador' to lacounty.gov as it meets its users.

The intention was to create an identity that appeared friendly, modern, fresh, appealing, adaptable and positive. Though some government organizations choose traditional, authoritative looking logos to represent them, LA County's diversity of people and its renowned reputation as a destination for business, tourism, and relocation made it more fitting to create a distinctive, less traditional logo.

The new LA County logo is simple, clean, modern, strong, and readable. It uses Bauhaus in bold and regular weight, and places a bolder emphasis on the word 'county' bringing focus to LA County. The letters in the logo have been custom sized, colored and matched to be distinctive and unique.

Though the logo works well in black and white, when used in color with a vibrant mandarin colored dot, it takes on a warm and friendly glow. The colored logo is lively and possesses a slightly retro-hip California quality.

The mission statement sitting beneath the logo is there to reinforce the County's aim and build synergy so the two can often be used in conjunction.

As a symbol, the logo can be used as a vehicle to articulate the County's broader philosophy around who they are, where they are and where the County wants to go. The underlying principle being; that people want something to believe in, not just use. Creating a positive relationship with LA County constituents through the ease of use of the website is a key priority.

The new lacounty.gov logo is solid, and will evolve well over time as it becomes more familiar and comes to represent one of the most impressive, diverse and culturally rich County's in the country.

In combination with the recently redesigned seal and the County's mission statement, the new logo is part of a larger effort to build a visual identity system that will bring more clarity, relevance and resonance to lacounty.gov.

Logo fonts and colors

Fill Fill  
R 117  
G 166  
B 199  
#75A6C7  
PMS 550C



Drop Shadow Fill  
R 84  
G 119  
B 158  
#54779E  
PMS 646 C



Circle Fill  
R 255  
G 191  
B 0  
#FFBF00  
PMS 123 C



Mission  
Statement fill  
R 107  
G 85  
B 85  
#5B5555  
PMS 411 C

**2.4 Building the logo with typography and color.**

The LA County logo is composed of these elements

- LA County wordmark
- The Dot
- The mission statement

The letters in the wordmark have been custom sized and matched to be distinctive and unique. The logo must be reproduced as consistently and as accurately as possible – as specified in these guidelines.

- Always use #54779E (PMS 550C) for the wordmark, except in Black and White situations.
- There is no stacked version of the wordmark.
- Whenever the lacounty.com wordmark and dot are used, the mission statement “Enriching lives through effective and caring service” should appear, in the proportion displayed here, providing the mission statement text is clearly readable.
- If the mission statement is too small to be readable, the wordmark and dot should appear alone.
- Always use the approved electronic artwork when re-producing the logo.
- Never attempt to re-draw or re-scale elements of the logo, or add other graphic elements.

**Benefits:**

- Reinforces the LA County brand
- Enforces the uniform appearance of the logo in all departmental applications.

Logo examples



**2.5 Incorrect Logo treatment and usage.**

These examples show a variety of misuses of the LA County logo. Each of these situations should be avoided to ensure consistency in the way the brand is presented in all applications.



Correct use of the logo on white



**Do not** stack the wordmark



**Do not** distort or stretch the logo



**Do not** change the relative thickness of the words.



For use against solid backgrounds other than black or white, use the black or white versions of the logo



**Do not** use the color logo against a dark colored background



**Do not** use the mission statement when it is too small to read



**Do not** change the font



For use against textured backgrounds, use the black or white versions of the logo. For optimal contrast, use a black drop-shadow on the white text.



**Do not** use the color logo against a textured background



**Do not** change letter case



**Do not** change the relative size of the dot



**Do not** change the color of the dot



**Do not** change colors of the logo



**LA County sights.**  
Odd dizzying angle of photo, would make page unbalanced, not comforting



**Diversity.**  
Image is trying too hard to capture too much, no focus



**Health or activities.**  
This image is cropped awkwardly. Showing human faces is a better choice



**Pet adoption, animal abuse.**  
Not positive or uplifting, could choose a saved happy cat image



**Business**  
Color too dense, not an easy read image, over saturated dark

## 2.6 Selecting the best imagery for the content.

The images selected for the upper right hand global navigation area for LA County portal pages, as well as individual department pages should possess certain qualities that will make them suitable for the site and reinforce brand characteristics. These are some recommendations to follow when selecting photos which will help achieve a consistent look and feel and make it easy for the user to know that they are on the correct page.

- the images must be easy to comprehend visually, and be a “fast read”
- the area of focus should correspond with the main thrust of the page, i.e. for a resident page, or a mental health page, or a child abuse page, the image must clearly depict something relevant to that topic
- the image should have one primary focus-an element or person or part of a landscape that stands out
- image should try to be positive, even if the subject matter is not
- the image must work well at the size shown, not require a user to zoom in
- groups of anything should be avoided
- chosen images must maintain clarity, cut off people or oddly cropped images should be avoided
- avoid images that are impersonal, cold or surreal
- when possible, highlight diversity of population and landscape

When selecting imagery within content, the same rules apply.

For treating imagery within content, see section 4.4 – Portlet photography.

### Image comparison



**Appropriate,** positive photo example of disability Good choice.



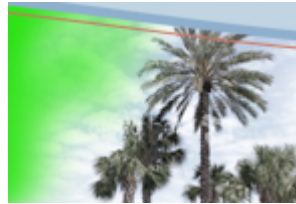
**Inappropriate.** This is a negative and depressing image. Poor choice

Header images examples

As shown on site

Mask shown in green

Homepage header



Residents



CIO header



Beaches and Harbor



**2.7 Creating the header image for your department.**

Below is some information on how to treat selected photos to achieve the blue monochrome and subtle arched effects:

Photographic assets used in the header section (theme) should be masked in such a way that there is not a hard edge on the left side of the image. Use the airbrush tool to accomplish this effect. There should be a sense that the image blends in with the blue circular shape that resides under the image area. Use color or monochromatic images depending on how much emphasis the image should give the page. To de-emphasize, try monochromatic blue. Set the color picker for hex: 8fb1ce. Under the hue and saturation menu select "colorize" and then adjust saturation as needed.

**Icon examples**

Simple icons



Full color icons

**Image examples**

Hard edges



Feathered edges

**2.8 Content Imagery – Icons vs. Photos.**

The site features a variety of small images within the content portlets. They are used to break up large areas of text on the page and also serve as visual cues to correspond with the content. Icons, on the other hand, are used as visual cues for links and also as identifiers for page elements that are used again and again throughout the site. The user will come to recognize the icons. Photos may change as content changes.

**Imagery Style**

Because the site is monochromatic in nature, there is a nice opportunity to use color rich images and others that are monochromatic. Using a variety is suggested.

Some of the small photos can also have white on the edges so that the shape of the photo is less contained and flows into the background without a hard edge.

Within pages with lots of content where photos of people are necessary, it is recommended that the images be on the smaller side so pages remain balanced.

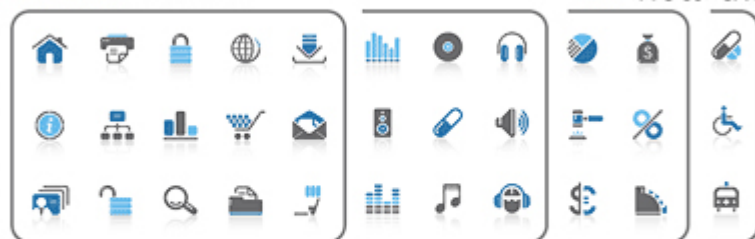
**For the cropping and positioning of icons and content imagery, see section 4.4” Imagery measurements”**

### Illustrator's Description:

Vector & Bitmap files included

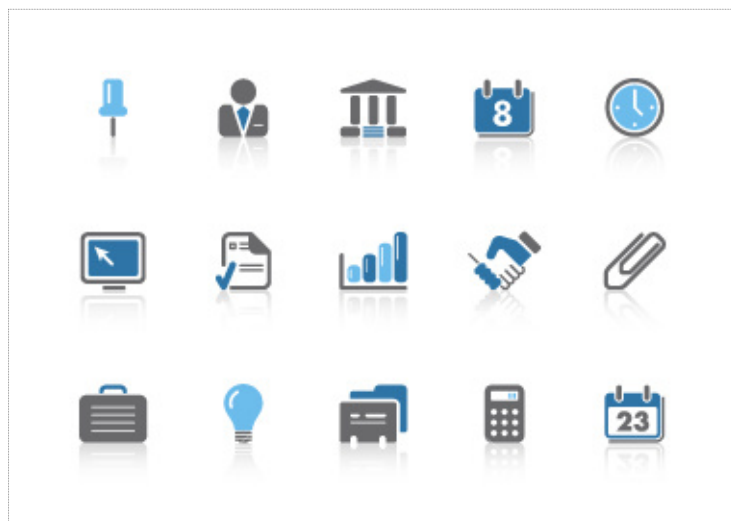
AZURseries

17 iconsets  
▶▶▶ view all



#### INCLUDED IN ALL FILES:

- **Vector icons** | *illustrator 8+ and other compatible applications*  
*Easy to edit, manipulate, resize or colorize*
- **Bitmap icons** | *High Resolution JPG image*



### 2.9 Selecting Icons.

There are many icons used within the laocounty.gov portal. Icons are useful, quick-read symbols that will guide the user to the content they are looking for. They are simple and clean and should be of a consistent style. Though icons are somewhat generic by nature, the icons used on laocounty.gov have a distinctive friendly look, color and size. They complement the copy and their meaning should be clear to all users. When placed beside succinct clearly written copy and links they should reinforce the copy and function as a quick signpost.

Many of the icons used are part of the Azure series from iStockphoto which LA County will own the rights to use within the site. These icons are monochrome blue and have drop shadows which work well within the site. When selecting additional icons it is recommended to stay fairly close to this style. Additional icons can be purchased by the same artist. Graphic designers can create similar looking icons which fit the style. On pages with distinctive content like the Services Locator page it is also possible to use color icons that have a lighthearted, clean feel.



[www.istockphoto.com](http://www.istockphoto.com)

Getty Images is also a good source of high-quality royalty-free imagery and icons.



[www.gettyimages.com](http://www.gettyimages.com)





## 3.0 Navigation (Menus)

### 3.1 Types of Navigation.

#### Description

Navigation is divided into 5 levels. The **global navigation** resides in the lower center area of the main header and **utility navigation** resides in the upper right. The **breadcrumbs** reside under the global navigation.

On some department pages there will also be **side navigation** (level 3), a **secondary side navigation** (level 4), and occasionally, a tertiary side navigation (**level 5**).

The toolbars appear as a constant on each page of the site in the upper right corner of the portal. **See the section "Template 3 - Department Page Layout" for an example of the toolbars in those sections.**

#### Behavior

The links are live text and can be increased in size by the user. This is in accordance with the 508 compliance guidelines.

Global Navigation – off state



# 687983  
Font **ARIAL BOLD**  
11 pixel

Global Navigation – hover state



# 57656D  
Font **ARIAL BOLD**

Global Navigation – on state - within section



# C97962  
Font **ARIAL BOLD**  
12 pixel

### 3.2 Global Navigation.

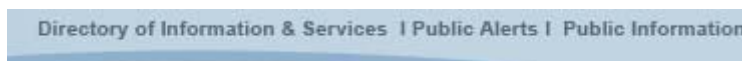
*Description*

While this navigation can accommodate additional elements, any additions should be considered carefully with respect to the information architecture of the entire site, and the esthetic harmony of the screen.

*Behavior*

As shown in the diagram, there are three states for the main navigation: off, hover and within the section. The hover states are operative in Internet Explorer only.

Utility Navigation – off state



# 687983  
Font **ARIAL BOLD**

Utility Navigation – hover/on state



10 pixel

### 3.3 Utility Navigation.

*Description*

While this navigation can also accommodate additional elements, any additions should be considered carefully with respect to the information architecture of the entire site, and the esthetic harmony of the screen.

*Behavior*

As shown in the diagram, there are only two states for the utility navigation: off, and hover/on. The hover states are operative in Internet Explorer only.

Breadcrumb – off state



#687983  
Font **ARIAL REGULAR**

9 pixel

Breadcrumb – hover/on state



#7FBAF0  
Font **ARIAL REGULAR**

**3.4 Breadcrumb Trail.**

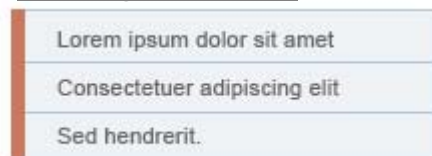
*Description*

The breadcrumb trail provides the user with a visual cue as to where they are on the site. The trail text is in sentence case. The breadcrumb trail resides below the Global navigation on the far left.

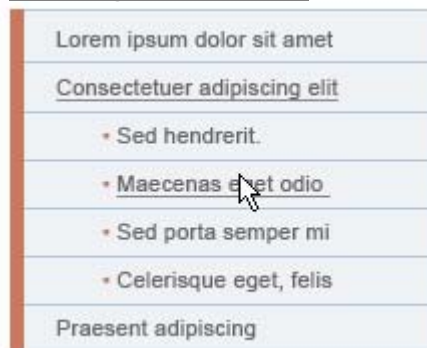
*Behavior*

As shown in the diagram, there are only two states for the breadcrumb trail off, and hover/on. The hover states are operative in Internet Explorer only.

Side Navigation – off state



Side Navigation – expanded



**3.5 Side Navigation.**

*Description*

The side navigation provides additional navigation within Portal pages, where suggested by the wire frames or existing content.

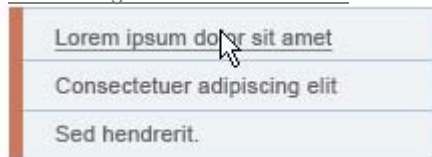
*Behavior*

As shown in the diagram, there are only two states for the side navigation off, and hover/on. The hover states are operative in Internet Explorer only.

The side navigation is color-coded with the use of a 7pixel wide bar that runs the length of the navigation, and expands to include any secondary navigation.

The side navigation expands to show a secondary level of navigation – which is **indented** and marked by a bullet point which matches the color coding of the department page. (See “3.1 **Colors**” for color coding suggestions).

Side Navigation –hover/on state

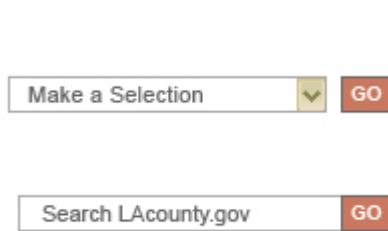


#687983  
Font **ARIAL REGULAR**  
11 pixel

#B2C7DD  
**BORDER COLOR**

#EFF2F5  
**TABLE COLOR**

Buttons – correct usage



# 666666  
**BORDER COLOR**

# C9796D  
**FILL COLOR**

# FFFFFFFF

Font **ARIAL BOLD** 10 pixel

**3.6 Buttons.**

*Description*

The use of graphical buttons can be seen throughout the entire site – although in very limited use. Where time and availability restraints allow - the buttons should also reflect the color coding apparent on each page. (See “3.1 **Colors**” for color coding suggestions).

*Behavior*

The buttons have a single state, and are only for use alongside input devices – e.g. Input Boxes, Drop down Menus. They should never be used as links.

Footer – LA County Pages

Lacounty.gov Home | Help | Site Map | Language | Privacy Policy | User Rights | Accessibility | Disclaimer

**3.7 Footer.**

*Description*


The footer appears on all pages. It is always located at the bottom of the page, beneath the content. There is no copyright notice. On pages where the seal appears in the header (Home, CIO, etc.) the seal will not reappear in the footer area. However in instances where the seal is absent from the header, the seal will be placed below the footer links.

*Behavior*

The footer text links have 2 states – off and on/hover. The on/hover state is an underline.

Footer – Department Pages

Sheriff's Department Home | lacounty.gov | Help | Site Map | Language | Privacy Policy | User Rights | Accessibility | Disclaimer



Enriching lives through effective and caring service

When the seal appears in the footer area, the mission statement must also appear, in its entirety. Both elements must then be centered.

# 687983  
Font **ARIAL REGULAR**  
10 pixel

# B2C7DD  
**BORDER COLOR**

Body text and link colorFont **ARIAL REGULAR**

11 pixel

Visited link colorFont **ARIAL REGULAR**

### 3.8 HTML Links.

#### *Description*

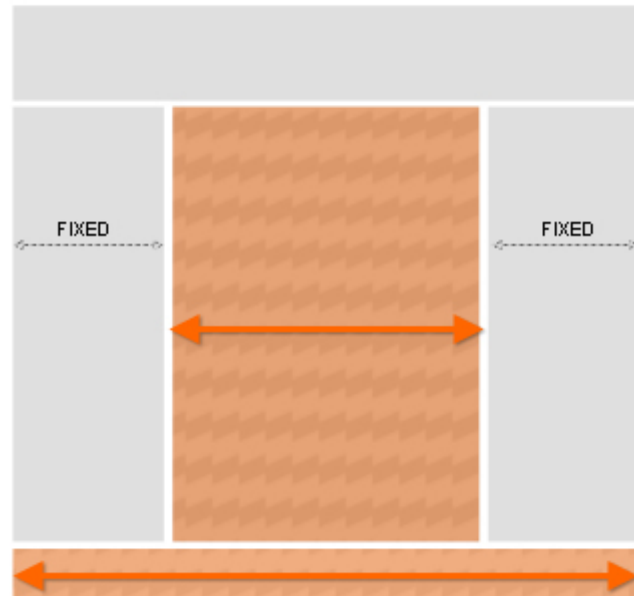
HTML links are predominantly used throughout the website since it's a gateway. Links are extremely important tools for highlighting access to information that you expect users to be looking for. Links can also be used to highlight content or functionality that a user may not be aware of or do not expect.

In order to be most effective, links must always be meaningful to the user and they must be clear in setting the expectation of where they will take the user. Instead use 'see', 'select', 'choose', 'read' or 'more' to indicate a hyperlink (e.g. instead of saying 'click here to find out more about LA County Services,' say 'read more about the LA County Services').

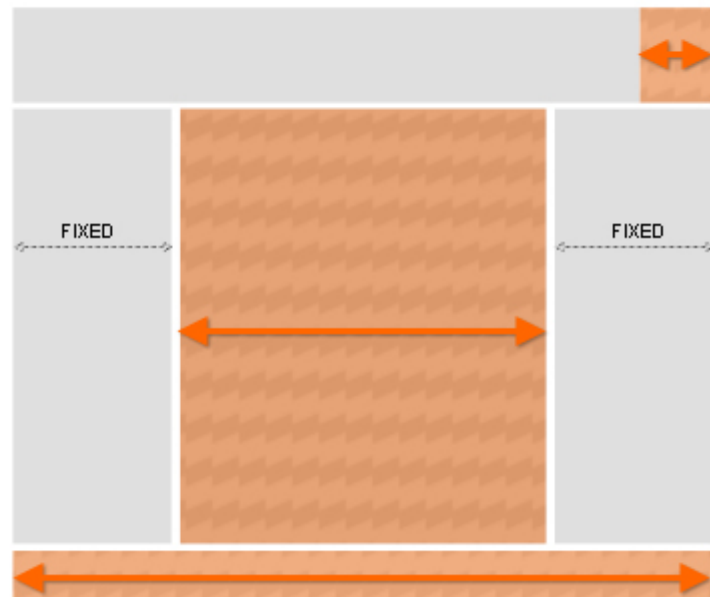
#### *Behavior*

Links are underlined when they appear in the content area, and change color only once they're visited.

Scaleable Areas =   
 page @1024x768



Scaleable Areas =   
 page @ ? x768



## 4.0 Portal Overview

The following is not a technical explanation of the code used to create the portal. It is an overview of portal layout and portlet elements.

### 4.1 How the portal moves

To accommodate varying screen resolutions and browser configurations, the portal has been designed with a fluid interface. The center portlet and footer both scale horizontally to accommodate both a larger font size and a wider browser.

The header image is a fixed width, and should not scale horizontally – however, the extra space will be filled with a repeating tile image to maintain the integrity of the design, and not leave an empty space.

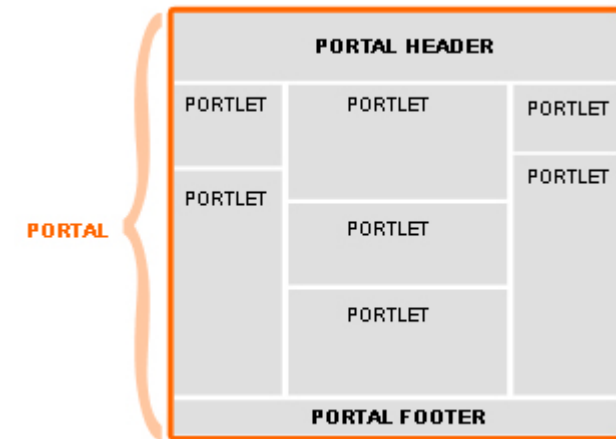
#### “Portal” vs. “Portlet”

The term “Portal” refers to the page in its entirety.

The term “Portlet” refers to the content areas within the page.

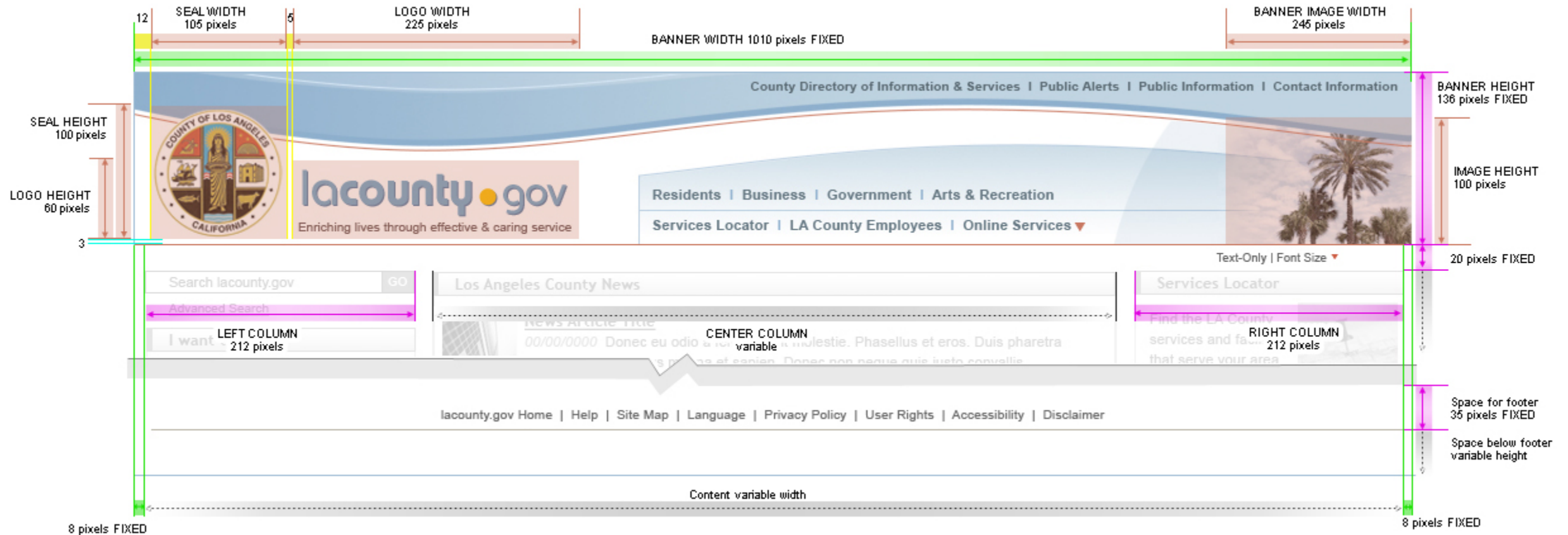
The look of the overall portal is referred to as the “Portal Theme”.

The look of each portal is referred to as the “Portlet Skin”.



## 4.2 The Theme - Portal pieces and measurements.

Homepage portal measurements

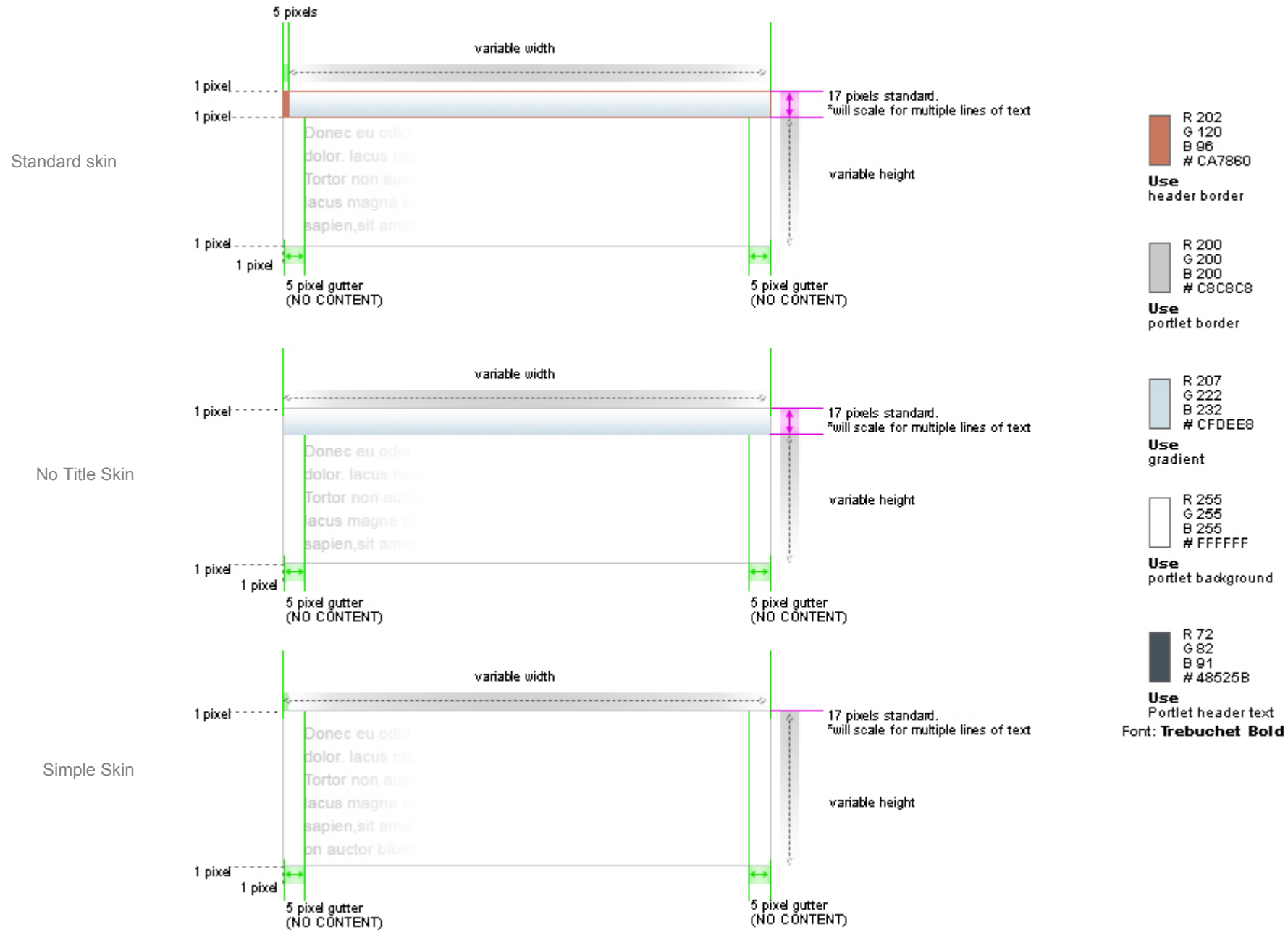


Department page portal measurements



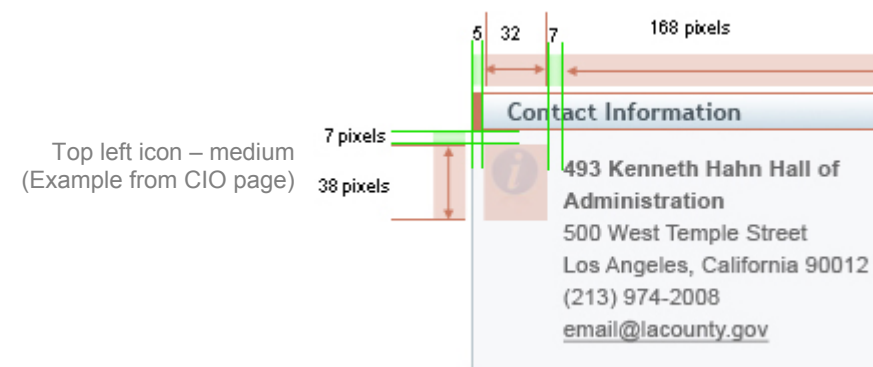
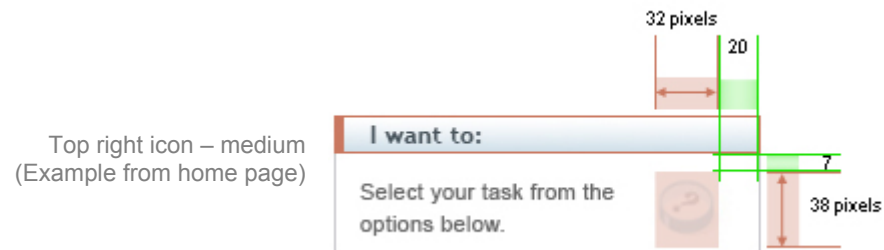
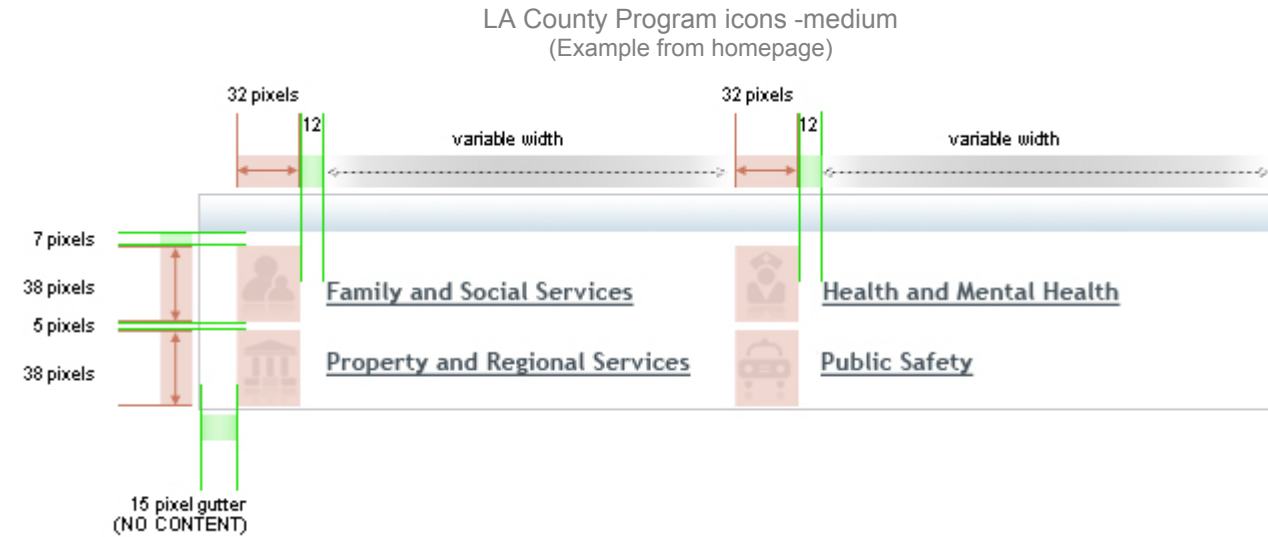
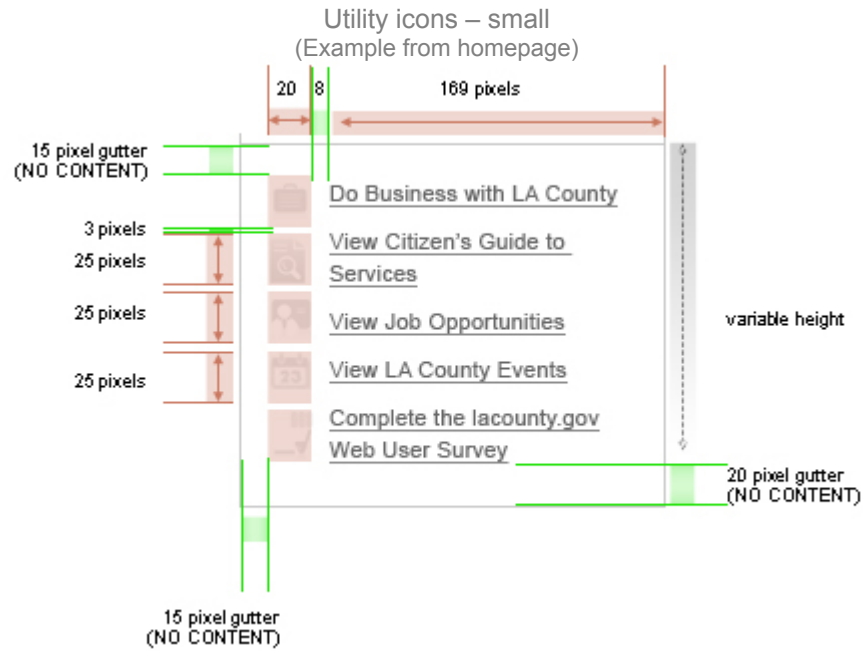


### 4.3 Inside the Portal – Portlet skins



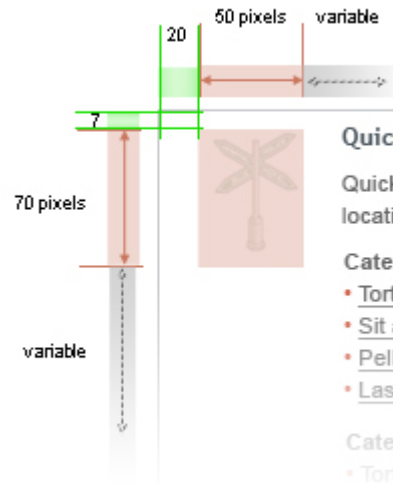
#### 4.4 Inside the Portlet - Imagery measurements

##### Icons



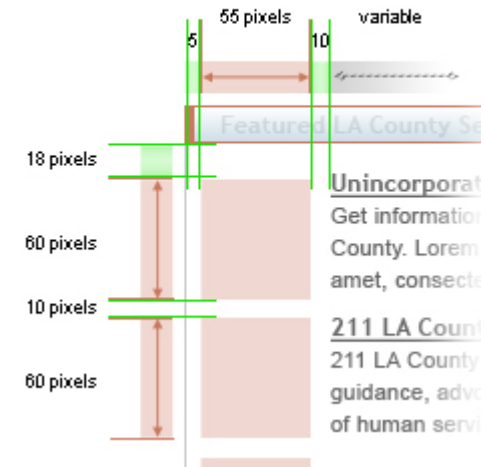
Icons - continued

Top left icon – large  
(Example from search page)

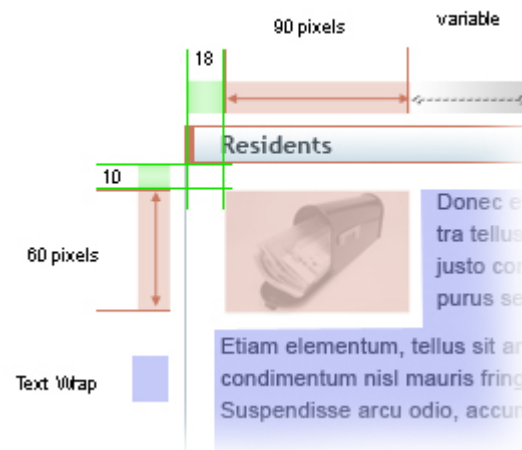


Portlet Photography

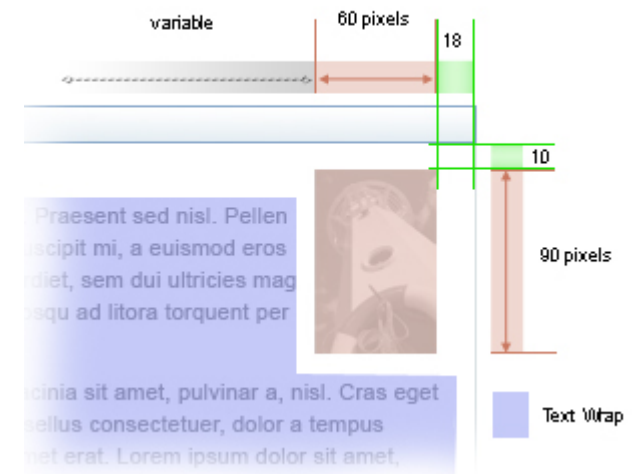
Left aligned thumbnail  
image – large  
(Example from  
homepage feature  
portlet)



Right aligned thumbnail  
image – large  
(Example from  
Residents)



Right aligned thumbnail  
image – large  
(Example from  
Department of Beaches  
and harbors)



## 5.0 508 Compliance

### 5.1 The History of 508.

In 1998, Congress amended the Rehabilitation Act to require Federal agencies to make their electronic and information technology accessible to people with disabilities. Inaccessible technology interferes with an individual's ability to obtain and use information quickly and easily. Section 508 was enacted to eliminate barriers in information technology, to make available new opportunities for people with disabilities, and to encourage development of technologies that will help achieve these goals. The law applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Under Section 508 (29 U.S.C. ' 794d), agencies must give disabled employees and members of the public access to information that is comparable to the access available to others.

As stated in the amended the Rehabilitation Act Section 508 Web-based Intranet and Internet Information and Applications (1194.22)

The criteria for web-based technology and information are based on access guidelines developed by the Web Accessibility Initiative of the World Wide Web Consortium. Many of these provisions ensure access for people with vision impairments who rely on various assistive products to access computer-based information, such as screen readers, which translate what's on a computer screen into automated audible output, and refreshable Braille displays. Certain conventions, such as verbal tags or identification of graphics and format devices, like frames, are necessary so that these devices can "read" them for the user in a sensible way. The standards do not prohibit the use of web site graphics or animation. Instead, the standards aim to ensure that such information is also available in an accessible format. Generally, this means use of text labels or descriptors for graphics and certain format elements. (HTML code already provides an "Alt Text" tag for graphics which can serve as a verbal descriptor for graphics). This section also addresses the usability of multimedia presentations, image maps, style sheets, scripting languages, applets and plug-ins, and electronic forms.

### 5.2 Technical Notes, implementation and checkpoints.

The standards apply to Federal web sites but not to private sector web sites (unless a site is provided under contract to a Federal agency, in which case only that web site or portion covered by the contract would have to comply). Accessible sites offer significant advantages that go beyond access. For example, those with "text-only" options provide a faster downloading alternative and can facilitate transmission of web-based data to cell phones and personal digital assistants.

1194.22 Web-based intranet and internet information and applications has the following standards for compliance:

- (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).
- (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.
- (d) Documents shall be organized so they are readable without requiring an associated style sheet.
- (e) Redundant text links shall be provided for each active region of a server-side image map.
- (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.
- (g) Row and column headers shall be identified for data tables.
- (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.
- (i) Frames shall be titled with text that facilitates frame identification and navigation.
- (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).

(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

(o) A method shall be provided that permits users to skip repetitive navigation links.

(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Note to §1194.22:

1. The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5, 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium:

Section 1194.22 Paragraph	WCAG 1.0 Checkpoint
(a)	1.1
(b)	1.4
(c)	2.1
(d)	6.1
(e)	1.2
(f)	9.1
(g)	5.1
(h)	5.2

(i)	12.1
(j)	7.1
(k)	11.4

2. Paragraphs (l), (m), (n), (o), and (p) of this section are different from WCAG 1.0. Web pages that conform to WCAG 1.0, level A (i.e., all priority 1 checkpoints) must also meet paragraphs (l), (m), (n), (o), and (p) of this section to comply with this section. WCAG 1.0 is available at <http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505/>

**Please Note:**

**Due the Graphic Nature of GIS Mapping, the component will need to be except from the 508 standard.**

**5.3 How is 508 applied to the LA County Portal?**

508 compliance will be implemented using "ALT" tags on all images and by giving the user the ability to increase the font size.

This addresses both the needs of those with decreased vision and those who need to use a screen reader to browse the content.

---

## 6.0 Template types

---

The following pages contain examples of completed pages. They are colorized to give a sense of how the content is weighted. The colors are not indicative of design choices and are used to group content visually.

Narrower content, such as small search boxes, links and FAQs are placed in the far left and far right columns.

More sprawling or dense content such as 'News' or 'Features' would be in the center portlets.

Content that does not conform to the standard layouts such as "Event Calendar" and the "Services Locator" has its own specialized layout.

Template 1 (homepage)



banner & main navigation  
breadcrumb

footer

Template 1b (homepage with Alert Box)



banner & main navigation  
breadcrumb  
Alert Box

footer



Template 2 (content pages with side navigation)

The screenshot shows a web page layout for Template 2. It features a header with navigation links, a main content area with three columns (left, center, right), and a footer. The left column contains a search bar and a list of navigation items. The center column contains the main content, and the right column contains a 'Services Locator' section. The page is annotated with labels: 'left portlets', 'center portlets', 'right portlets', 'banner & main navigation', 'breadcrumb', 'side navigation', and 'footer'.

Template 3 (department pages)

The screenshot shows a web page layout for Template 3. It features a header with navigation links, a main content area with three columns (left, center, right), and a footer. The left column contains a search bar and a list of navigation items. The center column contains the main content, and the right column contains a 'Services Locator' section. The page is annotated with labels: 'left portlets', 'center portlets', 'right portlets', 'LA County main navigation', 'department banner', 'dept Navigation', 'utility Navigation', 'breadcrumb', and 'footer'.

Template 4 (full-width content)



Template 5 (Dense content 2 column layout)



---

## 7.0 Page Samples

---

The following pages contain examples of completed pages. The colors are representative of the actual look and feel of the LA County Portal and should be referenced when creating additional pages.

Homepage

The screenshot shows the standard homepage layout. At the top, there is a navigation bar with links for 'County Directory of Information & Services', 'Public Alerts', 'Public Information', and 'Contact Information'. The 'lacounty.gov' logo is prominently displayed on the left. Below the logo, there are navigation links for 'Residents', 'Business', 'Government', 'Arts & Recreation', 'Services Locator', 'LA County Employees', and 'Online Services'. A search bar is located at the top left, and a 'Text-Only | Font Size' link is at the top right. The main content area is divided into several sections: 'Los Angeles County News' with a featured article, 'Services Locator' with a search form, 'LA County Board of Supervisors' with a list of districts and supervisors, 'Do Business with LA County' with various service links, 'Family and Social Services', 'Health and Mental Health', 'Property and Regional Services', and 'Public Safety'. There is also a 'Featured LA County Services' section with links to 'Unincorporated Areas', '211 LA County', and 'LACountyHelps'. A 'Departments, Commissions, & Agencies' section is at the bottom left, and a footer with site information is at the very bottom.

Homepage with alert box

This screenshot is identical to the previous one but includes an 'Amber Alert' box. The alert box is located in the 'Los Angeles County News' section and features a red warning triangle icon. The text of the alert reads: 'Amber Alert 00/00/0000 Tortor non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien. Donec non neque quis justo convallis congue. Nunc libero eleifend sapien, sit amet pellentesque lacus magna et Donec non neque quis justo convallis sapien.' Below the alert, the 'News Article Title' section is visible. The rest of the page layout, including the navigation, search, and various service sections, remains the same as in the first screenshot.

Resident's page

[County Directory Information & Services](#) | [Public Alerts](#) | [Public Information](#) | [Contact Information](#)

lacounty.gov

Enriching lives through effective & caring service

[Residents](#) | [Business](#) | [Government](#) | [Arts & Recreation](#)

[Services Locator](#) | [LA County Employees](#) | [Online Services](#)

Text-Only | Font Size

GO

[Advanced Search](#)

Residents

[Animals & Pets](#)  
[Cities, Communities, & Unincorporated Areas](#)  
[Consumer Affairs](#)  
[Documents & Records](#)  
[Environment](#)  
[Health & Human Services](#)  
[Housing & Development](#)  
[Public Safety & Courts](#)  
[Transportation](#)

Residents

Donec eu odio a felis blandit molestie. Phasellus et eros. Duis pharetra tellus nec dolor. lacus magna et sapien. Donec non neque quis justo convallis congue. tIn arcu. Sed luctus quam ut dui. Aenean id purus sed elit aliquam semper. Aenean non tellus.

Etiam elementum, tellus sit amet gravida ultricies, metus velit hendrerit sem, sit amet condimentum nisl mauris fringilla felis. Nulla vel tortor aliquam ipsum faucibus pulvinar. Suspendisse arcu odio, accumsan ut, posuere non, aliquet vel, magna.

**Most Requested Resident Services**

Highly Requested Service  
Tortor non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien. Donec non neque quis justo convallis congue.

Highly Requested Service  
Odio a felis blandit molestie. Phasellus et eros. Duis pharetra tellus nec dolor. Donec dignissim semper enim. Donec bibendum, tortor non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien.

Highly Requested Service  
Etiam elementum, tellus sit amet gravida ultricies, metus velit hendrerit sem, sit amet condimentum nisl mauris fringilla felis. Nulla vel tortor aliquam ipsum faucibus pulvinar. Suspendisse arcu odio, accumsan ut, posuere non, aliquet vel, magna.

Highly Requested Service  
Tortor non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien. Donec non neque quis justo convallis congue.

Services Locator

Find the LA County services and facilities that serve your area.

Enter an Address, City, or Zipcode

Resident Services
GO

Did you Know?

- There are **88 cities** in LA County?
- **Unincorporated areas** of LA County measure 62% of the geography?

[LACounty.gov Home](#) | [Help](#) | [Site Map](#) | [Language](#) | [Privacy Policy](#) | [User Rights](#) | [Accessibility](#) | [Disclaimer](#)

Services locator

[County Directory of Information & Services](#) | [Public Alerts](#) | [Public Information](#) | [Contact Information](#)

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Enriching lives through effective & caring service

[Residents](#) | [Business](#) | [Government](#) | [Arts & Recreation](#)

[Services Locator](#) | [LA County Employees](#) | [Online Services](#)

Text-Only | Font Size

Services Locator

Find The LA County Services and Facilities Available To You

Resident Services
Social Services
Arts & Recreation
Public Safety
Transportation

Enter LA County Location

GO

Enter Street Address, City, Community, or Zipcode

Features headline

Tortor non auctor bibendum, eleifend nunc libero eleifend nunc libero eleifend sapien, sit amet.

- Feature 1
- Feature 2
- Feature 3
- Feature 4

How to Explore

1. Donec eu odio a felis blandit. Et Phasellus et eros. onec bibendum, tortor non sapien, sit amet amet pellentesque lacus magna.
2. Odio a felis blandit. Et Phasellus et eros. onec bibend, tortor non sapien, sit amet amet pellentesque lacus. bibendum, tortor non sapien, sit amet amet pellentesque
3. Eu odio a felis blandit. Et Phasellus et eros. onec bibe, ortor non sapien, sit amet amet pellentesque. bibendum, tortor non sapien, sit amet amet pellentesque
4. Met pellentes eu odio a felis blandit. Et Phasellus et eros. onec bibendum, tortor non sapien, met pellentes sit amet amet pellentesque.

Quick Routes

Quick Routes are shortcuts to the most often requested LA County locations, services, and facilities.

Category 1

- [Tortor non sapien](#)
- [Sit amet amet](#)
- [Pellentesque lacu](#)
- [Laslsque lacust.](#)

Category 2

- [Tortor non sapien](#)
- [Sit amet amet](#)
- [Pellentesque lacu](#)
- [Laslsque lacust.](#)

Category 3

- [Tortor non sapien](#)
- [Sit amet amet](#)
- [Pellentesque lacu](#)
- [Laslsque lacust.](#)

Category 4

- [Tortor non sapien](#)
- [Sit amet amet](#)
- [Pellentesque lacu](#)
- [Laslsque lacust.](#)

[Suggest a Quick Route](#)

[LACounty.gov Home](#) | [Help](#) | [Site Map](#) | [Language](#) | [Privacy Policy](#) | [User Rights](#) | [Accessibility](#) | [Disclaimer](#)

A new version of this Style Guide is in progress and will replace this Version 3.0

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CIO page

lacounty.gov
County Directory of Information & Services | Public Alerts | Public Information | County Contact Information

## Chief Information Office

About the CIO | Business Automation Planning | Policies & Standards | Strategic Direction & Initiatives

Utility Navigation | Contact Us

Search CIO Site

[Advanced Search](#)   [Search LACounty.gov](#)

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**Contact Information**

493 Kenneth Hahn Hall of Administration  
 500 West Temple Street  
 Los Angeles, California 90012  
 (213) 974-2008  
[email@lacounty.gov](mailto:email@lacounty.gov)

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**Open IT Bids**

Egestas BidsNunc commodo venenatis augue. Donec interdum. In pharetra molestie felis.

- [Link one](#)
- [Link two](#)
- [Link three](#)

**Message from the CIO**

Erat, iaculis in, tincidunt id, faucibus in, magna. In id tortor. Praesent sed nisi. Pellentesque tempus, turpis id dapibus fermentum, lectus arcu suscipit mi, a euismod eros augue et mi. Donec blandit, Augue placerat posuere imperdiet, sem dui ultricies magna, et faucibus risus metus ut erat. Class aptent taciti sociosqu ad litora torquent per conubia nostra.

Per inceptos hymenaeos. Aliquam magna ante, varius id, lacinia sit amet, pulvinar a, nisi. Cras eget ante et sem sagittis ritu. Cras facilisis hendrerit tellus. Phasellus consetetur, dolor a tempus mollis, nisi dui hendrerit urna, sed interdum felis ante sit amet erat. Lorem ipsum dolor sit amet, consetetur adipisicing elit. Praesent eget nibh. Nam mattis. Aenean et ligula.

Vivamus ac turpis a arcu faucibus eleifend. Suspendisse potenti. Aliquam magna ante, varius id, lacinia sit amet, pulvinar a, nisi. Cras eget ante et sem sagittis dictum. Cras facilisis hendrerit tellus. Phasellus consetetur, dolor a tempus mollis, nisi dui hendrerit urna, sed interdum felis ante sit amet erat. Lorem ipsum dolor sit amet, consetetur adipisicing elit. Praesent eget nibh.

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**Latest News**

**News Article Title**  
00/00/0000 Donec eu odio a felis blandit molestie. Phasellus et eros. Duis pharetra tellus nec dolor. lacus magna et sapien. Donec non neque quis justo convallis congue non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien. Donec non neque quis justo convallis congue.

Felis blandit molestie. Phasellus et eros. Duis pharetra tellus nec dolor. lacus magna et sapien. Donec non neque quis justo convallis congue non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien. Donec non neque quis justo convallis congue.

**Services Locator**

Find the LA County services and facilities that serve your area.

Enter an Address, City, or Zipcode

Resident Services
GO

---

**FAQs for the CIO**

Tesseque lacus magna et sapien. Donec non neque quis justo convallis ongue.

- [Ellen tesque domis da lacus magna et sapien?](#)
- [Donec non neque quis justo convalle?](#)
- [Tomis da lacus magna et sapien?](#)
- [Donec non neque quis justo convalle?](#)

Text-Only | Font Size ▾

CIO Home | LACounty.gov | Help | Site Map | Language | Privacy Policy | User Rights | Accessibility | Disclaimer

Department of Beaches and Harbors page

lacounty.gov
County Directory of Information & Services | Public Alerts | Public Information | County Contact Information

## Department of Beaches & Harbors

Function One | Function Two | Function Three | Function Four | Function Five

Utility Navigation | Contact Us

Search Beaches & Harbors Site

Search all of lacounty.gov  
[Advanced Search](#)

---

**Contact Information**

123 Administrative Building Name  
 000 West Street  
 Los Angeles, CA XXXXX  
 (213) XXX-XXXX  
[email@lacounty.gov](mailto:email@lacounty.gov)

---

**Module One**

Egestas idsNunc commodo venenatis augue. Donec interdum. In pharetra molestie felis.

- [Link one](#)
- [Link two](#)
- [Link three](#)

**Message from the Director**

**Welcome Title**  
 Erat, iaculis in, tincidunt id, faucibus in, magna. In id tortor. Praesent sed nisi. Pellentesque tempus, turpis id dapibus fermentum, lectus arcu suscipit mi, a euismod eros augue et mi. Donec blandit, Augue placerat posuere imperdiet, sem dui ultricies magna, et faucibus risus metus ut erat. Class aptent taciti sociosqu ad litora torquent per conubia nostra.

Per inceptos hymenaeos. Aliquam magna ante, varius id, lacinia sit amet, pulvinar a, nisi. Cras eget ante et sem sagittis ritu. Cras facilisis hendrerit tellus. Phasellus consetetur, dolor a tempus mollis, nisi dui hendrerit urna, sed interdum felis ante sit amet erat. Lorem ipsum dolor sit amet, consetetur adipisicing elit. Praesent eget nibh. Nam mattis. Aenean et ligula.

Vivamus ac turpis a arcu faucibus eleifend. Suspendisse potenti. Aliquam magna ante, varius id, lacinia sit amet, pulvinar a, nisi. Cras eget ante et sem sagittis dictum. Cras facilisis hendrerit tellus. Phasellus consetetur, dolor a tempus mollis, nisi dui hendrerit urna, sed interdum felis ante sit amet erat. Lorem ipsum dolor sit amet, consetetur adipisicing elit. Praesent eget nibh.

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**Latest News**

**News Article Title**  
00/00/0000 Donec eu odio a felis blandit molestie. Phasellus et eros. Duis pharetra tellus nec dolor. lacus magna et sapien. Donec non neque quis justo convallis congue.

**News Article Title**  
00/00/0000 Tortor non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien. Donec non neque quis justo convallis congue. Tortor non auctor bibendum, nunc libero eleifend sapien, sit amet pellentesque lacus magna et sapien. Donec non neque quis justo convallis congue.

**Services Locator**

Find the LA County services and facilities that serve your area.

Enter an Address, City, or Zipcode

Resident Services
GO

---

**FAQs for the Beaches & Harbors**

Tesseque lacus magna et sapien. Donec non neque quis justo convallis ongue.

- [Ellen tesque domis da lacus magna et sapien?](#)
- [Donec non neque quis justo convalle?](#)
- [Tomis da lacus magna et sapien?](#)
- [Donec non neque quis justo convalle?](#)

Text-Only | Font Size ▾

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Enriching lives through effective & caring service

Dense content 2 column layout



**lacounty.gov**  
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County Directory of Information & Services | Public Alerts | Public Information | Contact Information

Residents | Business | Government | Arts & Recreation

Services Locator | LA County Employees | Online Services ▼

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Search lacounty.gov GO

[Advanced Search](#)

**Government**

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**Portlet Title**

**County History**

**History of Los Angeles County**

The area comprising present-day Los Angeles County was first explored by Europeans in 1769 when Gaspar de Portola and a group of missionaries camped on what is now the banks of the Los Angeles River. A member of the party, Friar Juan Crespi, suggested the area be named "Nuestra Senora de Los Angeles de la Porciuncula" (Our Lady, the Queen of the Angels of Porciuncula). In September 1771, Father Junipero Serra and a group of Spaniards founded the San Gabriel Mission as the center of the first "community" in an area inhabited by small bands of Gabriellino Indians.



Ten years later the Pobladores, a group of 11 families recruited from Mexico by Capt. Rivera y Moncada, traveled from the San Gabriel Mission to a spot selected by Alta California Gov. Felipe de Neve to establish a new pueblo. The settlement was named El Pueblo de la Reyna de Los Angeles (The Pueblo of the Queen of the Angels). In its early years, the town was a small, isolated cluster of adobe-brick houses and random streets carved out of the desert, and its main product was grain. Over time, the area became known as the Ciudad de Los Angeles, "City of Angels."


In September 1797, the Franciscan monks established the San Fernando Mission Rey de Espana in the northern San Fernando Valley. Although the Spanish government placed a ban on trading with foreign ships, American vessels began arriving in the early 1800s, and the first English-speaking inhabitant settled in the area in 1818. He was a carpenter named Joseph Chapman, who helped build the church facing the town's central plaza, a structure that still stands.

California was ruled by Spain until 1822, when Mexico assumed jurisdiction. As a result, trade with the United States became more frequent. The ocean waters off the coast of California were important for whaling and seal hunting, and a number of trading ships docked at nearby San Pedro to buy cattle hides and tallow. By the 1840s, Los Angeles was the largest town in Southern California.

After a two-year period of hostilities with Mexico beginning in 1846, the area came under U.S. control. The Treaty of Cahuenga, signed in 1847, ended the war in California, followed by the Treaty of Guadalupe Hidalgo in 1848 adding Los Angeles and the rest of California to American territory.

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Event Calendar



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County Directory of Information & Services | Public Alerts | Public Information | Contact Information

Residents | Business | Government | Arts & Recreation

Services Locator | LA County Employees | Online Services ▼

Text-Only | Font Size ▼

**View Calendar**

Select one or more options below to view different calendars.

Select Month ▼

Select Department ▼

Select Event Type ▼

**View Events in Date Range**

Start Date

End Date

GO

**Main Calendar**

September 2007

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26 Week 35	27	28	29	30	31	1
2 Week 36	3 9:00 AM -11:30 AM <a href="#">Event Name</a>	4	5	6	7	8
9 Week 36	10	11	12	13	14	15
16 Week 36	17	18	19	20	21	22
23 Week 36	24	25	26	27	28	29
30 Week 36						

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## 8.0 Conclusion

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Thank you for using the LA county.gov Style Guide. It is intended to help maintain a consistent look and feel, tone, and brand throughout the website. Careful adherence to these guidelines ensures the best user experience and a solid, positive impression of the LA County brand.

For further information please contact:

Name: Judy Hammond  
Address: 500 W Temple Street  
Los Angeles, CA 90012  
Email: [jhammond@ceo.lacounty.gov](mailto:jhammond@ceo.lacounty.gov)  
Phone: 213-974-1363



# **SECTION 2**

# **LA COUNTY WEBSITE CONTENT GUIDE**

**This guide was developed to provide guidance and direction for Public Health staff who work on their respective program Web sites. This information will be updated periodically by the External Relations & Communications Department. The guide is posted on the Public Health Intranet, PHD. The content guide can be found on the Intranet in a special “Web Site” section under “Resources” and “Guidelines and Manuals.”**

### Audience Considerations

- Always keep the Web site’s key audience in mind: “naïve users,” members of the public who don’t have a public health frame of reference, Public Health employees, and medical professionals.
- Web users typically scan pages, their eyes drawn to lively graphics, colorful presentations, highlighted words, and movement. Often, users won’t even read full sentences – they will glance at the first few words of a sentence, a headline, or bullet-point, and then move on.

### Writing Style and Syntax

- Use active language. Use active verbs to better connect with users and encourage engagement and exploration: “Explore the Public Health Archives,” “Protect Yourself against the Flu.” Don’t settle for lifeless and interchangeable instructions: “Click here for more.”
- Use a positive voice and avoid negativity.
- Keep all copy free of jargon, unnecessary or obscure acronyms, run-on sentences, slang, profanity, or otherwise casual language.
- Maintain simple and unobtrusive punctuation. Keep question marks, dashes, hyphens, exclamation marks, and other signs to a minimum.
- Employ an “inverted pyramid” style when writing – place conclusions and relevant data first and above-the-fold (in the section readily visible on the screen before any clicking, linking, or scrolling by the user), followed by analysis and background. The first few words of any post, item, or release are the most pivotal.
- Make sure Web pages have a logical presentation of content and clear navigation. Avoid “Welcome to our site” language and descriptions of what the site offers.
- Wait until content is live and fully functioning before providing navigation to it. Avoid using “under construction” or “coming soon” language.
- Present one idea per paragraph in postings.
- When reporting data or statistics, write the numbers numerically (i.e. “7,” “1,000”). This attracts the eye and makes scanning information easier. Only spell-out numbers that do not represent specific facts (i.e. “Hundreds of people believe...”).
- The first reference to any acronym should be spelled-out. Subsequent references in the same document (or self-contained item on the Web page) can make use of the acronym on its own.
  - For example: “The Centers for Disease Control and Prevention (CDC) is located in Atlanta, Georgia. The CDC is the nation’s premier public health agency.”
- When necessary, explain unusual words, abbreviations, etc. Include a glossary of important terms for your program.

- Maintain consistency in font size, font color, italics, and bolding from item to item.
- Use highlighting and bolding of text sparingly and only when presenting essential information.
- Employ bullet-point lists and graphics to present information.
- Keep information concise and unique. Avoid repeating information or posting multiple links to the same information on any given page. Consolidate the Web site's copy and do not overwhelm or confuse the user with information.
- Coordinate with Public Health External Relations & Communications to develop a plan for posting sensitive and important announcements. Have guidelines in place regarding tone, font, color, and placement on the page for crisis messaging.

#### Graphics, Icons, and Imagery

- Only use descriptive icons that help the user properly locate relevant content. Avoid using graphics as simply an aesthetic crutch.
- Use standard sizing when displaying graphics. Don't make images too small to see, too grainy or pixelated, or too large so that they overwhelm the Web page. Maintain a consistency in the design and placement of graphics. If using multiple images on a page, consistent image sizing helps the page look more aligned. There are not yet any standard image sizes determined for Public Health. Contact External Relations & Communications for help sizing images.
- When changing the sizing of graphics and imagery, maintain the aspect ratio, or proportions, of the image. Instead of using a mouse to stretch or shrink the image, use a graphics program. A graphic that is originally 660x880 pixels should always be resized to a 3x4 ratio or cropped to fit in a different shape.
- If a graphic is to be displayed at a size smaller than its original dimensions, use a graphics program to reduce it to the desired size. This will provide for faster page downloading and reduce the load on the Web server.
- Ask External Relations & Communications for assistance in fine-tuning the quality of images.
- When using images from other organizations, it's best to check copyright issues and whether credit needs to be given for the photo
- If using a picture of a person or group of people that you took who work outside of Public Health, have the subjects sign an Informed Consent form, available from External Relations & Communications

### Web Site Navigation

- A Web site's interior pages should be clearly labeled and contextualized. Users often arrive at a site's interior page through a specific search engine link and don't always see the home page. Each page of a site, therefore, should succinctly display what is available (content) and why a user should care (importance).
- Develop Web site menus that categorize information logically. A menu of a Web site's offerings should be concise, ordered, and intuitive. It should not require further explanation or confuse the user.

Health Assessment Quick Links
Reports
<ul style="list-style-type: none"> <li>• Alphabetized</li> <li>• By Survey</li> <li>• By Topic</li> </ul>
LA County Health Survey
News Releases
Journal Publications
Health Assessment Jobs
Data Requests & Data Tables
Presentations
Links

- Categorize the site's posts and items. Make headlines and copy descriptive and clearly state what the site and its links have to offer (they should be intelligible and provide context).

### Ongoing Improvements

- Keep all pages updated. This involves including dates or time stamps with every post or news item, alerting users to new content, deleting or archiving obsolete and outdated items, reposting those items that become relevant again and so on.
- When employing multimedia, ensure that every offering is functional and serves a purpose.

- Routinely test links and downloads to verify functionality and speed.
- Ensure that links properly indicate where they will take a user and what a user can expect to find once there. If linking to a document, give a title or short introduction explaining what the document will contain.
- When linking to a large document or a PDF file, provide a warning to the user.

### Online Strategy – Attracting Users

- Incorporate possible search terms into a site’s text. Search engines routinely send spiders to scan Web pages and pick out relevant keywords and phrases to index. Using these keywords organically will boost Public Health’s rankings on the most popular search engines.

### Conventions

- Public Health uses Associated Press Style for its communications. When in doubt, please refer to the AP Stylebook for correct usage.
  - <http://www.apstylebook.com/>
  - [http://www.apstylebook.com/ask\\_editor.php](http://www.apstylebook.com/ask_editor.php)
- Capitalize the following terms in this manner when they appear:
  - Internet
  - World Wide Web
  - Intranet
  - Web (when referring to the World Wide Web)
  - Web site (Public Health uses two separate words)
  - email (only capitalized at the beginning of a sentence)
- Please be aware of differences between the following:
  - “Its” is the possessive form of “it”: “Public Health covers all of Los Angeles County and its constituents include...”
  - “It’s” is a contraction of “it is” or “it has”: “This year’s report is different from previous years because it’s in a new format.”
  - Other easily confused words include “their,” “there,” and “they’re,” “your” and “you’re,” and “then” and “than.”
- Display phone and fax numbers in this manner: (123) 456-7890
- Display our Web site in this manner:
  - “publichealth.lacounty.gov” (note the lack of “www”)
- Display program Web sites in this manner:
  - “publichealth.lacounty.gov/acd” (for Acute Communicable Disease Control)
- Use a serial comma before the last item in a list: “red, white, and blue”
- Conventions for referring to Public Health:
  - Do not abbreviate
  - On first reference, write out “Los Angeles County Department of Public Health”
  - On subsequent references in the same document, use “Public Health”
  - Capitalize “County” when referring to Los Angeles County
- Conventions for referring to Public Health programs:

- On first reference, program name follows department name: “Department of Public Health Office of Senior Health”
  - On subsequent reference in the same document, use “Office of Senior Health”
- Conventions for referring to Public Health officials:
  - Proper reference to Dr. Fielding: “Jonathan E. Fielding, MD, MPH, Public Health Director and County Health Officer”
  - Capitalize formal titles when they precede a person’s name: “Office of Senior Health Director Tony Kuo”
  - A title is lower-cased when it follows a person’s name (program names are kept in upper case): “Tony Kuo, director, Office of Senior Health”
  - Titles used without names are lower cased: “The director stated...”
  - Generic references should be preceded by the department’s name: “Public Health officials...”
- Use one space between sentences. There is no longer a need for 2 spaces.
- Commas and periods are placed inside closing quotation marks, regardless of whether they are a part of the material quoted. Exclamation marks and question marks are only placed inside quotation marks if they are a part of the material quoted. For example:
  - "Despite the success of vaccines in preventing disease in the United States, children are still at risk for many serious and life-threatening diseases if they do not receive the appropriate vaccines in a timely manner," said Jonathan E. Fielding, MD, MPH, Public Health Director and County Health Officer.
  - Have you seen the latest Public Health report “Children with Special Health Care Needs”?
  - Read our new flyer “Where Can I Get Vaccinated for Flu?”
- County style mandates that underlining is only allowed when the text is a hyperlink.
- Text should be the County-mandated grey color. The County-approved red color can also be used, though very sparingly and only when extraordinary emphasis is required.
- Text should be in the County-approved font style and size. Exceptions must be granted by External Relations & Communications.

#### Coming Soon

- Program logos and logo guidelines, provided by External Relations & Communications.
- Image and icon library, provided by External Relations & Communications.

#### Other Resources

- Department of Public Health Writer’s Guide (Intranet):  
<http://go.phd.ladhs.org/ph/PDFs/OrgTrainingUnit/EducationOpps/WritersGuide.pdf>
- AP Style Guide: <http://www.apstylebook.com/>
- Writing for the Web: <http://www.useit.com/papers/webwriting/>

**SECTION 3**

**AMERICAN WITH DISABILITIES ACT**

**WEB-BASED INTRANET AND INTERNET INFORMATION**

**AND APPLICATIONS**

## SECTION 3

**AMERICANS WITH DISABILITIES ACT**  
**WEB-BASED INTRANET AND INTERNET INFORMATION AND APPLICATIONS**  
**(Derived from U.S. Rehabilitation Act, 508, §1194.22)**

**§ 1194.22 Web-based intranet and internet information and applications.**

- (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).
- (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.
- (d) Documents shall be organized so they are readable without requiring an associated style sheet.
- (e) Redundant text links shall be provided for each active region of a server-side image map.
- (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.
- (g) Row and column headers shall be identified for data tables.
- (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.
- (i) Frames shall be titled with text that facilitates frame identification and navigation.
- (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.



## SECTION 3

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).

(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

(o) A method shall be provided that permits users to skip repetitive navigation links.

(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

**Attachment C2B – Link2Gov Interface  
Specification**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**

## Attachment C2B

### NOTE:

Should the County have another electronic payment processing system by the time that EHPIMS Phase 3 is implemented, such replacement electronic payment processing system shall be substituted in the work required under Phase 3 at no additional cost to County. The existing Link2Gov required information is presented here.

**Link2Gov Interface:** There will be one approved way of accessing Link2Gov payment services, via a three page passthrough API which utilizes a HTTPS post of name/value pair based information in which the user (County or Customer) is passed from the storefront application to a Link2Gov set of payment information gathering pages. An additional web service post back of transaction information may also be utilized.

**Sample Pass through API** Within the HTTPS post, three fields are required and must be provided by the customer. Fields highlighted in yellow require the entry of instructional values by the customer.

Required Information		
Link2Gov Field	Description	Customer Required Information
MerchantAmount	Dollar amount of transaction.	
ReturnURL	The URL address to direct the user to after the payment is completed and the receipt page is displayed.	
UserPart1	A unique identifier for the transaction that has meaning to the system sending the information. Examples include an account number, a driver's license number, etc. This element is stored in User Part 1. The unique identifier may be a combination of User Part 1, User Part 2, etc., but limiting the unique identifier to one element is preferred. Format should be designated.	

Additional required, conditional, and optional fields are available. These fields can be utilized at the customer's discretion and used to store additional data for reporting analysis and data collection.

**Attachment C2C- County EMC Documentum Standards**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**



**COUNTY OF LOS ANGELES**  
**CHIEF INFORMATION OFFICE**  
Los Angeles World Trade Center  
350 South Figueroa Street, Suite 188  
Los Angeles, CA 90071

RICHARD SANCHEZ  
ACTING CHIEF INFORMATION OFFICER

Telephone: (213) 253-5600  
Facsimile: (213) 633-4733

June 30, 2009

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

13

JULY 7, 2009

Dear Supervisors:

**APPROVE ENTERPRISE CONTENT MANAGEMENT TECHNOLOGY STANDARD  
AND MASTER SERVICES AGREEMENTS WITH EMC CORPORATION  
AND GLOBAL 360 INCORPORATED  
(ALL SUPERVISORIAL DISTRICTS – 3 VOTES)**

**SUBJECT**

Approve the Enterprise Content Management (ECM) software standard to better manage electronic files, and approve related professional services agreements for the implementation and support of content management initiatives.

**IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve and adopt the competitively selected EMC Documentum suite of products as the ECM software standard for the County of Los Angeles;
2. Instruct the Acting Chief Information Officer to continue to evaluate potential ECM vendors and delegate to the Acting Chief Information Officer the authority to modify ECM software standard(s) as appropriate;
3. Authorize the Acting Chief Information Officer to review and approve departmental exemptions to the ECM standard;
4. Approve and instruct the Chairman to sign the attached proposed Master Services Agreement (MSA) with EMC Corporation for professional consulting and support services. The proposed MSA will be effective upon approval by your Board and shall continue for three (3) years following such approval. The proposed MSA also provides for two (2) two-year extensions, upon approval by your Board. The total amount authorized for expenditure under the proposed MSA shall not exceed \$5,000,000 per calendar year;

*To Enrich Lives Through Effective And Caring Service*

Honorable Board of Supervisors  
June 30, 2009  
Page 2

5. Approve and instruct the Chairman to sign the attached proposed MSA with Global 360 Incorporated (Global360) for professional consulting and support services to protect existing investment of deployed Global360 products. The proposed MSA will be effective upon approval by your Board and shall continue for three (3) years following such approval. The proposed MSA also provides for two (2) two-year extensions, upon approval by your Board. The total amount authorized for expenditure under the proposed MSA shall not exceed \$1,700,000 per calendar year; and
6. Delegate to the Acting Chief Information Officer the authority to execute Work Orders (and necessary Change Orders to existing Work Orders) from the above mentioned MSAs having a maximum sum of \$300,000 or less.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

As the County transitions from a paper-centric organization to an electronic and online government, the creation, modification, filing, retrieval, preservation and disposition of electronic documents in an efficient and effective manner has become a major challenge. Additionally, the potential impact resulting from the recent changes in Federal Rules of Civil Procedures and the proposed amendments to the State's Code of Civil Procedures and Rules of Court regarding Electronically Stored Information, places an additional challenge on County departments in terms of adequate disclosure and timely retrieval of electronic documents.

Recognizing these challenges, some County departments have acquired and deployed a variety of electronic document management software products, commonly referred to as ECM software, that are often application and process specific. While these solutions help these departments achieve some level of efficiencies and productivity improvements in their business processes as well as cost savings, these applications are narrowly focused and do not offer the benefits of a countywide ECM strategy. This broader approach, with standardization of software and development of a corresponding information technology (IT) infrastructure, will bring better management of this growing amount of digital information and enable the County to provide efficient and effective services to its constituents.

In this context, the Chief Information Office (CIO) is requesting that your Board:

- **Adopt EMC Documentum software as the County's ECM software standard.** EMC Documentum was one of three software suites selected through an open and comprehensive Request for Proposals (RFP) solicitation process, was scored the highest of the three products, and was deemed to be the best product suite meeting the County's overall ECM requirements. By adopting EMC Documentum as an ECM standard, the County will be able to achieve economies for software licenses and maintenance and support and increase interoperability among County departments.

Honorable Board of Supervisors  
June 30, 2009  
Page 3

- **Approve proposed MSA with EMC Corporation.** This will provide County departments with professional and consulting services to support development and implementation of the EMC Documentum suite of products. The \$5,000,000 annual maximum was determined based on the information gathered from Departments, including the FY 2009-2010 Business Automation Plans, indicating 18 ECM-related active or planned projects from 10 County agencies totaling over \$16,600,000.
- **Approve proposed MSA with Global360.** This will provide existing County departments, who have made a significant investment in Global360 ECM products, with professional and consulting services to enhance their ECM systems. These departments include Probation, District Attorney, Public Defender, Alternate Public Defender, and the Information Systems Advisory Body (ISAB). The \$1,700,000 annual maximum was also determined based on the information gathered from the FY 2009-2010 Integrated Business Automation Plan as well as project estimates for scanning and document conversion provided by ISAB.

Once the ECM standard is approved, the CIO will work closely with Internal Services Department (ISD), County Counsel, and the Chief Executive Office to establish a central ECM infrastructure to facilitate greater sharing of information and processes between departments.

By approving the proposed MSAs, your Board is establishing the terms and conditions under which ECM services will be acquired. The County is not obligated to expend any funds until a Work Order is executed, and each Work Order will be governed by the terms and conditions set forth in the proposed MSAs. Services over \$300,000 shall be sent to your Board for approval by the respective department. Funding for these Work Orders will be obtained from departmental budgets, and the administrative provisions of the proposed MSAs require confirmation that funding is available before each Work Order is executed.

~~All project-specific Work Orders will have defined deliverables (project milestones), planned completion dates and related costs identified. The CIO will provide centralized oversight related to the initiation of projects and in the review of performance and billing, with semi-annual reports provided to your Board on the usage of these proposed MSAs.~~

#### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommended action supports the County's Strategic Plan for Operational Effectiveness (Goal 1), Information Technology (Strategy 5), Electronic Content Management (Objective 1) for the Chief Information Office to develop a strategy and direction for the implementation of ECM software for the capture, storage, preservation, and retrieval of electronic document and content.

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The establishment of an ECM software standard will ensure consistent implementation of electronic content management functionality across all County departments. ECM software will improve the management in the storing, retrieving, and searching of electronic files, increase productivity and enable the County to provide more efficient service to its constituents. The proposed MSAs offer the flexibility necessary to meet varied departmental needs while providing a structure for acquiring desired services through a streamlined acquisition process that is standard across the entire enterprise.

**FISCAL IMPACT/FINANCING**

Expenditures under the proposed MSAs will vary from year to year based on the needs of County departments, not to exceed \$5,000,000 annually for EMC Corporation, and \$1,700,000 annually for Global360. Funding will be obtained from departmental budgets for Work Orders generated under the MSAs. Expenditures over the term of the proposed MSAs and the expenditures in any given year will remain within each department's budgeted appropriation for such services. Funds for payment of work performed in future fiscal years will be subject to appropriation by your Board. The administrative provisions of the MSAs require confirmation that funding is available before each individual Work Order is executed.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

Chapter 2.119.030 of the County Code stipulates that the CIO "adopt standards for countywide information technology which shall be subject to approval by the board of supervisors".

The proposed MSAs will enable departments to submit Work Orders for various professional and consulting services relating to the implementation and support of the vendors' ECM technologies. The MSA with EMC Corporation does not allow EMC Corporation to perform services on non-EMC products. Similarly, the MSA with Global360 does not allow Global360 to perform services on non-Global360 products. All Work Orders over \$300,000 shall be sent to your Board for approval by the respective department. Work Orders of \$300,000 or less will be executed by the CIO.

The proposed MSAs have been approved by County Counsel as to form and contain all County-required contract provisions.

EMC Corporation insisted that its liability be limited under the MSA, which is a departure from the County's preferred position. The provisions that were negotiated (1) cap EMC Corporation's liability for monetary damages to the County at \$20,000,000 and (2) specify that EMC Corporation will not have any liability to the other for special, consequential, exemplary, incidental, or indirect damages, even if advised of the possibility of such damages. The provisions specify, however, that these two limitations do not apply to the following: (a) EMC Corporation's intellectual property and general indemnification obligations; (b) EMC Corporation's obligations under Paragraph 38



## Attachment C2C

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(Compliance with Applicable Laws); (c) EMC Corporation's obligations under Paragraph 17 (Insurance); (d) claims and actions relating to personal injury, including but not limited to wrongful death; and (e) EMC Corporation's intentional or willful misconduct.

Although not the preferred position, the CIO believes the above-described limitation of liability to be an acceptable risk for the County, as typical Work Orders will range between \$50,000 to \$500,000. Further, CIO staff and, where applicable, County Counsel staff, discussed the foregoing provisions with the CEO's Risk Management Operations staff, who concur with the CIO's determination.

### CONTRACTING PROCESS

On February 20, 2007, ISD issued the ECM software RFP. A notice of the RFP was also placed on the County's bid website (Solicitation Number 228536). Eight proposals were received by the submission deadline of March 22, 2007. All proposals, having met the minimum requirements in the RFP, were then evaluated by an evaluation committee consisting of representatives from the CIO, Board of Supervisors Executive Office, Departments of Health Services, Public Health, Assessor, Public Works, and Children and Family Services. The committee's evaluation was based on the criteria described in the RFP and EMC Documentum, IBM FileNet, and Global360 received the highest scores and advanced to the next round, where negotiations began for both a Software Licensing Agreement (SLA) and a MSA. IBM already has both a SLA and MSA established with the County, thus negotiations were mainly concentrated with EMC Documentum and Global360. All negotiations were successfully completed by April 2008. ISD executed the EMC Documentum SLA on April 28, 2009 and the Global 360 SLA on June 4, 2009.

### IMPACT ON CURRENT SERVICES

The standardization and implementation of ECM software has the potential to improve business processes at various organizational levels, increase group productivity through the use of workflows, promote collaboration within and across departmental boundaries on work products, allow for more effective and efficient content searches, and reduce legal risks associated with the storage of electronically stored information.

## Attachment C2C

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### CONCLUSION

Your Board's approval of the proposed ECM software standard and the related MSAs will enable the County departments to better manage their electronic content, be compliant with County's records management policies, and improve service response to constituents. Upon approval by your Board, it is requested that the Executive Officer-Clerk of the Board return one adopted copy of the Board letter and three executed copies of each Master Services Agreement to the CIO for further processing.

Respectfully submitted,

  
RICHARD SANCHEZ  
Acting Chief Information Officer

RS:TT:ygd

Attachments (2)

c: Chief Executive Officer  
Acting County Counsel  
Executive Officer, Board of Supervisors  
Information Systems Commission

P:\Final Documents\CIO\Enterprise Content Mgmt\Board Letter\ECM Board Letter v13 final.docx

**Attachment C2D – WAUSAU and CORE  
Field Specification**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM  
(EHPIMS) AND RELATED SERVICES**

**(RFP No. 44)**

**Attachment C2D**

<b>Field No.</b>	<b>Field Name</b>	<b>Length</b>	<b>Class</b>	<b>Rules and Comments</b>
1.	Account Number	6	9P	Move Account Number
2.	Txn Date	4	9P	Move TXN DATE
3.	Txn Code	2	9P	Move TXN Code
4.	Tax Year	2	9	Move Sequence Year
5.	Filler	16	X	Move Space
6.	Group Number	3	9	First digit always 0 Followed by first 2 digits of the file number (35-36)
7.	File Number	5	9P	Move bytes 37-45 of the file number
8.	Installment Key	1	9	Move Installment Key
9.	Payment Amount	5	9P	Move Payment Amount
10.	Filler	1	X	Move space
11.	Pen Key	1	X	Move Penalty Key
12.	Filler	33	X	Move space
13.	Record Key	1	X	Always "V"

**Attachment C2E – Agricultural Lab Field Specification**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS) AND  
RELATED SERVICES**

**(RFP No. 44)**

## Attachment C2E

Sources for the field information for the ACWM (Agricultural Commissioner Weights and Measures) laboratory/ agricultural lab HORIZON LIMS system include:

- Chain of custody form
- Childhood lead poisoning program lab result report
- Childhood lead poisoning program environmental laboratory submittal form
- Water quality lab results report
- Water quality lab submission form
- Screenshots of HORIZON LIMS

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
<b>Information on Job Address/Location</b>			
Parcel number	Numeric	10	
Street number	Numeric	5	
Direction	Text	5	North, South, etc.
Street Name	Text	30	
Suite or Unit Number		4	
City	Text	25	
State	Text	2	
Zip Code	Numeric	5	
<b>Information on Chain of Custody Form</b>			

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
Sample ID			
Sample Date	Date		Date sample is dropped off
Sample Time			Time sample is dropped off
Sample Temperature			Sample temperature in degrees Celsius of
Sample pH			Sample pH
Number of Bottles			Number of sample bottles
Preservatives			Preservatives in the sample
Lab Number			
Relinquished by	Text		Name of person who has dropped off the sample
Relinquished by Date	Date		Date sample is dropped off by person relinquishing sample
Received by	Text		Name of person who received the sample
Received by Date	Date		Date sample is received by lab personnel
Remarks			Remarks regarding the lab sample
Sample Conditions Ice			Yes or No on sample being received on ice
Sample Conditions Sealed			Yes or No on sample being sealed
<b>Childhood Lead Poisoning Program - Lab Result Report</b>			

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
DSO #			
Date Collected	Date		
Date Received	Date		
Date Analyzed	Date		
Date Reported	Date		
Date and Time lab created record	Date and Time		
Date and Time lab completed	Date and Time		
Sample Type/ Procedure/ Analyte Description	Text		Wipe, etc.
Lab Sample Number			
Client Sample Number			
Sample Description			
Sample Weight			Sample Weight (gm)
Dilution Factor			
Sample Lead Concentration			Sample Lead Concentration (ug)
Reporting Limit			Reporting Limit (ug)



**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
Quality Control Batch Number			
Calibration Standard Found Value			10.0 mg/L Calibration standard found value
Calibration Standard Percent Recovery			
Calibration Verification Standard			In mg/L
Calibration Verification Standard Found Value			
Calibration Verification Standard Percent Recovery			
Blank Spike Added			
Blank Spike Added Found Value			
Blank Spike Added Percent Recovery			
Blank Spike Duplicate Added			
Blank Spike Duplicate Added Found Value			

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
Blank Spike Duplicate Added Percent Recovery			
Method Blank Found Value			
Quality Control Standard			
Quality Control Standard Found Value			
Quality Control Standard Percent Recovery			
Analyst	Text		Laboratory analyst name
<b>Childhood Lead Poisoning Program - Environmental Laboratory Submittal Form</b>			
Local ID	Numeric		
Environmental Professional Type	Text		REHS, CIH, or Other environmental professional
Environmental Professional Name	Text		
DHS Inspector Assessor Number	Numeric		
DHS Inspector Assessor Expiration Date	Date		

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
LN			Lab Number
Sample Number			
XRF Reading Number			
Sample Location	Text		Interior, or Exterior
Room Side	Text		Living room, kitchen, bedroom, bathroom, other
Component	Text		Floor, window well, window sill, other
Component Condition	Text		Intact, fair, poor
Dimensions			12"x12", other
Results in ug			
Results in ug/ft2			
Result std	Text		Result greater than or equal to the standard: yes or no
Type of Sample	Text		Cosmetic, home remedy, pottery, water, other
Comments	Text		
Test Kit	Text		Positive, negative
Result			
Units			

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
Relinquished by Time			
Received by Time			
<b>Water Quality – Lab Results Report</b>			
Sample ID	Text and numeric		Example: E0900576003
Status	Text		Reported, etc.
Work Order	Text and numeric		Example: E0900576
Client	Text		Example: LAcO Dept of Public Health – Water System
Matrix	Text		Example: Drinking Water
Collector	Text		Name of collector
Manager	Text		
Report to	Text		
Invoice to	Text		
Collected Date	Date		
Received Date	Date		
Due Date	Date		
Reported Date	Date		

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
System Number	Numeric		State or County Drinking Water System Number
Sample Type	Numeric		Source or Distribution System
Purpose	Text		Routine, Recheck, Special, Replacement or Others
System Name	Text		N/A is listed when not applicable
Analysis Ordered Code	Text and numeric		Lab Analysis Code
Analysis Ordered Description	Text and numeric		Lab Analysis Code Description
Analyte	Text		
Result	Text		
RDL	Text or numeric		Report Detection Limit
Method	Text and numeric		Analysis Method
MCL	Text or numeric		Maximum Contamination Level
<b>Water Quality – Lab Submission Form</b>			
Purveyor Name			
Purveyor Address			Includes city
Sampling Point			
Serial Number			

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
Collected by	Text		Name of person who collected sample
Date Collected	Date		
Time Collected	Time		
Type of Sample	Text		Floor surface water, drinking water- raw, drinking water – treated, waste water – raw, waste water – chlorinated, trade waste, other
Ca			General mineral analysis findings on Ca
Mg			General mineral analysis findings on Mg
Fe Total			General mineral analysis findings on Fe Total
Mn			General mineral analysis findings on Mn
Na			General mineral analysis findings on Na
K			General mineral analysis findings on K
pH			General mineral analysis findings on pH
Total Dissolved Solids			General mineral analysis findings on total dissolved solids
Hardness (Mg/l as CaCO <sub>3</sub> )			General mineral analysis findings on hardness
HCO <sub>3</sub> (Mg/l as CaCO <sub>3</sub> )			General mineral analysis findings on HCO <sub>3</sub>
CO <sub>3</sub> (Mg/l as CaCO <sub>3</sub> )			General mineral analysis findings on CO <sub>3</sub>
OH (Mg/l as CaCO <sub>3</sub> )			General mineral analysis findings on Alkalinity

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
Total Alk. (Mg/l as CaCO <sub>3</sub> )			General mineral analysis findings on Total Alk.
Cl			General mineral analysis findings on Cl
SO <sub>4</sub>			General mineral analysis findings on SO <sub>4</sub>
F			General mineral analysis findings on F
NO <sub>3</sub>			General mineral analysis findings on NO <sub>3</sub>
Turb Tu			General physical analysis findings on Turbidity
Spec. Cond. µmhos/cm			General physical analysis findings on Conductivity
NH <sub>3</sub> -N			
ORG-N			
BOD			
Grease			
Susp. Solids			
Set Solids ml/l/hour			
PO <sub>4</sub>			
MBAS			
Al			Trace elements findings on Al

**Attachment C2E**

<b>Agricultural Commissioner Weights and Measures Laboratory: HORIZON LIMS</b>			
<b>FIELD</b>	<b>TYPE/ FORMAT</b>	<b>WIDTH</b>	<b>DESCRIPTION</b>
Ag			Trace elements findings on Ag
As			Trace elements findings on As
B			Trace elements findings on B
Cd			Trace elements findings on Cd
Cr			Trace elements findings on Cr
Cu			Trace elements findings on Cu
Hg			Trace elements findings on Hg
Pb			Trace elements findings on Pb
Ni			Trace elements findings on Ni
Se			Trace elements findings on Se
Zn			Trace elements findings on Zn
Other Trace elements			Other trace elements findings
Date Requested			
Analyst			
Other analyses desired (specify)			



# **Appendix C3**

## **Security Requirements**

**FOR**

**ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS)**

**(RFP No. 44)**

Proposer's Name: \_\_\_\_\_

## Instructions for Vendors' Responses

Proposer responses to this Security Requirements section of the RFP should be made with the Proposer's full awareness that the County, to the greatest extent possible, would like to use COTS functionality to meet the requirements listed herein.

All sample forms, documents, and reports pertaining to Environmental Health programs provided in Attachments C1A, C1B, C1C and C1I are intended only to depict the information and data elements that must be captured and displayed on each respective form/document/report. Although Proposer's solution must include the production of all forms/document/reports provided as samples in the above-referenced Attachments and must capture and display all information and data elements appearing thereon in a substantially similar fashion, it is not intended that the Proposer replicate each form/document/report in the precise layout, style and format as each sample form/document/report appears.

Responses to the requirements shall be entered in the "Meet Requirements" column.

"Meet Requirements" legend is as follows:

Y – Existing COTS functionality available as part of the Current COTS Release (no custom programming).

M – Requirement will be met with custom programming of the Current COTS Release. The modification cost is included in the proposal price.

N – The requirement cannot be met. Please provide information in the "Indicate Compensating Controls" column, if the requirement cannot be met.

In the header field in this document, Proposer shall enter the Proposer's name.

Proposer's Name: \_\_\_\_\_

## **Introduction**

### **Security Requirements Goals and Objectives:**

The Security Requirements outlines the Environmental Health Permit and Inspection Management System's (EHPIMS) overall security requirements.

These requirements include the overall security capabilities needed to support the business processes for EH, other DPH divisions and County departments. At a minimum, these requirements will be used to track, test and monitor the overall System's security capabilities that shall consistently be met throughout the Term of the resultant Agreement.

Proposer's Name: \_\_\_\_\_

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Proposer's Name: \_\_\_\_\_

## Security Requirements

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
1.0	<b>Access</b>		
1.1.	System can be configured to ensure that passwords meet the following requirements: <ul style="list-style-type: none"> <li>• Must contain 3 out of 4: upper case alpha, lower case alpha, numeric, and special character</li> <li>• Minimum password length – 8 characters</li> <li>• Minimum password age – 2 days</li> <li>• Maximum password age – 90 days</li> <li>• Password expire warning – 14 days</li> <li>• Different from the previous 6 passwords used</li> <li>• Must not be an English dictionary word</li> <li>• Disable accounts after 90 days of inactivity</li> </ul>		
1.2.	System provides the following password change rules for user accounts: <ol style="list-style-type: none"> <li>a. Passwords can only be changed by the authorized County System Administrator or the associated user.</li> <li>b. Passwords can be changed by the authorized County System Administrator at any time.</li> <li>c. Passwords can be changed by the associated user only once in a 2-day period.</li> <li>d. Users are re-authenticated before changing passwords.</li> </ol>		
1.3.	System declares a log-on unsuccessful and locks the user account after three (3) successive attempts within a 30 minute period. The account lockout duration can be set to a minimum 30 minutes. The number of successive attempts and the lockout duration can be modified only by an authorized County System Administrator.		
1.4.	The password must not be displayed or transmitted as clear text (Password Masking).		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
1.5.	System provides integrated security managed in a central accounts database.		
1.6.	System allows viewing of list of Users logged on to System in real-time.		
1.7.	System allows addition of customized messages to the logon screen by an authorized County System Administrator.		
1.8.	System integrates with the County's Microsoft Active Directory for authentication.		
1.9.	System provides the option for multi-factor authentication for users with higher security access. Multi-factor authentication involves possession of a physical token and a password, and/or used in conjunction with biometric data, such as finger scanning or a voiceprint.		
1.10.	System performs secure and seamless logon for all third party integrated systems.		
1.11.	System encrypts passwords before being stored or transmitted.		
1.12.	System has the ability to disallow more than one active session per sign-on identification.		
1.13.	System allows users to re-authenticate and remotely log out of an active user session before logging in at another location.		
1.14.	System requires password re-entry before user is allowed to perform functions predefined as "high security".		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
1.15.	System encrypts sensitive data transmitted between clients and servers using Secure Socket Layer (SSL) Certificates, Transport Layer Security (TLS), or by other means.		
1.16.	System provides a web (HTTPS) interface and provides an SSL configuration mechanism.		
1.17.	System restricts users from directly accessing the database.		
1.18.	System allows secure password resets in case passwords are forgotten.		
1.19.	System provides reminder alerts to users to reset passwords.		
1.20.	The time for passwords to be changed is predefined as per user's role and access level. The County standard for users is 90 days.		
1.21.	System provides administrative ability to block users' access during pre-defined off-hours.		
2.0	<b>User Profiles/Administration</b>		
2.1.	System provides the ability for authorized County users to define and store user profile information, including but not limited to, the user's name, user ID, employee ID, professional designation, etc. without Contractor involvement.		
2.2.	System provides the ability for authorized County users to define user roles and user groups and associate these with user accounts without Contractor involvement.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
2.3.	System allows authorized site-specific County users to manage site-specific user groups and user accounts up to and including their level of authority without Contractor involvement.		
2.4.	System provides the ability for a County administrator to delegate authority, by user group, to reset password without Contractor involvement.		
2.5.	System provides the ability for a County administrator to delegate authority, by user group, to restore system access of locked out user without Contractor involvement.		
2.6.	System provides an authorized County user the ability to restrict access based on users' accounts' privileges without Contractor involvement.		
2.7.	System provides an authorized County user the ability to specify roles and privileges based on login locations without Contractor involvement.		
2.8.	System allows an authorized County user to restrict rights, privileges or access at the user and group level without Contractor involvement.		
2.9.	System allows restricting the rights, privileges or access of processes to the minimum required for authorized tasks.		
2.10.	System allows authorized County administrators to manage restrictions or privileges associated with Users, groups, and processes without Contractor involvement including: <ul style="list-style-type: none"> <li>• Defining levels of access</li> <li>• Assigning levels of access</li> <li>• Modifying a level of access</li> <li>• Removing a level of access</li> <li>• Viewing access levels, privileges and memberships</li> </ul>		
2.11.	System allows an authorized County user to revoke the access privileges of a user without requiring deletion of the user or requiring Contractor involvement.		



Proposer's Name: \_\_\_\_\_

Section Number	Security Requirements	Meets Requirements (Y/ M/ N)	Indicate Compensating Controls (if requirement not met)
2.12.	<p>System allows an authorized County user to associate permissions with a user without Contractor involvement using the following access controls:</p> <ul style="list-style-type: none"> <li>• User-based (i.e., access rights assigned to each user)</li> <li>• Role-based (i.e., Users are grouped and access rights assigned to these groups)</li> <li>• Context-based (i.e., role-based with additional access rights assigned or restricted based on the context of the transactions, such as time-of-day, workstation-location, emergency-mode, etc.)</li> </ul>		
2.13.	<p>System provides an authorized County user the ability to limit user functionality without Contractor involvement based on the following access rights:</p> <ul style="list-style-type: none"> <li>• Full</li> <li>• Read</li> <li>• Write</li> <li>• Modify</li> <li>• Delete</li> </ul>		
2.14.	<p>System allows an authorized County user to assign multiple roles to one user without Contractor involvement.</p>		
3.0	<p><b>Input Validation</b></p>		
3.1.	<p>System insures that input validation is applied whenever input is received through user or external data interfaces. The validation approach is to constrain, reject, and then sanitize input.</p>		
3.2.	<p>System does not rely on client-side validation. The System design assumes that user input is malicious.</p>		
3.3.	<p>Data is validated for type, length, format, and range. Data validation is consistent across the System.</p>		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
3.4.	System avoids un-trusted input of file name and file paths. a. System does not accept file names or file paths from callers. b. Security decisions are not made based on user-supplied file names and paths.		
3.5.	System does not require parent paths when data within the System is being accessed. Attempts to access resources using parent paths are blocked.		
3.6.	The web server always asserts a character set: a locale and a country code, such as en_US.		
4.0	<b>Authentication</b>		
4.1.	All system and user accounts are identified.		
4.2.	Web sites are partitioned into un-restricted and restricted areas using separate folders.		
4.3.	System uses least-privileged accounts.		
4.4.	System insures that minimum error information is returned in the event of authentication failure.		
4.5.	System authenticates the user before any access is allowed to protected resources (e.g., Protected Health Information).		
4.6.	System authenticates standalone devices before access is allowed to protected resources.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
4.7.	If Structured Query Language (SQL) authentication is used (e.g., communication between the application server and the database server) credentials are secured in storage and over the wire via Secure Socket Layer (SSL) or IP Security (IPSec).		
5.0	<b>Authorization</b>		
5.1.	Measures are in place to prevent, detect and log unauthorized attempts to access the System.		
5.2.	Rights and privileges are assigned based on authorization roles.		
5.3.	Database restricts access to stored procedures to authorized accounts only.		
5.4.	Direct access to database tables is prohibited.		
5.5.	All account IDs that are used by the System are identified and the resources accessed by each account are known.		
5.6.	Roles are mapped to user and data interfaces. Role rights and privileges are identified and maintained in an access control list.		
5.7.	System resources are mapped to System roles and allowed operations for each role.		
6.0	<b>Configuration Management</b>		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
6.1.	Administration interfaces require strong authentication and authorization.		
6.2.	Administrator privileges are separated based on roles (for example, site content developer or system administrator).		
6.3.	Remote administration channels are secured. (e.g., SSL, VPN)		
6.4.	Configuration stores are secured from unauthorized access and tampering.		
6.5.	Configuration secrets and authentication tokens are not held in plain text in configuration files. (e.g. ssh client config file with remote login ID and password.)		
6.6.	User accounts and service accounts used for configuration management have the only the minimum privileges required for the task.		
7.0	<b>Integrity Controls</b>		
7.1.	System detects and logs unauthorized or incorrect changes to information.		
7.2.	System protects information from being accidentally overwritten.		
7.3.	System supports integrity mechanisms, such as parity checks and cyclic redundancy checks (CRCs), for transmission of both incoming and outgoing files.		
7.4.	Measures are in place to prevent the upload of unauthorized files (e.g., executable files).		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
8.0	<b>Sensitive Data (e.g. ePHI, Personally Identifiable Information)</b>		
8.1.	Sensitive data and secrets (e.g., password challenge phrases, credential and authentication tokens) must not be stored in code.		
8.2.	Secrets are stored securely using a one-way hash. Database keys, connections, passwords, or other secrets are not stored in plain text.		
8.3.	Sensitive data is not logged in clear text by the System.		
8.4.	System provides database/file encryption for protection of sensitive data fields while the data is at rest (i.e., stored data).		
8.5.	Protection mechanisms are in place for sensitive data that is sent over the network.		
8.6.	Sensitive data is transmitted using secure protocols, such as sftp, ssh, https, etc., or tunneled through an authenticated encrypted connection (e.g. VPN).		
8.7.	Sensitive data is not stored in persistent cookies.		
8.8.	Measures are in place to prevent, detect and log unauthorized attempts to access sensitive or confidential data.		
8.9.	System restricts transactions involving financial or sensitive data to authorized user sessions originating on the County Intranet WAN only. Access to such transactions from the Internet is blocked.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
8.10.	System restricts access to financial transactions and other sensitive data by authorized users outside the County Intranet to Read Only mode.		
8.11.	All user sessions involving financial transactions or sensitive data are encrypted using SSL/HTTPS.		
9.0	<b>Session Management</b>		
9.1.	SSL is used to protect authentication cookies.		
9.2.	Session lifetime is limited to a pre-specified and configurable duration.		
9.3.	Session state is protected from unauthorized access.		
9.4.	Session identifiers are not passed in query strings.		
9.5.	On session termination, temporary objects are removed from the system; database connections are closed terminated; and memory is released.		
10.0	<b>Timeouts</b>		
10.1.	System automatically times out a session if it is idle for a pre-specified and configurable duration.		
10.2.	System warns the user before the timeout and prompts the user to re-enter their password.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
11.0	<b>Encryption</b>		
11.1.	Platform-level cryptography is used with no custom implementations.		
11.2.	System securely delivers information over the internet using encryption (e.g., triple-DES (Data Encryption Standard), Advanced Encryption Standard (AES))		
11.3.	System uses open protocols (e.g., SSL, XML encryption) to deliver encrypted data over the Internet.		
11.4.	System uses a cryptographic algorithm and key size equal to or stronger than AES 256 bit for data encryption.		
11.5.	Encryption keys are always secured.		
11.6.	Key management procedures are defined to secure and manage the encryption keys.		
12.0	<b>Parameter Manipulation</b>		
12.1.	All input parameters are validated and sanitized (including form fields, query strings, cookies, and HTTP headers).		
12.2.	Cookies with sensitive data (e.g. authentication cookies) are encrypted.		
12.3.	Sensitive data is not passed in query strings or form fields.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
12.4.	Security decisions do not rely on HTTP header information.		
12.5	System applies HTML encoding to strings before accepting or displaying them.		
13.0	<b>Exception Management/ Error Handling</b>		
13.1.	System exception handling minimizes information disclosure in case of an exception.		
13.2.	System returns generic error messages to the client, to avoid disclosure of sensitive information.		
13.3.	System code does not rely on internal system generated error handling. The System provides error-handling processes.		
13.4.	System errors are logged to the error log.		
13.5.	Private and sensitive data (for example, passwords) are not logged.		
14.0	<b>Backup</b>		
14.1.	Data and application code backup requirements for the System are defined.		
14.2.	Data and application code recovery and restore procedures for the System are defined.		



Proposer's Name: \_\_\_\_\_

Section Number	Security Requirements	Meets Requirements (Y/ M/ N)	Indicate Compensating Controls (if requirement not met)
15.0	<b>Infrastructure and Hosting Environment</b>		
15.1.	Hosting environment provides a feedback alerting system to notify appropriate personnel and report repeated attempts to gain unauthorized access to the System including, capture of the identification/address of the location where the attempt was made, and the type of access that was being attempted.		
15.2.	Hosting environment provides alerting system to notify appropriate personnel and report attempts to escalate privileges and gain unauthorized access by authenticated users beyond their authorized rights. For example a non-admin authenticated user trying to gain admin rights or perform admin tasks.		
15.3.	Hosting environment provides alerting system to notify appropriate personnel and report unauthorized transmission of sensitive data out of the hosting environment.		
15.4.	Antivirus software is required on all platforms employing vulnerable operating systems. Refer to the "Countywide Antivirus Security Policy" for details. <a href="http://countypolicy.co.la.ca.us/BOSPolicyFrame.htm">http://countypolicy.co.la.ca.us/BOSPolicyFrame.htm</a>		
15.5.	All software installed on servers, workstations and other devices are authorized, licensed, and documented to ensure that data security is not compromised.		
15.6.	If the data transmitted between the County and the contractor travels via a private circuit (i.e., frame relay, etc.), the circuit terminates on the County Extranet on a contractor supplied router, in accordance with County Operational Guidelines. However, if the data between the County and the contractor is transmitted over a public network (e.g., the Internet), the Contractor must deploy a site-to-site VPN for the traffic between the County and the Contractor and must conform to County site-to-site VPN specifications. ISAKMP and IPSEC configuration parameters must support AES 256. All IP addresses traversing through Site-to-Site VPN tunnel must be translated to public IP address(es) owned by contractor/partner. LA County cannot accept private IP address over VPN tunnels.		

Proposer's Name: \_\_\_\_\_

Section Number	Security Requirements	Meets Requirements (Y/ M/ N)	Indicate Compensating Controls (if requirement not met)
15.7.	System provides the capability to filter traffic by IP address/range as provided by County to isolate traffic to/from specific County locations and facilities.		
15.8.	Web server(s) that support the Internet facing component of the System are: <ul style="list-style-type: none"> <li>a. Located in a 'Demilitarized Zone' (DMZ) - an area that is isolated from the Internet and other internal networks by firewalls</li> <li>b. Run on one or more dedicated computers</li> <li>c. Run with 'least privileges'</li> <li>d. Prevented from initiating network connections to the Internet</li> <li>e. Configured so that scripts can only be run from specified locations.</li> </ul>		
15.9.	Connections between web servers and back office systems are: <ul style="list-style-type: none"> <li>a. Protected by fire walls that only allow required ports and services required by the System.</li> <li>b. Restricted to code generated by web server applications, rather than by client applications.</li> <li>c. Based on documented and standardized application programming interfaces (APIs)</li> <li>d. Supported by mutual authentication.</li> </ul>		
15.10.	Web site content is: <ul style="list-style-type: none"> <li>a. Stored on a separate partition/disk from the operating system.</li> <li>b. Protected by setting file permissions.</li> <li>c. Updated by particular individuals and via approved methods.</li> <li>d. Reviewed to ensure that it is accurate, that hyperlinks are valid and functional.</li> </ul>		
15.11.	The web server checks for and denies expired, revoked or improperly signed digital certificates.		
15.12.	All datacenter staff are trained on security procedures related to the hosted System and hosting infrastructure based on their roles and responsibilities.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
16.0	<b>Audit Trails and Logging</b>		
16.1.	Auditing and logging in the System includes, at a minimum, authenticated access, configuration changes, privileged access such as use of administrative rights, and change of rights and privileges. The parameters logged includes user or system account ID, date/time stamp, event source, IP address, error/event code and type.		
16.2.	System generates an audit record for all activity of a given user (i.e., a trail of all user activity within the System).		
16.3.	System generates an audit record for activity associated with a transaction, from creation to completion, including logging of data additions, changes, and deletions.		
16.4.	System provides an audit trail and viewable history of all transactions including but not limited to, user's login ID, date, and time stamp.		
16.5.	System allows selection of transactions to be logged.		
16.6.	System allows selection of data elements to be logged in audit records.		
16.7.	System allows logging of all user IDs that has used a given function.		
16.8.	System allows logging of all user IDs that has updated a given field.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
16.9.	System logs the following information in each audit record: <ul style="list-style-type: none"> <li>• Date and time of the event</li> <li>• Component of the System (e.g., software, hardware) where the event occurred</li> <li>• User device or peripheral device involved in transactions</li> <li>• Type of transaction</li> <li>• User identity</li> <li>• Outcome (success or failure) of the event</li> </ul>		
16.10.	The System restricts system administrators from tampering with logs and logging activity.		
16.11.	The System secures audit records in the following ways: <ul style="list-style-type: none"> <li>• Allows read access to authorized Users only</li> <li>• Protects stored audit records from unauthorized deletion</li> <li>• Prevents modifications to the audit records</li> </ul>		
16.12.	System monitors user audit logs via an automated process, and reports on irregular activity. Irregular activities are identified based on Environmental Health Program's rules and regulations. The irregular activity reports are customizable.		
16.13.	System provides the ability to archive records, reports and historic information for predefined timeline based on rules and regulation.		
16.14.	System prevents deleted records from being purged until they have been archived.		
16.15.	System maintains an audit trail of errors and exceptions.		
16.16.	All changes to the System hosting environment are logged and tracked. Reports are available for significant and critical changes and sent for review by a responsible person.		

Proposer's Name: \_\_\_\_\_

<b>Section Number</b>	<b>Security Requirements</b>	<b>Meets Requirements (Y/ M/ N)</b>	<b>Indicate Compensating Controls (if requirement not met)</b>
17.0	<b>Synchronization with Applications or Devices Used in Offline Mode</b>		
17.1.	Data collection devices (e.g. – handheld devices, etc.) synchronize with the System securely using authentication, authorization and encryption mechanisms.		
18.0	<b>Reporting</b>		
18.1.	System provides online reporting capability to authorized County system managers for necessary review and accountability.		
18.2.	System provides error and exception reports.		
18.3.	System provides usage reports.		
18.4.	System provides configuration, user accounts, roles and privileges reports.		
18.5.	System provides a listing of privileged account holders within the System hosting environment.		

**Attachment C3A**  
**Required Security Documentation**

**FOR**

**ENVIRONMENTAL HEALTH**  
**PERMIT AND INSPECTION MANAGEMENT SYSTEM (EHPIMS)**  
**(RFP No. 44)**

**\*NOTE:** Proposers shall not provide security documentation for Sections 1.6 and 1.7 at the time of proposal submission. The submission of security documentation for Sections 1.6 and 1.7 is mandatory if the Proposer advances to Stage 4 – Hosting Site Visit. Obtaining information for these sections that is satisfactory to County, in its sole discretion, is a precondition to contract award.

**Attachment C3A**

<b>Section</b>	<b>Required Security Documentation</b>
<b>1.0.</b>	<p>Provide System Documentation that includes at a minimum:</p> <ol style="list-style-type: none"><li>1. Describe all user screens, web pages, web services, databases and their associated user accounts or user roles and their privileges. This includes, for example:<ol style="list-style-type: none"><li>a. List of application users, roles and their privileges</li><li>b. List of service accounts and their privileges</li><li>c. List of database user accounts used by the application to connect and make queries to the backend database.</li><li>d. List of credentials used by the application to connect to web services.</li><li>e. User Screens/Web pages accessible to anonymous/ un-authenticated users.</li><li>f. User Screens/Web pages accessible to authenticated and authorized users only.</li><li>g. Databases accessible to authorized user accounts only.</li><li>h. Databases that do not require any authentication.</li><li>i. Web Services accessible using authenticated and authorized credentials only.</li><li>j. Web Services that do not require authentication.</li></ol></li><li>2. Account creation and management policies and procedures such as<ol style="list-style-type: none"><li>a. Creation of System roles and privileges</li><li>b. User account creation</li><li>c. Assignment/change of user privileges</li><li>d. User account de-provisioning</li><li>e. Management of administrative accounts – System admins, DB admins, User admins</li><li>f. Procedures for granting/revoking administrative privileges.</li></ol></li><li>3. Service accounts and minimum privileges required to run the System.</li><li>4. Audit trails in the System and the key parameters being logged and audited.</li></ol>

**Attachment C3A**

<b>Section</b>	<b>Required Security Documentation</b>
<b>1.1.</b>	Describe the process used to assess the security of the infrastructure. State when the latest security assessment/audit of the hosting environment (both physical and logical) was performed, who did the assessment, whether it was done internally or by an external entity, and how often it is performed.
<b>1.2.</b>	Describe the process used to ensure that all application code is secure and free from vulnerabilities and malicious code. State when the latest application security assessment and analysis was performed, whether it was done internally or by an external entity, the date, how often they are performed. Indicate which of the following was included: <ul style="list-style-type: none"> <li>• Code review</li> <li>• Application security testing and assessment</li> <li>• Application security penetration testing</li> </ul>
<b>1.3.</b>	Provide network topology diagrams for the hosting environment.
<b>1.4.</b>	Explain how your organization ensures continuity of business operations and services to customers in the event of a disaster or outage as per Service Level Agreements (SLAs). Include your business continuity management processes that address: <ul style="list-style-type: none"> <li>• Identification of critical business applications and dependent systems</li> <li>• Assessment of risks to and impacts on critical business applications</li> <li>• Business Continuity Plan (BCP) which includes assets, roles, tasks, assignment of roles to individuals and calling/notification tree</li> <li>• Communication plan</li> <li>• List of manual/automated tools to be used to facilitate Business Continuity</li> <li>• Business continuity training of personnel assigned with BCP roles</li> <li>• Hot Site/Warm Site/Cold site identification and preparation</li> <li>• BCP Testing plans and results of past tests</li> </ul>



**Attachment C3A**

<b>Section</b>	<b>Required Security Documentation</b>
<b>1.5.</b>	<p>Explain how your organization will recover normal business operations and services to customers after a disaster or outage as per service level agreements (SLAs). This should include your disaster recovery processes that address:</p> <ul style="list-style-type: none"><li>• Backup/Recovery procedures for business critical systems</li><li>• Encryption of data backups and other sensitive information</li><li>• Secure offsite storage of data and system backups</li><li>• Disaster Recovery Plan (DRP)</li><li>• Communication plan</li><li>• List of manual/automated tools to be used to facilitate Disaster Recovery</li><li>• Disaster recovery training of personnel assigned with DRP responsibilities</li><li>• Hot Site/Warm Site/Cold site identification and preparation</li><li>• DRP testing plan and results of past tests</li></ul>
<b>1.6.</b>	<p>Proposers shall not provide security documentation for this Section 1.6 at the time of proposal submission. The submission of security documentation for this Section 1.6 is mandatory if the Proposer advances to Stage 4 – Hosting Site Visit.</p> <ol style="list-style-type: none"><li>1. Privileged resources and privileged operations.</li><li>2. Accounts used to authenticate with the database.</li><li>3. An access control list with all System roles and their rights and privileges</li><li>4. Cryptographic algorithm and key size for the System's data encryption requirements.</li><li>5. Mechanisms used to protect credentials over the wire (SSL (secure socket Layer), IPSec (IP security), encryption and so on).</li><li>6. Key management procedure to secure and manage encryption keys, including key generation, renewal, revocation, recycle, and escrow.</li><li>7. Data and system code backup, recovery and restore procedures.</li></ol>

**Attachment C3A**

<b>Section</b>	<b>Required Security Documentation</b>
<b>1.7.</b>	<p>Proposers shall not provide security documentation for this Section 1.7 at the time of proposal submission. The submission of security documentation for this Section 1.7 is mandatory if the Proposer advances to Stage 4 – Hosting Site Visit.</p> <ol style="list-style-type: none"><li>1. Documentation identifying network infrastructure security design/services, protocols, firewall rules, dependences, etc.</li><li>2. Documentation describing how the infrastructure will be assuring high-availability, for example automatic full hardware redundancy, load balancing and failover.</li><li>3. Describe how the infrastructure will be preventing security attacks, using Host Intrusion Prevention Systems or other systems (not just detect and alert).</li><li>4. Latest report of any Network security penetration testing of the hosting environment that has been completed. Indicate who did the testing, whether it was done internally or by an external entity, the date, how often they are performed.</li><li>5. Documentation articulating a system to implement and maintain a patch management solution that will ensure currency of software updates and security patches for all systems and applications.</li><li>6. An illustration of data flow based security controls, including all security interfaces, within the proposed System architecture.</li><li>7. Documentation of your procedures for responding to and reporting of computer security incidents, including the actions taken to mitigate the issue, etc.</li></ol>

**\*NOTE:** Proposers shall not provide security documentation for Sections 1.6 and 1.7 at the time of proposal submission. The submission of security documentation for Sections 1.6 and 1.7 is mandatory if the Proposer advances to Stage 4 – Hosting Site Visit. Obtaining information for these sections that is satisfactory to County, in its sole discretion, is a precondition to contract award.

***APPENDIX D***

***REQUIRED FORMS***

***FOR***

***REQUEST FOR PROPOSALS (RFP)***

**APPENDIX D  
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REQUIRED FORMS**

Exhibits

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**REQUIRED FORMS - EXHIBIT D1**

**PROPOSER'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT**

Please complete, date and sign this form and place it as the first page of your proposal. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a contract.

- 1. If your firm is a corporation or limited liability company (LLC), state its legal name (as found in your Articles of Incorporation) and State of incorporation:

\_\_\_\_\_

Name	State	Year Inc.
------	-------	-----------

- 2. If your firm is a limited partnership or a sole proprietorship, state the name of the proprietor or managing partner:

\_\_\_\_\_

- 3. If your firm is doing business under one or more DBA's, please list all DBA's and the County(s) of registration:

Name	County of Registration	Year became DBA
_____	_____	_____
_____	_____	_____

- 4. Is your firm wholly or majority owned by, or a subsidiary of, another firm? \_\_\_\_ If yes,  
Name of parent firm: \_\_\_\_\_

State of incorporation or registration of parent firm: \_\_\_\_\_

- 5. Please list any other names your firm has done business as within the last five (5) years.

Name	Year of Name Change
_____	_____
_____	_____

- 6. Please list the names, titles, and signatures of the person(s) authorized to act on behalf of Proposer in respect of this RFP and who are authorized to bind Proposer in a contract:

Name	Title	Signature

7. Indicate if your firm is involved in any pending acquisition/merger, including the associated company name. If not applicable, so indicate below.

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Proposer acknowledges, certifies, and provides verifiable evidence within its proposal that it meets and will comply with all of the Minimum Mandatory Requirements listed in Paragraph 1.4 - Minimum Mandatory Requirements, of this Request for Proposal, as listed below.

Check the appropriate boxes:

**Yes**  **No** Proposer must currently be an EHPIMS software solution provider that is either a developer and implementer of an EHPIMS software solution or an authorized reseller and implementer of an EHPIMS software solution.

**Yes**  **No** Proposer must have at least five (5) years experience within the last seven (7) years in implementing, maintaining, and supporting an EHPIMS software solution.

**Yes**  **No** Proposer must have successfully implemented an EHPIMS software solution in at least one (1) Environmental Health Agency within the continental United States, having a minimum of fifty (50) employees, with multiple field office locations. The EHPIMS software solution must have been fully operational for a minimum of six (6) months from the date of issuance of this RFP.

**Yes**  **No** Proposer, or Proposer's Subcontractor, is required to Host the EHPIMS software solution which must reside in a single secured location within the continental United States. Other sites can be used for redundancy if part of a Disaster Recovery Plan or Business Continuity Plan.

**Yes**  **No** Proposer, or Proposer's Subcontractor, must have five (5) consecutive years within the last seven (7) years of experience providing Hosting that supports a minimum of 700 users. This experience need not solely pertain to EHPIMS software solution.

**Yes**  **No** The proposed EHPIMS software solution must support role-based security where groups are assigned specific sets of privileges and Authorized Users are able to associate each User to their appropriate group.

**Yes**  **No** The proposed EHPIMS software solution must be Hosted by the Proposer, or Proposer's Subcontractor, in a High Availability configuration.

**Yes**  **No** The proposed EHPIMS software solution must have ability for field staff to use the System in either an online or offline mode to perform field work.

**Yes**  **No** Proposer must have attended the Mandatory Proposers Conference (Paragraph 2.6 of this RFP).

Proposer further acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposal are made, the proposal may be rejected. The evaluation and determination in this area shall be at the Director of the Department of Public Health's sole judgment and his/her judgment shall be final.

Proposer's Name:

---

Address:

---

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E-mail address: \_\_\_\_\_ Telephone number: \_\_\_\_\_

Fax number: \_\_\_\_\_

On behalf of \_\_\_\_\_ (Proposer's name), I \_\_\_\_\_

(Name of Proposer's authorized representative), certify that the information contained in this Proposer's Organization Questionnaire/Affidavit is true and correct to the best of my information and belief.

---

Signature

---

Internal Revenue Service  
Employer Identification Number

---

Title

---

California Business License Number

---

Date

---

County WebVen Number

**REQUIRED FORMS - EXHIBIT D2**  
**PROSPECTIVE CONTRACTOR REFERENCES**

**Contractor's Name:** \_\_\_\_\_

List a maximum of twelve (12) References. To the greatest extent possible, references should reflect projects substantially similar to the proposed EHPIMS solution in size, scope and complexity.

Add as many rows as necessary. Designate each reference as an Environmental Health Agency (EHA) or non-EHA.

These references should include:

- Contractor's five (5) largest (by number of users) Environmental Health Agency (EHA) clients with active contracts.
- For each Subcontractor, other than Hosting Subcontractor, that provides services or any Third Party Software included in the Baseline Application of the proposed EHPIMS software solution. Proposer must, with respect to the proposed EHPIMS software solution, provide a maximum of three (3) references that can verify the Subcontractor's capabilities and confirm the success of previous implementations undertaken by the partnership of Contractor and Subcontractor that utilize the proposed EHPIMS software solution including Third Party Software.

<b>1. Name of Reference (EHA/non-EHA)</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone #</b>	
# Of Years / Term of Contract (from/to mo/yr)	Initial "Go Live" Date	Dollar Amt.	# Of Users	# of Field Offices
Hosted By	Hosting Location (City/State)		# Of Years Hosting This Reference	
Non-hosting Subcontractor Name	Non-hosting Subcontractor Role			



**REQUIRED FORMS - EXHIBIT D3**  
**PROSPECTIVE HOSTING SUBCONTRACTOR REFERENCES**

**Hosting Subcontractor's Name:** \_\_\_\_\_

If references contained in Exhibit D2 are not sufficient to collectively substantiate minimum mandatory requirement 1.4.5 within Section 1.4 of the RFP, then provide this Exhibit D3. This Exhibit should contain the Hosting Subcontractor experience which does not pertain to the proposed EHPIMS software solution. Add as many rows as necessary.

If Exhibit D2 substantiates minimum mandatory requirement 1.4.5, then Proposer should clearly state that Exhibit D3 was not submitted.

<b>1. Name of Client</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone #</b>
Hosting Location (City/State)		# Of Years Hosting This Client	# of Client Users

**REQUIRED FORMS - EXHIBIT D4**  
**PROSPECTIVE CONTRACTOR LIST OF TERMINATED CONTRACTS**

**Contractor's Name:** \_\_\_\_\_

Provide contracts terminated or not renewed within the past three (3) years with a reason for termination or non-renewal of each. One of the following reasons for termination or non-renewal should be included for each contract listed: terminated for cause, expired/not renewed by contractor, or expired/not renewed by client. Additionally, briefly describe the circumstances leading to contract termination or non-renewal. Use additional sheets as necessary.

<b>1. Name of Client</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone #</b> (    )
Name or Contract No.		Reason for Termination or non-renewal:	
Brief description of circumstances:			
<b>2. Name of Client</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone #</b> (    )
Name or Contract No.		Reason for Termination or non-renewal:	
Brief description of circumstances:			
<b>3. Name of Client</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone #</b> (    )
Name or Contract No.		Reason for Termination or non-renewal:	
Brief description of circumstances:			

**REQUIRED FORMS - EXHIBIT D5**  
***CERTIFICATION OF NO CONFLICT OF INTEREST***

The Los Angeles County Code, Section 2.180.010, provides as follows:

**CONTRACTS PROHIBITED**

Notwithstanding any other section of this Code, the County shall not contract with, and shall reject any proposals submitted by, the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or of public agencies for which the Board of Supervisors is the governing body;
2. Profit-making firms or businesses in which employees described in number 1 serve as officers, principals, partners, or major shareholders;
3. Persons who, within the immediately preceding 12 months, came within the provisions of number 1, and who:
  - a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or
  - b. Participated in any way in developing the contract or its service specifications; and
4. Profit-making firms or businesses in which the former employees, described in number 3, serve as officers, principals, partners, or major shareholders.

Contracts submitted to the Board of Supervisors for approval or ratification shall be accompanied by an assurance by the submitting department, district or agency that the provisions of this section have not been violated.

\_\_\_\_\_  
Proposer Name

\_\_\_\_\_  
Proposer Official Title

\_\_\_\_\_  
Official's Signature

Cert. of No Conflict of Interest

**REQUIRED FORMS - EXHIBIT D6**

**FAMILIARITY WITH THE COUNTY LOBBYIST ORDINANCE CERTIFICATION**

The Proposer certifies that:

- 1) it is familiar with the terms of the County of Los Angeles Lobbyist Ordinance, Los Angeles Code Chapter 2.160;
- 2) that all persons acting on behalf of the Proposer organization have and will comply with it during the proposal process; and
- 3) it is not on the County's Executive Office's List of Terminated Registered Lobbyists.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Request for Local SBE Preference Program Consideration and  
 CBE Firm/Organization Information Form**

**INSTRUCTIONS:** All proposers/bidders responding to this solicitation must complete and return this form for proper consideration of the proposal/bid.

**I. LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM:**

**FIRM NAME:** \_\_\_\_\_  
**COUNTY VENDOR NUMBER:** \_\_\_\_\_

- .....  
 As a Local SBE, certified by the County of Los Angeles Office of Affirmative Action Compliance, I request this proposal/bid be considered for the Local SBE Preference.  
 Attached is my Local SBE Certification letter issued by the County  
 .....

**II. FIRM/ORGANIZATION INFORMATION:** The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.

<b>Business Structure:</b> <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Non-Profit <input type="checkbox"/> Franchise <input type="checkbox"/> Other (Please Specify) _____						
<b>Total Number of Employees</b> (including owners):						
<b>Race/Ethnic Composition of Firm.</b> Please distribute the above total number of individuals into the following categories:						
Race/Ethnic Composition	Owners/Partners/ Associate Partners		Managers		Staff	
	Male	Female	Male	Female	Male	Female
Black/African American						
Hispanic/Latino						
Asian or Pacific Islander						
American Indian						
Filipino						
White						

**III. PERCENTAGE OF OWNERSHIP IN FIRM:** Please indicate by percentage (%) how ownership of the firm is distributed.

	Black/African American	Hispanic/Latino	Asian or Pacific Islander	American Indian	Filipino	White
Men	%	%	%	%	%	%
Women	%	%	%	%	%	%

**IV. CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, AND DISABLED VETERAN BUSINESS ENTERPRISES:**

*If your firm is currently certified as a minority, women, disadvantaged or disabled veteran owned business enterprise by a public agency, complete the following and attach a copy of your proof of certification. (Use back of form, if necessary.)*

Agency Name	Minority	Women	Dis-advantaged	Disabled Veteran	Expiration Date

**V. DECLARATION:** I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

Print Authorized Name	Authorized Signature	Title	Date
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**Request for Local SBE Preference Program Consideration and  
 CBE Firm/Organization Information Form**

**INSTRUCTIONS:** All proposers/bidders responding to this solicitation must complete and return this form for proper consideration of the proposal/bid.

**I. LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM:**

**FIRM NAME:** \_\_\_\_\_

**CAGE CODE:** \_\_\_\_\_ **NAICS CODE:** \_\_\_\_\_

- As a business registered as 'Small' on the federal Central Contractor Registration (CCR) data base, I request this proposal/bid be considered for the Local SBE Preference.
- The NAICS Code shown corresponds to the services in this solicitation.
- Attached is my CCR certification page.

**II. FIRM/ORGANIZATION INFORMATION:** The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.

<b>Business Structure:</b> <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Non-Profit <input type="checkbox"/> Franchise <input type="checkbox"/> Other (Please Specify) _____						
<b>Total Number of Employees</b> (including owners): _____						
<b>Race/Ethnic Composition of Firm.</b> Please distribute the above total number of individuals into the following categories:						
Race/Ethnic Composition	Owners/Partners/ Associate Partners		Managers		Staff	
	Male	Female	Male	Female	Male	Female
Black/African American						
Hispanic/Latino						
Asian or Pacific Islander						
American Indian						
Filipino						
White						

**III. PERCENTAGE OF OWNERSHIP IN FIRM:** Please indicate by percentage (%) how ownership of the firm is distributed.

	Black/African American	Hispanic/Latino	Asian or Pacific Islander	American Indian	Filipino	White
Men	%	%	%	%	%	%
Women	%	%	%	%	%	%

**IV. CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, AND DISABLED VETERAN BUSINESS ENTERPRISES:** *If your firm is currently certified as a minority, women, disadvantaged or disabled veteran owned business enterprise by a public agency, complete the following and attach a copy of your proof of certification. (Use back of form, if necessary.)*

Agency Name	Minority	Women	Dis-advantaged	Disabled Veteran	Expiration Date

**V. DECLARATION:** I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

Print Authorized Name	Authorized Signature	Title	Date
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**REQUIRED FORMS - EXHIBIT D8**  
**PROPOSER'S EEO CERTIFICATION**

---

Company Name

---

Address

---

Internal Revenue Service Employer Identification Number

**GENERAL**

In accordance with provisions of the County Code of the County of Los Angeles, the Proposer certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

<b>CERTIFICATION</b>	<b>YES</b>	<b>NO</b>
1. Proposer has written policy statement prohibiting discrimination in all phases of employment.	( )	( )
2. Proposer periodically conducts a self-analysis or utilization analysis of its work force.	( )	( )
3. Proposer has a system for determining if its employment practices are discriminatory against protected groups.	( )	( )
4. When problem areas are identified in employment practices, Proposer has a system for taking reasonable corrective action to include establishment of goal and/or timetables.	( )	( )

---

Signature

---

Date

---

Name and Title of Signer (please print)

**REQUIRED FORMS - EXHIBIT D9**

**ATTESTATION OF WILLINGNESS TO CONSIDER  
GAIN/GROW PARTICIPANTS**

As a threshold requirement for consideration for contract award, Proposer shall demonstrate a proven record for hiring GAIN/GROW participants or shall attest to a willingness to consider GAIN/GROW participants for any future employment opening if they meet the minimum qualifications for that opening. Additionally, Proposer shall attest to a willingness to provide employed GAIN/GROW participants access to the Proposer's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

**Proposers unable to meet this requirement shall not be considered for contract award.**

Proposer shall complete all of the following information, sign where indicated below, and return this form with their proposal.

A. Proposer has a proven record of hiring GAIN/GROW participants.

\_\_\_\_\_YES (subject to verification by County)      \_\_\_\_\_NO

B. Proposer is willing to consider GAIN/GROW participants for any future employment openings if the GAIN/GROW participant meets the minimum qualifications for the opening. "Consider" means that Proposer is willing to interview qualified GAIN/GROW participants.

\_\_\_\_\_YES      \_\_\_\_\_NO

C. Proposer is willing to provide employed GAIN/GROW participants access to its employee-mentoring program, if available.

\_\_\_\_\_YES      \_\_\_\_\_NO      \_\_\_\_\_N/A (Program not available)

Proposer Organization: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Tel.#: \_\_\_\_\_ Fax #: \_\_\_\_\_



## REQUIRED FORMS - EXHIBIT D10

### COUNTY OF LOS ANGELES CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM CERTIFICATION FORM AND APPLICATION FOR EXCEPTION

The County's solicitation for this Request for Proposals is subject to the County of Los Angeles Contractor Employee Jury Service Program (Program), Los Angeles County Code, Chapter 2.203. All Proposers, whether a contractor or subcontractor, must complete this form to either certify compliance or request an exception from the Program requirements. Upon review of the submitted form, the County department will determine, in its sole discretion, whether the proposer is excepted from the Program.

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:		
Solicitation For _____ Services:		

***If you believe the Jury Service Program does not apply to your business, check the appropriate box in Part I (attach documentation to support your claim); or, complete Part II to certify compliance with the Program. Whether you complete Part I or Part II, please sign and date this form below.***

#### **Part I: Jury Service Program is Not Applicable to My Business**

- My business does not meet the definition of "contractor," as defined in the Program, as it has not received an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts (this exception is not available if the contract itself will exceed \$50,000). I understand that the exception will be lost and I must comply with the Program if my revenues from the County exceed an aggregate sum of \$50,000 in any 12-month period.
- My business is a small business as defined in the Program. It 1) has ten or fewer employees; and, 2) has annual gross revenues in the preceding twelve months which, if added to the annual amount of this contract, are \$500,000 or less; and, 3) is not an affiliate or subsidiary of a business dominant in its field of operation, as defined below. I understand that the exception will be lost and I must comply with the Program if the number of employees in my business and my gross annual revenues exceed the above limits.

**"Dominant in its field of operation"** means having more than ten employees and annual gross revenues in the preceding twelve months, which, if added to the annual amount of the contract awarded, exceed \$500,000.

**"Affiliate or subsidiary of a business dominant in its field of operation"** means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation.

- My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Program.

**OR**

#### **Part II: Certification of Compliance**

- My business has and adheres to a written policy that provides, on an annual basis, no less than five days of regular pay for actual jury service for full-time employees of the business who are also California residents, or my company will have and adhere to such a policy prior to award of the contract.

*I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.*

Print Name:	Title:
Signature:	Date:

## REQUIRED FORMS - EXHIBIT D11 PRICING SHEET

### SECTION 1: PRICING OVERVIEW

The purpose of this Exhibit D11 is to provide the format to be used by Proposers in providing 1) the one-time pricing for the for the implementation of Phases 1, 2A, 2B, and 3 of the proposed Environmental Health Permit and Inspection Management System (EHPIMS), and 2) the ongoing pricing for Maintenance and Support Services and Hosting Services for EHPIMS.

Section 2 (Summary Page), Section 3 (Software Licenses Cost Sheet), Section 4 (Project Management Deliverables Worksheet), Section 5 (Implementation and Planning Deliverables Worksheet), and Section 6 (Baseline Customization and Baseline Interface Worksheet) of this document are mandatory for Proposers to submit. Section 2 provides the format for Proposers to add up the total costs from:

- Section 3 (Software Licenses Cost Sheet)
- Section 4 (Project Management Deliverables Worksheet)
- Section 5 (Implementation and Planning Deliverables Worksheet)
- Section 6 (Baseline Customization and Baseline Interface Worksheet)
- Section 7 (Ongoing Maintenance and Support Services Worksheet)
- Section 8 (Ongoing Hosting Services Worksheet)

The summary page will be used for scoring Proposer's Cost Proposal. Section 3 requires Proposers to itemize licensing costs for both, 800 Users and enterprise/unlimited Users. Section 4 requires the Proposers to detail the cost of project management Deliverables, Section 5 requires the Proposers to detail the cost of implementation and planning Deliverables and Section 6 requires Proposers to detail the cost of Baseline Customizations and Baseline Interfaces (essentially custom programming costs or interface creation) separately from the implementation and planning Deliverables contained in Section 5.

Sections 4 through 8 of this document are worksheets that itemize pricing. Proposers are to review each of these worksheets and ensure pricing listed on the summary page includes pricing for all Deliverables/modules/services listed on each of these worksheets. Although submissions of Sections 7 and 8 are not required, **the summary page must include the total price from each worksheet.**

**NOTE: The costs associated with software licenses, project management Deliverables, implementation and planning Deliverables, and Baseline Customizations and Baseline Interfaces for Phase 1 shall be no more than 30% of the total cost for software licenses, project management Deliverables, implementation and planning Deliverables, and Baseline Customizations and Baseline Interfaces for all Phases.**

Capitalized terms used in this *Appendix D11 (Pricing Sheet)* without definition shall have the meanings given to such terms in the body of *Appendix A (Sample Agreement)* (together with all Exhibits thereto, "Agreement") and, if not defined therein, in *Appendix B (Statement of Work)* or *Appendix L (Glossary)*.

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**SECTION 2: SUMMARY PAGE (MANDATORY SUBMISSION)**

This summary page will be used for scoring Proposer's Cost Proposal. This summary page is where the totals from the following worksheets listing pricing detail are entered and a grand total is calculated for the one-time fixed price cost for all Phases (including sub-phases) [Table A below] and the cost for all ongoing services for years 1-7 [Table B below].

Proposer shall provide a summary of pricing/ total one-time fixed price cost for each Phase as broken down in Table A below for: 1.) software licenses, 2.) project management Deliverables, 3.) implementation and planning Deliverables, and 4.) Baseline Customizations and Baseline Interfaces. For Phase 2 Implementation of Remaining District Offices and Programs, prices shall be broken out into the two (2) sub-phases: Phase 2A Implementation of Remaining Fifteen (15) District Offices, and Phase 2B Implementation of All Remaining Programs.

**NOTE:** The costs associated with software licenses, project management Deliverables, implementation and planning Deliverables, and Baseline Customizations and Baseline Interfaces for Phase 1 shall be no more than 30% of the total cost for software licenses, project management Deliverables, and implementation and planning Deliverables for all Phases.

**TABLE A**

<b>Summary of Licenses, Deliverables, and Customization Costs</b>					
<b>One-Time Fixed Price</b>					
<b>License or Deliverable Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>TOTAL COST FOR ALL PHASES</b>
Software Licenses (use the 800 Users pricing) (see Section 3 for included licenses)					
Project Management Deliverables (see Section 4 for included Deliverables)					
Implementation and Planning Deliverables for each Phase (see Section 5)					
Baseline Customizations and Baseline Interfaces (see Section 6)					
<b>TOTAL FOR LICENSES, DELIVERABLES, INTERFACES, AND CUSTOMIZATIONS</b>					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

Proposer shall additionally provide a summary of pricing/ total cost for ongoing services in Table B below for years one (1) through seven (7) for: 1.) ongoing System Software Maintenance and Support Services, and 2.) ongoing Hosting Services

**TABLE B**

<b>Summary of Ongoing Services Costs Annual Price</b>								
<b>Ongoing Service Description</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3 All Phases</b>	<b>Year 4 All Phases</b>	<b>Year 5 All Phases</b>	<b>Year 6 All Phases</b>	<b>Year 7 All Phases</b>	<b>TOTAL COST FOR YEARS 1 THROUGH 7</b>
Maintenance and Support Services (see Section 7)								
Hosting Services (see Section 8)								
<b>TOTAL FOR ONGOING SERVICES</b>								

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

Proposer must provide the grand total of all costs for all Phases for years one (1) through seven (7) as indicated in Table C below.

**TABLE C**

<b>Description</b>	<b>Cost</b>
Total cost for all Phases (including sub-phases) from Table A	
Total cost for years 1 through 7 from Table B	
<b>GRAND TOTAL</b>	

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

## REQUIRED FORMS - EXHIBIT D11 PRICING SHEET

### SECTION 3: SOFTWARE LICENSES COST SHEET (MANDATORY SUBMISSION)

Proposer shall provide the fixed price for each software license for the Core Application to be used as part of the proposed EHPIMS software solution, including any Third Party Software modules included in the Core Application. The software licensed shall be subject to terms of Paragraph 13.0 (Ownership and License) of Appendix A (Sample Agreement).

**Note:** This worksheet only includes the prices for the Core Application (marked as “Y” on Appendix C1 (Functional Business Requirements), Appendix C2 (Technical Requirements), and Appendix C3 (Security Requirements) (together with respective attachments collectively, the "Requirements Appendices"). This worksheet does not include prices for any required Baseline Customizations and Baseline Interfaces (marked as “M” for modification on the Requirements Appendices) which are to be included in the Baseline Customizations and Baseline Interfaces Worksheet (see Section 6).

Proposer shall provide a break down of the price for each software license included in each Phase (including sub-phases) as indicated in Tables D and E below. If there are more than 10 modules, the Proposer must add rows; enter sequential module numbers; and provide the description of each software/module name and the price for each of the three (3) Phases.

For each software/module indicate price for both 800 users and price for an enterprise license as indicated in Table D and Table E below.

All pricing assumptions must be clearly identified. The Proposer’s pricing information must contain cost detail and must include applicable sales taxes and incidental costs, if any.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**TABLE D**

Software Licenses Costs One-Time Fixed Price (for 800 Users)						
Module Number	Software/Module Name and Description	Phase 1	Phase 2A	Phase 2B	Phase 3	Total for all Phases
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
<b>Software License Costs Total (for 800 Users)</b>						

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**TABLE E**

<b>Software Licenses Costs</b>						
<b>One-Time Fixed Price (for enterprise license/unlimited Users)</b>						
<b>Module Number</b>	<b>Software/Module Name and Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
<b>Software License Costs Total (for enterprise/unlimited Users)</b>						

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.



**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**SECTION 4: PROJECT MANAGEMENT DELIVERABLES WORKSHEET (MANDATORY SUBMISSION)**

Provide the price for each project management Deliverable for each Phase (including sub-phases) as indicated in Table F below.

The price for each Deliverable shall be specified as fixed-price costs. The Proposer's pricing information must include applicable sales taxes and incidental costs, if any. Travel costs and related expenses are to be factored into the fixed-price costs, and not itemized separately.

For a description of the Deliverables referenced below, as well as the related Tasks and Subtasks, see Appendix B (Statement of Work), together with its attachments.

**TABLE F**

<b>Project Management Costs One-Time Fixed Price</b>					
<b>Project Management Deliverables Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
Provide Project Control Document					
Provide weekly Project Status Reports/ongoing project management					
Provide completed Task/Deliverable Summary Review Form for all Tasks and Deliverables					
<b>Project Management Deliverables Costs Total</b>					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**SECTION 5: IMPLEMENTATION AND PLANNING DELIVERABLES WORKSHEET (MANDATORY SUBMISSION)**

Provide the price for each implementation and planning Deliverable for each applicable Phase (including sub-phases) as indicated in Table G below. Phases 1, 2A, 2B, and 3 are shaded grey for certain Deliverables to reflect that no information is to be entered for these Phases regarding the price for these Deliverables.

**Note:** Prices for implementation and planning Deliverables are to be included in this worksheet. This worksheet does not include prices for the Core Application (marked as “Y” on the *Requirements Appendices*) (see Section 3), Project Management (see Section 4), Baseline Customizations and Baseline Interfaces (see Section 6), Ongoing Maintenance and Support Services (see Section 7), and Ongoing Hosting Services (see Section 8).

The price for each Deliverable shall be specified as fixed-price costs. The Proposer’s pricing information must include applicable sales taxes and incidental costs, if any. Travel costs and related expenses are to be factored into the fixed-price costs, and not itemized separately.

For a description of the Deliverables referenced below, as well as the related Tasks and Subtasks, see *Appendix B (Statement of Work)*, together with its attachments.

**TABLE G**

<b>Implementation and Planning Deliverables Costs</b>					
<b>One-Time Fixed Price</b>					
<b>Implementation and Planning Deliverables Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
Finalized requirements document for the Phase that either confirms the <i>Requirements Appendices</i> or identifies any mutually agreed upon changes (for Phase 1, 2A, 2B, and 3)					
Gap analysis that identifies required functionality and business processes compared against the Core Application (for Phase 1, 2A, 2B, and 3)					
Phase Design (for Phase 1, 2A, 2B, and 3)					
Fully configured Baseline Application for the Phase (for Phase 1, 2A, 2B, and 3). <b>NOTE:</b>					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

Implementation and Planning Deliverables Costs					
One-Time Fixed Price					
Implementation and Planning Deliverables Description	Phase 1	Phase 2A	Phase 2B	Phase 3	Total for all Phases
<b>Baseline Interface and Baseline Customization costs should not be included here. These costs should be included in Section 6, Table H.</b>					
Completed RTM (for Phase 1 only)					
Updated RTM for the Phase (Phase 2A, 2B and 3)					
Provide Technology Assessment Report (Phase 1)					
Update Technology Assessment Report (Phase 2A, 2B, and 3)					
Establish Hosted environments – Development Environment installed and operational (Phase 1)					
Update Hosted environments for the Phase – Updated Development Environment installed and operational (Phase 2A, 2B, and 3)					
Establish Hosted environments – Test Environment installed and operational (Phase 1)					
Update Hosted environments for the Phase – Updated Test Environment installed and operational (Phase 2A, 2B, and 3)					
Establish Hosted environments – Staging Environment installed and operational (Phase 1)					
Update Hosted environments for the Phase – Updated Staging Environment installed and operational					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

<b>Implementation and Planning Deliverables Costs</b>					
<b>One-Time Fixed Price</b>					
<b>Implementation and Planning Deliverables Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
(Phase 2A, 2B, and 3)					
Establish Hosted environments – Production Environment installed and operational (Phase 1)					
Update Hosted environments for the Phase – Updated Production Environment installed and operational (Phase 2A, 2B, and 3)					
Establish Hosted environments – Training Environment installed and operational (Phase 1)					
Update Hosted environments for the Phase – Updated Training Environment installed and operational (Phase 2A, 2B, and 3)					
Provide data conversion plan documentation for the Phase (Phase 1, 2A, 2B, and 3)					
Execute data conversion strategy and plan for the Phase (Phase 1, 2A, 2B, and 3)					
Develop and provide an Interface and data exchange plan for the Phase (Phase 1, 2A, 2B, and 3)					
Baseline Interfaces and data exchange capabilities established and operational for the Phase (Phase 1, 2A, 2B, and 3)					
Develop and provide a System security plan and documentation with all the minimum components of the plan and documentation as specified in <u>Subtask B.6.1</u> (Phase 1)					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

<b>Implementation and Planning Deliverables Costs</b>					
<b>One-Time Fixed Price</b>					
<b>Implementation and Planning Deliverables Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
Update System security plan and documentation created in <u>Subtask B.6.1</u> for Phase 2A (Phase 2A)					
Update for Phase 2B System security plan and documentation from Phase 2A (Phase 2B)					
Update System security plan and documentation created in <u>Subtask B.6.1</u> and updated in <u>Subtask C.6.1</u> (Phase 3)					
Provide all the minimum components of the Disaster Recovery Plan as specified in <u>Subtask B.6.2</u> (Phase 1)					
Update all the Disaster Recovery Plan created in <u>Subtask B.6.2</u> for Phase 2A (Phase 2A)					
Update for Phase 2B the Disaster Recovery Plan from Phase 2A (Phase 2B)					
Update the Disaster Recovery Plan created in <u>Subtask B.6.2</u> and updated in <u>Subtask C.6.2</u> (Phase 3)					
Provide all the minimum components of the Business Continuity Plan as specified in <u>Subtask B.6.2</u> (Phase 1)					
Update all the Business Continuity Plan created in <u>Subtask B.6.2</u> for Phase 2A (Phase 2A)					
Update for Phase 2B the Business Continuity Plan from Phase 2A (Phase 2B)					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

Implementation and Planning Deliverables Costs					
One-Time Fixed Price					
Implementation and Planning Deliverables Description	Phase 1	Phase 2A	Phase 2B	Phase 3	Total for all Phases
Update the Business Continuity Plan created in <u>Subtask B.6.2</u> and updated in <u>Subtask C.6.2</u> (Phase 3)					
Revised Test Plan (Phase 1, 2A, 2B, and 3)					
System Integration Test and results report for the Phase (Phase 1, 2A, 2B, and 3)					
User Acceptance Test and results report for the Phase (Phase 1, 2A, 2B, and 3)					
System Performance Test and results report for the Phase (Phase 1, 2A, 2B, and 3)					
System Security Test and results report for the Phase (Phase 1, 2A, 2B, and 3)					
First draft SUM and TSD (Phase 1 only)					
Updated/revised SUM and TSD (including Updates, Version Releases, and Software Modifications deployed to Production Use and changes resulting from System Acceptance) for the Phase (Phase 1, 2A, 2B and 3)					
Completed training sessions for Phase 1 Users prior to <u>Subtask B.7.3 (Support User Acceptance Test)</u> and any updated training sessions for Phase 1 Users prior to <u>Subtask B.9.3 (Conduct Phase 1 Implementation of One (1) District Office and One (1) Environmental Protection Program)</u> .Phase 1					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

Implementation and Planning Deliverables Costs					
One-Time Fixed Price					
Implementation and Planning Deliverables Description	Phase 1	Phase 2A	Phase 2B	Phase 3	Total for all Phases
Users are specified in <u>Attachment B3 (Phasing Profile)</u> . (Phase 1 only)					
Completed training sessions for Phase 2A Users prior to <u>Subtask C.7.3 (Support User Acceptance Test)</u> and any updated training sessions for Phase 2A Users prior to <u>Subtask C.9.3 (Conduct Phase 2A Implementation of Remaining Fifteen (15) District Offices)</u> . Phase 2A Users are specified in <u>Attachment B3 (Phasing Profile)</u> . (Phase 2A)					
Completed training sessions for Phase 2B Users prior to <u>Subtask C.7.3 (Support User Acceptance Test)</u> and any updated training sessions for Phase 2B Users prior to <u>Subtask C.9.4 (Conduct Phase 2B Implementation for all Remaining EH Programs)</u> . Phase 2B Users are specified in <u>Attachment B3 (Phasing Profile)</u> . (Phase 2B)					
Completed training session for Phase 3 Users prior to <u>Subtask D.7.3 (Support User Acceptance Test)</u> and any updated training sessions for Phase 3 Users prior to <u>Subtask D.9.3 (Conduct Phase 3 Implementation of Financial Management)</u> . Phase 3 Users are specified in <u>Attachment B3 (Phasing Profile)</u> . (Phase 3)					
Updated/revised implementation plan for the Phase (Phase 1, 2A, 2B, and 3)					
Prepared Production Environment for the					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

<b>Implementation and Planning Deliverables Costs</b>					
<b>One-Time Fixed Price</b>					
<b>Implementation and Planning Deliverables Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
Phase (Phase 1, 2A, 2B, and 3)					
Conduct Phase implementation (Phase 1, 2A, 2B, and 3)					
Weekly reports that document and verify that the System for the Phase in Production Environment successfully and continuously operates for a period of 60 continuous days without Deficiencies of Severity Level 3 or more severe (Phase 1, 2A, 2B, and 3)					
Achieve System Acceptance for Phase 1 after no later than six (6) months after the Effective Date of the resultant Agreement, unless otherwise agreed to in the PCD (Phase 1)					
Achieve System Acceptance for the Phase on or before the date specified in the PCD (Phase 2A, 2B, and 3)					
Provide Maintenance and Support Services Plan (Phase 1)					
Updated Maintenance and Support Services plan prior to Phase 2A implementation (Phase 2A)					
Updated Maintenance and Support Services plan prior to Phase 2B implementation (Phase 2B)					
Updated Maintenance and Support Services plan prior to Phase 3 implementation (Phase 3)					
Provide Hosting Services Plan (Phase 1)					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.



**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

<b>Implementation and Planning Deliverables Costs</b>					
<b>One-Time Fixed Price</b>					
<b>Implementation and Planning Deliverables Description</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
Updated Hosting Services plan prior to Phase 2A implementation (Phase 2A)					
Updated Hosting Services plan prior to Phase 2B implementation (Phase 2B)					
Updated Hosting Services plan prior to Phase 3 implementation (Phase 3)					
Establish a Hot Site/Warm Site/Cold Site for backup that meets County requirements for performance and operation within time frame specified in <u>Subtask B.13.1</u> (established in Phase 1)					
Exit Plan after Phase 1 implementation (Phase 1)					
Updated Exit Plan after Phase 2A implementation (Phase 2A)					
Updated Exit Plan after Phase 2B implementation (Phase 2B)					
Updated Exit Plan after Phase 3 implementation (Phase 3)					
<b>Implementation and Planning Deliverables Costs Total</b>					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**SECTION 6: BASELINE CUSTOMIZATIONS AND BASELINE INTERFACES WORKSHEET (MANDATORY SUBMISSION)**

Provide the price for Baseline Customizations and Baseline Interfaces (essentially custom programming costs or interface creation) for each applicable Phase (including sub-phases) as indicated in Table H below. This table provides for these costs to be broken down by sections contained within the Functional, Technical, and Security Requirements.

**Note:** Prices for any required Baseline Customizations and Baseline Interfaces (marked as “M” for modification or “Not Applicable” on the Requirements Appendices) are to be included in this worksheet. This worksheet does not include prices for the Core Application (marked as “Y” on the Requirements Appendices) (see Section 3), project management Deliverables (see Section 4), implementation and planning Deliverables (see Section 5), ongoing Maintenance and Support Services (see Section 7) or ongoing Hosting Services (see Section 8).

**TABLE H**

<b>Baseline Customizations and Baseline Interfaces – One-Time Fixed Price</b>					
<b>Requirement Sections</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
<b>FUNCTIONAL REQUIREMENTS</b>					
Scheduling					
Data Management					
Forms and Licenses					
Letters and Notices					
Notifications and Error Messages					
Risk Assessment					
Payment Management					
Document Management System					
GIS and Map Viewer					
Reporting					
Info. Published to County PH Website					
<b>FUNCTIONAL REQUIREMENTS TOTAL</b>					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

<b>Baseline Customizations and Baseline Interfaces – One-Time Fixed Price</b>					
<b>Requirement Sections</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
<b>TECHNICAL REQUIREMENTS</b>					
General Technical Requirements					
System Infrastructure Requirements					
User Interface					
Data Entry					
System Help Functionality					
Unique Identifiers					
Database					
Software and Hardware					
MICR Line					
Performance					
Availability and Reliability					
Back Up					
Field Validation					
Document Management System (Documentum integration)					
Interfaces					
<b>TECHNICAL REQUIREMENTS TOTAL</b>					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

<b>Baseline Customizations and Baseline Interfaces – One-Time Fixed Price</b>					
<b>Requirement Sections</b>	<b>Phase 1</b>	<b>Phase 2A</b>	<b>Phase 2B</b>	<b>Phase 3</b>	<b>Total for all Phases</b>
<b>SECURITY REQUIREMENTS</b>					
Access					
User Profiles/Administration					
Input Validation					
Authentication					
Authorization					
Configuration Management					
Integrity Controls					
Sensitive Data					
Session Management					
Timeouts					
Encryption					
Parameter Manipulation					
Exception Mngt/Exception Handling					
Backup					
Infrastructure and Hosting Environment					
Audit Trails and Logging					
Synchronization with Systems of Devices Used in Offline Mode					
Reporting					
<b>SECURITY REQUIREMENTS TOTAL</b>					
<b>Baseline Customization and Baseline Interface Total</b>					

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**SECTION 7: ONGOING MAINTENANCE AND SUPPORT SERVICES WORKSHEET (OPTIONAL SUBMISSION)**

Provide the fixed-price cost for years one (1) through seven (7) of ongoing Maintenance and Support Services in accordance with Attachment B1 (Service Level Requirements) to Appendix B (Statement of Work), for all software modules included in the proposed EHPIMS software solution (Maintenance Fees). Proposer shall include the three (3) Phases (including sub-Phases) in the price break down, as indicated in Table I below.

The Proposer’s pricing information must include applicable sales taxes and incidental costs, if any. Travel costs and related expenses are to be factored into the fixed-price costs, and not itemized separately.

Assumption: Proposed Ongoing Maintenance and Support Services Costs for Year 1 and Year 2 in Table I should assume that:

- In the Year 1 column for Table I, include only two (2) quarters of Maintenance and Support Services for Phase 1.
- In the Year 2 column for Table I, include two (2) quarters of Maintenance and Support Services for Phase 1, 2A and 2B. Additionally, include two (2) quarters of Maintenance and Support Services for all Phases.
- In Year 3 through 7 columns for Table I, include four (4) quarters of Maintenance and Support Services for all Phases.

**Note:** For purposes of the Cost Proposal, Proposer shall include Maintenance Fees for all seven (7) years as indicated in Table I below. However, Maintenance and Support Services under the resultant Agreement shall commence as indicated in Paragraph 5.1.2 of Appendix A (Sample Agreement) and County’s obligation to pay Maintenance Fees in exchange for such Maintenance and Support Services is described in Paragraph 8.3 of Appendix A (Sample Agreement) of the RFP.

**TABLE I**

<b>Ongoing Maintenance and Support Services Costs</b>							
<b>Annual Price</b>							
<b>Year 1</b>	<b>Year 2</b>	<b>Year 3 All Phases</b>	<b>Year 4 All Phases</b>	<b>Year 5 All Phases</b>	<b>Year 6 All Phases</b>	<b>Year 7 All Phases</b>	<b>TOTAL COST FOR YEARS 1 THROUGH 7</b>

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D11  
PRICING SHEET**

**SECTION 8: ONGOING HOSTING SERVICES WORKSHEET (OPTIONAL SUBMISSION)**

Provide the fixed-price cost for years one (1) through seven (7) of ongoing Hosting Services in accordance with Attachment B1 (Service Level Requirements) to Appendix B (Statement of Work), for all software modules included in the proposed EHPIMS software solution. Proposer shall include the three (3) Phases (including sub-Phases) in the price break down, as indicated in Table J below.

The Proposer’s pricing information must include applicable sales taxes and incidental costs, if any. Travel costs and related expenses are to be factored into the fixed-price costs, and not itemized separately.

Assumption: Proposed Ongoing Hosting Services Costs for Year 1 and Year 2 in Table J should assume that:

- o In the Year 1 column for Table J, include only two (2) quarters of Hosting Services for Phase 1.
- o In the Year 2 column for Table J, include two (2) quarters of Hosting Services for Phase 1, 2A and 2B. Additionally, include two (2) quarters of Hosting Services for all Phases.
- o In Year 3 through 7 columns for Table J, include four (4) quarters of Hosting Services for all Phases.

**Note:** For purposes of the Cost Proposal, Proposer shall include Hosting Fees for all seven (7) years as indicated in Table J below. However, Hosting Services under the resultant Agreement shall commence as indicated in Paragraph 5.1.3 of Appendix A (Sample Agreement) and County's obligation to pay Hosting Fees in exchange for such Hosting Services is described in Paragraph 8.4 of Appendix A (Sample Agreement) of the RFP.

**TABLE J**

Ongoing Hosting Services Costs							
Annual Price							
Year 1	Year 2	Year 3 All Phases	Year 4 All Phases	Year 5 All Phases	Year 6 All Phases	Year 7 All Phases	TOTAL COST FOR YEARS 1 THROUGH 7

Note: This Pricing Sheet is not intended to be a schedule of payments. County intends to make payments on milestones but not on every individual deliverable.

**REQUIRED FORMS - EXHIBIT D12**

***CERTIFICATION OF INDEPENDENT PRICE DETERMINATION  
AND ACKNOWLEDGEMENT OF RFP RESTRICTIONS***

- A. By submission of this Proposal, Proposer certifies that the prices quoted herein have been arrived at independently without consultation, communication, or agreement with any other Proposer or competitor for the purpose of restricting competition.
- B. List all names and telephone number of person legally authorized to commit the Proposer.

NAME

PHONE NUMBER

_____	_____
_____	_____
_____	_____

**NOTE:** Persons signing on behalf of the Contractor will be required to warrant that they are authorized to bind the Contractor.

- C. List names of all joint ventures, partners, subcontractors, or others having any right or interest in this contract or the proceeds thereof. If not applicable, state "NONE".
- \_\_\_\_\_
- \_\_\_\_\_

- D. Proposer acknowledges that it has not participated as a consultant in the development, preparation, or selection process associated with this RFP. Proposer understands that if it is determined by the County that the Proposer did participate as a consultant in this RFP process, the County shall reject this proposal.

\_\_\_\_\_  
Name of Firm

\_\_\_\_\_  
Print Name of Signer

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**REQUIRED FORMS - EXHIBIT D13  
TRANSITIONAL JOB OPPORTUNITIES PREFERENCE APPLICATION**

COMPANY NAME:		
COMPANY ADDRESS:		
CITY:	STATE:	ZIP CODE:

**I hereby certify that I meet all the requirements for this program:**

- My business is a non-profit corporation qualified under Internal Revenue Services Code - Section 501(c)(3) and has been such for 3 years (*attach IRS Determination Letter*);
- I have submitted my three most recent annual tax returns with my application;
- I have been in operation for at least one year providing transitional job and related supportive services to program participants; and
- I have submitted a profile of our program; including a description of its components designed to help the program participants, number of past program participants and any other information requested by the contracting department.

**I declare under penalty of perjury under the laws of the State of California that the information herein is true and correct.**

PRINT NAME:	TITLE:
SIGNATURE:	DATE:

**REVIEWED BY COUNTY:**

<b>SIGNATURE OF REVIEWER</b>	<b>APPROVED</b>	<b>DISAPPROVED</b>	<b>DATE</b>



## REQUIRED FORMS EXHIBIT D14

### CERTIFICATION OF COMPLIANCE WITH THE COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:	Email address:	
Solicitation/Contract For _____ Services:		

The Proposer/Bidder/Contractor certifies that:

- It is familiar with the terms of the County of Los Angeles Defaulted Property Tax Reduction Program, Los Angeles County Code Chapter 2.206; **AND**

To the best of its knowledge, after a reasonable inquiry, the Proposer/Bidder/Contractor is not in default, as that term is defined in Los Angeles County Code Section 2.206.020.E, on any Los Angeles County property tax obligation; **AND**

The Proposer/Bidder/Contractor agrees to comply with the County's Defaulted Property Tax Reduction Program during the term of any awarded contract.

**- OR -**

- I am exempt from the County of Los Angeles Defaulted Property Tax Reduction Program, pursuant to Los Angeles County Code Section 2.206.060, for the following reason:

\_\_\_\_\_

\_\_\_\_\_

*I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.*

Print Name:	Title:
Signature:	Date:

Date: \_\_\_\_\_

## TRANSMITTAL FORM TO REQUEST A RFP SOLICITATION REQUIREMENTS REVIEW

***A Solicitation Requirements Review must be received by the County within 10 business days of issuance of the solicitation document***

Proposer Name:	Date of Request:
Project Title:	Project No.

**A Solicitation Requirements Review** is being requested because the Proposer asserts that they are being unfairly disadvantaged for the following reason(s): *(check all that apply)*

- Application of **Minimum Requirements**
- Application of **Evaluation Criteria**
- Application of **Business Requirements**
- Due to **unclear instructions**, the process may result in the County not receiving the best possible responses

I understand that this request must be received by the County within **10 business days** of issuance of the solicitation document.

For each area contested, Proposer must explain in detail the factual reasons for the requested review. *(Attach additional pages and supporting documentation as necessary.)*

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Request submitted by:

\_\_\_\_\_

*(Name)*

*(Title)*

***For County use only***

Date Transmittal Received by County: \_\_\_\_\_ Date Solicitation Released: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Results of Review - Comments:

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Date Response sent to Proposer: \_\_\_\_\_

## **COUNTY OF LOS ANGELES POLICY ON DOING BUSINESS WITH SMALL BUSINESS**

Forty-two percent of businesses in Los Angeles County have five or fewer employees. Only about four percent of businesses in the area exceed 100 employees. According to the Los Angeles Times and local economists, it is not large corporations, but these small companies that are generating new jobs and helping move Los Angeles County out of its worst recession in decades.

### ***WE RECOGNIZE. . . .***

#### ***The importance of small business to the County. . .***

- in fueling local economic growth
- providing new jobs
- creating new local tax revenues
- offering new entrepreneurial opportunity to those historically under-represented in business

#### ***The County can play a positive role in helping small business grow. . .***

- as a multi-billion dollar purchaser of goods and services
- as a broker of intergovernmental cooperation among numerous local jurisdictions
- by greater outreach in providing information and training
- by simplifying the bid/proposal process
- by maintaining selection criteria which are fair to all
- by streamlining the payment process

### ***WE THEREFORE SHALL:***

1. Constantly seek to streamline and simplify our processes for selecting our vendors and for conducting business with them.
2. Maintain a strong outreach program, fully-coordinated among our departments and districts, as well as other participating governments to: a) inform and assist the local business community in competing to provide goods and services; b) provide for ongoing dialogue with and involvement by the business community in implementing this policy.
3. Continually review and revise how we package and advertise solicitations, evaluate and select prospective vendors, address subcontracting and conduct business with our vendors, in order to: a) expand opportunity for small business to compete for our business; and b) to further opportunities for all businesses to compete regardless of size.
4. Insure that staff who manage and carry out the business of purchasing goods and services are well trained, capable and highly motivated to carry out the letter and spirit of this policy.

Title 2 ADMINISTRATION  
Chapter 2.203.010 through 2.203.090  
CONTRACTOR EMPLOYEE JURY SERVICE

**2.203.010 Findings.**

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.020 Definitions.**

The following definitions shall be applicable to this chapter:

- A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more such contracts or subcontracts.
- B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.
- C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:
  - 1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or
  - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or
  - 3. A purchase made through a state or federal contract; or
  - 4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or
  - 5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or
  - 6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or
  - 7. A non-agreement purchase with a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or
  - 8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.

Title 2 ADMINISTRATION  
Chapter 2.203.010 through 2.203.090  
CONTRACTOR EMPLOYEE JURY SERVICE

- D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:
1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or
  2. The contractor has a long-standing practice that defines the lesser number of hours as full time.
- E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

**2.203.030 Applicability.**

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

**2.203.040 Contractor Jury Service Policy.**

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.050 Other Provisions.**

- A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.
- B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.060 Enforcement and Remedies.**

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

Title 2 ADMINISTRATION  
Chapter 2.203.010 through 2.203.090  
CONTRACTOR EMPLOYEE JURY SERVICE

**2.203.070. Exceptions.**

- A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.
- B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.
- C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:
  - 1. Has ten or fewer employees during the contract period; and,
  - 2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than \$500,000; and,
  - 3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

“Dominant in its field of operation” means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed \$500,000.

“Affiliate or subsidiary of a business dominant in its field of operation” means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.090. Severability.**

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

## LISTING OF CONTRACTORS DEBARRED IN LOS ANGELES COUNTY

List of Debarred Contractors in Los Angeles County may be obtained by going to the following website:

[http://lacounty.info/doing\\_business/DebarmentList.htm](http://lacounty.info/doing_business/DebarmentList.htm)

**IRS NOTICE 1015**

(Obtain latest version from IRS website)

<http://www.irs.gov/pub/irs-pdf/n1015.pdf>

Department of the Treasury  
Internal Revenue Service

**Notice 1015**

(Rev. December 2006)

**Have You Told Your Employees About the Earned Income Credit (EIC)?****What Is the EIC?**

The EIC is a refundable tax credit for certain workers.

**Which Employees Must I Notify About the EIC?**

You must notify each employee who worked for you at any time during the year and from whom you did not withhold income tax. However, you do not have to notify any employee who claimed exemption from withholding on Form W-4, Employee's Withholding Allowance Certificate.

**Note.** You are encouraged to notify each employee whose wages for 2008 are less than \$41,646 that he or she may be eligible for the EIC.

**How and When Must I Notify My Employees?**

You must give the employee one of the following:

- The IRS Form W-2, Wage and Tax Statement, which has the required information about the EIC on the back of Copy B.
- A substitute Form W-2 with the same EIC information on the back of the employee's copy that is on Copy B of the IRS Form W-2.
- Notice 797, Possible Federal Tax Refund Due to the Earned Income Credit (EIC).
- Your written statement with the same wording as Notice 797.

If you are required to give Form W-2 and do so on time, no further notice is necessary if the Form W-2 has the required information about the EIC on the back of the employee's copy. If a substitute Form W-2 is given on time but does not have the required information, you must notify the employee within 1 week of the date the substitute Form W-2 is given. If Form W-2 is required but is not given on time, you must give the employee Notice 797 or your written statement by the date Form W-2 is required to be given. If Form W-2 is not required, you must notify the employee by February 9, 2009.

You must hand the notice directly to the employee or send it by First-Class Mail to the employee's last known address. You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC. You can get copies of the notice from the IRS website at [www.irs.gov](http://www.irs.gov) or by calling 1-800-829-3876.

**How Will My Employees Know if They Can Claim the EIC?**

The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see the 2008 instructions for Form 1040, 1040A, 1040EZ, or Pub. 596, Earned Income Credit (EIC).

**How Do My Employees Claim the EIC?**

Eligible employees claim the EIC on their 2008 tax return. Even employees who have no tax withheld from their pay or owe no tax can claim the EIC and get a refund, but they must file a tax return to do so. For example, if an employee has no tax withheld in 2008 and owes no tax but is eligible for a credit of \$825, he or she must file a 2008 tax return to get the \$825 refund.

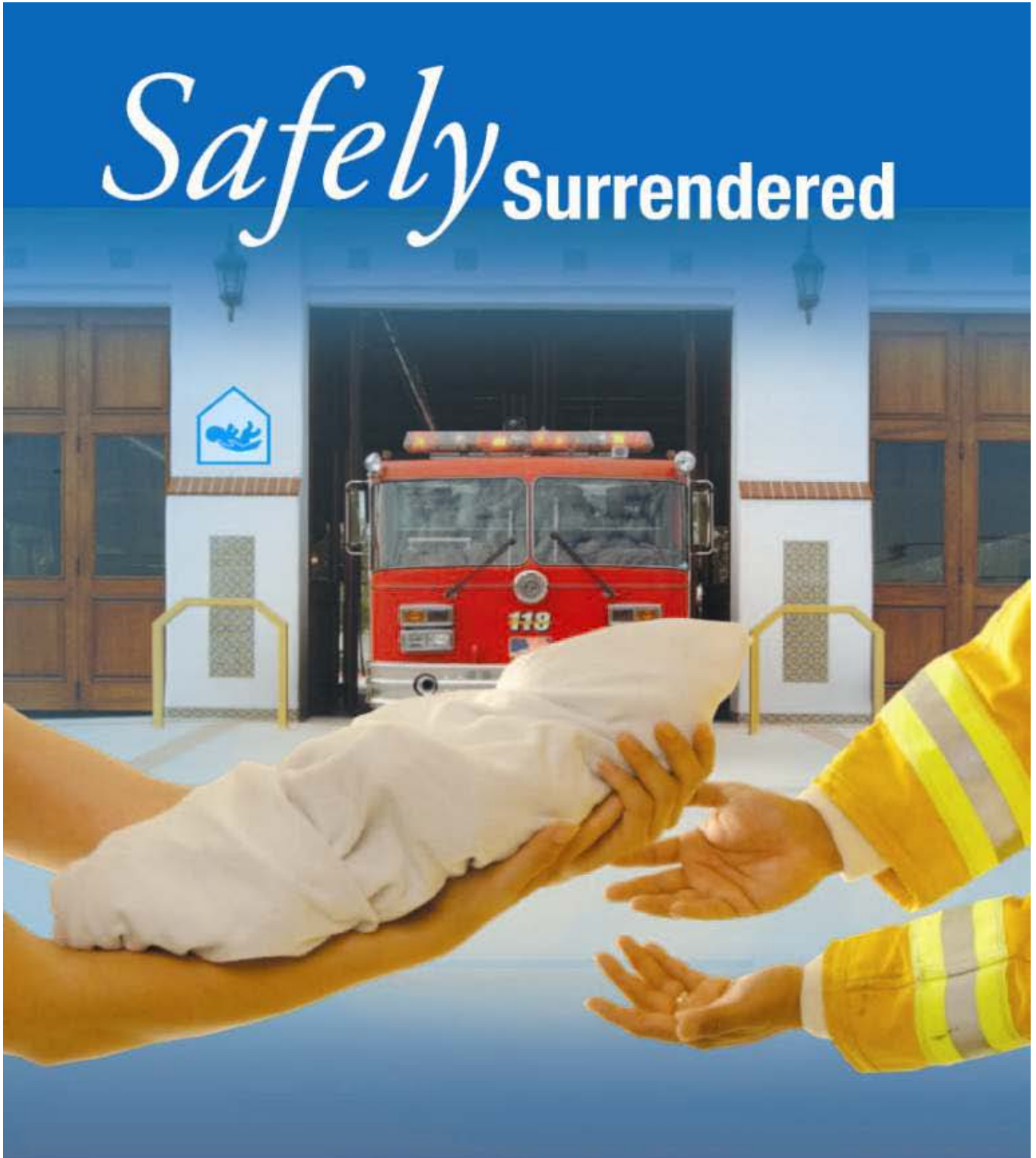
**How Do My Employees Get Advance EIC Payments?**

Eligible employees who expect to have a qualifying child for 2009 can get part of the credit with their pay during the year by giving you a completed Form W-5, Earned Income Credit Advance Payment Certificate. You must include advance EIC payments with wages paid to these employees, but the payments are not wages and are not subject to payroll taxes. Generally, the payments are made from withheld income, social security, and Medicare taxes. For details, see Pub. 15 (Circular E), Employer's Tax Guide.



## SAFELY SURRENDERED BABY LAW

# *Safely* Surrendered



No shame. No blame. No names.

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723

[www.babysafela.org](http://www.babysafela.org)



In Los Angeles County: 1 877 BABY SAFE 1 877 222 9723

www.babysafela.org

# Safely Surrendered Baby Law

## What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

## How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

## What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

## Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

## Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

## Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

## What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

## What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

## Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

## A baby's story

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.



# *Ley de* Entrega de Bebés *Sin Peligro*



*Los recién nacidos pueden ser entregados en forma segura al personal de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles*

Sin pena. Sin culpa. Sin nombres.

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

[www.babysafela.org](http://www.babysafela.org)



En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org

# Ley de Entrega de Bebés Sin Peligro

## ¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

*Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.*

## ¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazaletes y el padre/madre o el adulto que lo entregue recibirá un brazaletes igual.

## ¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al 1-800-540-4000.

## ¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan si tienen custodia legal.

## ¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

## ¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

## ¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

## ¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

## ¿Por qué se está haciendo esto en California? ?

La finalidad de la Ley de Entrega de Bebés sin Peligro es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La Ley de Entrega de Bebés sin Peligro impide que vuelva a suceder esta tragedia en California.

## Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazaletes con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.



[2.202.010 Findings and declarations.](#)

[2.202.020 Definitions.](#)

[2.202.030 Determination of contractor non-responsibility.](#)

[2.202.040 Debarment of contractors.](#)

[2.202.050 Pre-emption.](#)

[2.202.060 Severability.](#)

### **2.202.010 Findings and declarations.**

A. The board of supervisors finds that, in order to promote integrity in the county's contracting processes and to protect the public interest, the county's policy shall be to conduct business only with responsible contractors. The board of supervisors further finds that debarment is to be imposed only in the public interest for the county's protection and not for the purpose of punishment.

B. Determinations of contractor non-responsibility and contractor debarment shall be made in accordance with the procedures set forth in the ordinance codified in this chapter and implementation instructions issued by the auditor-controller. (Ord. 2005-0066 § 1, 2005; Ord. 2000-0011 § 1 (part), 2000.)

### **2.202.020 Definitions.**

For purposes of this chapter, the following definitions apply:

A. "Contractor" means a person, partnership, corporation, or other entity who has contracted with, or is seeking to contract with, the county or a nonprofit corporation created by the county to provide goods to, or perform services for or on behalf of, the county or a nonprofit corporation created by the county. A contractor includes a contractor, subcontractor, vendor, or any person or entity who or which owns an interest of 10 percent or more in a contractor, subcontractor, or vendor.

B. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county or a nonprofit corporation created by the county.

C. "Debarment" means an action taken by the county which results in a contractor being prohibited from bidding or proposing on, being awarded and/or performing work on a contract with the county. A contractor who has been determined by the county to be subject to such a prohibition is "debarred."

D. "Department head" means either the head of a department responsible for administering a particular contract for the county or the designee of same.

E. "County" means the county of Los Angeles, any public entities for which the board of supervisors is the governing body, and any joint powers authorities of which the county is a member that have adopted county contracting procedures.

F. "Contractor hearing board" means the persons designated to preside over contractor debarment hearings and make recommendations on debarment to the board of supervisors.

G. Determination of "non-responsibility" means an action taken by the county which results in a contractor who submitted a bid or proposal on a particular contract being prohibited from being awarded and/or performing work on that contract. A contractor who has been determined by the county to be subject to such a prohibition is "non-responsible" for purposes of that particular contract.

H. "Bid or proposal" means a bid, proposal, or any other response to a solicitation submitted by or on behalf of a contractor seeking an award of a contract. (Ord. 2005-0066 § 2, 2005: Ord. 2004-0009 § 1, 2004: Ord. 2000-0011 § 1 (part), 2000.)

### **2.202.030 Determination of contractor non-responsibility.**

A. Prior to a contract being awarded by the county, the county may determine that a contractor submitting a bid or proposal is non-responsible for purposes of that contract. In the event that the county determines that a contractor is non-responsible for a particular contract, said contractor shall be prohibited from being awarded and/or performing work on that contract.

B. The county may declare a contractor to be non-responsible for purposes of a particular contract if the county, in its discretion, finds that the contractor has done any of the following: (1) violated a term of a contract with the county or a nonprofit corporation created by the county; (2) committed an act or omission which negatively reflects on the contractor's quality, fitness, or capacity to perform a contract with the county, any other public entity, or a nonprofit corporation created by the county, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the county or any other public entity.

C. The decision by the county to find a contractor non-responsible for a particular contract is within the discretion of the county. The seriousness and extent of the contractor's acts, omissions, patterns, or practices as well as any relevant mitigating or aggravating factors, including those described in Subsection 2.202.040 (E) below, may be considered by the county in determining whether a contractor should be deemed non-responsible.

D. Before making a determination of non-responsibility pursuant to this chapter, the department head shall give written notice to the contractor of the basis for the proposed non-responsibility determination, and shall advise the contractor that a non-responsibility hearing will be scheduled on a date certain. Thereafter, the department head shall conduct a hearing where evidence on the proposed non-responsibility determination is presented. The contractor and/or attorney or other authorized representative of the contractor shall be afforded an opportunity to appear at the non-responsibility hearing and to submit documentary evidence, present witnesses, and offer rebuttal evidence. After such hearing, the department head shall prepare a proposed decision, which shall contain a recommendation regarding whether the contractor should be found non-responsible with respect to the contract(s) at issue. A record of the hearing, the proposed decision, and any recommendation shall be presented to the board of supervisors. The board of supervisors may, in its discretion, limit any further hearing to the presentation of evidence not previously presented. The board of supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the department head. A non-responsibility finding shall become final upon approval by the board of supervisors. (Ord. 2005-0066 § 3, 2005: Ord. 2004-0009 § 2, 2004: Ord. 2000-0011 § 1 (part), 2000.)

### **2.202.040 Debarment of contractors.**

A. The county may debar a contractor who has had a contract with the county in the preceding three years and/or a contractor who has submitted a bid or proposal for a new contract with the county.

B. The county may debar a contractor if the county finds, in its discretion, that the contractor has done any of the following: (1) violated a term of a contract with the county or a nonprofit corporation created by the county; (2) committed an act or omission which negatively reflects on the contractor's quality, fitness, or capacity to perform a contract with the county, any other public entity, or a nonprofit corporation created by the county, or engaged in a pattern or practice which

negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the county or any other public entity.

C. The decision by the county to debar a contractor is within the discretion of the county. The seriousness and extent of the contractor's acts, omissions, patterns, or practices as well as any relevant mitigating or aggravating factors, including those described in Subsection (E) below, may be considered by the county in determining whether to debar a contractor and the period of debarment. Generally, the period of debarment should not exceed five years. However, if circumstances warrant, the county may impose a longer period of debarment up to and including permanent debarment.

D. To impose a debarment period of longer than five years, and up to and including permanent debarment, in addition to the grounds described in Subsection (B) above, the county shall further find that the contractor's acts or omissions are of such an extremely serious nature that removal of the contractor from future county contracting opportunities for the specified period is necessary to protect the county's interests.

E. Mitigating and aggravating factors that the county may consider in determining whether to debar a contractor and the period of debarment include but are not limited to:

- (1) The actual or potential harm or impact that results or may result from the wrongdoing.
- (2) The frequency and/or number of incidents and/or duration of the wrongdoing.
- (3) Whether there is a pattern or prior history of wrongdoing.
- (4) A contractor's overall performance record. For example, the county may evaluate the contractor's activity cited as the basis for the debarment in the broader context of the contractor's overall performance history.
- (5) Whether a contractor is or has been debarred, found non-responsible, or disqualified by another public entity on a basis of conduct similar to one or more of the grounds for debarment specified in this Section.
- (6) Whether a contractor's wrongdoing was intentional or inadvertent. For example, the county may consider whether and to what extent a contractor planned, initiated, or carried out the wrongdoing.
- (7) Whether a contractor has accepted responsibility for the wrongdoing and recognizes the seriousness of the misconduct that led to the grounds for debarment and/or has taken corrective action to cure the wrongdoing, such as establishing ethics training and implementing programs to prevent recurrence.
- (8) Whether and to what extent a contractor has paid or agreed to pay criminal, civil, and administrative liabilities for the improper activity, and to what extent, if any, has the contractor made or agreed to make restitution.
- (9) Whether a contractor has cooperated fully with the county during the investigation, and any court or administrative action. In determining the extent of cooperation, the county may consider when the cooperation began and whether the contractor disclosed all pertinent information known to the contractor.
- (10) Whether the wrongdoing was pervasive within a contractor's organization.
- (11) The positions held by the individuals involved in the wrongdoing.
- (12) Whether a contractor's principals participated in, knew of, or tolerated the offense.
- (13) Whether a contractor brought the activity cited as a basis for the debarment to the attention of the county in a timely manner.
- (14) Whether a contractor has fully investigated the circumstances surrounding the cause for debarment and, if so, made the result of the investigation available to the county.
- (15) Whether a contractor had effective standards of conduct and internal control systems in place at the time the questioned conduct occurred.
- (16) Whether a contractor has taken appropriate disciplinary action against the individuals responsible for the activity which constitutes the cause for debarment.

(17) Other factors that are appropriate to the circumstances of a particular case.

F. Before making a debarment determination pursuant to this chapter, the department head shall give written notice to the contractor of the basis for the proposed debarment, and shall advise the contractor that a debarment hearing will be scheduled on a date certain. The contractor hearing board shall conduct a hearing where evidence on the proposed debarment is presented. The contractor and/or attorney or other authorized representative must be given an opportunity to appear at the debarment hearing and to submit documentary evidence, present witnesses, and offer rebuttal evidence at that hearing. After such hearing, the contractor hearing board shall prepare a proposed decision, which shall contain a recommendation regarding whether the contractor should be debarred and, if so, the appropriate length of time for the debarment. A record of the hearing, the proposed decision, and any recommendation shall be presented to the board of supervisors. The board of supervisors may, in its discretion, limit any further hearing to the presentation of evidence not previously presented. The board of supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the contractor hearing board. A debarment finding shall become final upon the approval of the board of supervisors.

G. In making a debarment determination, the board of supervisors may also, in its discretion and consistent with the terms of any existing contracts that the contractor may have with the county, terminate any or all such existing contracts. In the event that any existing contract is terminated by the board of supervisors, the county shall maintain the right to pursue all other rights and remedies provided by the contract and/or applicable law.

H. With respect to a contractor who has been debarred for a period longer than five years, the contractor may, after the debarment has been in effect for at least five years, request that the county review the debarment determination to reduce the period of debarment or terminate the debarment. The county may consider a contractor's request to review a debarment determination based upon the following circumstances: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the county. A request for review shall be in writing, supported by documentary evidence, and submitted to the chair of the contractor hearing board. The chair of the contractor hearing board may either: 1) determine that the written request is insufficient on its face and deny the contractor's request for review; or (2) schedule the matter for consideration by the contractor hearing board which shall hold a hearing to consider the contractor's request for review, and, after the hearing, prepare a proposed decision and a recommendation to be presented to the board of supervisors. The board of supervisors may, in its discretion, limit any further hearing to the presentation of evidence not previously presented. The board of supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the contractor hearing board. A reduction of the period of the debarment or termination of the debarment shall become final upon the approval of the board of supervisors. (Ord. 2005-0066 § 4, 2005: Ord. 2004-0009 § 3, 2004: Ord. 2000-0011 § 1 (part), 2000.)

#### **2.202.050 Pre-emption.**

In the event any contract is subject to federal and/or state laws that are inconsistent with the terms of the ordinance codified in this chapter, such laws shall control. (Ord. 2000-0011 §1 (part), 2000.)

#### **2.202.060 Severability.**

If any section, subsection, subpart or provision of this chapter, or the application thereof to any person or circumstances, is held invalid, the remainder of the provisions of this chapter and the



application of such to other persons or circumstances shall not be affected thereby. (Ord. 2000-0011 § 1 (part), 2000)

## **APPENDIX L – GLOSSARY**

Term	Definition
<b>Acceptance Criteria</b>	Defined in Appendix A (Sample Agreement).
<b>Acceptance Test</b>	Defined in Appendix A (Sample Agreement).
<b>Acceptance Test Plan</b>	Test scripts, procedures, results and documentation of County's System Acceptance Tests.
<b>Additional Customizations</b>	Defined in Appendix A (Sample Agreement).
<b>ADF</b>	Automatic Document Feeder or ADF is a feature which takes several pages and feeds the paper one page at a time into the scanner, allowing the user to scan (and thereby copy, print, or fax) multiple-page documents without having to manually replace each page.
<b>Amendment</b>	Defined in Appendix A (Sample Agreement).
<b>American Standard Code for Information Interchange (ASCCI)</b>	American Standard Code for Information Interchange is the most common format for text files in computers and on the Internet. In an ASCII file, each alphabetic, numeric, or special character is represented with a 7-bit binary number (a string of seven 0s or 1s).
<b>ANSI</b>	The American National Standards Institute or ANSI is a private non-profit organization that oversees the development of voluntary consensus standards for products, services, processes, systems, and personnel in the United States.
<b>API</b>	See Application Programming Interface.
<b>Application Programming Interface (API)</b>	A set of calling conventions that defines how a service is invoked through software. An API enables programs written by Users or third parties to communicate with certain vendor supplied software.
<b>Application Service Provider (ASP)</b>	An application service provider (ASP) is a company that offers individuals or enterprises access over the Internet to applications and related services that would otherwise have to be located in their own personal or enterprise computers.
<b>Application Software</b>	Defined in Appendix A (Sample Agreement).
<b>ASCCI</b>	See American Standard Code for Information Interchange.
<b>Authorized User</b>	The Users that have access to functionality and information as based on their security level assigned by Environmental Health.
<b>Backup</b>	In information technology, backup refers to making copies of data so that these additional copies may be used to restore the original after a data loss event. These additional copies are typically called "backups." Backups are useful primarily for two purposes. The first is to restore a state following a disaster (called disaster recovery). The second is to restore small numbers of files after they have been accidentally deleted or corrupted.
<b>Balance Loading</b>	In computer networking, load balancing is a technique to spread work between two or more computers, network links, CPUs, hard drives, or other resources, in order to get optimal resource utilization, maximize throughput, and minimize

Term	Definition
	response time. Using multiple components with load balancing, instead of a single component, may increase reliability through redundancy. The balancing service is usually provided by a dedicated program or hardware device (such as a multilayer switch). It is commonly used to mediate internal communications in computer clusters, especially high-availability clusters.
<b>Bandwidth</b>	In computer networks, bandwidth is often used as a synonym for data transfer rate - the amount of data that can be carried from one point to another in a given time period (usually a second). This kind of bandwidth is usually expressed in bits (of data) per second (bps). Occasionally, it's expressed as bytes per second (Bps).
<b>Baseline Application</b>	Defined in Appendix A (Sample Agreement).
<b>Baseline Customizations</b>	Defined in Appendix A (Sample Agreement).
<b>Baseline Interfaces</b>	Defined in Appendix A (Sample Agreement).
<b>BC</b>	See Business Continuity
<b>BCP</b>	See Business Continuity Plan
<b>Board</b>	See the Board of Supervisors
<b>Board of Supervisors</b>	The governing body of the County of Los Angeles.
<b>Browser</b>	See Web Browser.
<b>Business Continuity</b>	Business continuance (sometimes referred to as <i>business continuity</i> ) describes the processes and procedures an organization puts in place to ensure that essential functions can continue during and after a disaster. Business continuance planning seeks to prevent interruption of mission-critical services, and to reestablish full functioning as swiftly and smoothly as possible.
<b>Business Continuity Plan</b>	Plan for Business Continuity. See Business Continuity.
<b>CD-ROM</b>	Compact Disk Read Only Memory (CD-ROM)
<b>Change Notice</b>	Defined in Appendix A (Sample Agreement).
<b>CIO</b>	Defined in Appendix A (Sample Agreement).
<b>Cognos</b>	Business intelligence (BI) software developed by Cognos (formerly Cognos Incorporated, now part of IBM) which is an Ottawa, Ontario based company that makes BI and performance management software. Cognos 8 BI, which was launched in September 2005, combines the features of several previous products: ReportNet, PowerPlay, Metrics Manager, Noticecast, and Decision Stream.
<b>Cold Site</b>	A cold site is the most inexpensive type of backup site for an organization to operate. It does not include backed up copies of data and information from the original location of the organization, nor does it include hardware already set up. The lack of hardware contributes to the minimal startup costs of the cold site, but requires additional time following the disaster to

Term	Definition
	have the operation running at a capacity close to that prior to the disaster.
<b>Commercial-off-the-Shelf (COTS)</b>	Descriptive term for software that can be purchased from an external supplier, as opposed to that which is developed within the enterprise. A COTS is: <ul style="list-style-type: none"> <li>i. Ready-made and available for use.</li> <li>ii. Designed to be fully functional without modification.</li> <li>iii. Characterized by regular releases that enhance functionality and technological advances.</li> <li>iv. Configurable without programming to meet specialized business needs.</li> <li>v. Customizable with minimum programming which does not impact the ability to receive future releases.</li> <li>vi.</li> </ul>
<b>Compatible or Compatibility</b>	Defined in Appendix A (Sample Agreement).
<b>Continental United States</b>	Continental United States is the same as contiguous United States. The term contiguous United States refers to the 48 contiguous U.S. states located on the North American continent south of the border with Canada, plus the District of Columbia. The term excludes the states of Alaska and Hawaii and all off-shore U.S. territories and possessions.
<b>Contractor</b>	Defined in Appendix A (Sample Agreement).
<b>Contractor Project Director</b>	Defined in Appendix A (Sample Agreement).
<b>Contractor Project Manager(s)</b>	Defined in Appendix A (Sample Agreement).
<b>Core Application</b>	Defined in Appendix A (Sample Agreement).
<b>COTS</b>	See Commercial-off-the-Shelf.
<b>County</b>	Defined in Appendix A (Sample Agreement).
<b>County Project Director</b>	Defined in Appendix A (Sample Agreement).
<b>CRC</b>	See Cyclic Redundancy Check.
<b>Current COTS Release</b>	As of the Proposal submission date, the COTS version that is fully tested and available to the proposer's general client base.
<b>Cyclic Redundancy Check (CRC)</b>	A Cyclic Redundancy Check (CRC) is a type of function that takes as input a data stream of any length, and produces as output a value of a certain space, commonly a 32-bit integer. The term CRC denotes either the function or the function's output. A CRC can be used as a checksum to detect accidental alteration of data during transmission or storage.
<b>Data Management Zone (DMZ)</b>	In computer security, a demilitarized zone, named after the military usage of the term and normally abbreviated to DMZ; also known as a Data Management Zone or demarcation zone or perimeter network, is a physical or logical sub network that contains and exposes an organization's external services to a larger, untrusted network, usually the Internet. The purpose of a DMZ is to add an additional layer of security to an

Term	Definition
	organization's Local Area Network (LAN); an external attacker only has access to equipment in the DMZ, rather than the whole of the network.
<b>Dedicated Hosting</b>	Under a dedicated-hosting arrangement, the vendor provides the customer with an exclusive server and full control over the machine.
<b>Deficiency(ies)</b>	Defined in Appendix A (Sample Agreement).
<b>Deliverable(s)</b>	Defined in Appendix A (Sample Agreement).
<b>Detailed Work Plan</b>	See Project Schedule.
<b>Development Environment</b>	In computer program and software product development, the development environment is the set of processes and programming tools used to create the program or software product. The term may sometimes also imply the physical environment.
<b>Disaster Recovery Plan</b>	The contingency management plan that describes the methods and procedures to be used by Contractor and County in order to safeguard and restore data center operations, in the event of a disaster.
<b>Dispute Resolution Procedures</b>	Defined in Appendix A (Sample Agreement).
<b>District Office</b>	District Office is an office of the Bureau of District Surveillance and Enforcement.
<b>DMS</b>	See Document Management System.
<b>DMZ</b>	See Data Management Zone.
<b>Document Management System</b>	A document management system (DMS) is a computer system (or set of computer programs) used to track and store electronic documents and/or images of paper documents. The term has some overlap with the concepts of content management systems and is often viewed as a component of enterprise content management (ECM) systems and related to digital asset management, document imaging, workflow systems and records management systems.
<b>Documentation</b>	Defined in Appendix A (Sample Agreement).
<b>Domain Name</b>	Strings of letters and numbers (separated by periods) that are used to name organizations and computers and addresses on the internet.
<b>DPH</b>	Department of Public Health
<b>DPH Director</b>	Department of Public Health Director
<b>DRP</b>	see Disaster Recovery Plan
<b>EEO</b>	See Equal Employment Opportunity.
<b>EH</b>	See Environmental Health.
<b>EHPIMS</b>	See Environmental Health Permit and Inspection Management System
<b>EHPIMS Executive Steering Committee</b>	See Steering Committee.
<b>EHPIMS Project Team</b>	The EHPIMS Project Team consists of the Project Director(s) (EH Bureau Director(s)), EH Project Lead (EH Systems

<b>Term</b>	<b>Definition</b>
	Analyst), Project Manager, Business Analysts (BAs), Subject Matter Experts (SMEs).
<b>Environmental Health (EH)</b>	Defined in Appendix A (Sample Agreement).
<b>Environmental Health Agency</b>	Environmental health agency shall be limited to local, state or federal government agencies that provide Public Health related inspection program(s) one of which is retail food inspections.
<b>Environmental Health Permit and Inspection Management System (EHPIMS)</b>	The system to be developed by the Contractor for Environmental Health programs and Participating Departments. Further defined in Appendix A (Sample Agreement).
<b>Environmental Protection</b>	An Environmental Health Bureau.
<b>EPT</b>	See EHPIMS Project Team.
<b>EPT Director</b>	See County Project Director.
<b>Equal Employment Opportunity (EEO)</b>	The right of all persons to work and advance on the basis of merit, ability and potential. The law prohibits discrimination in hiring, promotion, termination, compensation, and other terms and conditions of employment because of race, color, sex (including pregnancy), national origin, or religion.
<b>Evaluation Committee</b>	Persons selected by County to evaluate proposals.
<b>Exit Plan</b>	Plan for vendor to exit providing software and hosting services.
<b>Failover Capacity</b>	Failover is a backup operational mode in which the functions of a system component (such as a processor, server, network, or database, for example) are assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time. Used to make systems more fault-tolerant, failover is typically an integral part of mission-critical systems that must be constantly available. The procedure involves automatically offloading tasks to a standby system component so that the procedure is as seamless as possible to the end user.
<b>FBR</b>	See Functional Business Requirements.
<b>Firewall</b>	A firewall is a set of related programs, located at a network gateway server that protects the resources of a private network from users from other networks. (The term also implies the security policy that is used with the programs.) An enterprise with an intranet that allows its workers access to the wider Internet installs a firewall to prevent outsiders from accessing its own private data resources and for controlling what outside resources its own users have access to. Basically, a firewall, working closely with a router program, examines each network packet to determine whether to forward it toward its destination. A firewall also includes or works with a proxy server that makes network requests on behalf of workstation users.
<b>General Relief</b>	A program offering employment and training services to

Term	Definition
<b>Opportunities for Work (GROW)</b>	employable General Relief (GR) participants, which is designed to help GR participants obtain jobs and achieve self-sufficiency.
<b>GIS</b>	Geographic Information System
<b>Go-Live</b>	Point of full transition of the System to the Production Environment.
<b>GPS</b>	Global Positioning Satellite
<b>Graphical User Interface (GUI)</b>	A program interface that takes advantage of the computer's graphics capabilities to make the program easier to use.
<b>Greater Avenues For Independence (GAIN)</b>	A County Welfare-to-Work program that provides effective training and employment services to help individuals transition from dependency on public assistance programs to economic self-sufficiency.
<b>GUI</b>	See Graphical User Interface.
<b>Hardware Specifications</b>	See Specification(s).
<b>Health Insurance Portability and Accountability Act (HIPAA)</b>	Defined in Appendix A (Sample Agreement), Exhibit E (Contractor's Obligations as a Business Associate Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act).
<b>Health Information Technology for Economic and Clinical Health Act</b>	Defined in Appendix A (Sample Agreement), Exhibit E (Contractor's Obligations as a Business Associate Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act).
<b>Help Desk</b>	Contractor provided and maintained facility that contains hardware and software used to provide help desk services. The Help Desk is an information and assistance resource that troubleshoots problems with the system. A helpdesk provides the users a central point to receive help on various system issues.
<b>High Availability</b>	In information technology, high availability refers to a system or component that is continuously operational for a minimum of 99.9 % of the time. Availability can be measured relative to "100% operational" or "never failing."
<b>HIPAA</b>	See Health Insurance Portability and Accountability Act.
<b>HITECH</b>	See Health Information Technology for Economic and Clinical Health Act
<b>Home Page:</b>	Most often refers to the initial or main screen seen by the user after logging into the system.
<b>Home Page Act</b>	The main page of a Web site. Typically, the home page serves as an index or table of contents to other documents stored at the site.
<b>Hosted System Environment</b>	See System Environment
<b>Hosting/ Host</b>	Hosting (also known as Web site hosting, Web hosting, and



Term	Definition
	Webhosting) is the business of housing, serving, and maintaining files for one or more Web sites. Further defined in Appendix A (Sample Agreement) as "Hosting Services."
<b>Hot Site</b>	A hot site is a duplicate of the original site of the organization, with full computer systems as well as near-complete backups of user data. Real time synchronization between the two sites may be used to completely mirror the data environment of the original site using wide area network links and specialized software. Following a disruption to the original site, the hot site exists so that the organization can relocate with minimal losses to normal operations. Ideally, a hot site will be up and running within a matter of hours or even less.
<b>HTTP</b>	See Hypertext Transfer Protocol (HTTP).
<b>HTTP Headers</b>	HTTP Headers form the core of an HTTP request, and are very important in an HTTP response. They define various characteristics of the data that is requested or the data that has been provided. The headers are separated from the request or response body by a blank line. HTTP headers can be near-arbitrary strings, but only some are commonly understood.
<b>Hypertext Transfer Protocol (HTTP)</b>	Hypertext Transfer Protocol (HTTP) is an application-level protocol for distributed, collaborative, hypermedia information systems. It is used for retrieving inter-linked resources led to the establishment of the World Wide Web.
<b>IIPP</b>	See Injury & Illness Prevention Program.
<b>Injury &amp; Illness Prevention Program (IIPP)</b>	In California every employer has the legal obligation to provide and maintain a safe and healthful workplace for employees according to the California Occupational Safety and Health Act of 1973. Pursuant to this obligation, the state of California requires every California employer to have an effective Injury and Illness Prevention Program in writing that must be in accord with Title 8 CCR Section 3203 of the General Industry Safety Orders. Such program must be designed to prevent workplace accidents, injuries, and illnesses.
<b>Interface</b>	Defined in Appendix A (Sample Agreement).
<b>Internet</b>	Internet is a computer network consisting of a worldwide network of computer networks that use the TCP/IP network protocols to facilitate data transmission and exchange.
<b>Internet Protocol Security (IPSec)</b>	IPsec (Internet Protocol Security) is a framework for a set of protocols for security at the network or packet processing layer of network communication. Earlier security approaches have inserted security at the Application layer of the communications model.
<b>IPSec</b>	See Internet Protocol Security.
<b>IT Staff</b>	People who are not Users, but will require sufficient technical training about the EHPIMS to provide occasional 'on-the-ground' technical assistance to users.

Term	Definition
<b>Jury Service Program</b>	Defined in Appendix A (Sample Agreement).
<b>LA County Public Health</b>	See Public Health
<b>LAN</b>	A local area network or (LAN) is a computer network covering a small to medium sized physical area, like a home, office, or small group of buildings, such as a school, or an airport. The defining characteristics of LANs, in contrast to wide-area networks (WANs), include their usually higher data-transfer rates, smaller geographic place, and lack of a need for leased telecommunication lines.
<b>Living Wage</b>	The County of Los Angeles Living Wage Ordinance (Program). The Board of Supervisors approved the Living Wage Ordinance (LWO) which became effective on October 22, 1999. The LWO is applicable to all County Proposition A and cafeteria services contracts. Proposition A contracts are those services that could be performed by County employees, but are more economically performed by contractors.
<b>LLC</b>	Limited Liability Company
<b>Maintenance and Support Services</b>	Defined in Appendix A (Sample Agreement).
<b>Managed Hosting</b>	Managed hosting differs from dedicated hosting in that customers are not only supplied with an unshared, dedicated server but also with a full array of management services.
<b>Master Project Plan</b>	Master Project Plan is a component of PCD. See Project Control Document
<b>Maximum Contract Sum</b>	Defined in Appendix A (Sample Agreement).
<b>Menu</b>	A list from which a user may select an operation to be performed. Using a mouse to select an item from the menu or menu bar is the most popular way, but this can also be controlled from the keyboard.
<b>Menu Bar</b>	See Menu.
<b>MICR</b>	Magnetic Ink Character Recognition, or MICR, is a character recognition technology adopted mainly by the banking industry to facilitate the processing of checks.
<b>Minimum Mandatory Requirements</b>	See Section 1.4 of the body of the RFP.
<b>Network Environment (System Environment)</b>	See System Environment.
<b>Object Linking and Embedding (OLEDB)</b>	OLEDB is partly distinguished from OLE itself now called "automation". OLEDB is the successor to ODBC, a set of software components that allow a front end (i.e. GUI) to connect with a back end (i.e. SQL server).
<b>OCR</b>	See Optical Character Recognition.
<b>ODBC</b>	See Open Database Connectivity.
<b>OLEDB</b>	See Object Linking and Embedding.
<b>Open Database</b>	A vendor-neutral Interface based on Structured Query

Term	Definition
<b>Connectivity (ODBC)</b>	Language (SQL) access group specifications. ODBC accesses data in a heterogeneous environment of relational and no relational databases.
<b>Operating System or Operating Software</b>	An operating system (commonly abbreviated to either OS or O/S) is an interface between hardware and user; it is responsible for the management and coordination of activities and the sharing of the limited resources of the computer. The operating system acts as a host for applications that are run on the machine. As a host, one of the purposes of an operating system is to handle the details of the operation of the hardware.
<b>Optical Character Recognition</b>	The ability of a computer to recognize written characters through some optical-sensing device and pattern recognition software.
<b>Oracle database</b>	The Oracle Database (commonly referred to as Oracle RDBMS or simply Oracle) is a relational database management system (RDBMS) produced and marketed by Oracle Corporation.
<b>OS</b>	See Operating System or Operating Software.
<b>Payment Card Industry Data Security Standard (PCI DSS)</b>	PCI DSS stands for Payment Card Industry Data Security Standard, and is a worldwide security standard assembled by the Payment Card Industry Security Standards Council (PCI SSC).
<b>PCD</b>	See Project Control Document.
<b>PCI DSS</b>	See Payment Card Industry Data Security Standard.
<b>PDF</b>	Portable Document Format
<b>Performance Requirements Standards (PRS)</b>	System performance indicators as set forth in the Performance Requirements Standards (PRS) Chart that will be tracked by County to assure Service Requirements are met by Contractor.
<b>PH</b>	See Public Health
<b>Phase(s)</b>	Has the meaning for each phase set forth in the Statement of Work.
<b>PHIS</b>	Public Health Information Systems
<b>Platform</b>	In computing, a platform describes some sort of hardware architecture or software framework (including application frameworks), that allows software to run. Typical platforms include a computer's architecture, operating system, programming languages and related runtime libraries or graphical user interface.
<b>Pool Dollars</b>	Defined in Appendix A (Sample Agreement).
<b>Production Environment</b>	The System Environment for Production Use. Note that the System Environment consists of the System Hardware, System Network and Operating Software.
<b>Primary Navigation</b>	Primary navigation consists of the navigation elements that are accessible from most locations within the site. Example of Primary Navigation on Microsoft Word include: Home, Insert,

Term	Definition
	Page Layout, References, Mailings, and Review.
<b>Professional Services</b>	Defined in Appendix A (Sample Agreement).
<b>Project Control Document (PCD)</b>	Defined in Appendix B (Statement of Work).
<b>Project Plan</b>	See Project Schedule
<b>Project Schedule</b>	A detailed narrative description of project tasks and subtasks, roles and responsibilities of project team members by task, timeframe to complete each task and any dependencies on other tasks.
<b>Project Status Report</b>	Contractor Project Manager shall provide County Project Director and County Project Manager with minimum weekly written reports which contain the information set forth in Statement of Work and such other information as County Project Director or County Project Manager may from time to time reasonably request. The Project Status Report will enable the County to control expenditures and to ensure the reporting of all Work provided by Contractor.
<b>Project Team</b>	Contractor's project team and project organization.
<b>Proposer</b>	Defined in Section 1.0 of the body of the RFP.
<b>Public Health</b>	The department of Public Health for Los Angeles County.
<b>Quality Control Plan (QCP)</b>	A plan to ensure a consistently high level service and System performance during the Term of this Agreement.
<b>Recovery Point Objective</b>	The recovery point objective (RPO) is the age of files that must be recovered from backup storage for normal operations to resume if a computer, system, or network goes down as a result of a hardware, program, or communications failure. The RPO is expressed backward in time (that is, into the past) from the instant at which the failure occurs, and can be specified in seconds, minutes, hours, or days.
<b>Recovery Time Objective</b>	The recovery time objective (RTO) is the maximum tolerable length of time that a computer, system, network, or application can be down after a failure or disaster occurs. The RTO is a function of the extent to which the interruption disrupts normal operations and the amount of revenue lost per unit time as a result of the disaster. These factors in turn depend on the affected equipment and application(s). The RTO is measured in seconds, minutes, hours, or days.
<b>Registrar Recorder</b>	<p>The Los Angeles County Registrar's Office is responsible for the registration of voters, maintenance of voter files, conduct of federal, state, local and special elections and the verification of initiative, referendum and recall petitions.</p> <p>The Recorder's Office is responsible for recording legal documents which determine ownership of real property and maintains files of birth, death and marriage records for Los Angeles County.</p>
<b>Regression Test</b>	Regression testing is the process of testing changes to

Term	Definition
	computer programs to make sure that the older programming still works with the new changes.
<b>Requirements Traceability Matrix (RTM)</b>	A Requirements Traceability Matrix is a table that correlates any two Baselined documents that require a many to many relationship to determine the completeness of the relationship. It is often used with high-level requirements and detailed requirements of the software product to the matching parts of high-level design, detailed design, test plan, and test cases.
<b>RFP</b>	Request for Proposal for EHPIMS and Related Services includes all appendices thereto.
<b>Risk Management Plan</b>	The plan identifies risks and mechanisms to handle these risks.
<b>RPO</b>	See Recovery Point Objective
<b>RTM</b>	See Requirements Traceability Matrix (RTM).
<b>RTO</b>	See Recovery Time Objective
<b>SBE</b>	See Small Business Enterprise.
<b>Secondary Navigation</b>	Secondary navigation elements allow the user to navigate within a specific location. Examples of Secondary Navigation on Microsoft Word include: When users click on “Home” from the primary navigation list, users will be able to choose one of the following Secondary Navigations: Clipboard, Font, Paragraph, Styles, and Editing.
<b>Security Test</b>	Tests focused on ensuring the target-of-test data (or systems) are accessible only to those actors for which they are intended. This test is implemented and executed on various targets-of-test.
<b>Service Requirements</b>	Performance measures that Contractor is required to achieve for the System to meet a particular Performance Requirements Standard.
<b>Severity Levels</b>	Defined in Attachment B1 (Service Level Requirements) to Appendix B (Statement of Work).
<b>SFTP</b>	Short for Secure File Transfer Protocol, SFTP is a method of transferring files between computers over a secure SSH secure data stream.
<b>Shared Hosting</b>	Shared hosting is Web hosting in which the service provider serves pages for multiple Web sites, each having its own Internet domain name, from a single Web server.
<b>Single Sign-on</b>	Single sign-on (SSO) is a session/user authentication process that permits a user to enter one name and password in order to access multiple applications. The process authenticates the user for all the applications they have been given rights to and eliminates further prompts when they switch applications during a particular session.
<b>Small Business Enterprise (SBE)</b>	A County program established to ensure that a fair portion of County contracts and subcontracts are awarded to local small business enterprises.
<b>SME</b>	See Subject Matter Expert.
<b>SMTP</b>	SMTP (Simple Mail Transfer Protocol) is a TCP/IP protocol

Term	Definition
	used in sending and receiving e-mail. However, since it is limited in its ability to queue messages at the receiving end, it is usually used with one of two other protocols, POP3 or IMAP that let the user save messages in a server mailbox and download them periodically from the server. In other words, users typically use a program that uses SMTP for sending e-mail and either POP3 or IMAP for receiving e-mail.
<b>Software Modifications</b>	Defined in Appendix A (Sample Agreement).
<b>Software Specifications</b>	See Specification(s).
<b>SOW</b>	See Statement of Work.
<b>Specification(s)</b>	Defined in Appendix A (Sample Agreement).
<b>SQL</b>	See Structured Query Language.
<b>SSH</b>	Secure Shell or SSH is a network protocol that allows data to be exchanged using a secure channel between two networked devices
<b>SSL</b>	The Secure Sockets Layer (SSL) is a commonly-used protocol for managing the security of a message transmission on the Internet. SSL has recently been succeeded by Transport Layer Security (TLS), which is based on SSL. SSL uses a program layer located between the Internet's Hypertext Transfer Protocol (HTTP) and Transport Control Protocol (TCP) layers. SSL is included as part of both the Microsoft and Netscape browsers and most Web server products.
<b>SSL</b>	See Secure Sockets Layer (SSL).
<b>Staffing Plan</b>	Plan for staffing of the project that includes both Contract and County staff. Includes a listing of the number of onsite and offsite hours each project team member will spend on the project.
<b>Staging Environment</b>	Environment used before final changes are put into the Production Environment.
<b>Statement of Work (SOW)</b>	Appendix B (Statement of Work) to RFP. Includes all attachments thereto.
<b>Steering Committee</b>	The EHPIMS Steering Committee is the group of individuals that has governance over the EHPIMS COTS software solution and includes the EH Director and the Public Health CIO.
<b>Structured Query Language (SQL)</b>	Standard interactive and programming language for getting information from and updating a database.
<b>Style Sheet</b>	<p>A term extended from print publishing to online media, a style sheet is a definition of a document's appearance in terms of such elements as:</p> <ul style="list-style-type: none"> <li>• The default typeface, size, and color for headings and body text</li> <li>• How front matter (preface, figure list, title page, and so forth) should look</li> <li>• How all or individual sections should be laid out in terms of space (for example, two newspaper columns, one column with headings having hanging heads, and</li> </ul>

Term	Definition
	<p>so forth).</p> <ul style="list-style-type: none"> <li>• Line spacing, margin widths on all sides, spacing between headings, and so forth</li> <li>• How many heading levels should be included in any automatically generated Table of Contents</li> <li>• Any boilerplate content that is to be included on certain pages (for example, copyright statements)</li> </ul> <p>Typically, a style sheet is specified at the beginning of an electronic document, either by embedding it or linking to it. This style sheet applies to the entire document. As necessary, specific elements of the overall style sheet can be overridden by special coding that applies to a given section of the document.</p> <p>For Web pages, a style sheet performs a similar function, allowing the designer to ensure an underlying consistency across a site's pages. The style elements can be specified once for the entire document by either imbedding the style rules in the document heading or cross-referring (linking to or importing) a separate style sheet. A browser may allow the user to override some or all of the style sheet attributes.</p>
<b>Subcontractor</b>	Any person, entity, or organization to which Contractor proposes to delegate or has delegated any of its obligations.
<b>Subject Matter Expert</b>	<p>A Subject Matter Expert (SME) is a person who is an expert in a particular area. In software engineering environments, the term is used to describe professionals with expertise in the field of application but without technical project knowledge.</p> <p>The term "SME" also has a broader definition in engineering and high tech as one who has the greatest expertise in a technical topic. SMEs are often asked to review, improve and approve technical work, to guide others, and to teach. According to Six Sigma, a Subject Matter Expert "exhibits the highest level of expertise in performing a specialized job, task, or skill.</p>
<b>Subtask</b>	Defined in Appendix A (Sample Agreement).
<b>SUM</b>	Software User's Manual.
<b>System</b>	References to the "System" whether qualified (e.g., System Availability) or unqualified (e.g., "System") shall mean EHPIMS, unless the context otherwise requires or unless specifically stated otherwise. Further defined in Appendix A (Sample Agreement).
<b>System Acceptance</b>	Defined in Appendix A (Sample Agreement).
<b>System Acceptance Test</b>	The acceptance test for EHPIMS. See Acceptance Test.
<b>System Environment</b>	Defined in Appendix A (Sample Agreement).

<b>Term</b>	<b>Definition</b>
<b>System Flexibility</b>	Customization of the system without vendor's involvement. County system administrators should be able to customize the system to a certain point using the system functionality e.g. adding items to the dropdown lists, creating new forms and reports, editing existing forms and reports, customizing user homepage by user type.
<b>System Hardware</b>	Defined in Appendix A (Sample Agreement).
<b>System Integration Test</b>	Integration testing, also known as integration and testing (I&T), is a software development process which program units are combined and tested as groups in multiple ways. In this context, a unit is defined as the smallest testable part of an application. Integration testing can expose problems with the interfaces among program components before trouble occurs in real-world program execution.
<b>System Performance Test</b>	Testing of System Performance. Performance is generally thought of as the total effectiveness of a system, including throughput, individual response time, and availability.
<b>System Regression Test</b>	See Regression Test
<b>System Requirements</b>	Defined in Appendix A (Sample Agreement).
<b>System Security Test</b>	See Security Test
<b>System Software</b>	Defined in Appendix A (Sample Agreement).
<b>Tabbed Navigation</b>	Navigating through a system using the "tab" button on the keyboard instead of the mouse.
<b>Task(s)</b>	Defined in Appendix A (Sample Agreement).
<b>Task/Deliverable Summary Review Form</b>	Defined in Appendix A (Sample Agreement).
<b>TCP/IP</b>	Transmission Control Protocol/Internet Protocol is a set of protocols developed for the internet in the 1970s to get data from one network device to another.
<b>Technical Architecture</b>	Technical architecture is one of several architecture domains that form the pillars of an enterprise architecture or solution architecture. It describes the structure and behaviour of the technology infrastructure of an enterprise, solution or system. It covers the client and server nodes of the hardware configuration, the infrastructure applications that run on them, the infrastructure services they offer to applications, the protocols and networks that connect applications and nodes. It addresses issues such as performance and resilience, storage and backup. Technical architecture is also a synonym of system architecture, or is the process for defining one. Technical architecture is also considered part of software



Term	Definition
	architecture.
<b>Technology Assessment Report</b>	Contractor is required to provide a Technology Assessment Report, which shall include minimum requirements for the System Environment, including System Hardware, Operating Software and System Network configuration, that shall be Compatible (as defined below) with the System Software, including any Software Modifications and Updates thereto, and are required for County to enjoy and exercise fully its rights in respect of the System Software. The Technology Assessment report shall include version compatibility and provide Specifications for implementing the System Environment in order to achieve compatibility with the System Software, along with recommended system Hardware make and model numbers, which shall be consistent with all specifications specified in the Technical Requirements.
<b>Test Environment</b>	System Environment for conducting Acceptance Tests. Note that the System Environment consists of the System Hardware, System Network and Operating Software.
<b>Test Plan</b>	See Acceptance Test Plan.
<b>Third Party Software</b>	Defined in Appendix A (Sample Agreement).
<b>Title VI of the Federal Civil Rights Act of 1964</b>	An Act which is found at 42 U.S.C. Section 2000d et seq.
<b>TR</b>	See Technical Requirements.
<b>Training Environment</b>	The System Environment for use in training. Note that the System Environment consists of the System Hardware, System Network and Operating Software.
<b>Training Plan</b>	A plan which outlines the tasks, subtasks, timelines, responsibilities, and dependencies for conducting the training program.
<b>Transition Plan</b>	A plan which outlines Tasks, Subtasks, timelines, responsibilities, dependencies, Deliverables, Key Deliverables, transition procedures of the System, and Acceptance Test procedures for each Service.
<b>TSD</b>	Technical Specifications Document (TSD).
<b>TTC</b>	Treasurer and Tax Collector
<b>TWAIN</b>	TWAIN is a standard software protocol and applications programming interface (API) that regulates communication between software applications and imaging devices such as scanners and digital cameras.
<b>Unit Test</b>	Unit testing is a software development process in which the smallest testable parts of an application, called units, are individually and independently scrutinized for proper operation. Unit testing is often automated but it can also be done manually.
<b>Updates</b>	Defined in Appendix A (Sample Agreement).

Term	Definition
<b>User Acceptance Test (UAT)</b>	User Acceptance Testing (UAT) is a process to obtain confirmation by a Subject Matter Expert (SME), preferably the owner or client of the object under test, through trial or review, that the modification or addition meets mutually agreed-upon requirements. In software development, UAT is one of the final stages of a project and often occurs before a client or customer accepts the new system. Users of the system perform these tests.
<b>Users</b>	Defined in Appendix A (Sample Agreement).
<b>Virtual Private Network</b>	A virtual private network (VPN) is a network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization's network.
<b>VPN</b>	See Virtual Private Network
<b>WAN</b>	Wide Area Network (WAN) is a computer network that covers a broad area (i.e., any network whose communications links cross metropolitan, regional, or national boundaries).
<b>Warm Site</b>	A warm site is a compromise between hot and cold. These sites will have hardware and connectivity already established, though on a smaller scale than the original production site or even a hot site. Warm sites will have backups on hand, but they may not be complete and may be between several days and a week old. An example would be backup tapes sent to the warm site by courier. See also Hot Site and Cold Site.
<b>Warranty Period</b>	Defined in Appendix A (Sample Agreement).
<b>WBS</b>	See Work Breakdown Structure.
<b>Web Browser</b>	A web browser is a software application for retrieving, presenting, and traversing information resources on the World Wide Web.
<b>WebVen</b>	Los Angeles County system where a vendor must register. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at <a href="http://lacounty.info/doing_business/main_db.htm">http://lacounty.info/doing_business/main_db.htm</a> .
<b>Work Breakdown Structure (WBS)</b>	A Deliverables oriented list of activities which organizes, defines, and graphically displays the total work to be accomplished in order to achieve the final objectives of a Project.
<b>XML</b>	See Extensible Markup Language.

<b>Term</b>	<b>Definition</b>
<b>XML (Extensible Markup Language)</b>	XML (Extensible Markup Language) is a general-purpose specification for creating custom markup languages. [1] It is classified as an extensible language, because it allows the user to define the mark-up elements.

**DEPARTMENT OF PUBLIC HEALTH**

**APPENDIX M**

**DEFAULTED PROPERTY TAX REDUCTION  
PROGRAM**

**FOR  
ENVIRONMENTAL HEALTH  
PERMIT AND INSPECTION MANAGEMENT  
SYSTEM (EHPIMS) AND RELATED SERVICES  
(RFP No. 44)**

Title 2 ADMINISTRATION  
Chapter 2.206  
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

- 2.206.010 Findings and declarations.
- 2.206.020 Definitions.
- 2.206.030 Applicability.
- 2.206.040 Required solicitation and contract language.
- 2.206.050 Administration and compliance certification.
- 2.206.060 Exclusions/Exemptions.
- 2.206.070 Enforcement and remedies.
- 2.206.080 Severability.

**2.206.010 Findings and declarations.**

The Board of Supervisors finds that significant revenues are lost each year as a result of taxpayers who fail to pay their tax obligations on time. The delinquencies impose an economic burden upon the County and its taxpayers. Therefore, the Board of Supervisors establishes the goal of ensuring that individuals and businesses that benefit financially from contracts with the County fulfill their property tax obligation. (Ord. No. 2009-0026 § 1 (part), 2009.)

**2.206.020 Definitions.**

The following definitions shall be applicable to this chapter:

- A. "Contractor" shall mean any person, firm, corporation, partnership, or combination thereof, which submits a bid or proposal or enters into a contract or agreement with the County.
- B. "County" shall mean the county of Los Angeles or any public entities for which the Board of Supervisors is the governing body.
- C. "County Property Taxes" shall mean any property tax obligation on the County's secured or unsecured roll; except for tax obligations on the secured roll with respect to property held by a Contractor in a trust or fiduciary capacity or otherwise not beneficially owned by the Contractor.
- D. "Department" shall mean the County department, entity, or organization responsible for the solicitation and/or administration of the contract.
- E. "Default" shall mean any property tax obligation on the secured roll that has been deemed defaulted by operation of law pursuant to California Revenue and Taxation Code section 3436; or any property tax obligation on the unsecured roll that remains unpaid on the applicable delinquency date pursuant to California Revenue and Taxation Code section 2922; except for any property tax obligation dispute pending before the Assessment Appeals Board.
- F. "Solicitation" shall mean the County's process to obtain bids or proposals for goods and services.
- G. "Treasurer-Tax Collector" shall mean the Treasurer and Tax Collector of the County of Los Angeles. (Ord. No. 2009-0026 § 1 (part), 2009.)

**2.206.030 Applicability.**

This chapter shall apply to all solicitations issued 60 days after the effective date of the ordinance codified in this chapter. This chapter shall also apply to all new, renewed, extended, and/or amended contracts entered into 60 days after the effective date of the ordinance codified in this chapter. (Ord. No. 2009-0026 § 1 (part), 2009.)

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**2.206.040 Required solicitation and contract language.**

All solicitations and all new, renewed, extended, and/or amended contracts shall contain language which:

- A. Requires any Contractor to keep County Property Taxes out of Default status at all times during the term of an awarded contract;
- B. Provides that the failure of the Contractor to comply with the provisions in this chapter may prevent the Contractor from being awarded a new contract; and
- C. Provides that the failure of the Contractor to comply with the provisions in this chapter may constitute a material breach of an existing contract, and failure to cure the breach within 10 days of notice by the County by paying the outstanding County Property Tax or making payments in a manner agreed to and approved by the Treasurer-Tax Collector, may subject the contract to suspension and/or termination. (Ord. No. 2009-0026 § 1 (part), 2009.)

**2.206.050 Administration and compliance certification.**

- A. The Treasurer-Tax Collector shall be responsible for the administration of this chapter. The Treasurer-Tax Collector shall, with the assistance of the Chief Executive Officer, Director of Internal Services, and County Counsel, issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other departments.
- B. Contractor shall be required to certify, at the time of submitting any bid or proposal to the County, or entering into any new contract, or renewal, extension or amendment of an existing contract with the County, that it is in compliance with this chapter is not in Default on any County Property Taxes or is current in payments due under any approved payment arrangement. (Ord. No. 2009-0026 § 1 (part), 2009.)

**2.206.060 Exclusions/Exemptions.**

- A. This chapter shall not apply to the following contracts:
  - 1. Chief Executive Office delegated authority agreements under \$50,000;
  - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor;
  - 3. A purchase made through a state or federal contract;
  - 4. A contract where state or federal monies are used to fund service related programs, including but not limited to voucher programs, foster care, or other social programs that provide immediate direct assistance;
  - 5. Purchase orders under a master agreement, where the Contractor was certified at the time the master agreement was entered into and at any subsequent renewal, extension and/or amendment to the master agreement.
  - 6. Purchase orders issued by Internal Services Department under \$100,000 that is not the result of a competitive bidding process.
  - 7. Program agreements that utilize Board of Supervisors' discretionary funds;
  - 8. National contracts established for the purchase of equipment and supplies for and by the

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National Association of Counties, U.S. Communities Government Purchasing Alliance, or any similar related group purchasing organization;

9. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles Purchasing Policy and Procedures Manual, section P-3700 or a successor provision;

10. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, section 4.6.0 or a successor provision;

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11. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section P-2810 or a successor provision;

12. A non-agreement purchase worth a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section A-0300 or a successor provision; or

13. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual section P-0900 or a successor provision;

14. Other contracts for mission critical goods and/or services where the Board of Supervisors determines that an exemption is justified.

B. Other laws. This chapter shall not be interpreted or applied to any Contractor in a manner inconsistent with the laws of the United States or California. (Ord. No. 2009-0026 § 1 (part), 2009.)

**2.206.070 Enforcement and remedies.**

A. The information furnished by each Contractor certifying that it is in compliance with this chapter shall be under penalty of perjury.

B. No Contractor shall willfully and knowingly make a false statement certifying compliance with this chapter for the purpose of obtaining or retaining a County contract.

C. For Contractor's violation of any provision of this chapter, the County department head responsible for administering the contract may do one or more of the following:

1. Recommend to the Board of Supervisors the termination of the contract; and/or,

2. Pursuant to chapter 2.202, seek the debarment of the contractor; and/or,

3. Recommend to the Board of Supervisors that an exemption is justified pursuant to Section 2.206.060.A.14 of this chapter or payment deferral as provided pursuant to the California Revenue and Taxation Code. (Ord. No. 2009-0026 § 1 (part), 2009.)

**2.206.080 Severability.**

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. No. 2009-0026 § 1 (part), 2009.)