

**COUNTY OF MENDOCINO
STANDARD SERVICES AGREEMENT**

This Agreement is by and between the COUNTY OF MENDOCINO, hereinafter referred to as the "COUNTY", and JUMP Technology Services, L.L.C., hereinafter referred to as the "CONTRACTOR".

WITNESSETH

WHEREAS, pursuant to Government Code Section 31000, COUNTY may retain independent contractors to perform special services to or for COUNTY or any department thereof; and,

WHEREAS, COUNTY desires to obtain CONTRACTOR for its Case Management System for Adult and Aging Services; and,

WHEREAS, CONTRACTOR is willing to provide such services on the terms and conditions set forth in this AGREEMENT and is willing to provide same to COUNTY.

NOW, THEREFORE it is agreed that COUNTY does hereby retain CONTRACTOR to provide the services described in Exhibits "A1", "A2", and "A3", and CONTRACTOR accepts such engagement, on the General Terms and Conditions hereinafter specified in this Agreement, the Additional Provisions attached hereto, and the following described exhibits, all of which are incorporated into this Agreement by this reference:

Exhibit A1	Software Licenses and Hosting Services
Exhibit A2	Software Maintenance and Product Support
Exhibit A3	Consulting and Training Services
Exhibit B	Payment Terms
Exhibit C	Insurance Requirements
Exhibit D	Assurance of Compliance with Nondiscrimination in State and Federally Assisted Programs
Exhibit E	Certification Regarding Debarment, Suspension, and Other Responsibility Matters -- Lower Tier Covered Transactions
Exhibit F	HIPAA Business Associate Agreement
Attachment 1	Invoice

The term of this Agreement shall be from July 1, 2021 (the "Effective Date"), and shall continue through June 30, 2024.

The compensation payable to CONTRACTOR hereunder shall not exceed Seventy-Two Thousand Dollars (\$72,000) for the term of this Agreement.

IN WITNESS WHEREOF

DEPARTMENT FISCAL REVIEW:

By: Bekkie Emery
Bekkie Emery, HHSA Assistant Director

Date: April 22, 2021

Budgeted: ☒ Yes ☐ No

Budget Unit: 5010

Line Item: 86-2182

Org/Object Code: SSMW

Grant: ☐ Yes ☒ No

Grant No.:

COUNTY OF MENDOCINO

By: Dan Gjerde
DAN GJERDE, Chair
BOARD OF SUPERVISORS

Date: MAY 27 2021

ATTEST:

CARMEL J. ANGELO, Clerk of said Board

By: A. Angelo
Deputy

MAY 27 2021

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

CARMEL J. ANGELO, Clerk of said Board

By: A. Angelo
Deputy

MAY 27 2021

INSURANCE REVIEW:

By: Cheryl D. Ayler
Risk Management

Date: 04/12/2021

CONTRACTOR/COMPANY NAME

By: Denise Brinkmeyer
Denise Brinkmeyer, President and CEO

Date: 4/20/2021

NAME AND ADDRESS OF CONTRACTOR:

JUMP Technology Services, L.L.C.
1024 Iron Point Rd
Folsom, CA 95630

916-357-6779:
denise.brinkmeyer@jumpfaster.com

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

CHRISTIAN M. CURTIS,
County Counsel

By: Charlotte Scott
Deputy

Date: 04/12/2021

EXECUTIVE OFFICE/FISCAL REVIEW:

By: Darcie Antle
Deputy CEO

Date: 04/12/2021

Signatory Authority: \$0-25,000 Department; \$25,001- 50,000 Purchasing Agent; \$50,001+ Board of Supervisors

Exception to Bid Process Required/Completed ☒ EB 21-170

Mendocino County Business License: Valid ☐

Exempt Pursuant to MCC Section: Out of County Contractor

GENERAL TERMS AND CONDITIONS

1. **INDEPENDENT CONTRACTOR:** No relationship of employer and employee is created by this Agreement; it being understood and agreed that CONTRACTOR is an Independent Contractor. CONTRACTOR is not the agent or employee of the COUNTY in any capacity whatsoever, and COUNTY shall not be liable for any acts or omissions by CONTRACTOR nor for any obligations or liabilities incurred by CONTRACTOR.

CONTRACTOR shall have no claim under this Agreement or otherwise, for seniority, vacation time, vacation pay, sick leave, personal time off, overtime, health insurance medical care, hospital care, retirement benefits, social security, disability, Workers' Compensation, or unemployment insurance benefits, civil service protection, or employee benefits of any kind.

CONTRACTOR shall be solely liable for and obligated to pay directly all applicable payroll taxes (including federal and state income taxes) or contributions for unemployment insurance or old age pensions or annuities which are imposed by any governmental entity in connection with the labor used or which are measured by wages, salaries or other remuneration paid to its officers, agents or employees and agrees to indemnify and hold COUNTY harmless from any and all liability which COUNTY may incur because of CONTRACTOR's failure to pay such amounts.

In carrying out the work contemplated herein, CONTRACTOR shall comply with all applicable federal and state workers' compensation and liability laws and regulations with respect to the officers, agents and/or employees conducting and participating in the work; and agrees that such officers, agents, and/or employees will be considered as Independent Contractors and shall not be treated or considered in any way as officers, agents and/or employees of COUNTY.

CONTRACTOR does, by this Agreement, agree to perform his/her said work and functions at all times in strict accordance with all applicable federal, state and COUNTY laws, including but not limited to prevailing wage laws, ordinances, regulations, titles, departmental procedures and currently approved methods and practices in his/her field and that the sole interest of COUNTY is to ensure that said service shall be performed and rendered in a competent, efficient, timely and satisfactory manner and in accordance with the standards required by the COUNTY agency concerned.

Notwithstanding the foregoing, if the COUNTY determines that pursuant to state and federal law CONTRACTOR is an employee for purposes of income tax withholding, COUNTY may upon two (2) week's written notice to CONTRACTOR, withhold from payments to CONTRACTOR hereunder federal and state income taxes and pay said sums to the federal and state governments.

2. **INDEMNIFICATION:** To the furthest extent permitted by law (including without limitation California Civil Code sections 2782 and 2782.8, if applicable), CONTRACTOR shall assume the defense of, indemnify, and hold harmless the COUNTY, its officers, agents, and employees, from and against any and all claims, demands, damages, costs, liabilities, and losses whatsoever alleged to be occurring or resulting in connection with the CONTRACTOR'S performance or its obligations under this AGREEMENT, unless arising out of the sole negligence or willful misconduct of COUNTY. "CONTRACTOR'S performance" includes CONTRACTOR'S action or inaction and the action or inaction of CONTRACTOR'S officers, employees, agents and subcontractors.
3. **INSURANCE AND BOND:** CONTRACTOR shall at all times during the term of the Agreement with the COUNTY maintain in force those insurance policies and bonds as designated in the attached Exhibit C, and will comply with all those requirements as stated therein.
4. **WORKERS' COMPENSATION:** CONTRACTOR shall provide Workers' Compensation insurance, as applicable, at CONTRACTOR's own cost and expense and further, neither the CONTRACTOR nor its carrier shall be entitled to recover from COUNTY any costs, settlements, or expenses of Workers' Compensation claims arising out of this Agreement.

CONTRACTOR affirms that s/he is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for the Workers' Compensation or to undertake self-insurance in accordance with the provisions of the Code and CONTRACTOR further assures that s/he will comply with such provisions before commencing the performance of work under this Agreement. CONTRACTOR shall furnish to COUNTY certificate(s) of insurance evidencing Worker's Compensation Insurance coverage to cover its employees, and CONTRACTOR shall require all subcontractors similarly to provide Workers' Compensation Insurance as required by the Labor Code of the State of California for all of subcontractors' employees.

5. **CONFORMITY WITH LAW AND SAFETY:**
 - a. In performing services under this Agreement, CONTRACTOR shall observe and comply with all applicable laws, ordinances, codes and regulations of governmental agencies, including federal, state, municipal, and local governing bodies, having jurisdiction over the scope of services, including all applicable provisions of the California Occupational Safety and Health Act. CONTRACTOR shall indemnify and hold COUNTY harmless from any and all liability, fines, penalties and consequences from any of CONTRACTOR's failures to comply with such laws, ordinances, codes and regulations.

- b. **ACCIDENTS:** If a death, serious personal injury or substantial property damage occurs in connection with CONTRACTOR's performance of this Agreement, CONTRACTOR shall immediately notify Mendocino County Risk Manager's Office by telephone. CONTRACTOR shall promptly submit to COUNTY a written report, in such form as may be required by COUNTY of all accidents which occur in connection with this Agreement. This report must include the following information: (1) name and address of the injured or deceased person(s); (2) name and address of CONTRACTOR's sub-contractor, if any; (3) name and address of CONTRACTOR's liability insurance carrier; and (4) a detailed description of the accident and whether any of COUNTY's equipment, tools, material, or staff were involved.
 - c. CONTRACTOR further agrees to take all reasonable steps to preserve all physical evidence and information which may be relevant to the circumstances surrounding a potential claim, while maintaining public safety, and to grant to the COUNTY the opportunity to review and inspect such evidence, including the scene of the accident.
6. **PAYMENT:** For services performed in accordance with this Agreement, payment shall be made to CONTRACTOR as provided in Exhibit "B" hereto as funding permits.
- If COUNTY over pays CONTRACTOR for any reason, CONTRACTOR agrees to return the amount of such overpayment to COUNTY, or at COUNTY's option, permit COUNTY to offset the amount of such overpayment against future payments owed to CONTRACTOR under this Agreement or any other agreement.
- In the event CONTRACTOR claims or receives payment from COUNTY for a service, reimbursement for which is later disallowed by COUNTY, State of California or the United States Government, the CONTRACTOR shall promptly refund the disallowance amount to COUNTY upon request, or at its option COUNTY may offset the amount disallowed from any payment due or that becomes due to CONTRACTOR under this Agreement or any other agreement.
- All invoices, receipts, or other requests for payment under this contract must be submitted by CONTRACTOR to COUNTY in a timely manner and consistent with the terms specified in Exhibit B. In no event shall COUNTY be obligated to pay any request for payment for which a written request for payment and all required documentation was first received more than six (6) months after this Agreement has terminated, or beyond such other time limit as may be set forth in Exhibit B.
7. **TAXES:** Payment of all applicable federal, state, and local taxes shall be the sole responsibility of the CONTRACTOR.

8. **OWNERSHIP OF DOCUMENTS:** CONTRACTOR hereby assigns the COUNTY and its assignees all copyright and other use rights in any and all proposals, plans, specification, designs, drawings, sketches, renderings, models, reports and related documents (including computerized or electronic copies) respecting in any way the subject matter of this Agreement, whether prepared by the COUNTY, the CONTRACTOR, the CONTRACTOR's subcontractors or third parties at the request of the CONTRACTOR (collectively, "Documents and Materials"). This explicitly includes the electronic copies of all above stated documentation.

CONTRACTOR shall be permitted to retain copies, including reproducible copies and computerized copies, of said Documents and Materials. CONTRACTOR agrees to take such further steps as may be reasonably requested by COUNTY to implement the aforesaid assignment. If for any reason said assignment is not effective, CONTRACTOR hereby grants the COUNTY and any assignee of the COUNTY an express royalty – free license to retain and use said Documents and Materials. The COUNTY's rights under this paragraph shall apply regardless of the degree of completion of the Documents and Materials and whether or not CONTRACTOR's services as set forth in Exhibits "A1", "A2", and "A3" of this Agreement have been fully performed or paid for.

The COUNTY's rights under this Paragraph 8 shall not extend to any computer software used to create such Documents and Materials.

9. **CONFLICT OF INTEREST:** The CONTRACTOR covenants that it presently has no interest, and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of services required under this Agreement.
10. **NOTICES:** All notices, requests, demands, or other communications under this Agreement shall be in writing. Notices shall be given for all purposes as follows:

Personal Delivery: When personally delivered to the recipient, notices are effective on delivery.

First Class Mail: When mailed first class to the last address of the recipient known to the party giving notice, notice is effective three (3) mail delivery days after deposit in a United States Postal Service office or mailbox. **Certified Mail:** When mailed certified mail, return receipt requested, notice is effective on receipt, if delivery is confirmed by a return receipt.

Overnight Delivery: When delivered by overnight delivery (Federal Express/Airborne/United Parcel Service/DHL WorldWide Express) with charges prepaid or charged to the sender's account, notice is effective on delivery, if delivery is confirmed by the delivery service.

Facsimile transmission: When sent by facsimile to the facsimile number of the recipient known to the party giving notice, notice is effective on receipt, provided that, (a) a duplicate copy of the notice is promptly given by first-class or certified mail or by overnight delivery, or (b) the receiving party delivers a written confirmation of receipt. Any notice given facsimile shall be deemed received on the next business day if it is received after 5:00 p.m. (recipient's time) or on a non-business day.

Addresses for purpose of giving notice are as follows:

To COUNTY: COUNTY OF MENDOCINO
HHSA Adult and Aging Services
P.O. Box 839
Ukiah, CA 95482
Attn: Jesse VanVoorhis

To CONTRACTOR: JUMP Technology Services, L.L.C.
1024 Iron Point Rd.
Folsom, CA 95630
Attn: Denise Brinkmeyer

Any correctly addressed notice that is refused, unclaimed, or undeliverable because of an act or omission of the party to be notified shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by the postal authorities, messenger, or overnight delivery service.

Any party may change its address or facsimile number by giving the other party notice of the change in any manner permitted by this Agreement.

11. **USE OF COUNTY PROPERTY:** CONTRACTOR shall not use COUNTY property (including equipment, instruments and supplies) or personnel for any purpose other than in the performance of his/her obligations under this Agreement.
12. **EQUAL EMPLOYMENT OPPORTUNITY PRACTICES PROVISIONS:** CONTRACTOR certifies that it will comply with all Federal, State, and local laws, rules and regulations pertaining to nondiscrimination in employment.
 - a. CONTRACTOR shall, in all solicitations or advertisements for applicants for employment placed as a result of this Agreement, state that it is an "Equal Opportunity Employer" or that all qualified applicants will receive consideration for employment without regard to their race, creed, color, pregnancy, disability, sex, sexual orientation, gender identity, ancestry, national origin, age, religion, Veteran's status, political affiliation, or any other factor prohibited by law.

- b. CONTRACTOR shall, if requested to so do by the COUNTY, certify that it has not, in the performance of this Agreement, engaged in any unlawful discrimination.
 - c. If requested to do so by the COUNTY, CONTRACTOR shall provide the COUNTY with access to copies of all of its records pertaining or relating to its employment practices, except to the extent such records or portions of such records are confidential or privileged under State or Federal law.
 - d. Nothing contained in this Agreement shall be construed in any manner so as to require or permit any act which is prohibited by law.
 - e. The CONTRACTOR shall include the provisions set forth in this paragraph in each of its subcontracts.
13. **DRUG-FREE WORKPLACE:** CONTRACTOR and CONTRACTOR's employees shall comply with the COUNTY's policy of maintaining a drug-free workplace. Neither CONTRACTOR nor CONTRACTOR's employees shall unlawfully manufacture, distribute, dispense, possess or use controlled substances, as defined in 21 U.S. Code § 812, including, but not limited to, marijuana, heroin, cocaine, and amphetamines, at any COUNTY facility or work site. If CONTRACTOR or any employee of CONTRACTOR is convicted or pleads *nolo contendere* to a criminal drug statute violation occurring at a COUNTY facility or work site, the CONTRACTOR, within five days thereafter, shall notify the head of the COUNTY department/agency for which the contract services are performed. Violation of this provision shall constitute a material breach of this Agreement.
14. **ENERGY CONSERVATION:** CONTRACTOR agrees to comply with the mandatory standards and policies relating to energy efficiency in the State of California Energy Conservation Plan, (Title 24, California Administrative Code).
15. **COMPLIANCE WITH LICENSING REQUIREMENTS:** CONTRACTOR shall comply with all necessary licensing requirements and shall obtain appropriate licenses. To the extent required by law, CONTRACTOR shall display licenses in a location that is reasonably conspicuous. Upon COUNTY's request, CONTRACTOR shall file copies of same with the County Executive Office.
- CONTRACTOR represents and warrants to COUNTY that CONTRACTOR and its employees, agents, and any subcontractors have all licenses, permits, qualifications, and approvals of whatsoever nature that are legally required to practice their respective professions.
16. **AUDITS; ACCESS TO RECORDS:** The CONTRACTOR shall make available to the COUNTY, its authorized agents, officers, or employees, for examination any and all ledgers, books of accounts, invoices, vouchers, cancelled checks, and other records or documents evidencing or relating to the expenditures and

disbursements charged to the COUNTY, and shall furnish to the COUNTY, within sixty (60) days after examination, its authorized agents, officers or employees such other evidence or information as the COUNTY may require with regard to any such expenditure or disbursement charged by the CONTRACTOR.

The CONTRACTOR shall maintain full and adequate records in accordance with COUNTY requirements to show the actual costs incurred by the CONTRACTOR in the performance of this Agreement. If such books and records are not kept and maintained by CONTRACTOR within the County of Mendocino, California, CONTRACTOR shall, upon request of the COUNTY, make such books and records available to the COUNTY for inspection at a location within COUNTY or CONTRACTOR shall pay to the COUNTY the reasonable, and necessary costs incurred by the COUNTY in inspecting CONTRACTOR's books and records, including, but not limited to, travel, lodging and subsistence costs. CONTRACTOR shall provide such assistance as may be reasonably required in the course of such inspection. The COUNTY further reserves the right to examine and reexamine said books, records and data during the four (4) year period following termination of this Agreement or completion of all work hereunder, as evidenced in writing by the COUNTY, and the CONTRACTOR shall in no event dispose of, destroy, alter, or mutilate said books, records, accounts, and data in any manner whatsoever for four (4) years after the COUNTY makes the final or last payment or within four (4) years after any pending issues between the COUNTY and CONTRACTOR with respect to this Agreement are closed, whichever is later.

17. **DOCUMENTS AND MATERIALS:** CONTRACTOR shall maintain and make available to COUNTY for its inspection and use during the term of this Agreement, all Documents and Materials, as defined in Paragraph 8 of this Agreement. CONTRACTOR's obligations under the preceding sentence shall continue for four (4) years following termination or expiration of this Agreement or the completion of all work hereunder (as evidenced in writing by COUNTY), and CONTRACTOR shall in no event dispose of, destroy, alter or mutilate said Documents and Materials, for four (4) years following the COUNTY's last payment to CONTRACTOR under this Agreement.
18. **TIME OF ESSENCE:** Time is of the essence in respect to all provisions of this Agreement that specify a time for performance; provided, however, that the foregoing shall not be construed to limit or deprive a party of the benefits of any grace or use period allowed in this Agreement.
19. **TERMINATION:** The COUNTY has and reserves the right to suspend, terminate or abandon the execution of any work by the CONTRACTOR without cause at any time upon giving to the CONTRACTOR notice. Such notice shall be in writing and may be issued by any COUNTY officer authorized to execute or amend the contract, the County Chief Executive Officer, or any other person designated by the County Board of Supervisors. In the event that the COUNTY should abandon, terminate or suspend the CONTRACTOR's work, the

CONTRACTOR shall be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment. Said payment shall be computed in accordance with Exhibit B hereto, provided that the maximum amount payable to CONTRACTOR for its services as outlined in Exhibits "A1", "A2", and "A3" shall not exceed \$72,000 payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment or lack of funding.

20. **NON APPROPRIATION:** If COUNTY should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in this Agreement, or other means of performing the same functions of such products, COUNTY may unilaterally terminate this Agreement only upon thirty (30) days written notice to CONTRACTOR. Upon termination, COUNTY shall remit payment for all products and services delivered to COUNTY and all expenses incurred by CONTRACTOR prior to CONTRACTOR'S receipt of the termination notice.
21. **CHOICE OF LAW:** This Agreement, and any dispute arising from the relationship between the parties to this Agreement, shall be governed by the laws of the State of California, excluding any laws that direct the application of another jurisdiction's laws.
22. **VENUE:** All lawsuits relating to this contract must be filed in Mendocino County Superior Court, Mendocino County, California.
23. **WAIVER:** No waiver of a breach, failure of any condition, or any right or remedy contained in or granted by the provisions of this Agreement shall be effective unless it is in writing and signed by the party waiving the breach, failure, right or remedy. No waiver of any breach, failure, right or remedy shall be deemed a waiver of any other breach, failure, right or remedy, whether or not similar, nor shall any waiver constitute a continuing waiver unless the writing so specifies.
24. **ADVERTISING OR PUBLICITY:** CONTRACTOR shall not use the name of COUNTY, its officers, directors, employees or agents, in advertising or publicity releases or otherwise without securing the prior written consent of COUNTY in each instance.
25. **ENTIRE AGREEMENT:** This Agreement, including all attachments, exhibits, and any other documents specifically incorporated into this Agreement, shall constitute the entire agreement between COUNTY and CONTRACTOR relating to the subject matter of this Agreement. As used herein, Agreement refers to and includes any documents incorporated herein by reference and any exhibits or attachments. This Agreement supersedes and merges all previous understandings, and all other agreements, written or oral, between the parties and sets forth the entire understanding of the parties regarding the subject matter thereof. This Agreement may not be modified except by a written document

signed by both parties. In the event of a conflict between the body of this Agreement and any of the Exhibits, the provisions in the body of this Agreement shall control.

26. **HEADINGS:** Herein are for convenience of reference only and shall in no way affect interpretation of this Agreement.
27. **MODIFICATION OF AGREEMENT:** This Agreement may be supplemented, amended or modified only by the mutual agreement of the parties. No supplement, amendment or modification of this Agreement shall be binding unless it is in writing and signed by authorized representatives of both parties.
28. **ASSURANCE OF PERFORMANCE:** If at any time the COUNTY has good objective cause to believe CONTRACTOR may not be adequately performing its obligations under this Agreement or that CONTRACTOR may fail to complete the Services as required by this Agreement, COUNTY may request from CONTRACTOR prompt written assurances of performance and a written plan acceptable to COUNTY, to correct the observed deficiencies in CONTRACTOR's performance. CONTRACTOR shall provide such written assurances and written plan within thirty (30) calendar days of its receipt of COUNTY's request and shall thereafter diligently commence and fully perform such written plan. CONTRACTOR acknowledges and agrees that any failure to provide such written assurances and written plan within the required time is a material breach under this Agreement.
29. **SUBCONTRACTING/ASSIGNMENT:** CONTRACTOR shall not subcontract, assign or delegate any portion of this Agreement or any duties or obligations hereunder without the COUNTY's prior written approval.
 - a. Neither party shall, on the basis of this Agreement, contract on behalf of or in the name of the other party. Any agreement that violates this Section shall confer no rights on any party and shall be null and void.
 - b. Only the department head or his or her designee shall have the authority to approve subcontractor(s).
 - c. CONTRACTOR shall remain fully responsible for compliance by its subcontractors with all the terms of this Agreement, regardless of the terms of any agreement between CONTRACTOR and its subcontractors.
30. **SURVIVAL:** The obligations of this Agreement, which by their nature would continue beyond the termination on expiration of the Agreement, including without limitation, the obligations regarding Indemnification (Paragraph 2), Ownership of Documents (Paragraph 8), and Conflict of Interest (Paragraph 9), shall survive termination or expiration for two (2) years.

31. **SEVERABILITY:** If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid in whole or in part for any reason, the validity and enforceability of the remaining provisions, or portions of them, will not be affected, unless an essential purpose of this Agreement would be defeated by the loss of the illegal, unenforceable, or invalid provision.
32. **INTELLECTUAL PROPERTY WARRANTY:** CONTRACTOR warrants and represents that it has secured all rights and licenses necessary for any and all materials, services, processes, software, or hardware ("CONTRACTOR PRODUCTS") to be provided by CONTRACTOR in the performance of this AGREEMENT, including but not limited to any copyright, trademark, patent, trade secret, or right of publicity rights. CONTRACTOR hereby grants to COUNTY, or represents that it has secured from third parties, an irrevocable license (or sublicense) to reproduce, distribute, perform, display, prepare derivative works, make, use, sell, import, use in commerce, or otherwise utilize CONTRACTOR PRODUCTS to the extent reasonably necessary to use the CONTRACTOR PRODUCTS in the manner contemplated by this agreement.

CONTRACTOR further warrants and represents that it knows of no allegations, claims, or threatened claims that the CONTRACTOR PRODUCTS provided to COUNTY under this Agreement infringe any patent, copyright, trademark or other proprietary right. In the event that any third party asserts a claim of infringement against the COUNTY relating to a CONTRACTOR PRODUCT, CONTRACTOR shall indemnify and defend the COUNTY pursuant to Paragraph 2 of this AGREEMENT.

In the case of any such claim of infringement, CONTRACTOR shall either, at its option, (1) procure for COUNTY the right to continue using the CONTRACTOR Products; or (2) replace or modify the CONTRACTOR Products so that that they become non-infringing, but equivalent in functionality and performance.

33. **ELECTRONIC COPIES:** The parties agree that an electronic copy, including facsimile copy, email, or scanned copy of the executed Agreement, shall be deemed, and shall have the same legal force and effect as, an original document.
34. **COOPERATION WITH COUNTY:** CONTRACTOR shall cooperate with COUNTY and COUNTY staff in the performance of all work hereunder.
35. **PERFORMANCE STANDARD:** CONTRACTOR shall perform all work hereunder in a manner consistent with the level of competency and standard of care normally observed by a person practicing in CONTRACTOR's profession. COUNTY has relied upon the professional ability and training of CONTRACTOR as a material inducement to enter into this Agreement. CONTRACTOR hereby agrees to provide all services under this Agreement in accordance with generally accepted professional practices and standards of care, as well as the

requirements of applicable Federal, State, and local laws, it being understood that acceptance of CONTRACTOR 's work by COUNTY shall not operate as a waiver or release. If COUNTY determines that any of CONTRACTOR 's work is not in accordance with such level of competency and standard of care, COUNTY, in its sole discretion, shall have the right to do any or all of the following: (a) require CONTRACTOR to meet with COUNTY to review the quality of the work and resolve matters of concern; (b) require CONTRACTOR to repeat the work at no additional charge until it is satisfactory; (c) terminate this Agreement pursuant to the provisions of paragraph 19 (Termination) or (d) pursue any and all other remedies at law or in equity.

36. **ATTORNEYS' FEES:** In any action to enforce or interpret the terms of this agreement, including but not limited to any action for declaratory relief, each party shall be solely responsible for and bear its own attorneys' fees, regardless of which party prevails.

[END OF GENERAL TERMS AND CONDITIONS]

Exhibit A1
Software Licenses and Hosting Services

1. Licenses

- 1.1. On any CONTRACTOR developed Licensed Software (i.e., LEAPS), COUNTY will receive a personal, nonexclusive and nontransferable license to use the Licensed Software and related documentation.
- 1.2. Access to the hosted software by each active COUNTY user account during the billing period will be included in the licensed user count regardless of the length of time the account was active in the billing period.
- 1.3. The number of COUNTY user accounts is anticipated to be between eleven (11) and twenty (20).

2. Ownership

- 2.1. Except for the rights expressly granted herein, this Agreement does not transfer from CONTRACTOR to COUNTY any intellectual property and/or developed technology, and all right, title and interest in and to such property/technology will remain solely with CONTRACTOR.

3. Trade Secrets and Source Code

- 3.1. COUNTY agrees that it will not, directly or indirectly, reverse engineer, decompile, dissemble or otherwise attempt to derive source code or other trade secrets from CONTRACTOR's developed technology.

4. Compliance with Laws.

- 4.1. CONTRACTOR shall not publish or disclose, permit or cause to be published, disclosed, or used, any confidential information pertaining to a public social services applicant(s) or recipient(s) obtained in the course of work performed for or with COUNTY.
- 4.2. CONTRACTOR will establish and implement appropriate privacy and security safeguards with respect to COUNTY'S Protected Health Information that may be maintained, transmitted or viewed in connection with the services under this Agreement. CONTRACTOR affirms that to the full extent pertinent to the services provided under this Agreement, such safeguards will be consistent with the standards set forth in regulations under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA") as amended by the Health Information Technology for Economic and Clinical Health Act as set forth in Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 ("HITECH Act") and the ("HITECH Act") and the Omnibus Rule (the "Final Rule") published on January 17, 2013.
- 4.3. To the full extent pertinent to the services provided under this agreement, CONTRACTOR shall comply with Sections 13401 and 13404 of the HITECH Act to comply with the HIPAA Security Rule, Sections 164.308 through 164.316, and the use and disclosure provisions of the HIPAA Privacy Rule, Sections 164.502 and 164.504.
- 4.4. MediCal PII information that may be shared with CONTRACTOR by COUNTY or which CONTRACTOR may view or come into contact with in the course of delivery of services under this Agreement shall be held as confidential and shall be used only in accordance with Welfare and Institutions Code section 14100.0 and 42 Code of Federal Regulations section 431.300 and sections following, as

permitted under the terms of this Agreement and/or as required by law, and/or by court order.

- 4.5. **CONTRACTOR** personnel who may encounter legally protected HIPAA or MediCal PII data in the performance of services under this Agreement shall be informed of legally confidential nature of such data and of the civil and criminal sanctions for non-compliance with the applicable federal and state laws.

5. Hosting Service

- 5.1. **Internet Connectivity Service Not Included.** COUNTY acknowledges that this agreement does not provide Internet Service Provider (ISP) connectivity services. COUNTY shall obtain and maintain a separate Internet connection agreement through an ISP in order to access the licensed software.

- 5.2. **Data Location.** CONTRACTOR will host the licensed software including the database within the United States on a server co-located at Rackspace or other mutually agreed upon data center provider.

6. Warranty

6.1. Anti-Virus Warranty.

- 6.1.1. CONTRACTOR represents and warrants that licensed software as written and delivered via the Internet will not contain any virus, worm, or other codes or routines designed to disable, damage, impair or erase software or data on the equipment upon which the licensed software is accessed.

- 6.1.2. COUNTY acknowledges that the licensed software is dependent upon an Internet browser installed upon the user's computer and that CONTRACTOR's warranty does not extend to the Internet browser.

- 6.1.3. COUNTY shall retain responsibility for anti-virus including the Internet browser on the user's computer.

- 6.1.4. COUNTY represents and warrants that it shall not upload electronic documents or files to the licensed software which contain any virus, worm, or other codes or routines designed to disable, damage, impair or erase software or data on the equipment upon which the license software is installed and hosted.

[END OF EXHIBIT A1]

Exhibit A2
Software Maintenance and Product Support

1. Definition of Support Services

1.1. For critical outages, COUNTY representatives may contact CONTRACTOR by telephone at designated after-hours numbers that will be provided at execution of this agreement. All non-critical incidents and requests for service must be reported via CONTRACTOR's Support Services Center (SSC) via the COUNTY support portal by authorized COUNTY representatives located at <https://jumpssc.com>. For privacy and security as well as timeliness tracking, support inquiries may not be sent via email. CONTRACTOR's analyst will respond to COUNTY Program inquiries, coordinate resolution of Program problems, including the verification of any reported errors, provide acceptable problem workaround, and communicate with designated COUNTY representatives on status and/or for additional problem information and supply the Error Corrections and/or Update Release, as necessary.

2. Support Plan

2.1. COUNTY representatives may access support through the COUNTY support portal or by calling 918-624-5867 during normal business hours. Normal business hours are between 7 a.m. and 7 p.m. (Central Time), Monday through Friday, excluding national and CONTRACTOR company holidays. The list of CONTRACTOR company holidays is subject to change from year to year, but, generally, the following holidays will be observed: New Year's Day, George Washington's Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving, the Day after Thanksgiving, Christmas Day, and the Day after Christmas. The total number of CONTRACTOR company holidays is not to exceed ten (10) days per year. For after-hours contacts, CONTRACTOR will provide two, emergency contact numbers. Service includes the following:

- 2.1.1. Access to support service through web portal and phone (after hours emergencies)
- 2.1.2. Access to support services by up to three (3) designated COUNTY contacts
- 2.1.3. Access to available Update Release documentation
- 2.1.4. Web portal access provides
 - 2.1.4.1. Submitting Program inquiries or reporting Program problems
 - 2.1.4.2. Access to Program technical tips
 - 2.1.4.3. Access to Program problem and solution list(s)
 - 2.1.4.4. Access to available Patches
 - 2.1.4.5. Review COUNTY call/issue & status
 - 2.1.4.6. Review COUNTY maintenance contract status

3. Reporting Service Requests to the Support Services Center

3.1. All COUNTY requests, inquiries, or issue reports submitted to CONTRACTOR Technology Services (HDT) must be made by a designated COUNTY contact. HDT will be assigned one of four categories:

- 3.1.1. **Technical Assistance:** Questions about Program usage and installation that do not result in registration of a program defect or enhancement request.

- 3.1.2. **Program Defect:** COUNTY encounters a problem that is determined to be an Error or defect in the Program.
- 3.1.3. **Feature Enhancements Requests:** Request for a tool or feature that is not included in the current set of CONTRACTOR Technology Services' produced or licensed software or features. CONTRACTOR will review COUNTY's requests for feature enhancement during normal CONTRACTOR systems update cycles. CONTRACTOR will provide a quote for the enhancement. COUNTY and CONTRACTOR may then contract for those enhancements per the COUNTY's purchasing process.
- 3.1.4. **Documentation Discrepancies:** Lack of information or clarity in documentation provided by CONTRACTOR to COUNTY.
- 3.2. All HDT submitted to the SSC shall be made in the form of an issue report and shall include the following:
 - 3.2.1. Contact information for the designated COUNTY contact reporting the problem.
 - 3.2.2. A general description of the operating environment in which the issue was discovered (as applicable).
 - 3.2.3. A description of relevant hardware components in the environment (as applicable).
 - 3.2.4. A description of relevant software components (operating system, browser) in the environment and their versions.
 - 3.2.5. A description of the problem and expected results.
 - 3.2.6. System generated error messages or diagnostics where available.
- 3.3. CONTRACTOR will prioritize each issue report according to the following definitions:
 - 3.3.1. **High Priority.** Critical business impact. The COUNTY has complete loss of service and work cannot reasonably continue; experiences real or perceived data loss or corruption; an essential part of the system is unusable for the COUNTY, which results in the inability to use a mission critical application.
 - 3.3.2. **Medium Priority.** Some business impact. The problem seriously affects the functionality of the Program but can be circumvented so that the Program can be used; or that the Program as a whole functions but that a certain function is somewhat disabled, gives incorrect results or does not conform to the specifications.
 - 3.3.3. **Low Priority.** Minimal business impact. The COUNTY can circumvent the problem and use the system with only slight inconvenience. The error can be considered insignificant and has no significant effect on the usability of the software, e.g., a small system error or a small error in the documentation. This priority is also used for questions, comments, and requests for enhancements to the software.
- 3.4. CONTRACTOR will acknowledge COUNTY'S reported issue according to the priority assigned by CONTRACTOR. Acknowledgement time shall mean the time between COUNTY reporting the issue to CONTRACTOR and the time CONTRACTOR notifies the COUNTY that it acknowledges the situation.
 - 3.4.1. **High Priority.** Acknowledgement within 2 business hours.

- 3.4.2. **Medium Priority.** Acknowledgement within 1 business day.
- 3.4.3. **Low Priority.** Acknowledgement within 1 business day.
- 3.5. **CONTRACTOR** will respond to **COUNTY'S** reported issue according to the priority assigned by **CONTRACTOR**. Response time shall mean the time between **COUNTY** reporting the issue to **CONTRACTOR** and the time that a **CONTRACTOR** analyst or representative is assigned and actively working to remedy the issue.
 - 3.5.1. **High Priority.** Response time within 2 business hours.
 - 3.5.2. **Medium Priority.** Response time within 3 business days.
 - 3.5.3. **Low Priority.** Response time within 5 business days.
- 3.6. **CONTRACTOR's undertaking:** For each HDT reported by **COUNTY**, **CONTRACTOR** undertakes to:
 - 3.6.1. Maintain a web portal for **COUNTY** to report a problem and receive assistance
 - 3.6.2. Acknowledge receipt of all reports to **COUNTY**. The acknowledgement shall be in written form and shall provide the name of the representative to which the HDT is assigned as well as a priority assignment which indicates a time-frame in which a response from **CONTRACTOR** can be expected according to the response times in 3.5 above.
 - 3.6.3. Analyze the report and verify the existence of the problem
 - 3.6.4. Give **COUNTY** direction and assistance in resolving technical issues.
- 3.7. **Defect Correction Goals.**
 - 3.7.1. For each confirmed defect where the **CONTRACTOR** software product does not conform to the technical product specifications, **CONTRACTOR** may propose both an interim and final resolution.
 - 3.7.1.1. **Interim Solution.** A temporary solution that lowers the priority classification of the issue.
 - 3.7.1.2. **Final Solution.** A permanent correction which causes the product to conform to the technical product specification.
- 3.8. **COUNTY'S undertaking:**
 - 3.8.1. Appoint designated Contacts from **COUNTY'S** organization for all matters relating to the support issues for **CONTRACTOR** systems
 - 3.8.2. Obtain all necessary information for each issue reported as outlined in 3.2 above.
 - 3.8.3. Include **CONTRACTOR's** identifying HDT number in all subsequent communications with **CONTRACTOR** regarding the HDT.
 - 3.8.4. Respond to all **CONTRACTOR** requests for additional information.
- 3.9. **Closure of HDT**
 - 3.9.1. HDT will be considered to be resolved and will be closed under the following conditions:
 - 3.9.1.1. **COUNTY** receives an error correction, a workaround, or information that resolves the issue.
 - 3.9.1.2. The reported Issue is identified as not a problem with the **CONTRACTOR** product.
 - 3.9.1.3. If the HDT results in a defect correction that will be routed to the product support team and **COUNTY** has been advised of the

acknowledgement and receives a version number for the defect resolution.

3.9.1.4. If the HDT is classified as an enhancement request and the COUNTY has provided information regarding the business problem created by the absence of the enhancement, and the product team has provided an enhancement reference number to the COUNTY along with a quote.

3.9.1.5. COUNTY has not responded after 10 business days to CONTRACTOR after information was provided via a final message left on the HDT or voicemail.

3.10. Software Releases

3.10.1. Prior to the release of any new version, CONTRACTOR will provide a detailed release plan and make available, upon COUNTY'S request, a test system for COUNTY'S review and testing of the new release. Upon successful testing and acceptance by the COUNTY, CONTRACTOR will schedule the upgrade with the COUNTY at a mutually agreed upon time.

3.10.2. All software versions must be installed in sequence.

3.10.3. CONTRACTOR may, at its discretion, delay installations for COUNTY accounts with overdue invoices.

[END OF EXHIBIT A2]

Exhibit A3
Consulting and Training Services

1. Intellectual Property

- 1.1. Any ideas, concepts, know-how or data processing techniques, developed by CONTRACTOR personnel (alone or jointly with the COUNTY) in connection with consulting services provided under this agreement are the exclusive property of CONTRACTOR.

2. Web Based Training

- 2.1. All training requests will be scheduled by COUNTY representative through CONTRACTOR's web portal.
- 2.2. Cancellation and rescheduling must be coordinated by COUNTY representative rather than end users.
- 2.3. All cancellations to scheduled training must be made 48 hours prior to the scheduled training session. Cancellations less than 48 hours from the scheduled training session may result in \$150 cancellation charge.
- 2.4. CONTRACTOR shall provide a qualified trainer for each web based training class ordered by COUNTY.

3. On-Site Training

- 3.1. COUNTY shall provide facilities and equipment for all onsite trainings. For initial training, COUNTY shall provide an appropriate training room, with a computer and high speed internet connection for each student and the CONTRACTOR trainer as well as a linked projector suitable for use with the provided trainer computer and a projection screen.
- 3.2. CONTRACTOR shall provide a qualified trainer for each on-site training class ordered by COUNTY.
- 3.3. CONTRACTOR shall provide a training version of the system.
- 3.4. All on-site training classes require two weeks' notice of cancellation. Cancellations less than two weeks prior to the training date may result in \$500 cancellation charge.

4. Training System for COUNTY Led Training

- 4.1. COUNTY may utilize the CONTRACTOR training or testing system to conduct COUNTY led training.
- 4.2. COUNTY acknowledges that the training and/or testing system is part of CONTRACTOR'S temporary staging and development environment and is not guaranteed to be available without interruption.
- 4.3. COUNTY acknowledges that the training system, when available, is offered without warranty and that COUNTY will not use the training system to enter electronic protected health information (ePHI).
- 4.4. COUNTY will maintain all rights and privileges to its specific database content. CONTRACTOR shall have no rights or privileges to database content, other than as required to implement CONTRACTOR technology and for the purpose of training, research, support, and maintenance of the licensed software.

[END OF EXHIBIT A3]

EXHIBIT B

PAYMENT TERMS

A. COUNTY shall pay CONTRACTOR as per the following budget:

<i>Item No.</i>	<i>Description</i>	<i>Units</i>	<i>Price per Unit</i>	<i>Total</i>
1	Software Subscription, Licensing, and Hosting for 11 – 20 users	36	\$1600.00	\$57,600.00
2	Annual domain and SSL Certificate registration and renewal	3	Included	\$0.00
3	Monthly database backups available via FTPS	36	(Optional)	\$9,000.00
4	Web Based Training	12	\$440.00	\$5,280.00
	Total Contract			\$72,000.00

B. INVOICING: COUNTY will pay CONTRACTOR within thirty (30) days from date of invoice.

C. Invoices as provided in this agreement shall be sent as follows (Attachment 1):

Jesse Vanvoorhis: vanvoorhisj@mendocinocounty.org

CC: Stephen White: whites@mendocinocounty.org

Payments under this Agreement shall not exceed Seventy-Two Thousand Dollars (\$72,000) for the term of this Agreement.

[END OF PAYMENT TERMS]

EXHIBIT C

INSURANCE REQUIREMENTS

Insurance coverage in a minimum amount set forth herein shall not be construed to relieve CONTRACTOR for liability in excess of such coverage, nor shall it preclude COUNTY from taking such other action as is available to it under any other provisions of this Agreement or otherwise in law. Insurance requirements shall be in addition to, and not in lieu of, CONTRACTOR's indemnity obligations under Paragraph 2 of this Agreement.

CONTRACTOR shall obtain and maintain insurance coverage as follows:

- a. Combined single limit bodily injury liability and property damage liability - \$1,000,000 each occurrence.
- b. Vehicle / Bodily Injury combined single limit vehicle bodily injury and property damage liability - \$500,000 each occurrence.

CONTRACTOR shall furnish to COUNTY certificates of insurance evidencing the minimum levels described above.

[END OF INSURANCE REQUIREMENTS]

EXHIBIT D
CONTRACTOR ASSURANCE OF COMPLIANCE WITH
THE MENDOCINO COUNTY
HEALTH & HUMAN SERVICES AGENCY
NONDISCRIMINATION IN STATE
AND FEDERALLY ASSISTED PROGRAMS

NAME OF CONTRACTOR: JUMP Technology Services, L.L.C.

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

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

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

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

4/20/2021
Date
1024 Iron Point Rd Folsom, CA 95630
Address of CONTRACTOR

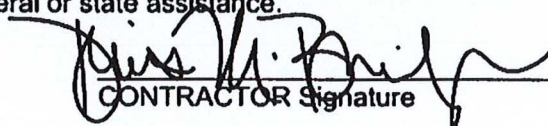

CONTRACTOR Signature

Exhibit E
CERTIFICATION REGARDING
DEBARMENT, SUSPENSION, and OTHER RESPONSIBILITY MATTERS
LOWER TIER COVERED TRANSACTIONS

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

- (1) The primary principal certifies to the best of its knowledge and belief, that it and its principals:
- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment tendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsifications or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification, and
 - (d) Have not, within a three-year period preceding this application/proposal, had one or more public transactions (Federal, State, or local) terminated for cause or default.
- (2) Where the primary principal is unable to certify to any of the statements in this certification, such principal shall attach an explanation.

Denise Brinkmeyer
(Type Name)

President and CEO

(Title)

(Signature)

JUMP Technology Services, L.L.C.
(Organization Name)

1024 Iron Point Rd
Folsom, CA 95630

(Organization Address)

(Date)

Exhibit F

HIPAA BUSINESS ASSOCIATE AGREEMENT HIPAA ADDENDUM

THIS HIPAA BUSINESS ASSOCIATE AGREEMENT (the "Agreement") is entered into effective July 1, 2021 (the "Effective Date"), by and between **JUMP Technology Services, L.L.C.** ("Business Associate") and **Mendocino County** (the "Covered Entity").

Business associate and covered entity have a business relationship (the "Relationship" or the "Agreement") in which business associate may perform functions or activities on behalf of covered entity involving the use and/or disclosure of protected health information received from, or created or received by, business associate on behalf of covered entity. Therefore, if business associate is functioning as a business associate to covered entity, business associate agrees to the following terms and conditions set forth in this HIPAA Business Associate Agreement.

Definitions

Catch-all definition:

The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information, Required By Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

Specific definitions:

(a) **Business Associate.** "Business Associate" shall generally have the same meaning as the term "business associate" at 45 CFR 160.103, and in reference to the party to this agreement, shall mean *[Insert Name of Business Associate]*.

(b) **Covered Entity.** "Covered Entity" shall generally have the same meaning as the term "covered entity" at 45 CFR 160.103, and in reference to the party to this agreement, shall mean *[Insert Name of Covered Entity]*.

(c) **HIPAA Rules.** "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

Obligations and Activities of Business Associate

Business Associate agrees to:

(a) Not use or disclose protected health information other than as permitted or required by the Agreement or as required by law;

(b) Use, and document the implementation of, appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of protected health information other than as provided for by this Agreement;

(c) Report to covered entity as soon as practicable within two (2) business days of business associate becoming aware of any use or disclosure of protected health information not provided for by the Agreement. Business associate shall also report to covered entity within the same time-frame any breaches of unsecured protected health information as required at 45 CFR 164.410, and any security incident of which it becomes aware;

(d) In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree in writing to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information;

(e) Within five (5) business days of a request by the covered entity, make available protected health information in a designated record set as necessary to satisfy covered entity's obligations under 45 CFR 164.524. In the event an individual delivers directly to the business associate a request for access to protected health information, the business associate shall within two (2) business days forward such request to the covered entity;

(f) Within five (5) business days of request of a covered entity, make amendment(s) to protected health information in a designated record set as directed or agreed to by the covered entity pursuant to 45 CFR 164.526, or take other measures as necessary to satisfy covered entity's obligations under 45 CFR 164.526. This includes, but is not limited to, the business associate providing such information to the covered entity for amendment and incorporation of any such amendment(s) in the protected health information. In the event an individual delivers directly to the business associate a request for amendment(s) to protected health information, the business associate shall within two (2) business days forward such request to the covered entity;

(g) Maintain a record of all disclosures of protected health information and information related to such disclosures, including the name of the recipient and the date of disclosure. If known, the records shall also include, the address of the recipient of the protected health information, a brief description of the protected health information disclosed, and the purpose of the disclosure which includes an explanation of the basis of such disclosure;

(h) Make available to the covered entity the information required to provide an accounting of disclosures within five (5) business days of notice by the covered entity to the business associate. The information provided by the business associate should be that which is necessary to satisfy the covered entity's obligations under 45 C.F.R. 164.528. In the event the request for an accounting is delivered directly to the business associate, the business associate shall within two (2) business days forward the request to the covered entity;

(i) To the extent the business associate is to carry out one or more of covered entity's obligation(s) under Subpart E of 45 CFR Part 164, business associate shall comply with the requirements of Subpart E that apply to the covered entity in the performance of such obligation(s); and

(j) Make its internal practices, books, and records relating to the use and disclosure of protected health information available to the Secretary for purposes of determining compliance with the HIPAA

Rules. Business associate shall notify the covered entity upon receipt of such a request for access by the Secretary, and shall provide the covered entity with a copy of the request as well as a copy of all materials disclosed.

Permitted Uses and Disclosures by Business Associate

- (a) Business associate may only use or disclose protected health information:
 - 1. To carry out its duties to the covered entity pursuant to the terms of the Relationship;
 - 2. For its own proper management and administration; and
 - 3. To carry out its legal responsibilities.
- (b) Business associate may use or disclose protected health information as required by law.
- (c) Business associate agrees to limit uses and disclosures and requests for protected health information to the minimum amount necessary to accomplish the purpose of the request, use, or disclosure, and consistent with the covered entity's minimum necessary policies and procedures.
- (d) Business associate may disclose protected health information for the proper management and administration of the business associate or to carry out the legal responsibilities of the business associate, provided the disclosures are required by law, or business associate obtains reasonable assurances from the person to whom the information is disclosed that the information will remain confidential and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person. Additionally, business associate must obtain an agreement from the receiving party to immediately notify the business associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- (f) [Include if business associate will be completing data aggregation services for the covered entity. Otherwise, delete.] Business associate may provide data aggregation services relating to the health care operations of the covered entity.

Provisions for Covered Entity to Inform Business Associate of Privacy Practices and Restrictions

- (a) Covered entity shall notify business associate within five (5) business days of notice of any limitation(s) in the notice of privacy practices of covered entity under 45 CFR 164.520, to the extent that such limitation may affect business associate's use or disclosure of protected health information.
- (b) Covered entity shall notify business associate within five (5) business days of notice of any changes in, or revocation of, the permission by an individual to use or disclose his or her protected health information, to the extent that such changes may affect business associate's use or disclosure of protected health information.
- (c) Covered entity shall notify business associate within five (5) business days of notice of any restriction on the use or disclosure of protected health information that covered entity has agreed to or is required to abide by under 45 CFR 164.522, to the extent that such restriction may affect business associate's use or disclosure of protected health information.

Permissible Requests by Covered Entity

Business associate may not use or disclose protected health information in a manner that would violate Subpart E of 45 CFR Part 164 if done by covered entity, except for the exceptions set out at paragraph (d) above under "Permitted Uses and Disclosures By Business Associate"

Term and Termination

(a) **Term.** The Term of this Agreement shall be effective as of [Insert effective date], and shall terminate on [Insert termination date or event] or on the date covered entity terminates for cause as authorized in paragraph (b) of this Section, whichever is sooner.

(b) **Termination for Cause.** Business associate authorizes termination of this Agreement by covered entity, if covered entity determines business associate has violated a material term of the Agreement. At the covered entity's option, the covered entity may permit the business associate to cure or end any such violation within the time specified by the covered entity.

(c) **Obligations of Business Associate Upon Termination.**

(i). Upon termination of this Agreement for any reason, business associate shall return to covered entity or, at the covered entity's discretion and direction, destroy all protected health information received from covered entity, or created, maintained, or received by business associate on behalf of covered entity, that the business associate still maintains in any form. This provision shall apply to protected health information that is in the possession of the business associate or agents of the business associate. Business associate shall retain no copies of the protected health information.

(ii). Upon termination of this Agreement for any reason, business associate may retain certain protected health information for its own management and administration or to carry out its legal responsibilities at the discretion of the covered entity. With respect to such protected health information necessary for business associate's own management and administration or to carry out its legal responsibilities which was received from covered entity, or created, maintained, or received by business associate on behalf of covered entity, business associate shall:

1. Retain only that protected health information which is necessary for business associate to continue its proper management and administration or to carry out its legal responsibilities;
2. Return to covered entity, or if agreed to by covered entity, destroy the remaining protected health information that the business associate still maintains in any form;
3. Continue to use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information to prevent use or disclosure of the protected health information, other than as provided for in this Section, for as long as business associate retains the protected health information;
4. Not use or disclose the protected health information retained by business associate other than for the purposes for which such protected health information was retained and subject to the same conditions set out at paragraph (d) above under "Permitted Uses and Disclosures By Business Associate" which applied prior to termination; and
5. Return to covered entity or, if agreed to by covered entity, destroy the protected health information retained by business associate when it is no longer needed by business

associate for its proper management and administration or to carry out its legal responsibilities.

(d) Survival. The obligations of business associate under this Section shall survive the termination of this Agreement.

Miscellaneous

(a) Regulatory References. A reference in this Agreement to a section in the HIPAA Rules means the section as in effect or as amended.

(b) Amendment. The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for compliance with the requirements of the HIPAA Rules and any other applicable law.

(c) Interpretation. Any ambiguity in this Agreement shall be interpreted to permit compliance with the HIPAA Rules.

(d) Injunctive Relief. Business associate stipulates that its unauthorized use or disclosure of protected health information while performing services pursuant to this Agreement would cause irreparable harm to covered entity, and in such event, covered entity shall be entitled to institute proceedings in any court of competent jurisdiction to obtain damages and injunctive relief.

(e) Indemnification. Business associate shall indemnify and hold harmless covered entity and its officers, trustees, employees, and agents from any and all claims, penalties, fines, costs, liabilities or damages, including but not limited to reasonable attorney fees, incurred by covered entity arising from a violation by business associate of its obligations under this Agreement.

(f) Exclusion from Limitation of Liability. To the extent that business associate has limited its liability under the terms of this Agreement, whether with a maximum recovery for direct damages or a disclaimer against any consequential, indirect or punitive damages, or other such limitations, all limitations shall exclude any damages to covered entity arising from business associate's breach of its obligations relating to the use and disclosure of protected health information.

(g) Owner of Protected Health Information. Under no circumstances shall business associate be deemed in any respect to be the owner of any protected health information used or disclosed by or to business associate by covered entity.

(h) Third Party Rights. The terms of this Agreement do not grant any rights to any parties other than business associate and covered entity.

(i) Independent Contractor Status. For the purposes of this Agreement, business associate is an independent contractor of covered entity, and shall not be considered an agent of covered entity.

IN WITNESS WHEREOF, each Party hereby executes this Agreement as of the Effective Date.

Mendocino County

JUMP Technology Services, L.L.C.

By: Bekkie Emery

Name: Bekkie Emery

Title: HHSA Assistant Director

By: Denise Brinkmeyer

Name: Denise Brinkmeyer

Title: President/ CEO

Attachment 1

Jump Technology Services
 PO Box 3452
 Edmond, OK 73083 US
 maechelle.jones@jumpfaster.com

Invoice



BILL TO
County of Mendocino APS Jesse VanVoorhis PO Box 1060 Ukiah, CA 95482

SHIP TO
County of Mendocino APS County of Mendocino APS Jesse VanVoorhis PO Box 1060 Ukiah, CA 95482

INVOICE #	DATE	TOTAL DUE	DUE DATE	TERMS	ENCLOSED
		\$4,800.00		Nct 30	

DATE	DESCRIPTION	QTY	RATE	AMOUNT
	Licensing and Hosting	3	1,600.00	4,800.00
BALANCE DUE				\$4,800.00

Stephen White, Deputy Director
 Adult and Aging Services

Date