



**REQUEST FOR PROPOSALS
FOR
PARKING CITATION PROCESSING SERVICES
(PCPS)**

RFP No. 553SH

February 2015

NOTICE TO PROPOSERS

THIS BASE DOCUMENT INCLUDES THE REQUIREMENTS KNOWN TO COUNTY AS OF THE DATE OF ISSUANCE OF THE RFP. THESE REQUIREMENTS ARE INTENDED TO PROVIDE GENERAL INFORMATION ONLY AND ARE SUBJECT TO REVISION. THE RIGHTS AND OBLIGATIONS OF ANY PARTY CONTRACTING WITH THE COUNTY WILL BE DETERMINED IN ACCORDANCE WITH THE TERMS OF THE APPLICABLE AGREEMENT AND APPLICABLE LAW.

THIS DOCUMENT DOES NOT STAND ALONE AND MUST BE READ AND REVIEWED IN CONNECTION WITH ALL OTHER PARTS OF THIS RFP, INCLUDING ANY APPENDICES, EXHIBITS, AND ATTACHMENTS, ATTACHED HERETO OR THERETO.

**REQUEST FOR PROPOSALS (RFP) FOR
PARKING CITATION PROCESSING SERVICES (PCPS)**

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1.0 INTRODUCTION

1.1 Purpose

The County of Los Angeles (County) Sheriff's Department (LASD or Department) is issuing this Request for Proposals (RFP) to solicit proposals from a qualified vendor (Proposer) that can provide Parking Citation Processing Services (PCPS) for the Department's Parking Enforcement Detail. Proposers responding to this RFP must demonstrate that their proposed services would meet and/or exceed the County's Functional Business Requirements, as outlined in Appendix A (Statement of Work) of this RFP and the Attachments thereto.

The Department is a national leader in the field of law enforcement and employs approximately 19,300 sworn and professional staff. The Department also delegates parking enforcement assignments to several other County Departments and local jurisdictions (Participating Agencies). It is anticipated that the Department, together with each of these Participating Agencies, would require that the selected Proposer be capable of processing in excess of 250,000 citations per year.

The scope of this RFP includes:

- the provision of general PCPS to the Department.
- the provision of a centralized data system (the System, as further defined in Appendix A (Statement of Work) of this RFP and the Attachments thereto) to manage all aspects of the PCPS.
- the establishment of an electronic payment process with the County using the County's electronic payment processing vendor, Fidelity Information Services (FIS).
- the provision of office automation equipment, such as computer workstations, printers, and scanners.
- the provision of Field Equipment, such as handheld electronic-ticket-writer computing devices and automated license plate recognition (ALPR) systems.

Appendix A (Statement of Work) of this RFP defines the Work requirements for the PCPS program. The County's Functional Business Requirements are presented in Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work); a library of sample notices and correspondences may be found in Attachment B (Sample Notices and Correspondences) of Appendix A (Statement of Work); and technical requirements for the Department's computer workstations are found in Attachment C (LASD Desktop Computing Workstation Baseline) of Appendix A (Statement of Work). Attachment D (Parking Enforcement Detail – Staffing Profile) of Appendix A (Statement of Work) provides a representation of the numbers of employees requiring training in the use of the System and Field Equipment (as defined in Appendix F (Sample Agreement) of the RFP). Attachment E (Fidelity Information Services (FIS) Integration) of Appendix A (Statement of Work) describes the FIS integration.

The selected Proposer shall facilitate the transfer of data from the current contractor's system to the new System, where necessary, at no additional cost to the County. System data required to facilitate the conversion will be limited to those citations which are currently unpaid, on Hold status with the Department of Motor Vehicles (DMV), and those that have been referred to Special Collections, all of which reside in the current PCPS system. The selected Proposer shall only be responsible for maintaining these citations, and issuing releases of the Holds when requested to do so by the Department.

At the selected Proposer's sole determination, risk, and expense, the selected Proposer shall interface with the current PCPS provider to begin conversion activities upon the Effective Date of the resultant Agreement.

All as further described in Appendix A (Statement of Work) of this RFP and the Attachments thereto, Contractor must provide a Program Implementation Plan outlining the working format of the PCPS program implementation. The Program Implementation Plan format is outlined in the Section 3.0 (Program Implementation Plan) of Appendix A (Statement of Work) of this RFP.

As further described in Paragraph 2.8.8 (Management Approach (Business Proposal - Section F)) of this RFP, each Business Proposal shall include a detailed preliminary Program Implementation Plan that defines how the PCPS program will be implemented, and shall address in sufficient detail, the requirements, resources, estimated timeline, and required training to establish the PCPS program defined in the Appendix A (Statement of Work) of this RFP.

Attachment D (Parking Enforcement Detail – Staffing Profile) of Appendix A (Statement of Work) of this RFP lists the number and classes of all employees which comprise the Department's Parking Enforcement Detail. Employees identified as Management will require detailed System training; those identified as Administrative Staff will require limited-access System training; and those identified as enforcement officers (Parking Control Officers or PCOs) will require Field Equipment training only.

The County will staff one (1) County Project Director and one (1) County Project Manager.

1.2 Overview of Solicitation Document

This RFP is composed of the following Sections:

- **Section 1.0: INTRODUCTION:** Specifies the minimum requirements for Proposers, provides information regarding some of the requirements of the Agreement and explains the solicitation process.
- **Section 2.0: PROPOSAL SUBMISSION REQUIREMENTS:** Contains instructions to Proposers on how to prepare and submit their proposals.

- **Section 3.0: SELECTION PROCESS AND EVALUATION CRITERIA:** Explains how the proposals will be selected and evaluated.
- **Section 4.0: STANDARD COUNTY SOLICITATION TERMS & CONDITIONS:** Includes standard solicitation terms and conditions.
- **APPENDICES:**
 - **Appendix A: STATEMENT OF WORK:** Explains in detail the Work to be performed by Contractor.

Attachment A – County’s Functional Business Requirements

Attachment B – Sample Notices and Correspondences

Attachment C – LASD Desktop Computing Workstation Baseline

Attachment D – Parking Enforcement Unit Staffing Profile

Attachment E – Fidelity Information Services (FIS) Integration

- **Appendix B: REQUIRED FORMS:** Includes forms contained that must be completed and included in the proposal.
- **Appendix C: TRANSMITTAL FORM TO REQUEST A SOLICITATION REQUIREMENTS REVIEW:** Includes transmittal sent to Department requesting a Solicitation Requirements Review.
- **Appendix D: COUNTY OF LOS ANGELES POLICY ON DOING BUSINESS WITH SMALL BUSINESS:** Identifies County policy
- **Appendix E: LISTING OF CONTRACTORS DEBARRED IN LOS ANGELES COUNTY:** Sets forth the contractors that are not allowed to contract with the County for a specific length of time.
- **Appendix F: SAMPLE AGREEMENT [including EXHIBITS]:** Lists the terms and conditions in the Agreement.
- **Appendix G: JURY SERVICE ORDINANCE:** Identifies County Code.
- **Appendix H: SAFELY SURRENDERED BABY LAW:** Identifies County policy.
- **Appendix I: IRS FORM 1015:** Identifies County policy.
- **Appendix J: DEFAULTED PROPERTY TAX REDUCTION PROGRAM:** Identifies County Code.
- **Appendix K: DETERMINATION OF CONTRACTOR NON-RESPONSIBILITY AND CONTRACTOR DEBARMENT:** Identifies County Code.

1.3 Terms and Definitions

A list of specific definitions can be found in Section 2.0 (Definitions) of Appendix F (Sample Agreement) of this RFP. In addition, any terms with the initial letter

capitalized, which are not defined herein, shall have the meanings given to them in Section 2.0 (Definitions) of Appendix F (Sample Agreement) of this RFP.

1.4 Minimum Mandatory Requirements

Interested and qualified Proposers that can demonstrate their ability to successfully provide the required services outlined in Appendix A (Statement of Work) of this RFP and the Attachments thereto are invited to submit proposal(s), provided they meet the following requirement(s):

- 1.4.1 Proposer must demonstrate at least five (5) years proven experience providing PCPS as its primary business, or as a major component of its business operations.
- 1.4.2 Proposer must utilize, as a major component of its PCPS program, a centralized relational database capable of functioning in a “high availability” server environment that provides the County with web-based access to all citation processing data (Proposer may be required to demonstrate the functionality of the centralized relational database upon request).
- 1.4.3 Proposer must demonstrate that Proposer is currently processing a minimum of 15,000 parking citations per month.
- 1.4.4 Proposer must have successfully implemented, and currently manages, a PCPS program in at least one (1) law enforcement agency.
- 1.4.5 Proposer must have, for the last three (3) years, processed electronic payments (credit cards, debit cards).
- 1.4.6 Proposer must support integration with FIS and configurations shall follow the requirements set forth in Attachment E (FIS Integration) of Appendix A (Statement of Work) of this RFP.
- 1.4.7 Proposer must comply with the RFP format and requirements set forth in Section 2.0 (Proposal Submission Requirements) of this RFP.
- 1.4.8 Proposer must complete and return all Required Forms under Appendix B (Required Forms) of this RFP.
- 1.4.9 Proposer must have attended the Mandatory Proposers Conference as required in Paragraph 2.6 (Mandatory Proposers Conference) of this RFP.

1.5 County’s Rights & Responsibilities

The County has the right to amend this RFP by written addendum. The County is responsible only for that which is expressly stated in this solicitation document and any authorized written addenda thereto. Such addenda will be made

available to each person or organization which County records indicate has received this RFP. County is not responsible for distributing addenda to persons or organizations for which County has no such record. Addenda will be posted on the Department's internet website at:

<http://shq.lasdnews.net/shq/contracts/info.html>.

Prospective Proposers must monitor the website for any addenda to this RFP. Should any such addendum require additional information not previously requested, failure of the prospective Proposer to address the requirements of such addendum may result in its proposal not being considered, as determined at the sole discretion of the County. The County is not responsible for and shall not be bound by, any representations otherwise made by any individual acting or purporting to act on its behalf.

1.6 Contact with County Personnel

All contacts regarding this RFP, or any matter relating thereto, must be in writing and shall be mailed, e-mailed or faxed to the County's contact as follows:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attn: William Smith
E-mail: wksmith@lasd.org
FAX: 323.415.4746

If it is discovered that Proposer contacted and/or received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify such Proposer's proposal from further consideration.

1.7 Final Contract Award by the Board of Supervisors

Notwithstanding a recommendation of a Department, agency, individual, or other, the Board retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant Agreement and to determine which proposal best serves the interests of the County. The Board is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award or not to award a contract.

1.8 County Option to Reject Proposals

The County may, at its sole discretion, reject any or all proposals submitted in response to this RFP. The County shall not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive inconsequential disparities in a submitted proposal.

2.0 PROPOSAL SUBMISSION REQUIREMENTS

This Section contains key dates and activities, as well as instructions to Proposers in the preparation and submission their proposals.

2.1 County Responsibility

The County is not responsible for representations made by any of its officers or employees prior to the execution of the Agreement unless such understanding or representation is included in the Agreement.

2.2 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the sole discretion of the County. The County's judgment shall be final.

2.3 RFP Timetable

The timetable for this RFP is as follows:

- Release of RFP**Refer to Bulletin #1**
- Request for a Solicitation Requirements Review Due**Refer to Bulletin #1**
- Written Questions Due**Refer to Bulletin #1**
- Mandatory Proposers' Conference**Refer to Bulletin #1**
- Questions and Answers Released**Refer to Bulletin #1**
- **Proposals Due** by 3:00 p.m., Pacific Time**Refer to Bulletin #1**

2.4 Solicitation Requirements Review

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix C (Transmittal Form to Request a Solicitation Requirements Review) of this RFP, along with supporting documentation. A Solicitation Requirements Review shall only be granted under the following circumstances:

- The request for a Solicitation Requirements Review is received by the County by the date specified in Bulletin #1.
- The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal;
- The request for a Solicitation Requirements Review itemizes, in appropriate detail, each matter contested and factual reasons for the requested review; and
- The request for a Solicitation Requirements Review asserts either that:

-
- application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantage the Proposer; or,
 - due to unclear instructions, the process may result in the County not receiving the best possible responses from the Proposers.

The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the Proposer, in writing, within a reasonable time prior to the proposal due date.

All Requests for Solicitation Requirements Review shall be submitted to:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attn: William Smith
E-mail: wksmith@lasd.org
FAX: 323.415.4746

2.5 Proposers Questions

Proposers may submit written questions regarding this RFP by mail, fax, or e-mail to the County's contact listed below. Proposer's written questions are due and must be received by the date specified in Bulletin #1. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.

When submitting questions, please specify the RFP Section number, Paragraph number, and page number and quote the passage that prompted the question. This will ensure that the question can be quickly found in the RFP. County reserves the right to group similar questions when providing answers.

Any questions regarding concerns that the application of minimum requirements, evaluation criteria and/or business requirements may unfairly disadvantage Proposers or, due to unclear instructions, the County may not receive the best possible responses from Proposer, should be addressed during the Solicitation Requirements Review process set forth in Paragraph 2.4 (Solicitation Requirements Review) above.

Questions shall be addressed to the County's contact as follows:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attn: William Smith
E-mail: wksmith@lasd.org
FAX: 323.415.4746

2.6 **Mandatory Proposers Conference**

A Mandatory Proposers Conference will be held on the date specified in Bulletin #1 to discuss the RFP. County staff will respond to questions from potential Proposers at the conference. All questions and answers will be compiled and answered by the date specified in Bulletin #1. All potential Proposers **must** attend this conference or their proposals will be rejected without review and eliminated from further consideration.

Proposers' attendee(s) must be full-time employee(s) of the Proposer. Failure to send an appropriate representative may result in disqualification.

The Mandatory Proposers Conference is scheduled as follows:

Date: **Refer to Bulletin #1**
Time: 09:00 (Pacific Standard Time)
Address: Los Angeles County Sheriff's Department
Media Conference Room
4700 Ramona Boulevard
Monterey Park, California 91754

2.7 **Preparation of the Proposal**

Two (2) separate proposals must be submitted - a Business Proposal and a Cost Proposal. All proposals must be bound and submitted in the prescribed format. Any proposal that deviates from this format may be rejected without review, at the County's sole discretion.

2.8 **Business Proposal Format**

The content and sequence of the Business Proposal must be as follows:

- Proposer's Organization Questionnaire/Affidavit and Required Support Documents for Corporations and Limited Liability Companies
- Table of Contents
- Executive Summary (Proposal Section A)
- Proposer's Qualifications (Proposal Section B)
- Proposer's Response to County's Functional Business Requirements and Proposer's Fees to Customers (Proposal Section C)
- Proposer's Provision of Desktop Computing Hardware and Field Equipment (Proposal Section D)
- Proposer's Training Plan (Proposal Section E)
- Proposer's Management Approach (Proposal Section F)
- Acceptance of/Exceptions to Requirements of the Statement of Work and Terms and Conditions in Sample Agreement (Proposal Section G)
- Business Proposal Required Forms (Proposal Section H)

Additional directions regarding the information required in each Business Proposal section is presented below.

2.8.1 Proposer's Organization Questionnaire/Affidavit and Required Support Documents for Corporations and Limited Liability Companies

Proposer shall complete, sign and date Form B1 (Proposer's Organization Questionnaire/Affidavit) of Appendix B (Required Forms) of this RFP. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a contract.

Taking into account the structure of the Proposer's organization, Proposer shall determine which of the below referenced supporting documents the County requires. If the Proposer's organization does not fit into one of these categories, upon receipt of the Proposal or at some later time, the County may, at its discretion, request additional documentation regarding the Proposer's business organization and authority of individuals to sign Contracts.

If the below referenced documents are not available at the time of Proposal submission, Proposers must request the appropriate documents from the California Secretary of State and provide a statement on the status of the request.

Required Support Documents:

Corporations or Limited Liability Company (LLC):

The Proposer must submit the following documentation with the Proposal:

- 1) A copy of a "Certificate of Good Standing" with the state of incorporation/organization.
- 2) A conformed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.

Limited Partnership:

The Proposer must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State, and any amendments.

2.8.2 Table of Contents

Proposer shall list all material included in the Business Proposal. Include a clear definition of the material, identified by sequential page numbers, and by Business Proposal section references.

2.8.3 Executive Summary (Business Proposal – Section A)

Proposer shall condense and highlight the contents of the Proposer's Business Proposal to provide the County with a broad understanding of the Proposer's approach, qualifications, experience, and staffing.

2.8.4 Proposer's Qualifications (Business Proposal – Section B)

Proposer shall demonstrate that the Proposer's organization has the experience and financial capability to perform the required services. The following sections must be included in Section B (Proposer's Qualifications) of the Business Proposal:

A. Proposer's Background and Experience (Business Proposal – Section B.1)

Contractor shall provide a summary of all relevant background information to demonstrate that the Proposer meets or exceeds the minimum requirement(s) stated in Paragraph 1.4 (Minimum Mandatory Requirements) of this RFP, and has the capability to perform the required services as a corporation or other entity.

B. Proposer's References (Business Proposal – Section B.2)

It is the Proposer's sole responsibility to ensure that the firm's name and point of contact's name, title and phone number for each reference are accurate. The same references may be listed on both Forms B2 (Prospective Contractor References) and B3 (Prospective Contractor List of Contracts) of Appendix B (Required Forms) of this RFP.

County may disqualify a Proposer if:

- references fail to substantiate Proposer's description of the services provided; or
- references fail to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel; or
- Department is unable to reach the point of contact with reasonable effort (3 attempts will be made). It is the Proposer's responsibility to inform the point of contact that reference checks will be conducted during normal business hours.

The Proposer must complete and include the following forms.

a. Form B2 (Prospective Contractor References) of Appendix B (Required Forms)

Proposer must provide three (3) references, at least one of which must verify the Proposer's required qualifications as listed in Paragraph 1.4 (Minimum Mandatory Requirements) of this RFP.

b. Form B3 (Prospective Contractor List of Contracts of Appendix B (Required Forms))

The listing must include all public entities and County contracts for the last three (3) years. Use additional sheets if necessary.

c. Form B4 (Prospective Contractor List of Terminated Contracts) of Appendix B (Required Forms)

The listing must include all contracts terminated within the past three (3) years with a reason for termination of each.

C. Proposer's Pending Litigation, Threatened Litigation, and Judgments (Business Proposal – Section B.3)

Proposer shall identify by name, case and court jurisdiction any pending litigation in which Proposer is involved or judgments against Proposer in the past five (5) years. Proposer shall provide a statement describing the size and scope of any pending or threatened litigation against Proposer or principals of Proposer.

If Proposer has no pending litigation, threatened litigation, or judgments, then a statement stating so must be provided in this Section B.3 of the Business Proposal.

2.8.5 Proposer's Approach and Responses to Providing the Required Services Based on County's Functional Business Requirements, and Proposer's Special Collection Fee to Customers (Business Proposal – Section C)

Proposer shall describe in detail how Proposer's PCPS program will be provided to meet the County's Functional Business Requirements as set forth in Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work) of this RFP.

Proposer shall disclose and provide narrative support for its Special Collection fee to be passed to the customer.

2.8.5.1 County's Functional Business Requirements (Business Proposal – Section C.1)

Proposer must respond to Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work) of this RFP in Section C.1 of the Business Proposal by completing the "Vendor's Response" Column of Attachment A (County's Functional Business Requirements) of Appendix A (Statement

of Work) and including the completed document in Section C.1 of the Business Proposal. If the Proposer's PCPS program does not currently meet any of the County's Functional Business Requirements, please explain in detail how these requirements will be satisfied in the respective referenced requirement row under the "Comments/Remarks" column of Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work).

Proposer must respond to each of the requirements in the same order as presented in Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work) of this RFP. Responses to the requirements shall fall into one of the conditions as follows:

- **Full Compliance** – All requirements are met and all existing functionality can be demonstrated.
- **Exceeding Expectations** – The system/ functionality proposed will not only meet all requirements, but will also offer more than what was required in Appendix A (Statement of Work) of this RFP. Please explain in detail in the respective "Comments/Remarks" column what other functionalities are offered in addition to the ones stated in Appendix A (Statement of Work) of this RFP.
- **Modification required** -- all the requirements will be met subject to some modifications to the existing system, future upgrades to the existing system, or the writing of certain reports; Proposers are reminded to include any system modification cost in the Cost Proposal and explain in detail in the respective "Comments/Remarks" column what other functionalities are offered in addition to the ones stated in the Appendix A (Statement of Work) of this RFP and/or what alternative procedures are proposed.
- **Partial Compliance** – Only part of the requirements can be met. Please explain in detail in the respective "Comments/Remarks" column what requirements cannot be met and why and whether there are alternative procedures in order to have all requirements met.
- **Non-compliance** -- The requirement cannot be met. Please explain in detail in the respective "Comments/Remarks" column why the requirement cannot be met. Proposers are reminded that the County reserves the right to determine that a Proposer's non-compliance is material enough to deem the Proposer's proposal non-responsive and not subject to further evaluation.

Required Supplementary Information to the Response Legend

Proposer must describe in sufficient detail how Proposer will meet or exceed the listed Functional Business Requirements set forth in Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work) of this RFP. The narrative must also provide sufficient assurance to the County that the Proposer understands each of the County's Functional Business Requirements, and is capable of executing the requirements, as written, without significant delay (90 calendar days or more) to the PCPS program implementation.

If Proposer's PCPS program can satisfy a particular requirement, but with variation, or, if Proposer's PCPS program utilizes an approach which deviates from that which is described in the County's Functional Business Requirements set forth in Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work) of this RFP, Proposer must clearly, completely, and in detail describe such alternative.

2.8.5.2 Proposer's Customer Fees (Business Proposal – Section C.2)

County will only permit Contractor to collect a pre-determined Special Collections fee (defined in Appendix A (Statement of Work) of this RFP) for delinquent citations.

Proposer shall disclose in Section C.2 of the Business Proposal its proposed Special Collections fee which shall not exceed 30%, but shall be passed to the customer for processing delinquent citation payments. Proposer shall also include the Special Collections fee in Section IV (Special Collections Fee) in Form B11 (Pricing Sheet) of the Appendix B (Required Forms) of the RFP; refer to Subparagraph 2.9.1 of this RFP. Proposer shall discuss, in detail, the background and dynamics driving the proposed fee.

It is in the County's interest to ensure that any proposed Special Collections fee be as low as practicably possible.

2.8.6 Proposer's Provision of Desktop Computing Hardware and Field Equipment (Business Proposal – Section D)

2.8.6.1 Desktop Computing Hardware and Field Equipment (Business Proposal – Section D.1)

Proposer shall provide the following:

1. Ten (10) desktop computing hardware and peripheral devices, along with descriptions (quantity, make, model, processing power, etc.) which shall be provided to the Department's Parking Enforcement Detail administrative staff. The identified desktop computing hardware shall meet or exceed the Department's specifications found

in Attachment C (LASD Desktop Computing Workstation Baseline) of Appendix A (Statement of Work) of this RFP.

2. An overview of the seventy (70) handheld electronic-ticket-writer computing devices which will be provided to the Department's Parking Enforcement Detail Parking Control Officers. The overview shall minimally include the following information:
 - Quantity of devices;
 - Brand and model number;
 - Software operating platform;
 - Data transmission platform/language;
 - System capabilities/features;
 - Communication architecture (general) and capabilities;
 - How they function (a user's perspective); and
 - Any special maintenance and/or handling issues of which the Department must be aware.

3. An overview of the five (5) automated license plate recognition (ALPR) systems which will be provided to the Department's Parking Enforcement Detail Parking Control Officers. The overview shall minimally include the following information:
 - Quantity of ALPR systems;
 - Brand and model number;
 - Software operating platform;
 - Data transmission platform/language;
 - System capabilities/features;
 - Communication architecture (general) and capabilities;
 - How they function (a user's perspective); and
 - Any special maintenance and/or handling issues of which the Department must be aware.

2.8.6.2 ALPR – Proposed Uses (Business Proposal – Section D.2)

Proposer should be aware that the Department is seeking to leverage the capabilities of both the handheld electronic-ticket-writer computing devices and the ALPR systems (Field Equipment) for other law enforcement functions.

The Department currently uses data captured from patrol ALPR systems, and information attained through the issuance of "moving" citations, to aid in criminal investigations. Data captured via parking citation and parking ALPR systems could be of equal value to the investigative process. The Department currently uses Federal Signal's PIPS BOSS[®] systems to view license plate scan data, and Crossroads[™] and COPLINK[®] to view ticket information.

Proposer shall consider and describe, where applicable, the following in Section D.2 of the Business Proposal:

- a. The feasibility of utilizing the Field Equipment to not only 'ping' parking citation data on Proposer's System, but to also 'ping' (simultaneously or otherwise) other data sources for the purpose of recovering stolen or wanted vehicles.
- b. Explain any current or proposed solutions that would allow the Department to view the data collected or to ingest the data into its current systems.
- c. Discuss the feasibility of such approaches, the pros and cons of doing so, the one-time configuration costs which may be associated with the implementation, and your recommended approach.
- d. Clearly disclose any assumptions in determining the above.

2.8.7 Proposer's Training Plan (Business Proposal – Section E)

A. Train the Trainer (T3) Program – Management and Administrative Staff (Business Proposal – Section E.1)

Proposer shall propose a Training Plan to accommodate Department's intent to have a specified number of employees, identified as "Management" and "Administrative Staff" sufficiently trained in the use of the PCPS System. Such trainees shall be provided with a sufficient level of knowledge to assume the role as trainers for the balance of County's employees. Details about Department staffing levels are provided in the Attachment D (Parking Enforcement Detail Staff Profile) of Appendix A (Statement of Work) of this RFP.

B. Training Program – PCOs (Business Proposal – Section E.2)

Proposer shall propose a Training Plan to accommodate the Department's intent to have up to twenty-four (24) Parking Control Officer staff sufficiently trained in the technical operation and functionality of Contractor's configured Field Equipment.

The proposed Training Plans shall be as set forth in Paragraph 3.2 (Develop a Training Plan – Parking Enforcement Detail Staff) of Appendix A (Statement of Work) of this RFP and shall minimally include the following information:

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- Training philosophy/approach;
 - Number and type of training classes to be provided;
 - For each training class, provide the following:
 - Training class title
 - Length of class (in hours)
 - Type of attendees
 - Number of attendees
 - Total number of proposed training hours;
 - Total number of proposed training hours; and
 - Location (note that the Department strongly prefers all training to be held at Department facilities).

2.8.8 Management Approach (Business Proposal – Section F)

A. Management Approach (Business Proposal – Section F.1)

Proposer shall:

- Define how the PCPS program will be managed;
- Discuss disaster recovery, data storage redundancy, and backup plan;
- Define key assumptions used to develop the management approach, schedule, and staffing plan;
- Provide a preliminary Project Implementation Plan and proposed staffing. The Project Implementation Plan shall include a preliminary timetable including milestones and a detailed description of how the program's implementation will be accomplished as set forth in Section 3.0 (Program Implementation Plan) of Appendix A (Statement of Work) of this RFP. Proposer's response shall be in the same order and format as presented in the Section 3.0 (Program Implementation Plan) of Appendix A (Statement of Work) of this RFP;
- Document Proposer's program organization. Contractor Project Director, Contractor Project Manager, and all key staff shall be identified;
- Submit resumes for the Contractor Project Director, Contractor Project Manager, and key staff which demonstrate relevant experience and expertise;
- Define problem resolution processes and other related project management processes;
- Define the Department's program resources, including numbers of staff, skill sets, and level of effort required to assist with program conversion and implementation;
- Define the level of support required from County's existing PCPS contractor, including numbers of staff, skill sets, and level

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- of effort required to assist with program implementation and data conversion; and
 - Define project risks and the approach Proposer will utilize to manage/mitigate the risks.

B. Quality Control Plan (Business Proposal – Section F.2)

Proposer shall present a comprehensive Quality Control Plan to be utilized by the Proposer as a self-monitoring tool to ensure the required services are provided as specified in Appendix A (Statement of Work) of this RFP. The following factors shall be included in the Quality Control Plan:

- Activities to be monitored to ensure compliance with all Agreement requirements;
- Monitoring methods to be used;
- Frequency of monitoring;
- Samples of forms to be used in monitoring;
- Title/level and qualifications of personnel performing monitoring functions; and
- Documentation methods of all monitoring results, including any corrective action taken.

2.8.9 Acceptance of/or Exceptions to Requirements of the Statement of Work and Sample Agreement (Business Proposal – Section G)

A. It is the duty of every Proposer to thoroughly review Appendix F (Sample Agreement) of this RFP, including Exhibit A (Additional Terms and Conditions) thereto, and Appendix A (Statement of Work) of this RFP to ensure compliance with all terms, conditions and requirements. It is the County's expectation that, in submitting a proposal, Proposer will accept, as stated, the County's terms and conditions in Appendix F (Sample Agreement), including Exhibit A (Additional Terms and Conditions), and the County's requirements in Appendix A (Statement of Work) of this RFP. However, Proposers are provided the opportunity to take exceptions to the County's terms, conditions, and requirements, subject to the terms stated below.

Proposer's response must include:

1. A statement offering Proposer's acceptance of, or exceptions to, all terms and conditions listed in Appendix F (Sample Agreement) of this RFP, including Exhibit A (Additional Terms and Conditions) thereto;
2. A statement offering Proposer's acceptance of, or exceptions to, all requirements listed in Appendix A (Statement of Work) of this RFP; and

3. For each exception, Proposer shall provide:

- An explanation of the reason(s) for the exception;
- The proposed alternative language; and
- A description of the impact, if any, to the Proposer's price.

(Proposer shall indicate all exceptions to Appendix F (Sample Agreement) and/or Appendix A (Statement of Work) of this RFP by providing a 'red-lined' version of the paragraphs in question. The County relies on this procedure. Proposers who fail to make timely exceptions as required herein, may be barred, at the County's sole discretion, from making such exceptions later.)

B. The County reserves the right to (1) determine that a Proposer's exceptions are material enough to deem the Proposer's proposal non-responsive and not subject to further evaluation, or (ii) deduct points in evaluating the proposal.

C. The County reserves the right to make changes to the Appendix F (Sample Agreement) and Appendix A (Statement of Work) of this RFP at its sole discretion.

2.8.10 Business Proposal - Required Forms (Business Proposal – Section H)

Proposer shall complete, sign, and date the following forms:

Form B5	<u>Certification of No Conflict of Interest</u>
Form B6	<u>Familiarity with the County Lobbyist Ordinance Certification</u>
Form B7	<u>Los Angeles County Community Business Enterprise (CBE) Program – Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form</u> (Attach Local SBE Certification Letter issued by Los Angeles County Office of Affirmative Action Compliance if applicable)
Form B8	<u>Proposer's EEO Certification</u>
Form B9	<u>Attestation of Willingness to Consider GAIN/GROW Participants</u>
Form B10	<u>Contractor Employee Jury Service Program - Certification Form and Application for Exception</u>
Form B13	<u>Transitional Job Opportunities Preference Application</u> (if submitted, complete and provide all supporting documents)
Form B14	<u>Request for Disabled Veteran Business Enterprise Preference Program Consideration</u>
Form B15	<u>Certification of Compliance with the County's Defaulted Property Tax Reduction Program</u>

2.9 Cost Proposal Format

The content and sequence of the Cost Proposal shall be as follows:

- Cost Proposal Summary (Cost Proposal Section A)
- Per-Citation Processing Cost (Cost Proposal Section B)
- Hardware Usage Costs (Cost Proposal Section C)
- Program Implementation Costs (Cost Proposal Section D)
- Special Collections Fee Cost (Cost Proposal Section E)

2.9.1 Cost Proposal Summary (Cost Proposal – Section A)

In Section A, Proposer shall attach a cover page and include the completed pricing forms identified below:

- Cover Page identifying, at a minimum, the RFP and the Proposer's name.
- Form B11 (Pricing Sheet) of Appendix B (Required Forms)
- Form B12 (Certification of Independent Price Determination & Acknowledgement of RFP Restrictions) of Appendix B (Required Forms)

The Pricing Sheet shall be a summary of the proposed costs. Sections B-E of the Cost Proposal, as identified below, shall identify the specific cost details, assumptions, justifications, and explanations of the proposed costs set forth on Form B11 (Pricing Sheet) of Appendix B (Required Forms). Any applicable sales tax, incidental cost, and/or travel cost and related expense, if any, are to be factored into per-citation processing cost, monthly usage costs, and program implementation costs and shall not be itemized separately.

2.9.2 Per-Citation Processing Cost (Cost Proposal – Section B)

Proposer shall identify the all-inclusive, fixed, per-citation processing cost for the proposed PCPS program which provides the services and System features in satisfaction of the County's Functional Business Requirements as described in the Appendix A (Statement of Work) and Attachment A (County's Functional Business Requirements) thereto.

The County will use this fixed cost, multiplied by 150,000, and divided by 12, to arrive at a prospective monthly fixed cost to administer the PCPS program. For example:

$$(\text{Per-Citation processing cost} \times 150,000) / 12$$

This prospective cost will be used to arrive at a final competitive figure for the purpose of this solicitation only. (The County makes no guarantee as to the actual number of citations which may be processed in any given contract year.)

2.9.3 Monthly Usage Costs (Cost Proposal – Section C)

Proposer shall identify the monthly fixed usage cost per device for each of the desktop computing hardware systems, handheld electronic ticket-writer computing devices, and ALPR systems supplied to the Department which satisfies the County's requirements as described in the Appendix A (Statement of Work) and Attachments thereto.

Software for Desktop Computers

Proposers shall not consider costs to purchase desktop application software. These items will be purchased and installed to the computers by County, in consultation with Contractor Project Manager.

2.9.4 Implementation Costs (Cost Proposal – Section D)

2.9.4.1 IVR Telephone Subsystem (includes Pay-by-Phone) (Cost Proposal – Section D.1)

Proposer shall specify the one-time cost, if any, to establish the IVR subsystem described in Paragraph 11.6 (Interactive Voice Response (IVR) Capability - Telephones) of Appendix A (Statement of Work) of this RFP. All pricing assumptions must be clearly identified in the Cost Proposal.

2.9.4.2 Pay-by-Web Interface ("Storefront" Design/Set-up) (Cost Proposal – Section D.2)

Proposer shall specify the one-time cost, if any, to design/set up the Pay-by-Web interface described in Paragraph 11.7 (Pay-by-Web Interface) of Appendix A (Statement of Work) of this RFP. All pricing assumptions must be clearly identified in the Cost Proposal.

2.9.4.3 ALPR Law Enforcement Configuration (Cost Proposal – Section D.3)

Proposer shall specify the one-time cost, if any, to configure the provided ALPR systems to meet the Department's extended law enforcement needs, as described in the Subparagraph 2.8.6.2 above.

All pricing assumptions must be clearly identified in the Cost Proposal.

2.9.5 Special Collection Fee Cost (Cost Proposal – Section E)

Proposer shall identify its proposed Special Collections Fee, as defined in Section 7.2 (Basis for Special Collections Fee) of Appendix A (Statement of Work) of the RFP. The Special Collections Fee shall be passed to the customer and shall not exceed thirty percent (30%) of the fine collected.

2.10 Proposal Submission

The original **Business Proposal** and **five (5)** numbered copies shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:

"BUSINESS PROPOSAL FOR PARKING CITATION PROCESSING SERVICES"

The original **Cost Proposal** and **two (2)** numbered copies must be submitted in a separate sealed package, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:

"COST PROPOSAL FOR PARKING CITATION PROCESSING SERVICES"

In addition, as part of the proposal submission, Proposers shall submit .pdf electronic copies of both the Business Proposal and Cost Proposal on 2 separate compact disks (CDs), both of which shall be clearly labeled.

The proposals shall be delivered or mailed to the County contact as follows:

Los Angeles County Sheriff's Department
Contracts Unit, Room 214
4700 Ramona Boulevard
Monterey Park, California 91754
Attn: William Smith

It is the sole responsibility of the submitting Proposer to ensure that all his/her proposals are received before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any proposals received after the scheduled closing date and time for receipt of proposals, as listed in Bulletin #1, or any later addendum amending such closing date and time, shall not be accepted and shall be returned to the sender unopened, at the sole discretion of the County. Timely, hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) copies shall be accepted.

All proposals shall be firm offers and may not be withdrawn for a period of two hundred seventy (270) days following the last day to submit proposals.

2.11 Proposal Corrections and Errors

If Proposer realizes, before the proposal submission due date, that the submitted proposal contains one or more errors, Proposer may request in writing that the proposal be withdrawn. If there are one or more errors, Proposer may resubmit another proposal with each error corrected up to the proposal submission due date. Once the proposal submission due date has passed, all proposals stand as written. Requests for withdrawal shall be sent to:

Edmond Wong, Manager
Los Angeles County Sheriff's Department
Contracts Unit
4700 Ramona Boulevard
Monterey Park, California 91754

In addition, if County determines at any time that there are one or more errors (e.g. clerical or arithmetic errors) or that there is missing information in any submitted proposal, County, in its sole discretion, may request in writing that the particular Proposer submit a written correction of the applicable portions of its proposal within a County-specified time period and in compliance with all County instructions as set forth in the request, including regarding content and format. Proposer understands and agrees that any such correction shall be limited to correcting errors or submitting missing information identified by County, shall comply with all County instructions as set forth in the request, and shall be considered part of the proposal for all purposes including proposal evaluation. If Proposer fails to submit such correction or missing information within the County-specified time period, the proposal shall stand as written.

3.0 SELECTION PROCESS AND EVALUATION CRITERIA

3.1 Selection Process

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process will begin with receipt of the proposals on the proposal due date.

Evaluation of the proposals will be made by an Evaluation Committee appointed by the Department. The Evaluation Committee will evaluate the proposals for adherence to the Minimum Mandatory Requirements stated in Paragraph 1.4 (Minimum Mandatory Requirements) of this RFP and will use the evaluation approach described herein to select a prospective Contractor. Vendors that do not meet the Minimum Mandatory Requirements will be disqualified and eliminated from further consideration.

All proposals will be evaluated based on the evaluation criteria listed below in Paragraph 3.3 (Business Proposal Evaluation Criteria) and Paragraph 3.4 (Cost Proposal Evaluation Criteria) below. All proposals will be scored and ranked in numerical sequence from high to low. The County may require the top ranked

Proposers to make an oral presentation, demonstrate the functionality of the centralized relational database, demonstrate the capabilities of their PCPS program, and offer solutions to the PCPS needs of the County, based on the County's requirements.

3.1.1 Proposer Presentation and Product Demonstration

The County may, at the County's sole discretion, provide top ranked Proposers an opportunity to provide an oral presentation and demonstrate their PCPS System features. Each presentation/demonstration will be conducted in a private setting. Proposers will not be permitted to be present at, or view or review, the presentations of other competing Proposers. During the presentation, the Evaluation Committee, as well as other subject matter experts (SMEs), may ask questions about the PCPS program, the System, and/or other features of the program/proposal.

3.1.2 Selection Process

The County intends to select a single Proposer to supply the PCPS program, as determined to be in the best interest of the County.

After a Proposer has been selected, the County and the Proposer will negotiate a contract for submission to the County's Board of Supervisors for its consideration and possible approval. If a satisfactory contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified Proposer that submitted a proposal, as determined by the County.

The recommendation to award a contract(s) will not bind the Board of Supervisors to award a contract to the prospective Proposer.

The County retains the right to select a proposal other than the proposal receiving the highest number of points if County determines, at its sole discretion, another proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of the County.

3.2 Disqualification Review

A proposal may be disqualified from consideration because the County determined it was a non-responsive proposal at any time during the evaluation process. If the County determines that a proposal is disqualified due to non-responsiveness, the County shall notify the Proposer in writing.

Upon receipt of the written determination of non-responsiveness, the Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A Disqualification Review shall only be granted under the following circumstances:

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- A. The person or entity requesting a Disqualification Review is a Proposer;
 - B. The request for a Disqualification Review is submitted timely; (i.e., by the date and time specified in the written determination); and
 - C. The request for a Disqualification Review asserts that the Department's determination of disqualification due to proposal non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the Department's determination shall be provided to the Proposer, in writing, prior to the conclusion of the evaluation process.

3.3 Business Proposal Evaluation Criteria (65%)

3.3.1 Proposer's Qualifications (20%)

- A. Proposer will be evaluated on its experience and capacity as a corporation or other entity to perform the required services based on information provided in Section B.1 (Proposer's Background and Experience) of the Business Proposal.
- B. Proposer will be evaluated on the verification of references provided in Section B.2 (Proposer's References) of the Business Proposal. In addition to the references provided, a review will include the County's Contract Database and Contractor Alert Reporting Database, if applicable, reflecting past performance history on County contracts, and a review of terminated contracts.
- C. A review will be conducted to determine the significance of any pending litigation, threatened litigation, or judgments against the Proposer as provided in Section B.3 (Proposer's Pending Litigation, Threatened Litigation, and Judgments) of the Business Proposal.

3.3.2 Proposer's Approach to Providing Required Services (35%)

The Proposer will be evaluated on its description of the methodology to be used to meet the County's requirements based on information provided in Sections C, D, E, and F.1 of the Business Proposal.

3.3.3 Quality Control Plan (5%)

The Proposer will be evaluated on its ability to establish and maintain a complete Quality Control Plan to ensure the requirements of the resultant Agreement are provided as specified. Evaluation of the Quality Control Plan shall cover the proposed monitoring system of all services listed the Section 18.0 (Quality Control Plan) of Appendix A (Statement

of Work) of this RFP based on the information provided in Section F.2 (Quality Control Plan) of the Business Proposal.

3.3.4 Acceptance of/or Exceptions to Requirements of the Statement of Work Sample Agreement (5%)

Proposer will be evaluated on its willingness to accept the terms and conditions outlined in Appendix F (Sample Agreement), including Exhibit A (Additional Term and Conditions) thereto, and the requirements of the Statement of Work outlined in the Appendix A (Statement of Work) of this RFP, as stated in Section G of the Business Proposal (see Subparagraph 2.8.9 of this RFP). The County may deduct rating points or disqualify the proposal in its entirety if the exceptions are material enough to deem the proposal non-responsive.

Proposers are further notified that the County may, in its sole determination and discretion, disqualify any Proposer with whom the County cannot satisfactorily negotiate a contract.

3.4 Cost Proposal Evaluation Criteria (35%)

The maximum number of possible points will be awarded to the lowest Cost Proposal. All other proposals will be compared to the lowest cost and points awarded accordingly.

However, should one or more of the Proposers request and be granted the Local SBE Preference, Transitional Job Opportunities Preference or the Disabled Veteran Business Enterprise Preference the cost component points will be determined as follows:

3.4.1 Local SBE Preference

Eight percent (8%) of the lowest cost proposed will be calculated, which shall not exceed \$50,000, and that amount will be deducted from the Cost submitted by all Local SBE Proposers who requested and were granted the Local SBE Preference.

3.4.2 Transitional Job Opportunities Preference

Eight percent (8%) of the lowest cost proposed will be calculated and that amount will be deducted from the Cost submitted by all Proposers who requested and were granted the Transitional Job Opportunities Preference.

3.4.3 Disabled Veteran Business Enterprise Preference

Eight percent (8%) of the lowest cost proposed will be calculated and that amount will be deducted from the Cost submitted by all Proposers who requested and were granted the Disabled Veteran Business Enterprise Preference up to the maximum of \$50,000.

In no case shall any preference be combined to exceed eight percent (8%) in response to any County solicitation.

3.5 Department's Proposed Contractor Selection Review

3.5.1 Departmental Debriefing Process

Upon completion of the evaluation, the Department shall notify the remaining Proposers in writing that the Department is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the Department's sole discretion, be denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting Proposer's response to the solicitation document with the evaluation document. The requesting Proposer shall be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers shall not be discussed, although the Department may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, the Department will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Section 3.5.2 below), if the requesting Proposer is not satisfied with the results of the Debriefing.

3.5.2 Proposed Contractor Selection Review

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this Section may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
2. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);
3. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
 - a. The Department materially failed to follow procedures specified in its solicitation document. This includes:

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- i. Failure to correctly apply the standards for reviewing the proposal format requirements.
 - ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.
 - iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
 - b. The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being selected as the recommended contractor.
 - c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
 - d. Another basis for review as provided by state or federal law; and
4. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the Proposer would have been the lowest cost, responsive and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative shall issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board. The written decision shall additionally instruct the Proposer of the manner and timeframe for requesting a County Independent Review. (see Section 3.6 below)

3.6 County Independent Review Process

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a County Independent Review is a Proposer;
2. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department); and

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3. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that (a) arise from the Department's written decision and (b) are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Section 3.5.2 above.

Upon completion of the County Independent Review, ISD will forward the report to the Department, which will provide a copy to the Proposer.

4.0 STANDARD COUNTY SOLICITATION TERMS & CONDITIONS

4.1 Adherence to County Requirements

Contractor shall comply with all terms, conditions, and requirements of the Agreement. .

4.2 Contract Term

The Term of the Agreement shall commence upon execution by the Board of Supervisors and shall continue for a period of three (3) years, unless sooner terminated or extended. The County may, at its sole discretion, provide for a conversion period at the beginning of the Term of the Agreement which, the County anticipates, should not exceed thirty (30) calendar days, to allow for data conversion from the existing contractor to the selected Contractor (Conversion Period).

The County may elect, at the County's sole discretion, to execute two (2) additional one-year option periods, plus one 6-month option period in any increment.

4.3 Contract Rates

The Contractor's rates shall remain firm and fixed for the Term of the Agreement.

4.4 Days of Operation

Contractor shall be required to provide services in accordance with the terms and conditions of the resultant Agreement. Except as otherwise provided, Contractor is not required to provide services on County-recognized holidays. The County Project Manager will provide a list of the County holidays to the Contractor at the time the Agreement is approved, and annually, at the beginning of each calendar year.

Contractor's System shall perform as defined in Section 18.0 (Contractor's Guarantee) of Appendix A (Statement of Work) of this RFP. Contractor and its System shall satisfy all of County's Functional Business Requirements set forth in Attachment A (County's Functional Business Requirements) of Appendix A (Statement of Work) of this RFP.

4.5 Mandatory Requirement to Register on County's WebVen

Prior to a contract award, all potential Contractors must register in the County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at:

<http://camisvr.co.la.ca.us/webven/>

Once registered, the selected Contractor must maintain the accuracy of its information. This includes, but is not limited to, change of business name and address.

4.6 Protest Policy Review Process

4.6.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Paragraph 4.6.3 below. Additionally, any actual Proposer may request a review of a disqualification or of a proposed contract award under such a solicitation, as described respectively in Paragraph 4.6.3 below. It is the responsibility of the Proposer challenging the decision of a County Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed contract award.

4.6.2 Throughout the review process, the County has no obligation to delay or otherwise postpone an award of contract based on a Proposer protest. In all cases, the County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

4.6.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved services contract provided for under Board Policy No. 5.055 are limited to the following:

- Review of Solicitation Requirements (Reference Paragraph 2.4 Solicitation Requirements Review) of this RFP)
- Review of a Disqualified Proposal (Reference Paragraph 3.3 (Business Proposal Evaluation and Criteria) of this RFP)
- Review of Department's Proposed Contractor Selection (Reference Paragraph 3.5 (Department's Proposed Contractor Selection Review) of this RFP)

4.7 Notice to Proposers Regarding the Public Records Act

4.7.1 Responses to this RFP shall become the exclusive property of the County. Absent extraordinary circumstances, the recommended proposer's proposal will become a matter of public record when (1) contract negotiations are complete; (2) Department receives a letter from the recommended Proposer's authorized officer that the negotiated contract is the firm offer of the recommended Proposer; and (3) Department releases a copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055.

Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's proposer recommendation appears on the Board agenda.

Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret," "Confidential," or "Proprietary."

4.7.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. **A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. The Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.**

4.8 Injury & Illness Prevention Program (IIPP)

Contractor shall be required to comply with the State of California's Cal OSHA's regulations. Section 3203 of Title 8 in the California Code of Regulations requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

4.9 Local Small Business Enterprise (SBE) Preference Program

4.9.1 In determining the lowest price, the County will give preference to businesses that are certified by the County as a Local Small Business Enterprise (Local SBE), consistent with Chapter 2.204.030C.2 of the Los Angeles County Code. A Certified Local SBE is a business: 1) certified by the State of California as a small business enterprise; 2) having its principle office currently located in Los Angeles County for a period of at least the past 12 months; and 3) certified by Office of Affirmative Action Compliance as meeting the requirements set forth in 1 and 2 above.

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- 4.9.2 To apply for certification as a Local SBE, companies may register with Internal Services Department website at <http://laosb.org>
- 4.9.3 Certified Local SBEs must request the SBE Preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification affirmed. Proposers must attach the Local SBE Certification Letter to the Los Angeles County Community Business Enterprise (CBE) Program - Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form, Form B7 found in Appendix B (Required Forms) with their proposal. County shall verify Local SBE certification prior to applying the preference. Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Local SBE.
- 4.9.4 Information about the State's small business enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Small Business Certification and Resources Web site at <http://www.pd.dgs.ca.gov/smbus/default>.
- 4.9.5 Prompt Payment Program. It is the intent of the County that Certified Local SBEs receive prompt payment for services they provide to County departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

4.10 Transitional Job Opportunities Preference Program

- 4.10.1 In evaluating proposals, the County will give preference to businesses that are certified by the County as Transitional Job Opportunity vendors, consistent with Chapter 2.205 of the Los Angeles County Code. A Certified Transitional Job Opportunity vendor is, and has been such for three (3) years, an entity: 1) that is a non-profit organization recognized as tax exempt pursuant to section 501 (c) (3) of the Internal Revenue Services Code; set forth, under penalty of perjury, such information as requested by the County on either electronic or hard copy forms, along with their application form and three (3) most recent annual tax returns to the department with their proposal response to the contracting solicitation for which they are competing; 2) has been in operation for at least one (1) year providing transitional job and the related supportive services to program participants; and 3) provide a profile of their program with a description of their program components designed to assist program participants, number of past program participants, and any other information requested by a contracting department.
- 4.10.2 Transitional Job Opportunities vendors must request the preference in their solicitation response and may not receive the preference until their certification has been affirmed by the applicable department. County must verify the Transitional Job Opportunity vendor certification prior to

applying the preference. Sanctions and financial penalties may apply to a Proposer that knowingly and with intent to defraud seeks to obtain or maintain certification as a Transitional Job Opportunities vendor.

4.10.3 To request the Transitional Job Opportunities Preference, Proposer must complete Form B13 (Transitional Job Opportunities Preference Application) of Appendix B (Required Forms) of this RFP, and submit it along with all supporting documentation with their proposal.

4.11 Notification to County of Pending Acquisitions/Mergers by Proposing Company

Proposer shall notify the County of any pending acquisitions/mergers of their company. This information shall be provided by the Proposer on Form B1 (Proposer's Organization Questionnaire/Affidavit) of Appendix B (Required Forms) of this RFP. Failure of the Proposer to provide this information may eliminate its proposal from any further consideration.

4.12 Indemnification and Insurance

Contractor shall be required to comply with the indemnification provisions contained in Appendix F (Sample Agreement), Exhibit A (Additional Terms and Conditions), Paragraph 13.1 (Indemnification) and Section 14.0 (Intellectual Property Indemnification) of this RFP. Contractor shall also procure, maintain, and provide to County proof of, insurance coverage for all the programs of insurance along with associated amounts specified in Appendix F (Sample Agreement), Exhibit A (Additional Terms and Conditions), Paragraph 13.2 (General Insurance Requirements), as well as provide performance security in accordance with Appendix F (Sample Agreement), Exhibit A (Additional Terms and Conditions), Subparagraph 13.2.6 (Performance Security Requirements, Bond) of this RFP.

4.13 Determination of Proposer Responsibility

4.13.1 A responsible Proposer is a Proposer that has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the Agreement. It is County's policy to conduct business only with responsible Proposers.

4.13.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of the County Code, County may determine whether the Proposer is responsible based on a review of the Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Proposer against public entities. Labor law violations which are the fault of the subcontractors and of which the Proposer had no knowledge shall not be the basis of a determination that the Proposer is not responsible.

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- 4.13.3 County may declare a Proposer to be non-responsible for purposes of the resultant Agreement if the Board of Supervisors, in its discretion, finds that the Proposer has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.
- 4.13.4 If there is evidence that the apparent highest ranked Proposer may not be responsible, the Department shall notify the Proposer in writing of the evidence relating to the Proposer's responsibility, and its intention to recommend to the Board of Supervisors that the Proposer be found not responsible. The Department shall provide the Proposer and/or the Proposer's representative with an opportunity to present evidence as to why the Proposer should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.
- 4.13.5 If the Proposer presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of the Proposer shall reside with the Board of Supervisors.
- 4.13.6 These terms shall also apply to proposed subcontractors of Proposers on County contracts.

4.14 Proposer Debarment

- 4.14.1 The Proposer is hereby notified that, in accordance with Chapter 2.202 of the County Code, County may debar the Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and County may terminate any or all of the Proposer's existing contracts with County, if the Board of Supervisors finds, in its discretion, that the Proposer has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.

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- 4.14.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, the Department shall notify the Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise the Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 4.14.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. The Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Proposer should be debarred, and, if so, the appropriate length of time of the debarment. The Proposer and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
- 4.14.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 4.14.5 If a Proposer has been debarred for a period longer than five (5) years, that Proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Proposer has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
- 4.14.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) the Proposer has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review

decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

- 4.14.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 4.14.8 These terms shall also apply to proposed subcontractors of Proposers on County contracts.
- 4.14.9 Appendix E (Listing of Contractors Debarred in Los Angeles County) of this RFP provides a link to the County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

4.15 Proposer's Adherence to County's Child Support Compliance Program

Proposers shall: 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

4.16 Gratuities

4.16.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee or agent to solicit consideration, in any form, from a Proposer with the implication, suggestion or statement that the Proposer's provision of the consideration may secure more favorable treatment for the Proposer in the award of the Agreement or that the Proposer's failure to provide such consideration may negatively affect the County's consideration of the Proposer's submission. A Proposer shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee or agent for the purpose of securing favorable treatment with respect to the award of the Agreement.

4.16.2 Proposer Notification to County

A Proposer shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the

supervision of the employee or to the County Auditor Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in the Proposer's submission being eliminated from consideration.

4.16.3 Form of Improper Consideration

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

4.17 Notice to Proposers Regarding the County Lobbyist Ordinance

The Board of Supervisors of the County of Los Angeles has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance," defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by the Proposer is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists by completing and submitting Form B6 (Familiarity with the County Lobbyist Ordinance Certification) of Appendix B (Required Forms) of this RFP as part of their proposal.

4.18 Federal Earned Income Credit

Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Appendix I (IRS Notice 1015) of this RFP.

4.19 Consideration of GAIN/GROW Participants for Employment

4.19.1 As a threshold requirement for consideration for contract award, Proposers shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to the Proposers' employee mentoring

program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities. Proposers who are unable to meet this requirement shall not be considered for agreement award.

4.19.2 Proposers shall complete and return Form B9 (Attestation of Willingness to Consider GAIN/GROW Participants) of Appendix B (Required Forms) of this RFP as part of their proposal.

4.20 County's Quality Assurance Plan

After contract award, County or its agent will evaluate Contractor's performance under the Agreement on a periodic basis. Such evaluation will include assessing Contractor's compliance with all terms in the resultant Agreement and performance standards identified in Exhibit B (Statement of Work) of the Agreement. Contractor's deficiencies which the County determines are severe or continuing and that may jeopardize performance of the Agreement will be reported to the County's Board of Supervisors. The report will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate the Agreement in whole or in part, or impose other penalties as specified in the Agreement.

4.21 Recycled Bond Paper

Proposer shall be required to comply with the County's policy on recycled bond paper as specified in Appendix F (Sample Agreement), Exhibit A (Additional Terms and Conditions), Section 31.0 (Recycled-Content Paper) of this RFP.

4.22 Safely Surrendered Baby Law

Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Appendix H (Safely Surrendered Baby Law) of this RFP and is also available on the Internet at www.babysafela.org for printing purposes.

4.23 County Policy on Doing Business with Small Business

4.23.1 County has multiple programs that address small businesses. The Board of Supervisors encourages small business participation in County's contracting process by constantly streamlining and simplifying our selection process and expanding opportunities for small businesses to compete for our business.

4.23.2 The Local Small Business Enterprise (SBE) Preference Program requires the Company to complete a certification process. This program and how to obtain certification are further explained in Paragraph 4.9 (Local Small Business Enterprise (SBE) Preference Program) above.

4.23.3 The Jury Service Program (the Program) provides for exceptions to the Program if a company qualifies as a Small Business. Further explanation of the Jury Service Program is provided in Paragraph 4.24 (Jury Service Program) below.

4.23.4 The County also has a Policy on Doing Business with Small Business that is stated in Appendix D (County of Los Angeles Policy on Doing Business with Small Business) of this RFP.

4.24 Jury Service Program

The prospective Agreement is subject to the requirements of County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Prospective Contractors should carefully read Appendix G (Jury Service Ordinance) of this RFP, and the pertinent jury service provisions of Appendix F (Sample Agreement), Exhibit A (Additional Terms and Conditions), Section 32.0 (Compliance with Jury Service Program), both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their subcontractors. Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

4.24.1 The Jury Service Program requires Contractors and their subcontractors to have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on the County project. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program.

4.24.2 There are two ways in which a Contractor might not be subject to the Jury Service Program. The first is if Contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation of other entity which has a contract with County or a subcontract with a County contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. The second is if Contractor meets one of the

two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to contractors that have 1) ten or fewer employees; and, 2) annual gross revenues in the preceding twelve months which, if added to the annual amount of the Agreement is less than \$500,000, and, 3) is not an “affiliate or subsidiary of a business dominant in its field of operation”. The second exception applies to contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

- 4.24.3 If a Contractor does not fall within the Jury Service Program’s definition of “Contractor” or if it meets any of the exceptions to the Jury Service Program, then Contractor must so indicate in Form B10 (Contractor Employee Jury Service Program - Certification Form & Application for Exception) of Appendix B (Required Forms) of this RFP, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing Contractor’s application, County will determine, in its sole discretion, whether Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. County’s decision will be final.

4.25 Conflict of Interest

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse of economic dependent of such employees, shall be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code as stated in Form 5 (Certification of No Conflict of Interest) of Appendix B (Required Forms) of this RFP.

4.26 Confidentiality and Independent Contractor Status

As appropriate, Contractor shall be required to comply with the Confidentiality provision contained in Section 3.0 (Confidentiality) of Exhibit A (Additional Terms and Conditions) of Appendix F (Sample Agreement) of this RFP, and the Independent Contractor Status provision contained in Section 40.0 (Independent Contractor Status) of Exhibit A (Additional Terms and Conditions) of Appendix F (Sample Agreement) of this RFP.

4.27 Background and Security Investigations

At any time prior to or during the Term of the Agreement, all Contractor’s staff, subcontractors, and agents of Contractor (collectively herein “Contractor’s staff”) performing services under the Agreement shall be required to undergo and pass, to the satisfaction of County, a background investigation as a condition of beginning and continuing work under the Agreement. Such background

investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but shall not be limited to, criminal conviction information. The fees associated with the background investigation shall be at the expense of Contractor, regardless if the member of Contractor's staff passes or fails the background investigation.

4.28 SPARTA Program

A County program, known as SPARTA (Service Providers, Artisan and Tradesman Activities), may be able to assist potential Contractors in obtaining affordable liability insurance. The SPARTA Program is administered by the County's insurance broker, Merriwether & Williams. For additional information, Proposers may call Merriwether & Williams toll free at (800) 420-0555 or can access their website directly at www.2sparta.com

4.29 Defaulted Property Tax Reduction Program

4.29.1 The prospective Agreement is subject to the requirements of the County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program") (Los Angeles County Code, Chapter 2.206). Prospective Contractors should carefully read the Appendix J (Defaulted Property Tax Reduction Program) of this RFP and Sections 62.0 and 63.0 of Exhibit A (Additional Terms and Conditions) of Appendix F (Sample Agreement) of this RFP, both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their subcontractors.

4.29.2 Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Form B15 (Certification of Compliance with The County's Defaulted Property Tax Reduction Program) of Appendix B (Required Forms) of this RFP. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliance contractor (Los Angeles County Code, Chapter 2.202).

4.29.3 Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

4.30 Disabled Veteran Business Enterprise Preference Program (DVBE)

4.30.1 The County will give preference during the solicitation process to businesses that meet the definition of a Disabled Veteran Business Enterprise, consistent with Chapter 2.211 of the Los Angeles County

Code. A Disabled Veteran Business Enterprise vendor is defined as: 1) A business which is certified by the State of California as a Disabled Veteran Business Enterprise; or 2) A business which is certified by the Department of Veterans Affairs as a Service Disabled Veteran Owned Small Business (SDVOSB).

- 4.30.2 Certified Disabled Veteran Business Enterprise vendors must request the preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification is affirmed.
- 4.30.3 In no case shall the Disabled Veteran Business Enterprise Preference Program price or scoring preference be combined with any other county preference program to exceed eight percent (8%) in response to any county solicitation.
- 4.30.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Disabled Veteran Business Enterprise.
- 4.30.5 To request the Disabled Veteran Business Enterprise Preference, Proposer must complete and submit the Form B14 (Disabled Veteran Business Enterprise Preference Program Consideration) of Appendix B (Required Forms) of this RFP, with supporting documentation with their proposal.
- 4.30.6 Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at <http://www.pd.dgs.ca.gov/>.
- 4.30.7 Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38CFR 74 and is also available on the Department of Veterans Affairs Website at: <http://www.vetbiz.gov/>.

4.31 Time Off for Voting

Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (California Elections Code Section 14000). Not less than ten (10) calendar days before every statewide election, every Contractor and subcontractor shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of California Elections Code Section 14000.

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