

## **AGREEMENT BETWEEN THE COUNTY OF TEHAMA AND APEX TECHNOLOGY MANAGEMENT**

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This agreement is entered into between the County of Tehama, through its Department of Administration, (“County”) and APEX Technology Management (“Contractor”) for the purpose of providing digital umbrella, total support gold, security training, and multi-factor authentication services.

### **1) RESPONSIBILITIES OF CONTRACTOR**

During the term of this agreement, Contractor shall provide services and support as specified in Exhibit B and comply with all Software-as-a-Service (SaaS) terms as outlined in Exhibit “C”

### **2) RESPONSIBILITIES OF THE COUNTY**

County shall compensate Contractor for said services pursuant to Section 3 and 4 of this agreement.

### **3) COMPENSATION**

Contractor shall be paid in accordance with the rates set forth in the Fee Schedule, attached hereto as Exhibit B, after satisfactorily completing the duties described in this Agreement. The Maximum Compensation payable under this Agreement shall not exceed \$260,000.00 Contractor shall not be entitled to payment or reimbursement for any tasks or services performed except as specified herein. Contractor shall have no claim against County for payment of any compensation or reimbursement, of any kind whatsoever, for any service provided by Contractor after the expiration or other termination of this Agreement. Contractor shall not be paid any amount in excess of the Maximum Compensation amount set forth above, and Contractor agrees that County has no obligation, whatsoever, to compensate or reimburse Contractor for any expenses, direct or indirect costs, expenditures, or charges of any nature by Contractor that exceed the Maximum Compensation amount set forth above. Should Contractor receive any such payment it shall immediately notify County and shall immediately repay all such funds to County. This provision shall survive the expiration or other termination of this Agreement.

### **4) BILLING AND PAYMENT**

Contractor shall submit monthly itemized invoices to County for the prorated portion of the flat fee earned during the preceding month based on a percentage of services completed to the reasonable satisfaction of County up to the date of billing. County shall make payment of all undisputed amounts within 30 days of receipt of Contractor’s invoice.

## **5) TERM OF AGREEMENT**

This agreement shall commence on July 1, 2025 and shall terminate June 30, 2026, unless terminated in accordance with section 6 below.

## **6) TERMINATION OF AGREEMENT**

If Contractor fails to perform his/her duties to the satisfaction of the County, or if Contractor fails to fulfill in a timely and professional manner his/her obligations under this agreement, or if Contractor violates any of the terms or provisions of this agreement, then the County shall have the right to terminate this agreement effective immediately upon the County giving written notice thereof to the Contractor. Either party may terminate this agreement on 30 days' written notice. County shall pay contractor for all work satisfactorily completed as of the date of notice. County may terminate this agreement immediately upon oral notice should funding cease or be materially decreased, or should the Tehama County Board of Supervisors fail to appropriate sufficient funds for this agreement in any fiscal year.

The County's right to terminate this agreement may be exercised by the Chief Administrator.

## **7) ENTIRE AGREEMENT; MODIFICATION**

This agreement for the services specified herein supersedes all previous agreements for these services and constitutes the entire understanding between the parties hereto. Contractor shall be entitled to no other benefits other than those specified herein. No changes, amendments or alterations shall be effective unless in writing and signed by both parties. Contractor specifically acknowledges that in entering into and executing this agreement, Contractor relies solely upon the provisions contained in this agreement and no other oral or written representation.

## **8) NONASSIGNMENT OF AGREEMENT**

Inasmuch as this agreement is intended to secure the specialized services of Contractor, Contractor may not assign, transfer, delegate or sublet any interest herein without the prior written consent of the County.

## **9) EMPLOYMENT STATUS**

Contractor shall, during the entire term of this agreement, be construed to be an independent contractor and nothing in this agreement is intended nor shall be construed to create an employer-employee relationship, a joint venture relationship, or to allow County to exercise discretion or control over the professional manner in which Contractor performs the services which are the subject matter of this agreement; provided always, however, that the services to be provided by Contractor shall be provided in a manner consistent with the professional standards applicable to such services. The sole interest of the County is to insure that the services shall be rendered and performed in a competent, efficient and satisfactory manner. Contractor shall be fully responsible for payment of all taxes due to the State of California or the Federal government, which would be withheld from compensation of Contractor, if Contractor were a County employee. County shall not be liable for deductions for any amount for any purpose from Contractor's compensation. Contractor shall not be eligible for coverage under County's Workers Compensation Insurance Plan nor shall Contractor be eligible for any other County benefit.

## **10) INDEMNIFICATION**

Contractor shall defend, hold harmless, and indemnify Tehama County, its elected officials, officers, employees, agents, and volunteers against all claims, suits, actions, costs, expenses (including but not limited to reasonable attorney's fees of County), damages, judgments, or decrees by reason of any person's or persons' injury, including death, or property (including property of County) being damaged, arising out of contractor's performance of work hereunder or its failure to comply with any of its obligations contained in this agreement, whether by negligence or otherwise. Contractor shall, at its own expense, defend any suit or action founded upon a claim of the foregoing. Contractor shall also defend and indemnify County against any adverse determination made by the Internal Revenue Service or the State Franchise Tax Board and/or any other taxing or regulatory agency against the County with respect to Contractor's "independent contractor" status that would establish a liability for failure to make social security or income tax withholding payments, or any other legally mandated payment.

## **11) INSURANCE**

Contractor shall procure and maintain insurance pursuant to Exhibit A, "Insurance Requirements For Contractor," attached hereto and incorporated by reference.

## **12) PREVAILING WAGE**

Contractor certifies that it is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., as well as California Code of Regulations, Title 8, Section 16000 et seq. (“Prevailing Wage Laws”), which require the payment of prevailing wage rates and the performance of other requirements on certain “public works” and “maintenance” projects. If the Services hereunder are being performed as part of an applicable “public works” or “maintenance” project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Contractor agrees to fully comply with and to require its subcontractors to fully comply with such Prevailing Wage Laws, to the extent that such laws apply. If applicable, County will maintain the general prevailing rate of per diem wages and other information set forth in Labor Code section 1773 at its principal office, and will make this information available to any interested party upon request. Contractor shall defend, indemnify and hold the County, its elected officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties, or interest arising out of any failure or alleged failure of the Contractor or its subcontractors to comply with the Prevailing Wage Laws. Without limiting the generality of the foregoing, Contractor specifically acknowledges that County has not affirmatively represented to contractor in writing, in the call for bids, or otherwise, that the work to be covered by the bid or contract was not a “public work.” To the fullest extent permitted by law, Contractor hereby specifically waives and agrees not to assert, in any manner, any past, present, or future claim for indemnification under Labor Code section 1781.

Contractor acknowledges the requirements of Labor Code sections 1725.5 and 1771.1 which provide that no contractor or subcontractor may be listed on a bid proposal or be awarded a contract for a public works project unless registered with the Department of Industrial Relations pursuant to Labor Code section 1725.5, with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.1(n).

If the services are being performed as part of the applicable “public works” or “maintenance” project, as defined by the Prevailing Wage Laws, Contractor acknowledges that this project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

### **13) NON-DISCRIMINATION**

Contractor shall not employ discriminatory practices in the treatment of persons in relation to the circumstances provided for herein, including assignment of accommodations, employment of personnel, or in any other respect on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

### **14) GREEN PROCUREMENT POLICY**

Through Tehama County Resolution No. 2021-140, the County adopted the Recovered Organic Waste Product Procurement Policy (available upon request) to (1) protect and conserve natural resources, water and energy; (2) minimize the jurisdiction's contribution to pollution and solid waste disposal; (3) comply with state requirements as contained in 14 CCR Division 7, Chapter 12, Article 12 (SB 1383); (4) support recycling and waste reduction; and (5) promote the purchase of products made with recycled materials, in compliance with the California Integrated Waste Management Act of 1989 (AB 939) and SB1383 when product fitness and quality are equal and they are available at the same or lesser cost of non-recycled products. Contractor shall adhere to this policy as required therein and is otherwise encouraged to conform to this policy.

### **15) COMPLIANCE WITH LAWS AND REGULATIONS**

All services to be performed by Contractor under to this Agreement shall be performed in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Any change in status, licensure, or ability to perform activities, as set forth herein, must be reported to the County immediately.

### **16) LAW AND VENUE**

This agreement shall be deemed to be made in, and shall be governed by and construed in accordance with the laws of the State of California (excepting any conflict of laws provisions which would serve to defeat application of California substantive law). Venue for any action arising from this agreement shall be in Tehama County, California.

## **17) AUTHORITY**

Each party executing this Agreement and each person executing this Agreement in any representative capacity, hereby fully and completely warrants to all other parties that he or she has full and complete authority to bind the person or entity on whose behalf the signing party is purposing to act.

## **18) NOTICES**

Any notice required to be given pursuant to the terms and provisions of this agreement shall be in writing and shall be sent first class mail to the following addresses:

- a. If to County: County of Tehama  
727 Oak Street  
Red Bluff CA 96080
- b. If to Contractor: APEX Technology Management  
310 Hemsted Drive  
Redding CA 96002

Notice shall be deemed to be effective two days after mailing.

## **19) NON-EXCLUSIVE AGREEMENT**

Contractor understands that this is not an exclusive agreement, and that County shall have the right to negotiate with and enter into agreements with others providing the same or similar services to those provided by Contractor, or to perform such services with County's own forces, as County desires.

## **20) STANDARDS OF THE PROFESSION**

Contractor agrees to perform its duties and responsibilities pursuant to the terms and conditions of this agreement in accordance with the standards of the profession for which Contractor has been properly licensed to practice.

## **21) LICENSING OR ACCREDITATION**

Where applicable the Contractor shall maintain the appropriate license or accreditation through the life of this contract.

## **22) RESOLUTION OF AMBIGUITIES**

If an ambiguity exists in this Agreement, or in a specific provision hereof, neither the Agreement nor the provision shall be construed against the party who drafted the Agreement or provision.

## **23) NO THIRD PARTY BENEFICIARIES**

Neither party intends that any person shall have a cause of action against either of them as a third party beneficiary under this Agreement. The parties expressly acknowledge that is not their intent to create any rights or obligations in any third person or entity under this Agreement. The parties agree that this Agreement does not create, by implication or otherwise, any specific, direct or indirect obligation, duty, promise, benefit and/or special right to any person, other than the parties hereto, their successors and permitted assigns, and legal or equitable rights, remedy, or claim under or in respect to this Agreement or provisions herein.

## **24) HAZARDOUS MATERIALS**

Contractor shall provide to County all Safety Data Sheets covering all Hazardous Materials to be furnished, used, applied, or stored by Contractor, or any of its Subcontractors, in connection with the services on County property. Contractor shall provide County with copies of any such Safety Data Sheets prior to entry to County property or with a document certifying that no Hazardous Materials will be brought onto County property by Contractor, or any of its Subcontractors, during the performance of the services. County shall provide Safety Data Sheets for any Hazardous Materials that Contractor may be exposed to while on County property.

## **25) HARASSMENT**

Contractor agrees to make itself aware of and comply with the County's Harassment Policy, TCPR §8102: Harassment, which is available upon request. The County will not tolerate or condone harassment, discrimination, retaliation, or any other abusive behavior. Violations of this policy may cause termination of this agreement.

## **26) COUNTERPARTS, ELECTRONIC SIGNATURES – BINDING**

This agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each Party of this agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California

Uniform Electronic Transactions Act ((“CUETA”) Cal. Civil Code §§ 1633.1 to 1633.17), for executing this agreement. The Parties further agree that the electronic signatures of the Parties included in this agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among Parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the Parties. For purposes of this section, a digital signature is a type of “electronic signature” as defined in subdivision (i) of Section 1633.2 of the Civil Code. Facsimile signatures or signatures transmitted via pdf document shall be treated as originals for all purposes.

**IN WITNESS WHEREOF**, County and Contractor have executed this agreement on the day and year set forth below.

**COUNTY OF TEHAMA**

Date: \_\_\_\_\_

\_\_\_\_\_  
Chair – Tehama County Board of Supervisors

**APEX TECHNOLOGY MANAGEMENT**

Date: \_\_\_\_\_

\_\_\_\_\_  
Representative



## Exhibit A

### **INSURANCE REQUIREMENTS FOR CONTRACTOR**

Contractor shall procure and maintain, for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work described herein and the results of that work by Contractor, his/her agents, representatives, employees or subcontractors. At a minimum, Contractor shall maintain the insurance coverage, limits of coverage and other insurance requirements as described below.

Commercial General Liability (including operations, products and completed operations) \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If coverage is subject to an aggregate limit, that aggregate limit will be twice the occurrence limit, or the general aggregate limit shall apply separately to this project/location.

#### Automobile Liability

Automobile liability insurance is required with minimum limits of \$1,000,000 per accident for bodily injury and property damage, including owned and non-owned and hired automobile coverage, as applicable to the scope of services defined under this agreement.

#### Workers' Compensation

If Contractor has employees, he/she shall obtain and maintain continuously Workers' Compensation insurance to cover Contractor and Contractor's employees and volunteers, as required by the State of California, as well as Employer's Liability insurance in the minimum amount of \$1,000,000 per accident for bodily injury or disease.

#### Professional Liability (Contractor/Professional services standard agreement only)

If Contractor is a state-licensed architect, engineer, contractor, counselor, attorney, accountant, medical provider, and/or other professional licensed by the State of California to practice a profession, Contractor shall provide and maintain in full force and effect while providing services pursuant to this contract a professional liability policy (also known as Errors and Omissions or Malpractice liability insurance) with single limits of liability not less than \$1,000,000 per claim and \$2,000,000 aggregate on a claims made basis. However, if coverage

is written on a claims made basis, the policy shall be endorsed to provide coverage for at least three years from termination of agreement.

If Contractor maintains higher limits than the minimums shown above, County shall be entitled to coverage for the higher limits maintained by Contractor.

All such insurance coverage, except professional liability insurance, shall be provided on an “occurrence” basis, rather than a “claims made” basis.

#### Endorsements: Additional Insureds

The Commercial General Liability and Automobile Liability policies shall include, or be endorsed to include “Tehama County, its elected officials, officers, employees and volunteers” as an additional insured.

The certificate holder shall be “County of Tehama.”

#### Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions of \$25,000 or more must be declared to, and approved by, the County. The deductible and/or self-insured retentions will not limit or apply to Contractor’s liability to County and will be the sole responsibility of Contractor.

#### Primary Insurance Coverage

For any claims related to this project, Contractor’s insurance coverage shall be primary insurance as respects the County, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be excess of Contractor’s insurance and shall not contribute with it.

#### Coverage Cancellation

Each insurance policy required herein shall be endorsed to state that “coverage shall not be reduced or canceled without 30 days’ prior written notice certain to the County.”

#### Acceptability of Insurers

Contractor’s insurance shall be placed with an insurance carrier holding a current A.M. Best & Company’s rating of not less than A:VII unless otherwise acceptable to the County. The County

reserves the right to require rating verification. Contractor shall ensure that the insurance carrier shall be authorized to transact business in the State of California.

#### Subcontractors

Contractor shall require and verify that all subcontractors maintain insurance that meets all the requirements stated herein.

#### Material Breach

If for any reason, Contractor fails to maintain insurance coverage or to provide evidence of renewal, the same shall be deemed a material breach of contract. County, in its sole option, may terminate the contract and obtain damages from Contractor resulting from breach. Alternatively, County may purchase such required insurance coverage, and without further notice to Contractor, County may deduct from sums due to Contractor any premium costs advanced by County for such insurance.

#### Policy Obligations

Contractor's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

#### Verification of Coverage

Contractor shall furnish County with original certificates and endorsements effecting coverage required herein. All certificates and endorsements shall be received and approved by the County prior to County signing the agreement and before work commences. However, failure to do so shall not operate as a waiver of these insurance requirements.

The County reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time.

# EXHIBIT B



Technology Management

A New Charter TECHNOLOGIES Company >

310 Hemsted Drive  
Suite 300  
Redding, CA 96002  
(530) 248-1000 phone  
(530) 243-9184 fax

[www.apex.com](http://www.apex.com)

Quote #:	APXQ32453
Date:	7/17/2025

Quotes are valid for 30 days

## Tehama - TS Gold Renewal 25/26

### Prepared For:

**David Bliss**

Tehama County Annex

444 Oak Street

Suite B

Red Bluff, CA 96080

United States

Email: [dbliss@tehama.gov](mailto:dbliss@tehama.gov)

Phone: (530) 527-4655

### Prepared By:

**Toby Osborn**

VCIO

530-248-1094

[tosborn@apex.com](mailto:tosborn@apex.com)



*B-TLO*

Qty	Description	Unit Price	Ext. Price
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### Monthly Recurring Services

151	Total Support Gold - Per Managed User (7/1/2025 - 6/30/2026) <i>Unlimited remote support for Servers, Computers, and Network.</i>	\$102.70	\$15,507.70
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### Digital Umbrella Backup and Disaster Recovery

183	Apex Digital Umbrella 3.0 M365/Email Cloud Backup Service (Monthly) 12 Month Cloud Retention	\$3.00	\$549.00
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*Digital Umbrella Microsoft 365 Cloud Backup Service - 12 Month Cloud Retention*

- Encrypted data both at rest and in transit.
- Meets PCI and HIPAA guidelines.

*Backups include the following:*


- One Drive
- Mailbox
- Calendar
- Contacts
- Teams
- Shared Mailboxes
- Sharepoint

*Backups are retained on the following schedule:*

- 3 backups per day for 30 days
- Daily backups for 90 days
- Weekly backups for one year

Qty	Description	Unit Price	Ext. Price
1	Backup - Apex - Digital Umbrella 3.0 On-site & Cloud Backup Service - Monthly	\$1,650.00	\$1,650.00
	 <p>FOR BACKUP OF SERVER DATA</p> <ul style="list-style-type: none"> <li>- Native Data: 8000 GB</li> <li>- 31 Daily and 13 monthly backups on the local backup appliance AND in the cloud.</li> <li>- Additional retention can be configured if required (possible additional cost)</li> <li>- 12,500 GB Total Cloud Storage Space Included. Additional space is charged as needed.</li> <li>- Built in compression and deduplication for performance and reduced storage needs.</li> <li>- Encrypted data both at rest and in transit.</li> <li>- Meets PCI and HIPAA guidelines.</li> </ul>		

### Additional Baseline Security Services

172	Apex Security Awareness Training (Monthly Per User Cost)	\$2.00	\$344.00
	<p>Short security awareness training emails and videos for educating your staff on Cybersecurity threats.</p> <ul style="list-style-type: none"> <li>- These are distributed at a frequency of your choosing, but we recommend monthly. You will get reports showing the level of participation by your staff.</li> <li>- An annual 45 minute video with in depth security awareness training is also included. This is also available as part of your employee onboarding. We recommend each new employee watch this as part of your onboarding process. These are tracked can be reported to show completion levels.</li> <li>- Phishing email campaign (ongoing) your staff will get random emails that look legitimate, but are harmless phishing emails. If they click on a link in these emails, we get notified and work with you to ensure they receive follow up coaching and security training. This is a valuable tool to ensure employees are being careful when opening and clicking on attachments and links.</li> </ul>		
172	Multi-factor Authentication - Cisco Duo Security Standard - (MFA) - (Monthly Per User Cost)	\$3.00	\$516.00
	 <p>Duo MFA makes two-factor authentication easy for your users. Duo provides an easy-to-use, secure mobile authentication app for quick, push notification-based approval to verify your user's identity with their smartphone or optional U2F token support.</p>		

		<b>SubTotal</b>	<b>\$0.00</b>
Recurring services to be billed upon service activation		<b>Tax</b> 7.500 %	<b>\$0.00</b>
<b>Monthly:</b>	\$18,566.70	<b>Annual:</b>	\$0.00
		<b>TOTAL</b>	<b>\$0.00</b>

Taxes, shipping, handling and other fees may apply. This quote is valid for 30 days from date of issue. Check, credit card or electronic funds transfer are acceptable payment types. Apex reserves the right to cancel orders arising from pricing or other errors.

Client Signature

Date

## Exhibit C

### SaaS Agreement Terms and Conditions

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1. Definitions
  - 1.1. SaaS: As used in this Agreement, Software-as-a-Service (SaaS) is defined as the capability provided to the consumer to use the provider's applications running on a cloud infrastructure.
  - 1.2. County Data: All data, content, and information provided by the County to the Service Provider under this Agreement.
  - 1.3. Personal Data: Any information related to an identifiable individual that is subject to privacy and data protection laws.
2. Ownership of Data
  - 2.1. The County retains ownership of all right, title, and interest in and to its data.
  - 2.2. The Service Provider shall not access or use County data except as required to perform obligations under this Agreement.
3. Data Protection
  - 3.1. The Service Provider shall implement and maintain industry-standard security measures to protect the confidentiality, integrity, and availability of County data.
  - 3.2. All personal and non-public data must be encrypted at rest and in transit.
4. Data Location
  - 4.1. All County data must be stored in data centers located within the United States.
5. Security Incident Notification
  - 5.1. The Service Provider shall notify the County of any security incident or data breach immediately and provide details of the breach and mitigation steps within 24 hours.
6. Breach Responsibilities
  - 6.1. If the Service Provider is responsible for a breach, they shall bear all costs related to investigation, resolution, and notification.
7. Legal Requests
  - 7.1. The Service Provider shall notify the County upon receipt of any legal request that may require access to County data.
8. Termination of Service
  - 8.1. Upon termination, the Service Provider shall securely return all County data in a mutually agreed-upon format and destroy any remaining copies using NIST-approved methods.
9. Background Checks
  - 9.1. The Service Provider shall ensure all personnel with access to the county account and data, including subcontractors, undergo US criminal background checks and exclude individuals with convictions relevant to dishonesty or fraud.
10. Reporting
  - 10.1. The Service Provider shall provide the County with agreed-upon security reports, including **access logs and security statistics**, in the format specified in the SLA.
  - 10.2. The service provider shall perform an independent audit of its data centers at least annually at its expense, and provide a redacted version of the audit report upon request. The service provider may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit.
11. Contract Audit Rights

## Exhibit C

- 11.1. The County retains the right to audit the Service Provider's compliance with this Agreement at the County's expense.
- 12. Compliance and Accessibility
  - 12.1. The Service Provider shall comply with WCAG 2.1 standards to support Level AA accessibility standards.
- 13. Business Continuity
  - 13.1. The Service Provider shall provide a Business Continuity and Disaster Recovery Plan upon request and meet agreed recovery time objectives.
- 14. **Minimum Security Requirements**
  - 14.1. **Multi-Factor Authentication (MFA):**

The Service Provider shall ensure that any publicly hosted service provided under this Agreement supports Multi-Factor Authentication (MFA) as a minimum-security requirement. This includes providing MFA capabilities for all administrative access and end-user authentication where applicable.
  - 14.2. **Encryption Standards:**

The Service Provider shall encrypt all data at rest and in transit using cryptographic standards compliant with **FIPS 140-2**, "Security Requirements for Cryptographic Modules," as defined by the National Institute of Standards and Technology (NIST). The cryptographic modules used must meet the necessary security levels to ensure the confidentiality and integrity of County data.
  - 14.3. **Access Controls:**

The Service Provider shall implement role-based access controls (RBAC) and ensure that access to County data is limited to authorized personnel only.
  - 14.4. **Security Monitoring:**

The Service Provider shall maintain continuous security monitoring of its infrastructure and services and provide timely reporting of any vulnerabilities or risks that may impact the County.