

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.35
(ID # 22297)

MEETING DATE:

Tuesday, July 11, 2023

FROM : SHERIFF-CORONER-PA:

SUBJECT: SHERIFF-CORONER-PA: Approve the Master Service Agreement with Lexipol, LLC and the Annual Subscription Purchase of the CordicoShield Law Enforcement Wellness Application beginning April 1, 2023 thru December 1, 2025, All Districts. [Total cost: \$309,500; up to \$30,950 in additional compensation; 100% Officer Wellness and Mental Health Grant Program]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve the Master Service Agreement with Lexipol, LLC (Agreement) and the annual subscription purchase of the CordicoShield Law Enforcement Wellness Application for an aggregate amount of \$309,500 beginning April 1, 2023 thru December 1, 2025;
2. Authorize the Chair of the Board to sign the Agreement on behalf of the County; and
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form by County Counsel, to sign amendments that exercise the options of the Agreement that stay within the intent of the Agreement, including modification of the statement of work, and sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total cost of the Agreement.

ACTION:Policy


Edward Delgado, Assistant Sheriff 6/21/2023

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Jeffries and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Perez and Gutierrez
Nays: None
Absent: Washington
Date: July 11, 2023
xc: Sheriff

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 106,250	\$ 116,875	\$ 340,450	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% Officer Wellness and Mental Health Grant Program			Budget Adjustment:	No
			For Fiscal Year:	22/23-25/26

C.E.O. RECOMMENDATION: Approve

BR 23-107

BACKGROUND:

Summary

The Riverside County Sheriff's Department plays a critical role in ensuring the safety and security of the residents of Riverside County. The department's personnel, including law enforcement officers and other emergency personnel, often face high-stress situations that can take a toll on their mental health and overall well-being. In this context, the Cordico App is a valuable tool that can help the Riverside County Sheriff's Department meet the unique challenges faced by its personnel.

The Cordico App is a unique application that offers various wellness resources and services to law enforcement officers, firefighters, and other emergency personnel providing immediate access to trained professionals who can offer advice, support, and counseling to those in need. The application can be downloaded onto any smartphone or tablet device, which means that users can access it whenever and wherever they need. This application provides 24/7 confidential support to all users, it also offers a wide range of high-quality and comprehensive wellness resources tailored to the unique needs of law enforcement officers, making it easier for personnel to find the help they need in their own communities. The Cordico App will allow Riverside County Sheriff's Department to customize their resources and services to meet the specific needs of their personnel.

The Cordico App is a valuable tool that can help promote a culture of wellness and support by providing easy access to confidential support and high-quality wellness resources. The app may also assist in reducing costs associated with employee turnover and training as personnel are more likely to stay with the Department if they feel supported and valued.

Impact on Residents and Businesses

With the implementation of the Cordico App the Department can promote better mental health and well-being among its personnel. Better mental health and well-being leads to improved job satisfaction and retention rates which will result in better service to the residents of Riverside County.

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Additional Fiscal Information

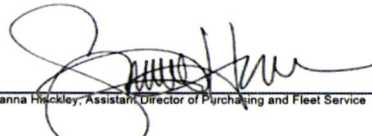
The approximate allocation of the preliminary project budget is as follows:

PROJECT BUDGET LINE ITEMS	ESTIMATED AMOUNT
Year 1 (April 1, 2023 – March 31, 2024)	106,250
Year 2 (April 1, 2024 – March 31, 2025)	116,875
Year 3 (April 1, 2025 – December 1, 2025)	86,375
10% Contingency	30,950
Estimated Total	\$ 340,450

ATTACHMENTS:

Four (4) copies of the Professional Service Agreement

One (1) copy of the Sole Source Justification


Suzanna Hickley, Assistant Director of Purchasing and Fleet Service 6/19/2023


Rebecca S Cortez, Principal Management Analyst 6/28/2023


Michelle Paradise, ACEO 7/5/2023



MASTER SERVICE AGREEMENT

Agency's Name: Riverside County Sheriff's Office
Agency's Address: 4095 Lemon St 2nd Fl
Riverside, California 92501

Attention:

Sales Rep: Mary James
Lexipol's Address: 2611 Internet Boulevard, Suite 100
Frisco, Texas 75034

Effective Date: 4-1-2023
(to be completed by Lexipol upon receipt of signed Agreement)

This Master Service Agreement (the "Agreement") is entered into by and between Lexipol, LLC, a Delaware limited liability company ("Lexipol"), and the department, entity, or organization referenced above ("Agency"). This Agreement consists of:

- (a) this Cover Sheet
(b) Exhibit A - Selected Services and Associated Fees
(c) Exhibit B - Terms and Conditions of Service

Each individual signing below represents and warrants that they have full and complete authority to bind the party on whose behalf they are signing to all terms and conditions contained in this Agreement.

Riverside County Sheriff's Office

Signature: [Handwritten Signature]
Print Name: Kevin Jeffries
Title: Chairman, Board of Supervisors
Date Signed: 7/11/23

Lexipol, LLC

Signature: [Handwritten Signature]
Print Name: Jan Roos
Title: Vice President & General Counsel
Date Signed: 5-4-2023

ATTEST:

Kimberly Reator
Clerk of the Board
By: [Handwritten Signature]
Deputy

APPROVED AS TO FORM:

Minh C. Tran
County Counsel
By: [Handwritten Signature]
Amrit Dhillon
Deputy County Counsel

JUL 11 2023 3.35

Exhibit A

SELECTED SERVICES AND ASSOCIATED FEES

Agency is purchasing the following:

Annual Subscription

QTY	DESCRIPTION	UNIT PRICE	DISC	DISC AMT	EXTENDED
1	CordicoShield Law Enforcement Wellness App (12 Months)	USD 125,000.00	15%	USD 18,750.00	USD 106,250.00
	Subscription Line Items Total			USD 18,750.00	USD 106,250.00
				USD 18,750.00	USD 106,250.00
				Annual Subscription Discount:	USD 18,750.00
				Annual Subscription TOTAL:	USD 106,250.00

Discount Notes

Additional product bundle

Custom Agreement Term

Initial Term = 12 Months from Effective Date. This Agreement shall only renew in additional 12 month increments upon mutual written approval by both Agency and Lexipol.

Exhibit B
Terms and Conditions of Service

These Terms and Conditions of Service (the “Terms”) govern the rights and obligations of Lexipol and Agency under this Agreement. Lexipol and Agency may each be referred to herein as a “party” and collectively as the “parties.”

1. **Definitions.** Each of the following capitalized terms will have the meaning included in this Section 1. Other capitalized terms are defined within their respective sections, below.

1.1 **“Agency”** means the department, agency, office, organization, company, or other entity purchasing and/or otherwise subscribing to the Lexipol Services set forth in Exhibit A.

1.2 **“Agency Data”** means data, information, and content owned by Agency prior to the Effective Date, or which Agency provides during the Term of this Agreement for purposes of identifying authorized users, confirming agency or department information, or other purposes that are ancillary to receipt of the Service.

1.3 **“Agreement”** means the combination of the cover sheet (signature page); Exhibit A (“Selected Services and Associated Fees”); this Exhibit B; and any other documents attached hereto and expressly incorporated herein by reference.

1.4 **“Effective Date”** means the date specified on the cover sheet (signature page), or as otherwise expressly set forth and agreed upon by Lexipol and Agency in a writing and defined as the “Effective Date.”

1.5 **“Initial Term”** means the period commencing on the Effective Date and continuing for the length of time indicated on Exhibit A. If not so indicated, the default Initial Term is one (1) year from the Effective Date.

1.6 **“Lexipol Content”** means all content in any format including but not limited to: written content, images, videos, data, information, and software multimedia provided by Lexipol and/or its licensors via the Services.

1.7 **“Services”** means all products and services, including but not limited to all software subscriptions, professional services, and ancillary support services, as may be offered by Lexipol and/or its affiliates from time to time.

2. **Term; Renewal.** This Agreement becomes enforceable upon signature by Agency’s authorized representative, with an Effective Date as indicated on the cover page. This Agreement shall only renew in successive one-year periods (each, a “Renewal Term”) on the anniversary of the Effective Date upon mutual written approval by both Agency and Lexipol. The Initial Term and all Renewal Terms collectively comprise the “Term” of this Agreement.

3. **Termination.**

3.1 **For Convenience; Non-Appropriation.** This Agreement may be terminated at any time for convenience (including due to lack of appropriation of funds) upon sixty (60) days written notice.¹

3.2 **For Cause.** This Agreement may be terminated by either party, effective immediately, (a) in the event the other party fails to discharge any obligation, including payment obligations, or remedy any default hereunder for a period of more than thirty (30) calendar days after it has been provided written notice of such failure or default; or (b) in the event that the other party makes an assignment for the benefit of creditors or commences or has commenced against it any proceeding in bankruptcy, insolvency or reorganization pursuant to the bankruptcy laws of any applicable jurisdiction.

3.3 **Effect of Expiration or Termination.** Upon the expiration or termination of this Agreement for any reason, Agency’s access to Lexipol’s Services shall immediately cease unless Lexipol has, in its sole discretion, provided for their limited continuation. Termination or expiration of this Agreement shall not, however, relieve either party from any obligation or liability that has accrued under this Agreement prior to the date of such termination or expiration, including payment obligations.

¹ Note: fees paid for Online Services are not eligible for refund, proration, or offset in the event of Agency’s termination for convenience as Online Services are delivered in full as of the Effective Date. Fees pre-paid for Professional Services are eligible for refund, proration, or offset to the extent such Services have not been delivered or utilized by Agency.

4. **Fees; Invoicing.** Lexipol will invoice Agency at the commencement of the Initial Term and at the commencement of each Renewal Term. Agency agrees to remit payment within thirty (30) calendar days following receipt of Lexipol's invoice. Payments may be made electronically or by mailing a check to Lexipol at 2611 Internet Blvd, Ste. 100, Frisco, TX 75034 (Attn: Accounts Receivable). Lexipol reserves the right to increase fees for Renewal Terms. All fee amounts stated in Exhibit A are exclusive of taxes and similar fees now in force or enacted in the future. Agency is responsible for all third-party fees (e.g., wire fees, bank fees, credit card processing fees). Unless otherwise exempt, Agency is responsible for and will pay in full all taxes related to its receipt of Lexipol's Services, except for taxes based on Lexipol's net income.

5. **Terms of Service.** The following terms and conditions govern access to and use of Lexipol's Services:

5.1 **Online Services.** Lexipol's Online Services include all cloud-based services offered by Lexipol and its partners, affiliates, and licensors. Online Services include, without limitation, Lexipol's Knowledge Management System ("KMS") for policy, Learning Management System ("LMS")², GrantFinder, and Cordico wellness applications (collectively, the "Online Services"). Lexipol's Online Services are proprietary and, where applicable, protected under U.S. copyright, trademark, patent, and/or other applicable laws. By subscribing to Lexipol's Online Services, Agency receives a personal, limited, non-sublicensable and non-assignable license to access and use such Services in conformity with these Terms.

5.2 **Professional Services.** Lexipol's Professional Services include all Services that are not part of Lexipol's Online Services, and which require the professional expertise of Lexipol personnel and/or contractors, including implementation support for policy manuals, technical support for online learning, accreditation consulting, grant writing and consulting³, and projects requiring regular input from Lexipol's subject matter experts (collectively, "Professional Services"). Lexipol shall provide all Professional Services in accordance with industry best practices.

5.3 **Intellectual Property; License.** Lexipol's Services and all Lexipol Content are the proprietary intellectual property of Lexipol and/or its licensors, and are protected where applicable by copyright, trademark, and patent laws. Nothing contained in this Agreement or these Terms shall be construed as conferring any right of ownership or use to Lexipol's Services or Lexipol Content. Notwithstanding the foregoing, Agency may, in limited circumstances (e.g. creation, modification, and updating of Agency's policy manuals) create Derivative Works based on Lexipol's Content and shall retain a personal, non-commercial, non-sublicensable and non-assignable license to use such Derivative Works, including beyond the expiration or termination of this Agreement. "Derivative Works" include all work product based on or which incorporates any Lexipol Content, including any revision, modification, abridgement, condensation, expansion, compilation, or any other form in which Lexipol Content, or any portion thereof, is recast, transformed, or adapted. Agency acknowledges and agrees that Lexipol shall have no responsibility to update Lexipol Content used by Agency beyond the Term of this Agreement and shall have no liability whatsoever for Agency's creation or use of Derivative Works.

5.4 **Account Security.** Access to Lexipol's Services is personal and unique to Agency. Agency shall not assign or otherwise transfer any such rights to any other person or entity. Except as set forth herein, Agency remains responsible for maintaining the security and confidentiality of Agency's usernames and passwords and the security of Agency's accounts. Agency will immediately notify Lexipol if Agency becomes aware that any person or entity other than authorized Agency personnel has used Agency's account or Agency's usernames and/or passwords.

5.5 **Agency Data.** Lexipol will use commercially reasonable efforts to ensure the security of all Agency Data. Lexipol's Services use the Secure Socket Layer (SSL) protocol, which encrypts information as it travels between Lexipol and Agency. However, data transmission on the internet is not always 100% secure and Lexipol cannot and does not warrant that information Agency transmits to or through Lexipol or the Services is 100% secure. Lexipol's use of Agency Data is limited to providing the Services, retaining records in the regular course of business, and complying with valid legal obligations.

6. **Confidentiality.** During the Term of this Agreement, each party may disclose information to the other party that would be reasonably considered confidential, including Agency Data (collectively, "Confidential Information"). The receiving party will: (a) limit disclosure of any such Confidential Information to the receiving party's authorized representatives; (b) advise its personnel and agents of the confidential nature of the Confidential Information and of the obligations set forth in this Agreement; and (c) not disclose any Confidential Information to any third party unless expressly authorized by the disclosing party. A party may disclose Confidential Information pursuant to a valid governmental, judicial, or administrative order, subpoena, regulatory request, Freedom of

² LMS Services include, but are not limited to: PoliceOne Academy, FireRescue1 Academy, EMS1 Academy, Corrections1 Academy, and LocalGovU.

³ Agency is responsible for submitting all information reasonably required by Lexipol's grant writing team in a timely manner and always at least five (5) days prior to each grant application submission date. Agency is responsible submissions of final grant applications by grant deadlines. Failure to timely submit required materials to Lexipol's grant writing team will result in rollover of project fees to next grant application cycle, not a refund of fees. Requests for cancellation of grant writing services which have already begun will result in a 50% fee of the total value of the service.

Information Act (FOIA) request, Public Records Act (PRA) request, or equivalent, provided that the disclosing party promptly notifies, to the extent practicable, the other party in writing prior to such disclosure so that the other party may seek to make such disclosure subject to a protective order or other appropriate remedy to preserve the confidentiality of the Confidential Information. Each party shall be responsible for any breach of this section by any of such party's personnel or agents. The parties may also disclose the fact that they are working together, including for promotional purposes, and include each other's name and logo(s) for such purposes.

7. Warranty. LEXIPOL WARRANTS THAT ITS SERVICES ARE PROVIDED IN A PROFESSIONAL AND WORKMANLIKE MANNER IN ACCORDANCE WITH PREVAILING INDUSTRY STANDARDS, THAT THEY SHALL BE FIT FOR THE PURPOSES SET FORTH HEREIN, AND THAT SUCH SERVICES SHALL NOT INFRINGE THE RIGHTS OR INTELLECTUAL PROPERTY OF THIRD PARTIES. NOTWITHSTANDING THE FOREGOING, LEXIPOL'S SERVICES ARE PROVIDED "AS-IS" AND LEXIPOL DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY, AS WELL AS ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

8. Indemnification. Lexipol will indemnify, defend, and hold harmless Agency from and against any and all loss, liability, damage, claim, cost, charge, demand, fine, penalty, or expense arising directly and solely out of Lexipol's gross negligence or willful misconduct in providing Services pursuant to this Agreement. Agency shall likewise indemnify, defend, and hold Lexipol harmless from and against any and all loss, liability, damage, claim, cost, charge, demand, fine, penalty, or expense arising out of acts or omissions by Agency, Agency's personnel, or any party acting on Agency's behalf.

9. Limitation of Liability. Each party's cumulative liability resulting from any claims, demands, or actions arising out of or relating to this Agreement, the Services, or the use of any Lexipol Content shall not exceed the larger of: the aggregate amount of fees paid to Lexipol by Agency during the twelve-month period immediately prior to the assertion of such claim, demand, or action; or \$10,000.00. In no event shall either party be liable for any indirect, incidental, consequential, special, exemplary damages, or lost profits, even if such party has been advised of the possibility of such damages.

10. General Terms.

10.1 Entire Agreement. This Agreement embodies the entire agreement between the parties and supersedes all prior agreements with respect to the subject matter hereof. No representation, promise, or statement of intention has been made by either party that is not embodied herein. Terms and conditions set forth in any purchase order or other document that are inconsistent with or in addition to the terms and conditions set forth in this Agreement are rejected in their entirety and void, regardless of when received, without further action. No amendment, modification, or supplement to this Agreement shall be binding unless it is made in writing and signed by both parties.

10.2 General Interpretation. The terms of this Agreement have been chosen by the parties hereto to express their mutual intent. This Agreement shall be construed equally against each party without regard to any presumption or rule requiring construction against the party who drafted this Agreement or any portion thereof.

10.3 Invalidity of Provisions. Each provision contained in this Agreement is distinct and severable. A declaration of invalidity or unenforceability of any provision or portion thereof shall not affect the validity or enforceability of any other provision. Should any provision or portion thereof be held to be invalid or unenforceable, the parties agree that the reviewing authority should endeavor to give effect to the parties' intention as reflected in such provision to the maximum extent possible.

10.4 Compliance; Governing Law. Each party shall maintain compliance with all applicable laws, rules, regulations, and orders relating to its obligations pursuant to this Agreement. This Agreement shall be construed in accordance with, and governed by, the laws of the state in which Agency is located, without giving effect to any choice of law doctrine that would cause the law of any other jurisdiction to apply.

10.5 Assignment. This Agreement may not be assigned by either party without the prior written consent of the other. Notwithstanding the foregoing, this Agreement may be assumed by a party's successor in interest through merger, acquisition, or consolidation without additional notice or consent.

10.6 Waiver. Either party's failure to exercise, or delay in exercising, any right or remedy under any provision of this Agreement shall not constitute a waiver of such right or remedy.

10.7 Notices. Any notice required hereunder shall be in writing and shall be made by certified mail (postage prepaid) to known, authorized recipients at such address as each party may indicate from time to time. In addition, electronic mail (email) to established and authorized recipients is acceptable when acknowledged by the receiving party.



Riverside County Sheriff's Department

Chad Bianco, Sheriff-Coroner

4095 Lemon Street • Riverside • California • 92501
www.riversidesheriff.org

Date: May 22, 2023
From: Amanda Bennett, Deputy Director
To: Board of Supervisors/Purchasing Agent
Via: Sergeant Eloy De La Garza | Ben Clark Training Center (BCTC) | (951) 486-2707
Subject: Sole Source Procurement; Request for CordicoShield Law Enforcement Wellness Application

1. **Supplier being requested: Lexipol, LLC**

2. **Vendor ID: 0000043651**

3. **Single Source** **Sole Source**

4. **Have you previously requested and received approval for a sole or single source request for this vendor for your department?** *(If yes, please provide the approved sole or single source number).*

Yes **No**
SSJ# 21-007

4a. **Was the request approved for a different project?**

Yes **No**

5. **Supply/Service being requested:**

Requesting to purchase the annual subscription of the CordicoShield Law Enforcement Wellness Application offered through Lexipol, LLC.

6. **Unique features of the supply/service being requested from this supplier.**

The Cordico App is a unique and innovative application that offers a wide range of wellness resources and services to law enforcement officers, firefighters, and other emergency personnel. The app is designed to help these professionals overcome the unique challenges that come with their jobs, including stress, burnout, and PTSD. This proposal outlines why the Cordico App is a valuable tool and offers the best value for the County of Riverside, particularly when used in conjunction with Lexipol's reliable customer service. Below are some of the unique features offered by the app:

- 24/7 Confidential Support
- Ease of Use In-Hand, On-Demand, Push-of-Button
- Best Quality, Most Comprehensive and Trusted Wellness Resources

- o Customized CordicoShield Strengthens our Wellness Culture
- o Innovative Continuously Updated to Keep the Cutting-Edge

7. Reasons why my department requires these unique features from the vendor and what benefit will accrue to the county:

The Riverside County Sheriff's Department plays a critical role in ensuring the safety and security of the residents of Riverside County. The department's personnel, including law enforcement officers and other emergency personnel, often face high-stress situations that can take a toll on their mental health and overall well-being. In this context, the Cordico App is a valuable tool that can help the Riverside County Sheriff's Department meet the unique challenges faced by its personnel. The following provides an explanation of those unique features:

- o One of the key features of the Cordico App is its 24/7 confidential support service. This service is available to all users of the app, and it provides immediate access to trained professionals who can offer advice, support, and counseling to those in need.
- o The app can be downloaded onto any smartphone or tablet device, which means that users can access it whenever and wherever they need it.
- o The app provides wellness resources which include articles, videos, podcasts, and other educational materials that cover a range of topics related to mental health, stress management, and overall wellness.
- o The app's CordicoShield feature will allow us to create a customized wellness culture for our employees, with resources and services that are tailored to their specific needs and challenges.
- o Finally, the Cordico App is continuously updated to ensure that it stays on the cutting edge of wellness resources and services.

8. Period of Performance: From: April 1, 2023 to December 1, 2025
(total number of years)

Is this an annually renewable contract? No Yes
 Is this a fixed-term agreement: No Yes


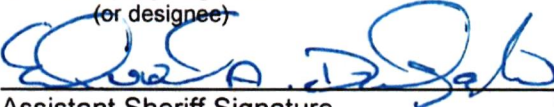
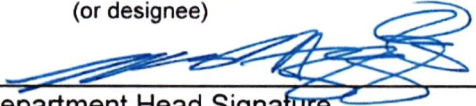
9. Identify all costs for this requested purchase. In addition, please include any single or sole source amounts previously approved and related to this project and vendor in the section designated below for current and future fiscal years.

Description:	FY 22/23	FY 23/24	FY 24/25	Total
One-time Costs:	\$106,250	\$113,250	\$90,000	\$309,500
Total Costs	\$106,250	\$113,250	\$90,000	\$309,500

10. Price Reasonableness:

The annual price of the Cordico App is \$106,250. The price offered to the Riverside County Sheriff's Department is 15% off the list price. Extensive research was conducted to evaluate and select the Cordico app as the preferred wellness solution for our department.

11. Projected Board of Supervisor Date (if applicable): 6/27/2023

	ZACH HALL	6/8/2023
Chief Deputy Signature (or designee)	Print Name	Date
	EDUARDO A. DELGADO	6/8/23
Assistant Sheriff Signature (or designee)	Print Name	Date
	Claudia Preciado Arroyo	6/8/2023
Department Head Signature (or designee)	Print Name	Date

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Condition/s:

Not to exceed:

One-time \$ _____

Annual Amount \$ _____ / per fiscal year through _____ (date)

(If Annual Amount Varies each FY)

FY 2223 : \$ 106,250

FY 2324 : \$ 113,250

FY 2425 : \$ 90,000

FY _____ : \$ _____

FY _____ : \$ _____


 Suzanna Hinckley,
 Assistant Director

06/08/2023

Purchasing Agent

Date

Approval Number
(Reference on Purchasing Documents)