

**APPENDIX B  
STATEMENT OF WORK  
FOR  
IBML SCANNER MAINTENANCE AND SUPPORT SERVICES**

TABLE OF CONTENTS

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
1.0	PURPOSE AND BACKGROUND .....	1
2.0	TASKS AND DELIVERABLES .....	3
3.0	QUALITY CONTROL .....	10
4.0	QUALITY ASSURANCE PLAN.....	10
5.0	DEFINITIONS.....	11
6.0	RESPONSIBILITIES .....	11
7.0	GREEN INITIATIVES .....	13
8.0	PERFORMANCE REQUIREMENTS SUMMARY .....	13

STATEMENT OF WORK (SOW)  
IBML SCANNER MAINTENANCE AND SUPPORT (M&S)

1.0 PURPOSE AND BACKGROUND

This Statement of Work (SOW) defines the tasks, deliverables and services to be provided by Contractor (Contractor) for *ibml* scanner maintenance and support (M&S) services.

Purpose

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) requires *ibml* scanner hardware and software maintenance and support (M&S) for up to twenty (20) ImageTrac 6400 document scanners (*ibml* scanners) used for election ballot processing. The County may purchase additional scanners during this contract. Tally Hardware and Software M&S for potential additional scanners need to be included in this contract.

Tally Hardware and Software M&S is required to provide optimum performance of the *ibml* scanners for accurate election ballot scanning. Tally M&S support is required for hardware components on the *ibml* scanners as well as the *ibml* software components and configurations which support the scanners.

Both Major and Minor Election Support Activities and critical M&S support activities to the RR/CC shall be known herein as "Election Support Activities."

Background

In 2018, the RR/CC certified a new voting system for processing Vote by Mail (VBM) ballots. As part of the process, the RR/CC acquired six (6) *ibml* ImageTrac 6400 document scanners to process the paper ballots. The 6 scanners are currently located at RR/CC Headquarters located at 12400 Imperial Hwy., Norwalk, CA 90650, but the location may change to different location(s) within Los Angeles County (TBD).

The RR/CC is planning on acquiring up to 14 additional *ibml* scanners (20 total), potentially of the same type, in 2019 and 2020 to meet the County's business needs in the future.

All changes to this SOW must be made in accordance with sub-paragraph 8.1 Amendments of the Contract.

The following sections capture the tasks and deliverables that will be completed by the Contractor. This SOW is organized as follows:

**APPENDIX A  
STATEMENT OF WORK EXHIBITS**

<b><i>ibml</i> Scanner M&amp;S Tasks</b>		
<b>Task #</b>	<b>Tasks</b>	<b>Onsite Support Availability</b>
1	Kickoff Meeting	TBD
2	Hardware M&S	Monthly
3	<p>Onsite M&amp;S Services during Major Elections:</p> <ol style="list-style-type: none"> <li>1) General Elections</li> <li>2) Primary Elections</li> <li>3) State-Wide Elections</li> <li>4) Special Elections that affect Los Angeles County as a whole</li> </ol>	<p>Onsite support availability potentially 24/7 beginning up to:</p> <ul style="list-style-type: none"> <li>• one (1) month prior to an election;</li> <li>• 1 month after an election;</li> <li>• the Saturday before Election Day (“Simulation Saturday”); and</li> <li>• Election day through the end of ballot processing.</li> </ul> <p>For a list of current and upcoming elections please visit:  <a href="https://lavote.net/home/voting-elections/current-elections/upcoming-elections">https://lavote.net/home/voting-elections/current-elections/upcoming-elections</a></p>
4	<p>Onsite M&amp;S Services during Minor Elections (Upon Request Only)</p> <p>Minor Elections:</p> <ol style="list-style-type: none"> <li>1) City Elections (RR/CC asked to conduct)</li> <li>2) Special Elections that affect a portion of Los Angeles County</li> </ol>	<p>Onsite support availability beginning:</p> <ul style="list-style-type: none"> <li>• two (2) weeks prior to an election; two weeks after election;</li> <li>• the Saturday before Election Day (“Simulation Saturday”); and</li> <li>• Election day through the end of election night ballot processing.</li> <li>• Special elections of frequently scheduled six (6) weeks prior to election day.</li> </ul>
5	Election Tally System Testing (Upon Request Only)	<p>Onsite support availability:</p> <ul style="list-style-type: none"> <li>• 1 week prior to and during any testing of the existing tally system; and</li> <li>• any future tally system the County may consider implementing, that uses <b><i>ibml</i></b> scanners.</li> </ul>
6	Provide Scanner Operators (Upon Request Only)	TBD, during Major Elections Only
7	Pool Dollars (Upon Request Only)	TBD

## 2.0 TASKS AND DELIVERABLES

Contractor is responsible for all Eight (8) Tasks and Deliverables for hardware and software *ibml* scanner M&S.

---

### TASK 1- KICK-OFF MEETING

A mandatory kick-off meeting is required within thirty (30) days of the effective date of the Contract. The meeting may be held at the RR/CC Headquarters located at 12400 Imperial Highway, Norwalk, CA 90650, or via a Skype online meeting.

During the kick-off meeting, the RR/CC will provide an overview, introduce staff, respond to questions/ answers and discuss the Tasks, Deliverables and associated timeframes.

#### **Task 1 Deliverable:**

- A Kick-off meeting to occur within 30 days of the Effective Date of the Contract.
- 

### TASK 2 – PROVIDE MONTHLY IBML SCANNER HARDWARE M&S

Contractor must provide the following onsite *ibml* scanner Hardware M&S on a monthly basis (A-F) below:

#### **A. General Monthly M&S:** Contractor shall provide:

1. Onsite monthly routine Hardware M&S to keep all *ibml* scanners in good operating condition
2. Correct all deficiencies in all *ibml* scanners
3. Correct all errors in all *ibml* scanners and provide User Support for all errors (whether caused by deficiencies or user error) arising during use of the *ibml* scanners from a help desk or certified technicians
4. Provide User Support for all errors arising through certified *ibml* scanner technicians and provide complete documentation to account for repairs and changes in the *ibml* scanners. Contractor shall maintain a maintenance history for all *ibml* scanner items serviced. Contractor must update *ibml* scanner specific Maintenance Logs for all repairs and maintenance

#### **B. Preventative Maintenance (PM):** Contractor shall conduct Preventative Maintenance services on a monthly basis on all *ibml* scanners to ensure proper functionality and reliability. Preventive Maintenance (e.g., to inspect, lubricate, clean and adjust the scanners) shall be performed in accordance to applicable *ibml* scanners maintenance, installation, and operator's manuals.

#### **C. Corrective Maintenance:** Contractor shall conduct Corrective Maintenance intended to correct any damage or malfunctions observed in the *ibml* scanners. The process will evaluate any defects and correct, repair or replace any part. Contractor will provide materials and parts necessary to ensure proper functioning of the *ibml*

**APPENDIX A  
STATEMENT OF WORK EXHIBITS**

scanners in working condition. Parts shall be provided by the Contractor with no additional cost over and above the maintenance charges specified.

- D. Equipment:** All parts to repair or replace any failed equipment must be original *ibml* parts (OEM).
- E. Contractor Staff:** All maintenance shall be performed by *ibml* Certified Technicians trained in the operation, maintenance, and repair of *ibml* scanners. When required, provide guidance to RR/CC personnel in proper use and maintenance of the scanners.
- F: Maintenance Tracking Log:** Contractor shall create, update and submit an electronic Maintenance Tracking Log accessible 24/7 to authorized RR/CC staff, within 48 hours of any work being done on the *ibml* scanners. Log entries will include daily maintenance, monthly maintenance, and all repairs. The Maintenance Tracking Log shall capture all components replaced (including, but not limited to ink cartridges, rollers, tires, belts, and other components of the *ibml* scanners) and all work performed on each scanner. The Maintenance Tracking Log shall include, at a minimum, the following information:
1. Scanner ID Number (assigned by County)
  2. Scanner Serial Number (assigned by scanner manufacturer)
  3. Date and time of maintenance
  4. Current document number (total pages processed by scanner since manufacture)
  5. Related Problem Number from Problem Log (if this maintenance task is tied to an open problem)
  6. Contractor personnel performing maintenance
  7. Description of the maintenance (include components replaced and work performed)
- G: Problem Tracking Log:** Contractor shall create and update an interactive/automated Problem Tracking Log accessible 24/7 to authorized County staff, which shall be reviewed and revised at least weekly for follow-up on unresolved issues. The Problem Log shall include the following:
1. Problem Number (a unique ID assigned by Contractor)
  2. Date and time reported
  3. County employee or affiliate reporting the problem and phone number
  4. Contractor personnel receiving the initial County contact regarding the problem
  5. Description of the problem
  6. Priority Level assigned to problem
  7. Resolution status and estimated fix date (completed by Contractor)
  8. Resolution plan (completed by Contractor)
  9. Resolution description and date resolved (completed by Contractor)
  10. A log of each individual contact between County and Contractor regarding the problem, including the date, time, County and Contractor personnel names for each contact, textual summaries of phone calls, and copies of all related email text and other correspondence.

## APPENDIX A STATEMENT OF WORK EXHIBITS

**H: Unscheduled Service Requests (SRs):** The RR/CC may request unscheduled Hardware or Software M&S through a Service Request (SR). An SR request may require adjustments and repairs to **ibmi** scanners including the replacement (on an exchange basis) of unserviceable parts or components occasioned by the normal use of the **ibmi** scanners. In the event the supported **ibmi** scanner software fails to operate substantially as described in the then current manufacturer or equivalent user documentation for such Software, the RR/CC will request an SR.

Contractor shall provide telephone and email response through its Help Desk each Business Day between 8:00 am and 5:00 pm for unscheduled SRs. Contractor shall provide RR/CC in writing, the expected time frame required to perform services and replace parts (if applicable) for the RR/CC's consideration and approval.

The response time for unscheduled SRs is as follows:

- Hardware SR- Major/Minor Election Support Activities Only: Four (4) hour response between 8:00am – 5:00pm, 7-days per week (Sunday – Saturday)
- Hardware SR- All Other Time Frames: Next Business Day (NBD) response between 8:00am – 5pm, Monday - Friday
- Software SR- Major/Minor Election Support Activities Only: Contractor shall provide, within two (2) business days, a (1) temporary solution for the problem, or (2) a correction of the problem, in the next revision level of the Supported Software
- Software SR- All Other Time Frames: During the Contract term, Contractor shall give RR/CC written notice as to new maintenance revision levels of Supported Software available to RR/CC under agreement. Software Maintenance response shall be 8am - 5pm Monday - Friday. Software maintenance shall be provided via email and/or phone support

Contractor's Technicians shall provide the RR/CC a SR Ticket for each Unscheduled SR before leaving RR/CC's premises.

SR Tickets must include:

- Date(s) of service
- Scanner Model/Serial Number
- Address
- Full description of work completed including parts replaced
- Authorized Department personnel name (print and signed) and employee identification number
- Creating/Updating problem log entry for each

### **Task 2 Deliverables:**

- Publish a monthly schedule of the M&S in coordinated with and approved by with County's designated Project Manager
- Provide Monthly **ibmi** Hardware M&S for all scanners and update logs
- Provide Monthly management reports showing support tickets and the time worked on each support ticket
- Notify County of new releases of Supported Software
- Coordinate with County to install new releases of Supported Software

- Updating scanner-specific maintenance log for all work done on each scanner
  - Open support tickets and provide details on the tickets as required by *ibml* help desk and support engineers
  - Creating Problem Log entries for each SR ticket opened
  - Updating Problem Log entries as work progresses on SR tickets
- 

### **TASK 3 – PROVIDE ONSITE M&S SERVICES DURING MAJOR ELECTIONS**

Contractor shall provide onsite *ibml* M&S services and on-call support, as-requested during all Major Elections. In general, Major Elections occur three (3) times every two (2) years. This may change based on Special Elections and other events which cannot be planned more than 3-4 months prior to an election.

Contractor will provide onsite M&S services during Major Elections to include:

- Preparing up to twenty (20) *ibml* scanners daily to scan documents
- Troubleshooting scanner hardware and software issues
- Open support tickets and provide details on the tickets as required by the Help Desk and certified *ibml* Technicians
- Creating Problem Log entries for each support ticket opened
- Updating Problem Log entries as work progresses on support tickets
- Updating scanner-specific maintenance log for all work done on each scanner
- Provide monthly management reports showing support tickets and time worked on each support ticket

#### Major Election Timeframe

1. Contractor shall guarantee periods of availability for onsite support for Major Elections, including weekends and holidays, beginning one (1) month prior to Election Day and continuing for up to one (1) month after Election Day.
2. RR/CC will email Contractor a schedule (exact dates) for onsite M&S for Major Elections at least twelve (12) weeks prior to the start of any activities requiring support.
3. Election-specific Testing, as requested by the RR/CC. Contractor shall provide onsite M&S during Election-specific Testing, beginning up to one (1) month prior to Election Day to up to one (1) month after Election Day, as needed. Onsite M&S is required during regular business hours, Monday – Friday 9:00am-5:00pm during this operation.
4. Regular Ballot Scanning Operation: Contractor will provide onsite M&S during the Regular Ballot Scanning Operation beginning up to fourteen (14) days prior to Election Day to up to twenty-eight (28) days after Election Day, including weekends and holidays. Onsite M&S is required up to fifteen (15) hours per day from 7:00am - 10:00pm during this operation.
5. 24/7 Ballot Scanning Operation: Contractor will provide M&S during the 24/7 Ballot Scanning Operation beginning up to five (5) days prior Election Day to up



## APPENDIX A STATEMENT OF WORK EXHIBITS

to seven (7) days after Election Day, including weekends and holidays. Onsite M&S is required 24 hours a day, 7 days a week during this operation.

6. Contractor must provide sufficient staff to provide M&S to up to 20 *ibml* scanners during the Regular Ballot Scanning Operation and 24/7 Ballot Scanning Operation. At a minimum, Contractor will provide 1 certified technician on-site for every 5 scanners during all ballot scanning operations (e.g., 20 scanners will require four (4) technicians).

**Task 3 Deliverables:** Contractor will provide onsite Hardware M&S services during major elections to include:

- Preparing scanners daily to scan documents
  - Troubleshooting scanner Hardware and Software issues
  - Open support tickets and provide details on the tickets as required by *ibml* help desk and support engineers
  - Creating Problem Log entries for each support ticket opened
  - Updating Problem Log entries as work progresses on support tickets
  - Updating scanner-specific maintenance log for all work done on each scanner
- 

### TASK 4 – PROVIDE ONSITE M&S SERVICES DURING MINOR ELECTIONS (UPON REQUEST ONLY)

Contractor shall provide onsite *ibml* M&S and on-call support, as-requested, during Minor Elections.

Contractor will provide onsite M&S services during Minor Elections to include:

- Preparing up to 20 *ibml* scanners daily to scan documents
- Troubleshooting scanner Hardware and Software issues
- Open support tickets and provide details on the tickets as required by the Help Desk and certified *ibml* Technicians
- Creating Problem Log entries for each support ticket opened
- Updating Problem Log entries as work progresses on support tickets
- Updating scanner-specific maintenance log for all work done on each scanner

#### Minor Election Timeframe

1. The RR/CC will email Contractor a schedule (exact dates) for onsite M&S for Minor Elections at least at least four (4) weeks prior to the start of any activities requiring support.
2. Contractor shall guarantee periods of availability for onsite support beginning up to seven (7) days prior to Election Day and to up to fourteen (14) days after Election Day.
3. Onsite work will be in four (4) hour blocks of time with no more than one block per calendar day.

**Task 4 Deliverables:** Contractor will provide onsite Hardware M&S services during Minor Elections to include:

- Preparing scanners daily to scan documents
- Troubleshooting scanner Hardware and Software issues
- Open support tickets and provide details on the tickets as required by *ibml* help desk and support engineers.
- Creating Problem Log entries for each support ticket opened.
- Updating Problem Log entries as work progresses on support tickets
- Updating scanner-specific maintenance log for all work done on each scanner

---

#### **TASK 5 – ELECTION TALLY SYSTEM TESTING (UPON REQUEST ONLY)**

Contractor shall provide onsite Election Tally System Testing, as-requested, no more than twice a year during Election Tally System Testing. Election Tally System Testing occurs when components of the system, or procedures for using the system, change and require testing and validation. Election Tally System Testing may occur on the current version of the Election Tally System and will certainly occur for any future versions of the Election Tally System.

Contractor will provide onsite M&S services during Minor Elections to include:

- Preparing up to 20 *ibml* scanners daily to scan documents
- Troubleshooting scanner Hardware and Software issues
- Open support tickets and provide details on the tickets as required by the Help Desk and certified *ibml* Technicians
- Creating Problem Log entries for each support ticket opened
- Updating Problem Log entries as work progresses on support tickets
- Updating scanner-specific maintenance log for all work done on each scanner

#### **Election Tally System Testing Timeframe**

1. The RR/CC will email Contractor a schedule (exact dates) for onsite Election Tally System Testing at least at least three (3) weeks prior to the start of any activities requiring support.
2. Contractor shall guarantee periods of availability for onsite support beginning one week prior to the start of Election Tally System Testing and continuing for one (1) week after the end of Election Tally System Testing.

#### **Task 5 Deliverables:**

- Preparing scanners daily to scan documents
- Troubleshooting scanner Hardware and Software issues
- Open support tickets and provide details on the tickets as required by *ibml* help desk and support engineers.
- Creating Problem Log entries for each support ticket opened.
- Updating Problem Log entries as work progresses on support tickets
- Updating scanner-specific maintenance log for all work done on each scanner

## TASK 6 – PROVIDE ONSITE SCANNER OPERATORS FOR MAJOR ELECTIONS (UPON REQUEST ONLY)

Contractor may be required to provide onsite Scanner Operators for all *ibml* scanners, upon request only, during Major Election cycles (the whole cycle). The RR/CC notifies the Contractor no less than 90 days prior to the first date Scanner Operators are needed.

Onsite support services may include:

- Up to 160 onsite Scanner Operators
- Running documents on *ibml* scanners
- RR/CC will train operators in election procedures

**Task 6 Deliverable:** Provide Scanner Operators Upon Request

---

## TASK 7 – POOL DOLLARS (UPON REQUEST ONLY)

Pool Dollars are the amount allocated under the Contract for the provision by County of Additional Work, including Professional Services, approved by County.

Prior to performing Pool Dollar services, Contractor shall prepare and submit a written description of the work with an estimate of labor (time) and parts (materials) required to service Equipment to County. If the work exceeds Contractor's estimate, the County Project Director must approve the excess cost prior to the Additional Work being done. In any case, no Pool Dollars work shall commence without written authorization.

Pool Dollar services may include, at a minimum:

1. Customize software to support unforeseen capabilities or create new capabilities
2. Modify equipment for County requirements
3. Relocate or transport Equipment
4. Reconfiguration or realign Equipment due to changes to County's network or system configuration
5. Recertification: Inspect Equipment that has lapsed in warranty coverage to determine if equipment is in operating order and eligible for coverage under this agreement. Once Equipment has passed inspection or is brought to a supportable state, this Equipment may be added to this support agreement

Work shall commence on the established specified date and be completed within the time allotted. A completed, signed Service Request (SR) shall be attached to each Pool Dollar invoice submitted for payment.

**Task 7 Deliverables:**

- Provide weekly updates on the status of each Pool Dollars Service Request
- Updating scanner-specific maintenance log for all work done on each scanner
- Open support tickets and provide details on the tickets as required by *ibml* help desk and support engineers

- Creating Problem Log entries for each support ticket opened
  - Updating Problem Log entries as work progresses on support tickets
  - Provide written response to County's Service Request with a description of the work, and the estimate of the time and materials required
- 

### **3.0 QUALITY CONTROL**

The Contractor shall establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Contract. The Plan shall be submitted to the County Contract Project Monitor for review. The plan shall include, but may not be limited to the following:

- 3.1 Method of monitoring to ensure that Contract requirements are being met;
- 3.2 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

### **4.0 QUALITY ASSURANCE PLAN**

The County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in this Contract, Paragraph 8, Standard Terms and Conditions, Paragraph 8.15, County's Quality Assurance Plan.

#### **4.1 Meetings**

Meetings to be scheduled by the County and Contractor Project Managers, as needed.

#### **4.2 Contract Discrepancy Report**

Verbal notification of a Contract discrepancy will be made to the Contract Project Monitor as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor.

The County Contract Project Monitor will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Contract Project Monitor within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Contract Project Monitor within five (5) workdays.

#### **4.3 County Observations**

In addition to departmental contracting staff, other County personnel may observe performance, activities and review documents relevant to this Contract at any time

during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

## **5.0 DEFINITIONS**

- 5.1 **"Deliverables"** shall mean the items identified Statement of Work to be delivered or provided by CONTRACTOR to COUNTY under the terms of this Contract.
- 5.2 **Ibmi Scanner:** Refers to ImageTrac 6400 document scanners
- 5.3 **Statement of Work ("SOW"):** Describes all tasks, deliverables, services, and other work expected the Contractor shall fully perform, complete and deliver on time.
- 5.4 **Tally:** A system of hardware and software that reads and captures the vote selections on ballots, applies required business rules and adjudications, tabulates the totals of votes, ballots cast and other metrics, and publishes the results the election. The Tally System also supports transparent auditing processes to ensure the accuracy and integrity of the election tally results.

## **6.0 RESPONSIBILITIES**

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

### **COUNTY**

#### **6.1 Personnel**

The County will administer the Contract according to the Contract, Paragraph 6.0, Administration of Contract - County. Specific duties will include:

- 6.1.1 Monitoring the Contractor's performance in the daily operation of this Contract.
- 6.1.2 Providing direction to the Contractor in areas relating to policy, information, and procedural requirements.
- 6.1.3 Preparing Amendments in accordance with the Contract, Paragraph 8. Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.

### **CONTRACTOR**

#### **6.3 Project Manager**

- 6.3.1 Contractor shall provide a full-time Project Manager or designated alternate. County must have access to the Project Manager during all hours, 365 days per year. Contractor shall provide a telephone number and email where the Project Manager may be reached.
- 6.3.2 Project Manager shall act as a central point of contact with the County.
- 6.3.3 Project Manager shall have at least 2 years of experience.

6.3.4 Project Manager/alternate shall have full authority to act for Contractor on all matters relating to the daily operation of the Contract. Project Manager/alternate shall be able to effectively communicate, in English, both orally and in writing.

**6.4 Personnel**

6.4.1 Contractor shall assign a sufficient number of employees to perform the required work. At least one employee on site shall be authorized to act for Contractor in every detail and must speak and understand English.

6.4.2 A background check must be completed on Maintenance Technicians and the Project Manager and paid for by the Contractor as set forth in sub-paragraph 7.4 – Background and Security Investigations of the Contract.

6.4.3 All Maintenance technicians must be *ibmi* certified.

**6.5 Uniforms/Identification Badges**

6.5.1 Contractor employees assigned to County facilities shall wear professional attire.

6.5.2 Contractor shall ensure their employees are appropriately identified as set forth in sub-paragraph 7.3 – Contractor’s Staff Identification of the Contract.

**6.6 Materials and Equipment**

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

**6.7 Training**

6.7.1 Contractor shall provide training programs for all new employees and continuing in-service training for all employees.

6.7.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment. All equipment shall be checked daily for safety. All employees must wear safety and protective gear according to OSHA standards.

**6.8 Contractor’s Office**

Contractor shall maintain an office with a telephone in the company’s name where Contractor conducts business. The office shall be staffed during normal business hours, Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor’s performance of the Contract. When the office is closed, a Help Desk shall be provided to receive calls. **The Contractor shall respond to voicemails and emails within 4 hours of receipt.**

**7.0 GREEN INITIATIVES**

- 7.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.
- 7.2 Contractor shall notify County’s Project Manager of Contractor’s new green initiatives prior to the contract commencement.

**8.0 PERFORMANCE REQUIREMENTS SUMMARY**

All listings of services used in the Performance Requirements Summary (PRS), Appendix C, Exhibit 2, are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.