DELEGATION OF AUTHORITY (DOA) COVER SHEET

TO BE COMPLETED BY DEPARTMENT/AGENCY

Department Submitting: Emergency Medical Services Agency Fiscal Year: 2016

Original DOA Approval (Attach Copy): BOS Mtg Date 06/07/16 Agenda # 41 Leg File # 80805

Office of County Contracting Exception/Exemption Approval: ☐ Applicable (Attach Copy if applicable)

Contractor’s Name: ROYAL AMBULANCE SERVICE

Contact Name: Patricia Natividad

Contact Number: 408-794-0611

Processing Requirements (Specific instructions to the OBA Analyst for distribution of approved copies):

Amount of this Amendment: $0

Max Amount of the Delegation: $0

End Date of the Delegation: 08/01/2016

Total Approved Delegation: $0

(including this Amendment)

Date Needed: ASAP Comments: Urgent as contract start date is 07/01/2016

TO BE COMPLETED BY COUNTY COUNSEL, OBA ANALYST, AND OFFICE OF THE COUNTY EXECUTIVE:

Approved by County Counsel for form and legality Yes ☑ No ☐

Recommended for Approval by OBA Yes ☑ No ☐

Approved by Office of the County Executive Yes ☑ No ☐

Name/Date

County Counsel Comments:

OBA Comments:

Office of the County Executive Comments:

Upon execution of agreement, forward a copy and any subsequent amendment(s) to: delegations@coh.sccgov.org, together with the delegation of authority transmittal. Department retains original copy of agreement on file.

Last updated: September 2015
DATE: June 7, 2016
TO: Board of Supervisors
FROM: Rene G. Santiago, Deputy County Executive/Director, SCVHHS
SUBJECT: Delegation of Authority Related to Ambulance Service Agreements

RECOMMENDED ACTION
Consider recommendations related to Emergency Medical Services and Ambulance Service Provider agreements.

a. Approve standard form of Emergency Medical Services and Ambulance Service Provider Agreement relating to providing basic life support, advanced life support, and critical care transport for non-911 service in an amount not to exceed $0 for period from July 1, 2016 through June 30, 2019, that has been reviewed and approved by County Counsel as to form and legality.

b. Approve delegation of authority to Deputy County Executive/Director, Health and Hospital System, to execute Emergency Medical Services and Ambulance Service Provider Agreements, on the standard form approved by the Board, with ambulance providers relating to providing basic life support, advanced life support, and critical care transport for non-911 calls, in an amount not to exceed $0, and a contract term that starts no earlier than July 1, 2016 and ends no later than June 30, 2019, following approval by County Counsel as to form and legality, and approval by the Office of the County Executive. Delegation of authority shall expire on August 1, 2016.

FISCAL IMPLICATIONS
Approval of the recommended action will not require modification to the current Board-approved FY16 Budget or the FY17 Recommended Budget. Private ambulance service providers are required to pay annual fees to the County in order to provide various levels of service in the County. These fees are scheduled to increase on July 1, 2016 by five percent.

CONTRACT HISTORY
On June 26, 2001, the Board of Supervisors approved the first agreement for the provision of non-911 advanced life support ambulance services for Priority One Medical Services. Since
that time other ambulance services have been authorized to provide this service including Westmed Ambulance Service and Silicon Valley Ambulance Service.

On June 7, 2011, the Board of Supervisors approved agreements with the following ambulance services which terminate on June 30, 2016.

- Bayshore Ambulance Service (Critical Care Transport and Basic Life Support)
- Golden State Medical Services (Basic Life Support)
- Norcal Ambulance Service (Critical Care Transport)
- ProTransport-1 (Basic Life Support)
- Royal Ambulance (Critical Care Transport and Basic Life Support)
- Silicon Valley Ambulance (Advanced Life Support and Basic Life Support)
- Westmed Ambulance Service (Advanced Life Support, Critical Care Transport, & Basic Life Support)

On September 27, 2011, the Board approved an agreement adding the advanced life support service to ProTransport-1’s agreement which is scheduled to terminate on June 30, 2016.

On November 14, 2011, Rural/Metro entered into an agreement to provide critical care transport-nurse, paramedic, and basic life support services which expires on June 30, 2016. This agreement excludes Rural/Metro’s 911 obligations to the County which are authorized under a separate agreement.

On December 1, 2013, Falck Ambulance Services entered into an agreement to provide basic life support and critical care transport-nurse services which expires on June 30, 2016.

On December 1, 2013, United Ambulance Service enter into an agreement to provide basic life support services which expires on June 30, 2016.

**REASONS FOR RECOMMENDATION**

The Board of Supervisors adopted an ambulance ordinance in 1993 and designated the Emergency Medical Services (EMS) Agency as the entity responsible for enforcing the ordinance and issuing ambulance permits.

The Department is requesting a delegation of authority for the period of 60 days in order to execute the agreements prior to their expiration on June 30, 2016. The term of the agreements executed under this delegation will be for a three-year period. A template agreement has been attached for review.

The authority to execute agreements with EMS Service providers is provided in the California Code of Regulations, Title 22. Specifically, the Santa Clara County Ordinance Code, Section A18-262, requires that all permitted advanced life support providers have an executed agreement with the County for the purpose of operating Advanced Life Support level in response to non-911 codes.

Section 1797.204 of the Health and Safety Code states that the local EMS agency shall plan, implement, and evaluate an emergency medical services system, in accordance with the
provisions of this part, consisting of an organized pattern of readiness and response services based on public and private agreements and operational procedures. The written agreement specifies the scope of services to be provided by the ambulance provider, and authorizes the ambulance provider operate in accordance with local pre-hospital care policies to deliver those services.

**CHILD IMPACT**
The recommended action will have no/neutral impact on children and youth.

**SENIOR IMPACT**
The recommended action will have no/neutral impact on seniors.

**SUSTAINABILITY IMPLICATIONS**
Non-911 ambulance services provide a critical service in facilitating the medically supervised movement of patients to and from healthcare facilities, physician’s offices and medical procedures. If non-911 ambulance services were not available to provide these services, the 911 EMS emergency ambulance services (County Ambulance operated by Rural/Metro and the Palo Alto Fire Department) would be taxed in delivering non-emergency care and inter-facility patient transfers causing a deficit in 911 ambulance availability.

**BACKGROUND**
Non-911 ambulance services are those services used to transfer patients between hospitals, hospitals and skilled nursing facilities, urgent and sub-acute care facilities, etc. These ambulance services also play a critical role in assisting the County during times of EMS system surge and disaster. In Calendar Year 2015, approximately 60,000 interfacility transfers occurred in the County in addition to approximately 126,000 911 EMS responses in the County Exclusive Operating Areas (including those managed by County Ambulance (operated by Rural/Metro) and the Palo Alto Fire Department). Non-911 ambulances may be permitted at the Basic Life Support (staffed with emergency medical technicians), Advanced Life Support (staffed with paramedics), or Critical Care level (staffed with specially trained nurses). There are approximately 130 non-911 ambulances and 67 911-ambulances permitted in the County.

**CONSEQUENCES OF NEGATIVE ACTION**
Failure to approve the recommended action will limit access to non-emergency ambulance services for health care providers and eliminate the ability to access non-911 ambulance providers when needed to augment 911 EMS response services in the County.

**STEPS FOLLOWING APPROVAL**
Notify Jackie Lowther, Interim EMS Director, for the EMS Agency.

**ATTACHMENTS:**
- Ambulance Service Provider Template Agreement (DOCX)
EMERGENCY MEDICAL SERVICES AND AMBULANCE SERVICE PROVIDER AGREEMENT
BETWEEN
ROYAL AMBULANCE SERVICE
AND
THE COUNTY OF SANTA CLARA
EMERGENCY MEDICAL SERVICES AGENCY

This Emergency Medical Services and Ambulance Service Provider Agreement (the "Agreement") is made by and between Royal Ambulance Service ("Provider") and the County of Santa Clara ("County") (collectively, the "Parties," and each individually, a "Party"), with respect to the provision of emergency medical and ambulance services to support the needs of the County's Emergency Medical Services System ("EMS System"), patients, medical facilities, physicians, licensed healthcare providers, and insurance providers in Santa Clara County.

RECITALS

WHEREAS, pursuant to Health and Safety Code Sections 1797.204 and 1798, among others, the County is responsible for system coordination, medical oversight, and support of the delivery of Emergency Medical Services (EMS) by provider agencies such as those offered by Provider; and

WHEREAS, County is responsible for regulating Advanced Life Support (ALS); Critical Care Transport (CCT); and Basic Life Support (BLS) ambulance service and EMS service providers within Santa Clara County, and for authorizing the provision of ALS, CCT, and BLS ambulance response and transport within the County; and

WHEREAS, pursuant to the County of Santa Clara Ordinance Code Division A18, Chapter XVI, (known as the Ambulance Ordinance and associated Ambulance Permit Regulations), County is responsible for (1) enacting policies and regulations which are necessary for the public health and safety regarding the dispatching and operation of ambulances; (2) enacting policies and regulations for permitting and regulating ambulances, including EMS aircraft, which operate within or from any point within Santa Clara County; (3) regulation of ambulance personnel and protect the public from the unsafe and unsanitary operation of ambulances; (4) authorize adequate ambulance services in all areas of the county; and to (5) allow for the orderly and lawful operation of the emergency medical services system pursuant to the provision of Division 2.5 of the Health and Safety Code commencing with Section 1797.

WHEREAS, Health and Safety Code Section 1797.178 specifies that no person or organization shall provide Advanced Life Support (ALS) unless that person or organization is an authorized part of the emergency medical services system; and
WHEREAS, it is the desire and intention of the Parties to establish and define the roles and responsibilities of the EMS Agency and the Provider relative to the delivery of comprehensive emergency medical care within Santa Clara County.

WHEREAS, the County and Provider agree to cooperate with each other for the purpose of delivery, maintenance, and improvement of EMS and ambulance transport services within Santa Clara County and the areas served by the County of Santa Clara, in order to meet the needs of patients efficiently and appropriately; and

WHEREAS, this Agreement in accordance with the intentions of the Parties, will serve as a written agreement as required under Health and Safety Code Section 1797.204 and 1797.218 between County and Provider, for the purpose of developing and maintaining the working relationship between the Parties; and

WHEREAS, This Agreement in accordance with the intentions of the Parties, will serve as a written agreement as required under Title 22, California Code of Regulations, Sections 100167(b)(4) and 100300(b)(4), between the County and the Provider, for the purpose of developing and maintaining the working relationship between the Parties; and

WHEREAS, the County, by this Agreement, allows Provider to provide interfacility ambulance transportation within the Santa Clara County Emergency Medical Services System; and

NOW, THEREFORE, the Parties agree as follows:

SECTION I: DEFINITIONS

A. "Interfacility ambulance transportation" shall mean non-emergency medical care services that are (1) scheduled; (2) ordered in writing by a sending physician or prescribing health care practitioner; and (3) provided to a patient whom a receiving physician has agreed to accept prior to the start of transport.

B. The definitions included in California Code of Regulations, Title 22, Division 9, Chapters 1-9; and the California Health and Safety Code, Division 2.5, Chapters 2-11 shall apply to this Agreement unless the Agreement indicates otherwise.

SECTION II: TERM

A. Term of Agreement. This Agreement shall be effective as of 12:00 a.m. July 1, 2016 and shall be in force and effect until 11:59 p.m. June 30, 2019.
SECTION III: PROVIDER BREACH; TERMINATION

A. Material Breach. A material breach of this Agreement shall include, but not be limited to, the following:

1. Failure of the Provider to operate in a manner which enables the County and/or the Provider to remain in compliance with federal, state, and local laws, rules, regulations, guidelines, and policies, including but not limited to requirements of the Santa Clara County Prehospital Care Manual and laws concerning confidentiality and disclosure of individuals’ health information, narcotics control, and mandatory healthcare reporting.

2. Falsification of information or data supplied by the Provider to the County’s EMS Agency.

3. Acceptance or payment by the Provider or Provider’s employees of any bribe, kickback or consideration of any kind in exchange for any consideration whatsoever, when such consideration or action on the part of the Provider or Provider’s employees could be reasonably construed as a violation of federal, state or local law.

4. Failure to meet the provisions identified in this Agreement.

5. Repeated failure of Provider to provide one or more reports and/or data generated in the course of operations, including, but not limited to, dispatch data, patient report data, response time data or financial data, within the time periods specified in this Agreement.

6. Failure of Provider to meet the EMS System’s standard of care as established by the Medical Director, following reasonable notice and opportunity to address any such failure.

7. Any failure of performance, clinical or other, required by this Agreement and which is determined by the EMS Agency to constitute an endangerment to public health and safety.

B. Declaration of Material Breach and County’s Remedies. If Provider materially breaches this Agreement, the County shall have all rights and remedies available at law or in equity under this Agreement, including but not limited to the right to terminate this Agreement.

1. In the event the County determines that Provider has materially breached this Agreement, the County shall provide notice of such breach to Provider. Provider shall have up to thirty (30) days from the date of the notice to either cure the breach or provide evidence that the breach does not exist. If County determines that Provider has failed to cure the breach or provide evidence that the breach does not exist within the thirty-day period, County may immediately terminate this Agreement.
(2) In the event the County determines that Provider’s material breach of this Agreement endangers public health and safety, the County may, in its discretion, decide not to allow Provider to have a cure period and may immediately terminate this Agreement.

C. Termination for Convenience. Either Party may terminate this Agreement at any time, by giving at least one hundred eighty (180) calendar days’ prior written notice to the other Party. The Parties may also terminate this Agreement immediately by mutual agreement.

SECTION IV: REPRESENTATIONS AND WARRANTIES

A. Provider Representations and Warranties. Provider represents and warrants that it, its employees, contractors, subcontractors or agents (collectively, for purposes of this paragraph only, “Provider”) have not been convicted of a criminal offense related to health care and are not suspended, debarred, excluded, or ineligible for participation in Medicare, Medi-Cal or any other federal or state funded health care program, or from receiving Federal funds as listed in the List of Parties Excluded from Federal Procurement or Non-procurement Programs issued by the Federal General Services Administration. Provider must within 30 calendar days advise the County if, during the term of this Agreement, Provider is convicted of a criminal offense related to health care or becomes suspended, debarred, excluded or ineligible for participation in Medicare, Medi-Cal or any other federal or state funded health care program, as defined by 42. U.S.C. 1320a-7b(f), or from receiving Federal funds as listed in the List of Parties Excluded from Federal Procurement or Non-procurement Programs issued by the Federal General Services Administration. Provider will indemnify, defend and hold the County harmless for any loss or damage resulting from the conviction, suspension, debarment, exclusion or ineligibility of the Provider.

SECTION V: SCOPE OF SERVICES

A. Authorization of Service. Provider, by this Agreement, is authorized to provide the following services:

(1) Basic Life Support Services for (a) interfacility ambulance transportation, (b) ambulance transportation needed immediately in the event of disaster, and (c) upon request by the EMS Agency, 911 calls for emergency ambulance transportation.

(2) Critical Care Transport-Nurse Services for (a) ambulance transportation needed immediately in the event of a disaster and (b) interfacility ambulance transportation.
(3) Basic Life Support Services and Advanced Life Support Services provided as part of non-911 event standby services; provided, however, that (a) Provider must immediately contact Santa Clara County Communications in the event that a patient requires transport or presents with an emergency condition and (b) Provider shall not transport such patient without the County’s authorization.

Provider is not authorized to, and shall not, self-dispatch or respond to 911 system requests except when expressly authorized by the County.

B. Roles and Responsibilities of the EMS Agency. The County shall:

(1) Perform EMS Agency responsibilities in a spirit of cooperation and collaboration with the Provider;

(2) Establish and promulgate medical control policies and EMS System procedures consistent with Federal, State, and local laws, policies, and standards;

(3) In accordance with Health and Safety Code Division 2.5, administer and coordinate the EMS System;

(4) Engage in efforts at local, State, and federal levels related to the procurement of necessary funding for the purpose of maintaining the EMS System;

(5) Provide access to standardized EMS System policies and/or protocols as contained in the Santa Clara County Prehospital Care Policy Manual;

(6) In accordance with Title 22 and as approved by the EMS Agency, implement an EMS Quality Improvement Plan (EQIP) as a means of evaluating clinical EMS services provided;

(7) Manage the hospital radio system or equivalent and provide access to the County Emergency Medical Services Communication System, provided that the provider shall be responsible for the cost of equipment used by the provider, including but not limited to programming, maintenance, and replacement of such equipment;

(8) Assess compliance with policies and procedures of the EMS System by means of scheduled reviews, which may include site visits of Provider’s program;

(9) Assess the Providers EMS program by observing, on a first-hand basis, through field observations and/or attendance at the Provider offered training, exercises, orientation, or other programs;

(10) Coordinate a comprehensive EMS data collection system, in consultation with various EMS System stakeholder committees and Provider, which includes required data elements, data analysis, report generation, and other details related to ensuring the quality of the EMS System;
(11) In accordance with Health and Safety Code Section 1797.153, coordinate and authorize medical health mutual aid through the authority of the Medical Health Operational Area Coordinator (MHOAC);

(12) The EMS Agency/County EMS Medical Director shall establish and provide medical control by means of the following:

(a) The EMS Agency/County EMS Medical Director shall develop and approve medical protocols specific to state scope of practice and other policies pertaining to base hospitals, paramedic and EMT personnel, EMS service providers, and the EMS Agency.

(b) Whenever possible, significant system-wide changes will be adopted on an annual basis to ensure there is sufficient time for advance planning and the training of all personnel. This may include clinical protocols and orders, master plans, etc.

(c) The EMS Agency/County EMS Medical Director shall consult with the Provider’s Medical Advisor prior to developing written medical policies and procedures for the EMS System.

(13) County shall provide or arrange for base hospital support for Provider’s paramedics to the extent that County requires on-line medical control required by State Regulation. The cost of accessing this service is the responsibility of Provider.

C. Roles and Responsibilities of Provider. Provider shall:

(1) Respond to requests for assistance during times of unexpected 911 emergency medical services surge and when administering authorized medical health mutual aid to other operational areas.

(2) Perform responsibilities of Provider in a spirit of cooperation and collaboration with the EMS Agency and the exclusive provider of advanced life support first response and emergency ambulance services in the County’s Exclusive Operating Area.

(3) Implement and ensure adherence to the policies, guidelines and procedures of the EMS Agency as set forth in the Santa Clara County Prehospital Care Policy Manual and all other policies, procedures and guidelines related to emergency medical services providers.

(4) Comply with all applicable local, state, and federal laws, regulations, policies, procedures, and guidelines with respect to the provision of emergency medical services in Santa Clara County, including but not limited to the provisions of Chapter 5 of Division 2.5 of the Health and Safety Code (commencing with Section 1798) and all EMS System policies and procedures enacted by County.

(5) Comply with all training requirements established by federal, state, and local laws, rules, regulations, policies and procedures.
(6) Maintain a recruitment, hiring and retention system that ensures a quality workforce of clinical care employees who are certified, licensed and/or accredited throughout the term of this Agreement in accordance with the County’s Prehospital Care Policy and Ordinance Code.

(7) Maintain neat, clean, and professional appearance of all personnel, equipment, and facilities at all times.

(8) Have a designated physician or equivalent licensed health care practitioner approved by the EMS Medical Director to address quality improvement EMS issues and needs. This position is not authorized to provide medical direction, but is to assist in clinical assurance and continuous quality management activities. If a non-physician is designated above, a physician shall be retained to authorize narcotic procurement and control as required by law.

(9) Respond to routine County inquiries about service and/or complaints within five working days or, for matters of a critical nature, within sixty minutes of notification by County.

(10) Immediately notify County of all incidents in which Provider's personnel fail to comply with applicable federal, state, and/or local laws, regulations, and policies.

(11) Implement and maintain a detailed quality improvement program that has been approved by County. Provider shall actively participate in the QI program developed by County and attend EMS System stakeholder meetings organized by County.

(12) Maintain and send electronically, in a format acceptable to County, any Prehospital Care Reports and/or key Performance Indicators developed through the EQIP process, including any required data elements.

(13) Place into service and operate only those units authorized by the EMS Agency.

(14) Adhere to Division A18, Chapter XVI, of the County’s Ordinance Code (known as the Ambulance Ordinance) and any Ambulance Permit Regulations issued pursuant to the Ambulance Ordinance, when operating within the County of Santa Clara or when serving as a provider of services on behalf of the County of Santa Clara (i.e., authorized out-of-County mutual aid services).

(15) Maintain, in accordance with applicable state law, licensing, certification, and accreditation of all ALS, BLS and CCT personnel.

(16) Ensure that EMResource (or other replacement system approved by the County) is online and available to dispatch center personnel at all times and/or available through a link to a computer aided dispatch system or transmitted from EMResource via electronic data transfer to field personnel as approved by the County at Provider’s cost.

Ambulance Service Provider Agreement

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(17) Actively participate in medical disaster and EMS surge planning and related drills, simulations, and exercises at least quarterly.

(18) When requested by County, respond to the best of Provider's ability and to the extent necessary and appropriate to any disaster, EMS surge event, proclaimed or not, or other event within the County of Santa Clara.

(19) Respond to a call for service using emergency lights and siren only when (1) requested by County, (2) use of lights and siren is prescribed in writing by a physician (as evidenced in physician’s transfer order) or other authorized prescribing health care practitioner when a patient is in need of transfer from one facility to a higher level of care, or (3) indicated by County policy or procedure.

(20) Send required patient care data in near real-time (within minutes) after transfer of care. The required data must be sent to the County Data Hub so the server may integrate data from first responders and transport personnel. Provider shall reference Santa Clara County Prehospital Care Policy for system requirements.

(21) Obtain EMS Agency approval for the branding of all ambulances and vehicles covered under the County Ordinance Code prior to placing such vehicles into service. Ambulances must be free from advertising and marked to facilitate ambulance use in the 911 system during times of emergency, EMS System surge, or disaster.

SECTION VI: INDEMNIFICATION AND INSURANCE

A. Indemnification. Provider shall indemnify, defend, and hold harmless the County, its officers, agents, and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Provider and/or its agents, employees or sub-contractors, excepting only loss, injury, or damage caused by the sole negligence or willful misconduct of personnel employed by the County. It is the intent of the Parties to provide the broadest possible coverage for the County. Provider shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which Provider is obligated to indemnify, defend, and hold harmless the County under this Agreement.

B. Insurance. Provider shall comply with the insurance requirements attached as Exhibit A.
SECTION VII: COMPLIANCE WITH STATE STANDARDS AND COUNTY EOA

A. Compliance with State Standards. In addition to and notwithstanding the foregoing, the Parties agree to comply with the California Health & Safety Code, including, but not limited to, sections 1797.201; 1797.204; 1797.206; 1797.218; 1797.220; 1797.224, as they now exist or as they may be amended from time to time.

B. Compliance with County EOA. This Agreement may be revised from time to time and immediately if the County’s exclusive agreement for advanced life support first response and emergency ambulance services in the County’s Exclusive Operating Area is modified or terminated.

SECTION VIII: MISCELLANEOUS PROVISIONS

A. Entire Agreement. This document represents the entire agreement between the Parties. All prior negotiations and written and/or oral agreements between the Parties with respect to the subject matter of the agreement are merged into this Agreement.

B. Amendments. This Agreement may only be amended by a written instrument signed by the Parties.

C. Governing Law, Venue. This Agreement has been executed and delivered in, and shall be construed and enforced in accordance with, the laws of the State of California. Proper venue for legal action regarding this Agreement shall be in the County of Santa Clara.

D. Waiver. No delay or failure to require performance of any provision of this Agreement shall constitute a waiver of that provision as to that or any other instance. Any waiver granted by a Party must be in writing and shall apply to the specific instance expressly stated.

E. Independent Provider Status. This Agreement is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, between any Party to this Agreement. The Provider understands and agrees that all Provider employees rendering prehospital emergency medical care services under this Agreement are, for purposes of Workers’ Compensation liability, employees solely of the Provider and not of County.

F. Notices. Any notice required to be given by either Party, or which either Party may wish to give, shall be in writing and served either by personal delivery or sent by certified or registered mail, postage prepaid, addressed as follows. Notice shall be deemed effective on the date personally delivered or, if mailed, three (3) days after deposit in the mail. Either Party may designate a different person and/or address for the receipt of notices by sending written notice to the other Party.
Notices to County shall be addressed as follows:

911 Provider Agreement Manager  
County of Santa Clara  
Emergency Medical Services Agency  
700 Empey Way  
San Jose, California 95128

Notices to Provider shall be addressed as follows:

Steve Grau, President/CEO  
Royal Ambulance Service  
14676 Doolittle Drive  
San Leandro, CA 94577

G. Assignment and Delegation

(1) Provider shall not assign its rights nor delegate its duties under this Agreement, whether in whole or in part, without the prior written consent of County, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this sub-paragraph, County consent shall require a written amendment to the Agreement, which is formally approved and executed by the Parties.

(2) Any assumption, assignment, delegation, or takeover of any of the Provider’s duties, responsibilities, obligations, or performance of same by any entity other than the Provider, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration, for any reason whatsoever without County’s express prior written approval, shall be a material breach of this Agreement which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against the new service provider as it could pursue in the event of default by Provider.

H. Dispute Resolution

(1) The Provider shall name specific individuals within the Provider’s agency, upon execution of this Agreement, who are authorized to assist the EMS Agency with dispute resolution under this Agreement.

(2) The Provider shall respond to written requests of the EMS Agency for information regarding any perceived dispute within five (5) business days, unless otherwise mutually agreed, following receipt of such request.

(3) The Provider is encouraged to resolve normal day-to-day operational concerns directly with involved Parties (other EMS System providers, hospitals, etc.). If a
dispute is not resolved at this level, the Provider may refer it to the EMS Agency Contract Manager for further review and action.

(4) Disputes perceived by the Provider to have a system-wide impact should be referred directly to the EMS Agency.

I. **No Third Party Rights.** No provision in this Agreement shall be construed to confer any rights to any person or entity other than the Parties.

J. **Partial Invalidity.** If for any reason, any provision of this Agreement is held invalid, the remaining provisions shall remain in full force and effect.

K. **County No-Smoking Policy.** Provider and its employees, agents and subcontractors, shall comply with the County's No-Smoking Policy, as set forth in the Board of Supervisors Policy Manual section 3.47 (as amended from time to time), which prohibits smoking: (1) at the Santa Clara Valley Medical Center Campus and all County-owned and operated health facilities, (2) within 30 feet surrounding County-owned buildings and leased buildings where the County is the sole occupant, and (3) in all County vehicles.

L. **Budget Contingency.** This Agreement is contingent upon the appropriation of sufficient funding by the County for the services covered by this Agreement. If funding is reduced or deleted by the County for the services covered by this Agreement, the County has the option to either terminate this Agreement with no liability occurring to the County or to offer an amendment to this Agreement indicating the reduced amount.

M. **Nondiscrimination.** Parties shall comply with all applicable Federal, State, and local laws and regulations. Such laws include but are not limited to the following: Title VII of the Civil Rights Act of 1964 as amended; Americans with Disabilities Act of 1990; The Rehabilitation Act of 1973 (Sections 503 and 504); California Fair Employment and Housing Act (Government Code sections 12900 et seq.); and California Labor Code sections 1101 and 1102. Parties shall not discriminate against any subcontractor, employee, or applicant for employment because of age, race, color, national origin, ancestry, religion, sex/gender, sexual orientation, mental disability, physical disability, medical condition, political beliefs, organizational affiliations, or marital status in the recruitment, selection for training including apprenticeship, hiring, employment, utilization, promotion, layoff, rates of pay or other forms of compensation. Nor shall the Parties discriminate in the provision of services provided under this contract because of age, race, color, national origin, ancestry, religion, sex/gender, sexual orientation, mental disability, physical disability, medical condition, political beliefs, organizational affiliations, or marital status.

N. **Relationship of Parties.** None of the provisions of this Agreement are intended to create, nor shall be deemed or construed to create, any relationship between the Parties other than that of independent parties contracting with each other for
purpose of effecting the provisions of this Agreement. The Parties are not, and will not be construed to be in a relationship of joint venture, partnership or employer-employee. Neither Party has the authority to make any statements, representations or commitments of any kind on behalf of the other Party, or to use the name of the other Party in any publications or advertisements, except with the written consent of the other Party or as is explicitly provided herein. Each Party will be solely responsible for the acts and omissions of its officers, agents, employees, contractors, and subcontractors, if any.

O. Wage Theft Prevention.
(1) Compliance with Wage and Hour Laws: Provider, and any subcontractor it employs to complete work under this Agreement, must comply with all applicable federal, state, and local wage and hour laws. Applicable laws may include, but are not limited to, the Federal Fair Labor Standards Act, the California Labor Code, and any local Minimum Wage Ordinance or Living Wage Ordinance.
(2) Final Judgments, Decisions, and Orders: For purposes of this Section, a "final judgment, decision, or order" refers to one for which all appeals have been exhausted. Relevant investigatory government agencies include: the federal Department of Labor, the California Division of Labor Standards Enforcement, a local enforcement agency, or any other government entity tasked with the investigation and enforcement of wage and hour laws.
(3) Prior Judgments against Provider and/or its Subcontractors: BY SIGNING THIS AGREEMENT, PROVIDER AFFIRMS THAT IT HAS DISCLOSED ANY FINAL JUDGMENTS, DECISIONS, OR ORDERS FROM A COURT OR INVESTIGATORY GOVERNMENT AGENCY FINDING—IN THE FIVE YEARS PRIOR TO EXECUTING THIS AGREEMENT—that Provider or its Subcontractor(s) has violated any applicable wage and hour laws. Provider further affirms that it or its Subcontractor(s) has satisfied and complied with—or has reached agreement with the County regarding the manner in which it will satisfy—any such judgments, decisions, or orders.
(4) Judgments During Term of Contract: If at any time during the term of this Agreement, a court or investigatory government agency issues a final judgment, decision, or order finding that Provider or any subcontractor it employs to perform work under this Agreement has violated any applicable wage and hour law, or Provider learns of such a judgment, decision, or order that was not previously disclosed, Provider must inform the Office of the County Executive-Office of Countywide Contracting Management (OCCM), no more than 15 days after the judgment, decision, or order becomes final or of learning of the final judgment, decision, or order. Provider and its subcontractors shall promptly satisfy and comply with any such judgment, decision, or order, and shall provide the Office of the County Executive-OCCM with documentary evidence of compliance with the final judgment, decision, or order within 5 days of satisfying the final judgment, decision, or order. The County reserves the right to require Provider to enter into an agreement with the County regarding the manner in which any such final judgment, decision, or order will be satisfied.
(5) County’s Right to Withhold Payment: Where Provider or any subcontractor it employs to perform work under this Agreement has been found in violation of any applicable wage and hour law by a final judgment, decision, or order of a court or government agency, the County reserves the right to withhold payment to Provider until such judgment, decision, or order has been satisfied in full.

(6) Material Breach: Failure to comply with any part of this Section constitutes a material breach of this Agreement. Such breach may serve as a basis for termination of this Agreement and/or any other remedies available under this Agreement and/or law.

(7) Notice to County Related to Wage Theft Prevention: Notice provided to the Office of the County Executive as required under this Section shall be addressed to: Office of the County Executive—OCCM; 70 West Hedding Street; East Wing, 11th Floor; San José, CA 95110. The Notice provisions of this Section are separate from any other notice provisions in this Agreement and, accordingly, only notice provided to the above address satisfies the notice requirements in this Section.

P. **Contract Execution.** Unless otherwise prohibited by law or County policy, the Parties agree that an electronic copy of a signed contract, or an electronically signed contract, has the same force and legal effect as a contract executed with an original ink signature. The term "electronic copy of a signed contract" refers to a transmission by facsimile, electronic mail, or other electronic means of a copy of an original signed contract in a portable document format. The term "electronically signed contract" means a contract that is executed by applying an electronic signature using technology approved by the County. If Provider provides an electronic copy of a signed contract to the County, Provider shall provide the original signed contract to the County within 10 days of providing the electronic copy to the County in order to enforce its rights under the contract.

Q. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which together shall constitute one and the same instrument.
IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates written below.

County of Santa Clara:

Réné G. Santiago  
Deputy County Executive  

Royal Ambulance Service

Steve Grau, President/CEO  

Approved as to Form and Legality:

Jenny Lam  
Deputy County Counsel  

Approved:

John Cookingham  
SCVHHS Chief Financial Officer  

Exhibit:  
Exhibit A: Insurance
EXHIBIT A

Insurance

Without limiting the Contractor's indemnification of the County, the Contractor shall provide and maintain at its own expense, during the term of this Agreement, or as may be further required herein, the following insurance coverages and provisions:

A. Evidence of Coverage

Prior to commencement of this Agreement, the Contractor shall provide a Certificate of Insurance certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, a certified copy of the policy or policies shall be provided by the Contractor upon request.

This verification of coverage shall be sent to the requesting County department, unless otherwise directed. The Contractor shall not receive a Notice to Proceed with the work under the Agreement until it has obtained all insurance required and such insurance has been approved by the County. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

B. Qualifying Insurers

All coverages, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- V, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by the County's Insurance Manager.

C. Notice of Cancellation

All coverage as required herein shall not be canceled or changed so as to no longer meet the specified County insurance requirements without 30 days' prior written notice of such cancellation or change being delivered to the County of Santa Clara or their designated agent.

D. Insurance Required

1. Commercial General Liability Insurance - for bodily injury (including death) and property damage which provides limits as follows:
   a. Each occurrence - $1,000,000
   b. General aggregate - $2,000,000
   c. Personal Injury - $1,000,000
   d. Products/Completed Operations aggregate - $2,000,000
EXHIBIT A

2. **General liability coverage shall include:**
   
a. **Premises and Operations**
   
b. **Personal Injury liability**
   
c. **Products/Completed**
   
d. **Contractual liability, expressly including liability assumed under this Agreement**
   
e. **Severability of interest**

3. **General liability coverage shall include the following endorsement, a copy of which shall be provided to the County:**

   **Additional Insured Endorsement**, which shall read:
   
   "County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insureds."

   Insurance afforded by the additional insured endorsement shall apply as primary insurance, and other insurance maintained by the County of Santa Clara, its officers, agents, and employees shall be excess only and not contributing with insurance provided under this policy. Public Entities may also be added to the additional insured endorsement as applicable and the contractor shall be notified by the contracting department of these requirements.

4. **Automobile Liability Insurance**

   For bodily injury (including death) and property damage which provides total limits of not less than two million dollars ($2,000,000) combined single limit per occurrence applicable to owned, non-owned and hired vehicles.

5. **Workers’ Compensation and Employer’s Liability Insurance**

   a. Statutory California Workers’ Compensation coverage including broad form all-states coverage.
   
   b. Employer’s Liability coverage for not less than one million dollars ($1,000,000) per occurrence.

6. **Professional Errors and Omissions Liability Insurance**

   a. Coverage shall be in an amount of not less than one million dollars ($1,000,000) per occurrence and two million dollars ($2,000,000) aggregate.
b. If coverage contains a deductible or self-retention, it shall not be greater than fifty thousand dollars ($50,000) per occurrence/event.

c. Coverage as required herein shall be maintained for a minimum of two years following termination or completion of this Agreement.

7. **Claims Made Coverage**

If coverage is written on a claims made basis, the Certificate of Insurance shall clearly state so. In addition to coverage requirements above, such policy shall provide that:

a. Policy retroactive date coincides with or precedes the Consultant's start of work (including subsequent policies purchased as renewals or replacements).

b. Policy allows for reporting of circumstances or incidents that might give rise to future claims.

E. **Special Provisions**

The following provisions shall apply to this Agreement:

1. The foregoing requirements as to the types and limits of insurance coverage to be maintained by the Contractor and any approval of said insurance by the County or its insurance consultant(s) are not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by the Contractor pursuant to this Agreement, including but not limited to the provisions concerning indemnification.

2. The County acknowledges that some insurance requirements contained in this Agreement may be fulfilled by self-insurance on the part of the Contractor. However, this shall not in any way limit liabilities assumed by the Contractor under this Agreement. Any self-insurance shall be approved in writing by the County upon satisfactory evidence of financial capacity. Contractors obligation hereunder may be satisfied in whole or in part by adequately funded self-insurance programs or self-insurance retentions.

3. Should any of the work under this Agreement be sublet, the Contractor shall require each of its subcontractors of any tier to carry the aforementioned coverages, or Contractor may insure subcontractors under its own policies.