

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND ULTRAEX, LLC

This Agreement is entered into this 24 day of June, 2025, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and UltraEx, LLC, hereinafter called "Contractor."

* * *

Whereas, pursuant to Section 31000 of the California Government Code, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof; and

Whereas, it is necessary and desirable that Contractor be retained for the purpose of providing courier and transportation services.

Now, therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

Exhibit A—Services
Exhibit B—Payments and Rates
Exhibit C—Performance Metrics
Exhibit E—Corporate Compliance SMMC Code of Conduct (Third Parties)
Attachment H—HIPAA Business Associate Requirements

2. Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A.

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed TWO MILLION NINE HUNDRED THOUSAND DOLLARS (\$2,900,000). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement. All invoices must be submitted in accordance with Exhibit B. Processing time may be delayed if invoices are not submitted appropriately.

4. Term

Subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2025, 2025, through June 30, 2030.

5. Termination

This Agreement may be terminated by Contractor or by the Chief of San Mateo County Health or his/her designee at any time without a requirement of good cause upon thirty (30) days' advance written notice to the other party. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that prorated portion of the full payment determined by comparing the work/services actually completed to the work/services required by the Agreement.

County may terminate this Agreement or a portion of the services referenced in the Attachments and Exhibits based upon the unavailability of Federal, State, or County funds by providing written notice to Contractor as soon as is reasonably possible after County learns of said unavailability of outside funding.

County may terminate this Agreement for cause. In order to terminate for cause, County must first give Contractor notice of the alleged breach. Contractor shall have five business days after receipt of such notice to respond and a total of ten calendar days after receipt of such notice to cure the alleged breach. If Contractor fails to cure the breach within this period, County may immediately terminate this Agreement without further action. The option available in this paragraph is separate from the ability to terminate without cause with appropriate notice described above. In the event that County provides notice of an alleged breach pursuant to this section, County may, in extreme circumstances, immediately suspend performance of services and payment under this Agreement pending the resolution of the process described in this paragraph. County has sole discretion to determine what constitutes an extreme circumstance for purposes of this paragraph, and County shall use reasonable judgment in making that determination.

6. Contract Materials

At the end of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as "contract materials") prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

7. Relationship of Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

8. Hold Harmless

a. General Hold Harmless

Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following:

(A) injuries to or death of any person, including Contractor or its employees/officers/agents;

(B) damage to any property of any kind whatsoever and to whomsoever belonging;

(C) any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the terms of the attached Business Associate Agreement if applicable and all Federal regulations promulgated thereunder, as amended; or

(D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of County and/or its officers, agents, employees, or servants. However, Contractor's duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

b. Intellectual Property Indemnification

Contractor hereby certifies that it owns, controls, and/or licenses and retains all right, title, and/or interest in and to any intellectual property it uses in relation to this Agreement, including the design, look, feel, features, source code, content, and/or other technology relating to any part of the services it provides under this Agreement and including all related patents, inventions, trademarks, and copyrights, all applications therefor, and all trade names, service marks, know how, and trade secrets (collectively referred to as "IP Rights") except as otherwise noted by this Agreement.

Contractor warrants that the services it provides under this Agreement do not infringe, violate, trespass, or constitute the unauthorized use or misappropriation of any IP Rights of any third party. Contractor shall defend, indemnify, and hold harmless County from and against all liabilities, costs, damages, losses, and expenses (including reasonable attorney fees) arising out of or related to any claim by a third party that the services provided under this Agreement infringe or violate any third-party's IP Rights provided any such right is enforceable in the United

States. Contractor's duty to defend, indemnify, and hold harmless under this Section applies only provided that: (a) County notifies Contractor promptly in writing of any notice of any such third-party claim; (b) County cooperates with Contractor, at Contractor's expense, in all reasonable respects in connection with the investigation and defense of any such third-party claim; (c) Contractor retains sole control of the defense of any action on any such claim and all negotiations for its settlement or compromise (provided Contractor shall not have the right to settle any criminal action, suit, or proceeding without County's prior written consent, not to be unreasonably withheld, and provided further that any settlement permitted under this Section shall not impose any financial or other obligation on County, impair any right of County, or contain any stipulation, admission, or acknowledgement of wrongdoing on the part of County without County's prior written consent, not to be unreasonably withheld); and (d) should services under this Agreement become, or in Contractor's opinion be likely to become, the subject of such a claim, or in the event such a third party claim or threatened claim causes County's reasonable use of the services under this Agreement to be seriously endangered or disrupted, Contractor shall, at Contractor's option and expense, either: (i) procure for County the right to continue using the services without infringement or (ii) replace or modify the services so that they become non-infringing but remain functionally equivalent.

Notwithstanding anything in this Section to the contrary, Contractor will have no obligation or liability to County under this Section to the extent any otherwise covered claim is based upon: (a) any aspects of the services under this Agreement which have been modified by or for County (other than modification performed by, or at the direction of, Contractor) in such a way as to cause the alleged infringement at issue; and/or (b) any aspects of the services under this Agreement which have been used by County in a manner prohibited by this Agreement.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

9. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion of it to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement without penalty or advance notice.

10. Insurance

a. General Requirements

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending Contractor's coverage to include the contractual liability assumed by

Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

b. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

c. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any subcontractor of Contractor, anyone directly or indirectly employed by either of them, or an agent of either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence, shall not be limited, reduced, or otherwise affected by any limitations of liability in this Agreement and shall not be less than the amounts specified below:

(a) Comprehensive General Liability.....\$1,000,000

(b) Motor Vehicle Liability Insurance.....\$1,000,000

County and its officers, agents, employees, and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

11. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, regulations, and executive orders, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs and activities receiving any Federal or County financial assistance, as well as any required economic or other sanctions imposed by the United States government or under state law in effect during the term of the Agreement. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law, regulation, or executive order, the requirements of the applicable law, regulation, or executive order will take precedence over the requirements set forth in this Agreement.

The parties agree that, pursuant to Section 70713 of Title 22 of the California Code of Regulations ("Title 22"), San Mateo Medical Center (SMMC) retains all professional and administrative responsibility for services rendered under this Agreement to the extent that such services are subject to Title 22 and are rendered by a "qualified professional person" as used in Section 70713, and the parties further agree in that instance that this Agreement is otherwise subject to any applicable requirements of Title 22.

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

12. Non-Discrimination and Other Requirements

a. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

b. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

c. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

d. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

e. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

f. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

g. Reporting: Violation of Non-discrimination Provisions

Contractor shall report to the County Executive Officer the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Executive Officer, including but not limited to the following:

- i. termination of this Agreement;
- ii. disqualification of the Contractor from being considered for or being awarded a County contract for a period of up to 3 years;
- iii. liquidated damages of \$2,500 per violation; and/or
- iv. imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Executive Officer.

To effectuate the provisions of this Section, the County Executive Officer shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

h. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance.

13. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply unless this Agreement's total value listed in the Section titled "Payments", exceeds two-hundred thousand dollars (\$200,000); Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value exceeds that threshold amount.

14. Access and Retention of Books and Records

Upon written request of the Secretary of Health and Human Services, the Comptroller General, or County, or any of their duly authorized representatives, Contractor shall make available those contracts, books, documents, and records necessary to verify the nature and extent of the costs of providing services under this Agreement. Such inspection shall be available for up to four (4) years after the rendering of such services. If Contractor carries out any of the duties of this Agreement through a subcontract with a value of \$10,000 or more over a twelve (12) month period with a related individual or organization, Contractor agrees to include this requirement in any such subcontract. This section is included pursuant to and is governed by the Social Security Act's requirements pertaining to "reasonable costs" set forth in 42 U.S.C. Section 1395x(v)(1)(I) and related regulations. No attorney-client, accountant-client, or other legal privilege will be deemed to have been waived by County, Contractor, or any Contractor's representative by virtue of this Agreement.

15. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

16. Controlling Law; Venue

The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

17. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title: San Mateo Medical Center
Attn: Chief Operations Officer
222 W 39th Ave
San Mateo, CA 94403[insert]

In the case of Contractor, to:

Name/Title: UltraEx, LLC
Address: 2633 Barrington Ct
Hayward, CA 94545
Email: fredf@ultraex.com

18. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

19. Payment of Permits/Licenses

Contractor bears responsibility to obtain any license, permit, or approval required from any agency for work/services to be performed under this Agreement at Contractor's own expense prior to commencement of said work/services. Failure to do so will result in forfeit of any right to compensation under this Agreement.

20. Disentanglement

Upon any termination of the Agreement, regardless of the nature or timing of the termination, County shall have the right, for up to twelve (12) months (the "Transition Period"), at County's option and request, to continue to receive from Contractor all maintenance and support services, at the then-applicable rates provided, however, that the annual support and maintenance fee shall be prorated and paid in advance on a monthly basis during such time, and the amount of such support and maintenance fee shall remain subject to the limitations set forth in the Agreement regarding any increase in such fee.

21. Disaster and Emergency Response Plan

Contractor will develop and maintain a Disaster and Emergency Response Plan ("Emergency Plan") that includes all of the elements set forth in this Section, as well as any additional elements reasonably requested by the County. The Emergency Plan will also include site-Specific emergency response plan(s) for each of the sites at which Contractor provides services pursuant to this Agreement ("Site Plans"). The Emergency Plan and associated Site Plans will address Contractor preparations to effectively respond in the immediate aftermath of a national, state or local disaster or emergency ("Emergency Response") and plans for the ongoing

continuation of Services under the Agreement during and after a disaster or emergency ("Continuity of Operations").

Contractor shall submit the Emergency Plan to the County within thirty (30) days after the beginning of the Term of the Agreement and the Emergency Plan will be subject to the reasonable approval of the County. Contractor shall respond reasonably promptly to any comments or requests for revisions that the County provides to Contractor regarding the Emergency Plan. Contractor will update the Emergency Plan and associated Site Plans as circumstances warrant and shall provide County with copies of such updated plans. Contractor shall train employees on the Emergency Plan and the Emergency Plan will include a description of how employees will be trained.

The Emergency Plan will indicate, in as much detail as reasonably possible, the categories of additional staff, supplies, and services that Contractor projects would be necessary for effective Emergency Response and Continuity of Operations and the costs that the Contractor projects it would incur for such additional staff, supplies and services. Contractor shall recognize and adhere to the disaster medical health emergency operations structure, including cooperating with, and following direction provided by, the County's Medical Health Operational Area Coordinator (MHOAC). In the event that the Contractor is required to implement the Emergency Plan during the term of the Agreement, the parties will confer in good faith regarding the additional staff, supplies and services needed to ensure Emergency Response and/or Continuity of Operations owing to the particular nature of the emergency, as well as whether the circumstances warrant additional compensation by the County for additional staff, supplies and services needed for such Emergency Response and/or Continuity of Operations.

Contractor shall reasonably cooperate with the County in complying with processes and requirements that may be imposed by State and Federal agencies (including, but not limited to the California Governor's Office of Emergency Services and the Federal Emergency Management Agency) in connection with reimbursement for emergency/disaster related expenditures.

In a declared national, state or local disaster or emergency, Contractor and its employees will be expected to perform services as set forth in the Agreement, including in the area of Emergency Response and Continuity of Operations, as set forth in the Emergency Plan and each Site Plan. Contractor shall ensure that all of its employees are notified, in writing, that they will be expected to perform services consistent with the Emergency Plan and each Site Plan.

22. Hospital and Clinics Credentialing Program


Contractor and Contractor representatives visiting or entering the San Mateo Medical Center (SMMC) main campus or any of its satellite clinics are required to register with SMMC's Vendor Credentialing Program prior to conducting business onsite. It is important that each Contractor representative registers individually in order to maintain the confidentiality of their personal credentials and to ensure ongoing access to our facilities. More information regarding SMMC's

updated credentialing and on-site visit requirements can be found on SMMC's profile page through <https://login.ghx.com>

* * *

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: ULTRAEX, LLC


Contractor Signature

05/23/2025
Date

Alfredo Flores
Contractor Name (please print)

COUNTY OF SAN MATEO

By: 

Resolution No. 081315

President, Board of Supervisors, San Mateo County

Date: June 24, 2025

ATTEST:

By: 

Clerk of Said Board

Exhibit A

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

For San Mateo Medical Center (SMMC):

- Contractor shall provide backup transportation service for the delivery of non-patient SMMC business as needed.
- Contractor shall provide transportation of pharmacy items from SMMC to BLTC as scheduled.
- Contractors will also pick-up and deliver supplies as needed at SMMC, its clinics, and BLTC.
- The Contractor will pick-up patient cash co-pays collected by Accounts Payable at SMMC and offsite locations and take them to the Controller's office daily.
- Contractor will pick up and deliver lab specimens from SMMC laboratory and take to various locations.

For Family Health Services (FHS):

- Contractor shall provide services on an as needed basis.

For San Mateo Public Health, Policy and Planning (PHPP) – Public Health Lab (PHL):

1. Contractor will pick-up and deliver specimens for PHL.
 - a. Provide scheduled pick-up and delivery of specimens from locations provided by PHL, to and from PHL.
 - b. Deliver on demand specimens as needed, to and from PHL.
 - c. Contractor will respond to requests received by phone or email within the same business day if received before 3PM PST.
 - d. Physical address for each location will be shared with Contractor at time of scheduling service.
2. Contractor will provide, ad-hoc, on-demand services, scheduled services, on an as-needed basis for programs within PHPP.
 - a. Physical address for each location will be shared with Contractor at time of scheduling service.

For San Mateo Public Health, Policy and Planning – Vital Records (VR):

3. Contractor will provide regular services to the Vital Records (VR) office as follows:
 - a. Deliver a money bag by 4:30PM PST to the San Mateo County Treasury Department.
 - i. Every Wednesday, the Contractor will pick-up a money bag between 9AM to 11AM from VR office.
 - ii. Contractor will go to the window and ask for the money bag.
 - iii. Contractor will make sure money bag is locked.
 - b. Deliver a money bag by 3:30PM PST to the VR office until notified by the County.
 - i. Every Thursday, the Contractor will pick-up a money bag between 9AM to 11AM from the San Mateo County Treasurer's office.
 - ii. Contractor will pick up the money bag from staff.
 - iii. Contractor will make sure the money bag is locked.
 - iv. Contractor will begin to deliver a money bag by 3:30PM PST to the VR office when notified by County of a start date.
 - c. Physical address for each location will be shared with Contractor at time of scheduling services.

Exhibit B

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

1. Method of payment and invoicing:
 - a. Contractor will submit invoices by the 15th of the month for service performed in the previous month.
 - b. All work completed in June must be submitted by July 1st of each corresponding year.
 - c. All invoices shall include a detailed list of the services provided in the previous month.
 - d. All invoices shall indicate program next to the work done or monthly invoices can be split by program.
2. All invoices shall include the following language and a signature:

Under the penalty of perjury under the laws of the State of California, I hereby certify that this invoice for services complies with all terms and conditions referenced in the Agreement with San Mateo County.

Signature: _____ Date: _____
Title: _____ Agency: _____
3. Invoice submission:
 - a. SMMC invoices shall be submitted, and address as follows:

San Mateo Medical Center
Attn: Accounts Payable; SMMC-Accounts-Payable@smcgov.org
222 W 39th Ave
San Mateo, CA 94403
 - b. PHPP invoice shall be submitted, and addressed as follows:

Public Health, Policy & Planning
Attn: Accounts Payable; HS_PHPP_AP@smcgov.org
225 37th Avenue, Building A, 2nd Floor
San Mateo, CA 94403
 - c. FHS invoice shall be submitted, and addressed as follows:

Family Health Services
Attn: Accounts Payable; HS_FHS_Fiscal@smcgov.org
2000 Alameda de las Pugas, Suite 230
San Mateo, CA 94403

Cost of services:

Driver Per Hour (North and South route)	\$37.38 per hour
SC: Fuel Surcharge	20%
WA: Additional weight	\$0.10 per pound after 50 pounds
W1: Wait time at point of pick-up 8 minute grace period	\$11.50 per each 15-minute increment
W2: Waiting time at destination	\$11.50 per each 15-minute increment
Exclusive/STAT: EXE (fixed Rate)	Fixed Rate based on city destination. Immediate pick- up and delivery. 50% to the NOW rate

NOW: (fixed rate)	Fixed Rate based on city destination 3 hours up to 40 miles
EXPRESS: (fixed rate)	Fixed Rate based on city destination within 5 hours up to 65 miles. Monday through Friday only call in and ready by 1:00 pm
FL: Miscellaneous (on demand)	Fixed rate based on city destination, Residential fee applies to "on-demand" shipments only
BT: Bridge toll	Based on current toll charges
After Hours	Percentage of rate cost
Brius Long Term Care Ctr. (BLTC) 11:00 am, Monday through Friday, 2 hour turn around.	\$42.27
Pharmacy to BLTC 9:00 pm Monday through Friday, 2 hour turn around	\$65.51
Pharmacy to BLTC 5:00 pm Saturday and Sunday, 2 hour turn around	\$65.51
Pharmacy to BLTC STAT Rates 11:00 am Monday - Friday 7:00 pm Monday - Friday 5:00 pm Saturday, Sunday	\$63.40 \$98.27 \$98.27
Coastside Clinic Specimen pick -up 4:00 pm Saturday	\$91.94
Coastside Clinic Specimen pick -up Sunday	\$132.07
Coastside Clinic Specimen pick -up 9:00 pm Thursday	\$80.53
Maple Street Correctional Center and Fair Oaks Health Center: Saturday pick- up at 2:00pm and deliver to SMMC Sterile Processing Department before 3:00pm. (Possible Sunday and Holiday pick-ups too)	\$54.34
Maguire Jail (Sat, Sun, Holidays)	\$28.75
Hillcrest Juvenile Hall (6:00 pm, M-F)	\$34.45
Hillcrest Juvenile Hall (Sat, Sun, Holidays)	\$63.20
San Mateo County Treasury (Wednesday)	\$59.95
San Mateo Vital Records (Thursday)	\$59.95
San Bruno Water Quality	\$43.32 Fuel Surcharge Included
Millbrae Water Pollution	\$43.32 Fuel Surcharge Included

City of Daly City	\$44.03 Fuel Surcharge Included
Pacific Water	\$40.40 Fuel Surcharge Included

Price Proposal



ZONE		ZONE		ZONE	
City	Zone	City	Zone	City	Zone
Alameda	6	Hayward	5	Redwood City	3
Alamo	8	Heracles	6	Richmond	6
Albany	6	Hillsborough	4	Rodeo	6
Atherton	3	Lafayette	5	San Bruno	4
Belmont	3	Larkspur	2	San Carlos	3
Belvedere	9	Livermore	7	SFO	4
Berkeley	6	Los Altos	2	San Francisco	4
Blackhawk	8	Los Gatos	1	San Jose	2
Brisbane	4	Martinez	5	San Jose South	1
Burlingame	4	Menlo Park	3	San Leandro	5
Campbell	1	Mill Valley	2	San Lorenzo	5
Castro Valley	5	Millbrae	4	San Mateo	3
Colma	4	Millitas	2	San Pablo	6
Concord	8	Moraga	8	San Rafael	9
Corte Madera	9	Morgan Hill	1	San Ramon	7
Crockett	6	Mt. View	2	Santa Clara	2
Cupertino	2	Newark	5	Saratoga	1
Daly City	4	Oakland	6	Sausalito	9
Danville	8	Orinda	8	So San Francisco	4
Dublin	7	Pacheco	5	Stanford	3
El Cerrito	6	Pacifica	4	Sunnyvale	2
El Sobrante	6	Palo Alto	3	Sunol	7
Emeryville	6	Piedmont	6	Tiburon	9
Foster City	3	Pinole	6	Union City	5
Fremont	5	Pleasant Hill	8	Walnut Creek	8
Greenbrae	9	Pleasanton	7	Woodside	3

From Zone	1	2	3	4	5	6	7	8	9	Service Type
1	\$32.60	\$38.04	\$49.99	\$64.12	\$49.99	\$89.55	\$69.55	\$78.25	\$102.15	Now
	\$22.82	\$27.17	\$39.12	\$53.25	\$39.12	\$58.88	\$58.88	\$67.38	\$80.42	Express
2	\$38.04	\$32.60	\$38.04	\$53.25	\$47.82	\$67.38	\$64.12	\$74.99	\$91.29	Now
	\$27.17	\$22.82	\$27.17	\$42.38	\$36.95	\$56.51	\$53.25	\$64.12	\$80.42	Express
3	\$49.99	\$38.04	\$32.60	\$38.04	\$47.82	\$53.25	\$64.12	\$74.99	\$83.68	Now
	\$39.12	\$27.17	\$22.82	\$27.17	\$36.95	\$42.38	\$53.25	\$64.12	\$72.81	Express
4	\$64.12	\$53.25	\$38.04	\$32.60	\$58.88	\$49.99	\$74.99	\$69.55	\$80.86	Now
	\$53.25	\$42.38	\$27.17	\$22.82	\$47.82	\$39.12	\$64.12	\$58.88	\$49.99	Express
5	\$49.99	\$47.82	\$47.82	\$58.88	\$32.60	\$47.82	\$53.25	\$64.12	\$79.33	Now
	\$39.12	\$36.95	\$36.95	\$47.82	\$22.82	\$36.95	\$42.38	\$53.25	\$68.47	Express
6	\$69.55	\$67.38	\$53.25	\$49.99	\$47.82	\$32.60	\$58.88	\$47.82	\$58.88	Now
	\$58.88	\$56.51	\$42.38	\$39.12	\$36.95	\$22.82	\$47.82	\$36.95	\$47.82	Express
7	\$69.55	\$64.12	\$64.12	\$74.99	\$53.25	\$58.88	\$32.60	\$38.04	\$86.94	Now
	\$58.88	\$53.25	\$53.25	\$64.12	\$42.38	\$47.82	\$22.82	\$27.17	\$78.07	Express
8	\$78.25	\$74.99	\$74.99	\$69.55	\$64.12	\$47.82	\$38.04	\$32.60	\$74.99	Now
	\$67.38	\$64.12	\$64.12	\$58.88	\$53.25	\$36.95	\$27.17	\$22.82	\$64.12	Express
9	\$102.15	\$91.29	\$83.68	\$80.86	\$79.33	\$58.88	\$86.94	\$74.99	\$32.60	Now
	\$80.42	\$80.42	\$72.81	\$49.99	\$68.47	\$47.82	\$76.07	\$64.12	\$22.82	Express

Rates do not include fuel surcharge or bridge tolls.

Exclusive Direct Service, for your most time sensitive shipments. Add 50% to the Now rate

Now 3 hour service up to 40 miles. Available 24 hours a day, 7 days a week

Express 5 hour service. Available Monday through Friday until 1:00 pm

Rates are good up to 50 lbs; add \$0.10 cents per lb. thereafter

Exhibit C

Performance Metrics

County will measure Contractor performance of the services in accordance with the procedures set forth by the performance indicators below. Contractor acknowledges that the performance indicators are a reasonable minimum standard by which to measure Contractor performance of the services.

Delivery Performance: Deliveries will arrive at destinations 98% of the time based on north / south route schedule

EXHIBIT E

CORPORATE COMPLIANCE SMMC CODE OF CONDUCT (THIRD PARTIES)

Contractor recognizes and is fully dedicated to advancing San Mateo Medical Center's (SMMC) commitment to full compliance with all Federal, State, and other governmental health care program requirements, including its commitment to prepare and submit accurate claims consistent with such requirements.

Contractor will comply with all Federal, State or other governmental health care program requirements.

Contractor, to the extent its contractual duties require it to submit the reports covered in this paragraph, will promptly submit accurate information for Federal health care cost reports including, but not limited to, the requirement to submit accurate information regarding acute available bed count for Disproportionate Share Hospital (DSH) payment.

Contractor will report to the SMMC Compliance Officer any suspected violation of any Federal health care program requirements within fifteen (15) days of discovery of the violation.

Contractor has the right to use the SMMC Disclosure Program by calling the Compliance Hotline at (800) 965-9775 or reporting incidents directly to the Compliance Officer. SMMC is committed to non-retaliation and will maintain, as appropriate, confidentiality and anonymity with respect to such disclosures.

Contractor understands that non-compliance with Federal and State health care program requirements, and failing to report any such violations, could result in termination of the Agreement and/or any other penalties as permitted by law.

Contractor is responsible for acquiring sufficient knowledge to recognize potential compliance issues applicable to the duties outlined in the Agreement and for appropriately seeking advice regarding such issues.

Contractor will not offer, give, or accept any "kickback," bribe, payment, gift, or thing of value to any person or entity with whom SMMC has or is seeking any business or regulatory relationship in relation to said business or regulatory relationship (other than payments authorized by law under such relationships). Contractor will promptly report the offering or receipt of such gifts to the SMMC Compliance Officer.

Contractor will not engage in any financial, business, or other activity which may interfere or appear to interfere with the performance of the duties under the Agreement or that involve the use of SMMC/County property, facilities, or resources.

Contractor will cooperate fully and honestly in the event that SMMC and/or County is audited by an outside agency including, but not limited to, compliance audits regarding enforcement of Federal and State regulations, any applicable accreditation standards, and/or SMMC system-wide policies.

***TO REPORT VIOLATIONS,
CALL THE COMPLIANCE HOT LINE: (800) 965-9775***

Contractor, in executing this Agreement, certifies that an authorized representative has received this Code of Conduct, understands it, has authority to commit Contractor to this Code of Conduct, and has committed Contractor to comply with this Code of Conduct.