



SHERIFF'S DEPARTMENT

REQUEST FOR PROPOSALS

FOR

COMPUTER AIDED DISPATCH (CAD) SERVICES

RFP NO. 499-SH

REVISED UNDER BULLETIN # 3

Prepared By
County of Los Angeles

These guidelines are intended to provide general information only and are subject to revision. The rights and obligations of any party contracting with County will be determined in accordance with the terms of the applicable contract and applicable law.

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1.0 INTRODUCTION

As a prerequisite to responding to this Request for Proposals (RFP), potential Proposers were to have submitted a Statement of Qualifications (SOQ) in response to Request for Qualifications (RFQ) 499A-SH issued by the County in November of 2022. Only Proposers who responded to RFQ 499A-SH and were determined, by the County, to have successfully met the Minimum Mandatory Requirements (MMRs) are invited to respond to this RFP. Proposals received from vendors who did not respond to RFQ 499A-SH will be rejected without further consideration.

The County of Los Angeles (County) Sheriff's Department (Department) is issuing this RFP to solicit proposals from organizations that are qualified to provide a commercial off-the-shelf Computer Aided Dispatch (CAD) and mobile computing Solution, as well as a long-term maintenance and support program for the Department. The selected Contractor will deliver a comprehensive Solution that enables the Department to provide an efficient and effective CAD Solution for first responders and the public. The implementation will require software configuration, customization, and integration with key existing 9-1-1 operations systems, business analysis and other professional services, hardware procurement and deployment, and on-going maintenance and support services.

Companies with proven CAD software, demonstrated experience deploying that software in large complex 9-1-1 environments, and experience maintaining and supporting such enterprise systems are invited to respond to this RFP. The County's objective is to acquire all software, hardware, and professional services in accordance with Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline) to this RFP.

The County's current CAD Solution no longer meets the needs of the Department. As such, the County is seeking to replace its current Solution with a modern application with commercial support. The new CAD Solution will provide advanced functionality and allow the County to leverage system enhancements and support over the lifetime of the agreement.

Titles, captions, and headings contained in this solicitation are inserted as a matter of convenience and for reference, and are not intended, nor will be deemed or construed to define, limit, extend, or otherwise describe the scope or any provision of this solicitation.

Capitalized terms used in the body of this RFP without definition have the meanings given to such terms in Appendix A (Statement of Work- General) and Attachment A.1 (SOW Outline) to this RFP or; if not defined therein, in Appendix C (Sample Contract) to this RFP.

1.1 Eligible Entities

The County and Proposer agree that Eligible Entities may purchase products or services defined herein under the same terms and conditions as the County, subject to any applicable local purchasing ordinances and laws of the State of California.

For purposes of this RFP, an Eligible Entity is any public law enforcement/public safety agency whose procurement rules, whether internal or enacted pursuant to statute, allow them to purchase goods or services through a procurement vehicle such as this RFP.

The terms, and conditions of any contract issued pursuant to this RFP will be made available, upon request, to public law enforcement/public safety agencies, "Eligible Entities".

The County shall not be construed as a dealer, re-marketer, representative, partner, or agent of any type, of Proposer. Eligible Entities will be solely responsible for ordering services and products under any County contract arising from this RFP. Payments for services and products ordered by an Eligible Entity will be the exclusive obligation of such Eligible Entity.

The County will not be obligated, liable, or responsible for any order made by any Eligible Entity or any employee thereof, OR for any payment required to be made with respect to such order; and that any disputes between Eligible Entities and Proposer are not the responsibility of the County. The exercise of any rights or remedies of the Eligible Entities or Proposer will be the exclusive obligation of such party.

The County makes no representation or guaranty with respect to any minimum purchases by the County, or any Eligible Entity or any employee thereof, under any County contract or Eligible Entity contract arising from this RFP.

2.0 BACKGROUND

2.1 Department Background

The Department is a law enforcement agency which serves an area totaling approximately 4,084 square miles with a population of almost 10 million people (2020 U.S. Census). It is the largest Sheriff's department in the world, with approximately 17,000 employees. The Department provides general law enforcement services to 46 contracts for law enforcement services, 90 unincorporated communities, 216 facilities, hospitals, and clinics located throughout the County, nine community colleges, the Metropolitan Transit Authority and 47 Superior Courts. The Department also provides forensic laboratory services and academy training for smaller law enforcement agencies

within the County. The Department manages seven custody facilities which house an average daily population of 17,000 inmates daily.

2.2 Computer Aided Dispatch System and Ancillary Equipment Background

The Department currently maintains over 2,700 Mobile Data Computers (MDC) and over 1,300 fixed computers that utilize CAD. The MDC and CAD computers are used in field operations, boats, transportation buses, and dispatch centers. The current CAD system enables deputies in the field to gather information on wanted subjects or stolen vehicles, receive calls for service, and enter observations. The current CAD system manages over 40,000 to 60,000 daily inquiries to various law enforcement database systems throughout the County and the nation. The recorded event volume of calls-for-service and unit-initiated observations for the previous three years are shown below:

Year	2020	2021	2022	Average
Calls-for-service entered into CAD	1,024,414	1,039,324	1,045,910	1,036,549
Observation entered into CAD	1,807,758	1,688,563	1,500,058	1,665,460
Total Events Captured in CAD	2,832,172	2,727,887	2,545,968	2,702,009

Table 1: Historical CAD Event Volume

The Department dispatches calls from the following Public Safety Answering Point (PSAP) locations:

North Patrol Division	Central Patrol Division	South Patrol Division	East Patrol Division
Lancaster Station	Avalon Station	Carson Station	Altadena Station
Lost Hills Station / Malibu	Century Station	Cerritos Station	Crescenta Valley Station
Palmdale Station	Compton Station	Lakewood Station	Industry Station

Santa Clarita Station	East Los Angeles Station	Lomita Station	San Dimas Station
West Hollywood Station	Marina Del Rey Station	Norwalk Station	Temple Station
	South Los Angeles Station	Pico Rivera Station	Walnut / Diamond Bar Station

Table 2 – Sheriff Patrol Station Dispatch Centers

The following bureaus also dispatch calls-for-service:

Countywide Services Division	Special Operations Division
Community College Bureau	Transit Bureau
County Services Bureau	Metrolink
Parks Bureau	

Table 3 – Sheriff Bureau’s Dispatch Centers

A description of all Department stations and bureau addresses can be found in Attachment B.1 (PSAP and Dispatch Locations) to Appendix B (Solution Requirements Response Matrix) to this RFP.

The current 911 answering equipment is Motorola VESTA 911. The equipment was installed in 2019 and is currently under a maintenance contract with AT&T. The answering positions are used to complete the following: answer both 911 and ten-digit administrative calls, place outgoing calls, maintain speed dials, station to station “cold” lines, and place one-button transfer calls. The equipment can receive Enhanced 911 call data, which at the time of this RFP is being deployed by the Department. Due to the age of the current CAD system, the Department utilizes a custom interface provided by a mapping Solution company to verify addresses prior to inputting the address into the CAD system. Sheriff’s Communication Center (SCC) serves as the main radio communications relay link in the Department’s CAD/Radio Communications System. This system uses a centralized communications configuration coupled with decentralized command and control. This arrangement affords each station direct control over the disposition of its law enforcement assets while allowing for expanded tactical and communications capabilities coordinated through SCC.

The Department is moving away from this dispatch model and will be moving towards a true centralized dispatching model with call takers and dispatchers residing under at one primary location (TBD) with a secondary location (TBD) used as a fallback or secondary location.

The Department will initially deploy a decentralized dispatch model. It is the Department's intent to transition to a centralized dispatching model at a later date, either prior to or after Final Acceptance, as determined by the Department [please refer to Task 12 (Final Acceptance) of Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General)]. The County, in its sole discretion, may elect to delay implementing a centralized dispatch model to a later date.

2.3 Sample Contract: County Terms and Conditions

2.3.1 Contractor will be required to abide by all terms and conditions outlined in Appendix C (Sample Contract), to this RFP. Proposers should review Appendix C (Sample Contract) with its legal counsel prior to submitting a proposal.

2.3.2 Anticipated Contract Term

The term of the resultant contract will commence upon execution of the contract by the County and the selected Contractor and will continue until and through six years from the date of the Solution's Final Acceptance, as such term is defined in Appendix C (Sample Contract) to this RFP (Initial Term). At the end of the Initial Term, the County may in its sole option automatically extend the term of the contract for up to four one-year option periods (Extended Term). Notwithstanding the maximum contract term of ten years from Final Acceptance, the County retains its sole right to terminate earlier for convenience, non-appropriation of funds, default of Contractor, substandard performance of Contractor, non-responsibility of Contractor, improper consideration given/offered to the County with respect to the award of the contract, breach of warranty to maintain compliance with the County's Child Support Compliance Program and any other of the County's rights to terminate the contract.

2.3.3 Contract Rates

Contractor's rates must remain firm and fixed for the term of the contract.

2.3.4 Days of Operation

Contractor will be required to provide Services (Work) Monday through Friday (Business Days).

Unless otherwise authorized by the County in accordance with the terms of the resultant contract, Contractor will be required to provide all Work on-site at County-specified facilities, Monday through Friday, 8:00 a.m. to 5:00 p.m. (PT).

Contractor is not required to provide Services on County-recognized holidays. County's Project Manager will provide a list of the County

holidays to Contractor when the contract is approved and annually, at the beginning of each calendar year.

Upon achieving Final Acceptance, Contractor must provide annual system maintenance and support twenty-four hours per day, 7 days per week, for the term of the contract, unless otherwise approved by County Project Manager.

2.3.5 Indemnification and Insurance

Contractor will be required to comply with all provisions contained in Paragraph 8.23 (Indemnification) of Appendix C (Sample Contract), to this RFP. Prior to the commencement of any Work, Contractor must procure, maintain for the duration of the contract and all extensions, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Paragraphs 8.24 (General Provisions for all Insurance Coverage) and 8.25 (Insurance Coverage) of Appendix C (Sample Contract) to this RFP.

3.0 MINIMUM MANDATORY REQUIREMENTS

Only Proposers who responded to RFQ 499A-SH and were determined by the County to have successfully met the Minimum MMRs are invited to submit proposals in response to this RFP.

4.0 COUNTY'S RIGHTS AND RESPONSIBILITIES

4.1 Representations Made Prior to Contract Execution

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

4.2 Final Contract Award by the Board of Supervisors

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

4.3 County's Option to Reject Proposals

Proposers are hereby advised that this RFP is a solicitation for proposals only, and is not intended, and is not to be construed as, an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations

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

4.4 County's Right to Amend Request for Proposals

The County has the right to amend this RFP by written addenda. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda. Addenda will be made available to each person or organization that County records indicate has received or responded with the intent to submit a proposal to this RFP. Should an addendum require additional information not previously requested, failure to address the requirements of an addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of the County. The County is not responsible for and will not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

4.5 Background and Security Investigations

As a condition of beginning and continuing work under any resulting contract, background and security investigations of Contractor's staff may be required at the discretion of the County. The cost of any required background checks will be the responsibility of Contractor.

4.6 County's Quality Assurance Plan

After contract award, the County or its agent will monitor Contractor's performance under the contract on a periodic basis. Such monitoring will include assessing Contractor's compliance with all terms and conditions in the contract and performance standards identified Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline), to this RFP. Contractor's deficiencies determined by the County as significant and/or continuing, and that may jeopardize performance of the contract will be reported to the Board. Any such report will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate the contract in whole or in part, or impose other penalties as specified in the contract.

5.0 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS

5.1 Notice to Proposers Concerning the Public Records Act

5.1.1 Responses to this solicitation will become the exclusive property of the County. Absent extraordinary circumstances, the recommended Proposer's proposal will become a matter of public record when: a) contract negotiations are complete, b) the Department receives a letter from the recommended Proposer's authorized officer that the negotiated contract is the firm offer of the recommended Proposer, and c) the 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 (Services Contract Solicitation Protest).

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 Proposer as "Trade Secret," "Confidential," or "Proprietary".

5.1.2 The County will 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 will not be deemed sufficient notice of exception. Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary," in nature.

5.1.3 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "Confidential," "Trade Secrets," or "Proprietary," Proposer agrees to defend and indemnify the County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with the Public Records Act request.

5.2 Contact with County Personnel

All contact regarding this RFP or any matter relating thereto must be in writing and must be e-mailed as follows:

Email address: VUrenda@lasd.org
Attention: Veronica Urenda, Senior Analyst

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

5.3 Mandatory Requirement to Register on County's WebVen

Prior to a contract award, all potential Contractors must register in County's WebVen. 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/>.

5.4 Protest Policy Review Process

5.4.1 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 5.4.3 (Grounds for Review) 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 the Paragraphs below. It is the responsibility of 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.

5.4.2 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 to do so.

5.4.3 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 (Services Contract Solicitation Protest) are limited to the following:

- a. Review of Solicitation Requirements [reference Paragraph 7.4 (Proposal Submission Requirements Section) of this RFP].

- b. Review of Disqualified Proposal [reference Paragraph 8.3 (Selection Process and Evaluation Criteria Section) of this RFP].
- c. Review of Proposed Contractor Selection [reference Paragraph 8.7 (Selection Process and Evaluation Criteria Section) of this RFP].

5.5 Injury and Illness Prevention Program

Contractor will be required to comply with the State of California's Cal OSHA regulations. California Code of Regulations, Title 8, Section 3203 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.

5.6 Confidentiality and Independent Contractor Status

As appropriate, Contractor will be required to comply with Paragraph 7.6 (Confidentiality) and Paragraph 8.22 (Independent Contractor Status), contained in Appendix C (Sample Contract), to this RFP.

5.7 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 or economic dependent of such employees, nor be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer must certify that it is aware of and has read Section 2.180.010 of the Los Angeles County Code as stated in Exhibit 5 (Certification of No Conflict of Interest) of Appendix D (Required Forms), to this RFP.

5.8 Determination of Proposer Responsibility

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

5.8.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of County Code, the County may determine whether Proposer is responsible based on a review of 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 Proposer against public entities. Labor law violations which are the fault of the subcontractors and of which Proposer had no knowledge nor should have known will not be the basis of a determination that Proposer is not responsible.

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

5.9 Proposer Debarment

- 5.9.1 Proposer is hereby notified that, in accordance with Chapter 2.202 of County Code, the County may debar 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 years but may exceed five years or be permanent if warranted by the circumstances, and the County may terminate any or all of Proposer's existing contracts with the County, if the Board finds, in its discretion, that Proposer has done any of the following: a) violated a material term of a contract with the County or a nonprofit corporation created by the County, b) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (c) committed an act or offense which indicates a lack of business integrity or business

honesty, or d) made or submitted a false claim against the County or any other public entity.

- 5.9.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, the Department will notify Proposer in writing of the evidence which is the basis for the proposed debarment and will advise Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 5.9.3 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Proposer and/or Proposer's representative will be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board will prepare a tentative proposed decision, which will contain a recommendation regarding whether Proposer should be debarred, and, if so, the appropriate length of time of the debarment. Proposer and the Department will be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.
- 5.9.4 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 will be presented to the Board. The Board will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 5.9.5 If a Proposer has been debarred for a period longer than five years, that Proposer may, after the debarment has been in effect for at least five years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Proposer has adequately demonstrated one or more of the following: a) elimination of the grounds for which the debarment was imposed, b) a bona fide change in ownership or management, c) material evidence discovered after debarment was imposed, or d) any other reason that is in the best interests of the County.
- 5.9.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where: a) Proposer has been debarred for a period longer than five years, b) the debarment has been in effect for at least five years, and c) 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 will conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing

will be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

5.9.7 The Contractor Hearing Board's proposed decision will contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board will present its proposed decision and recommendation to the Board. The Board will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

5.9.8 These terms will also apply to proposed subcontractors of Proposers on County contracts.

5.9.9 Appendix H (Listing of Contractors Debarred in Los Angeles County) to 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.

5.10 Adherence to County's Child Support Compliance Program

Proposers must: a) fully comply with all applicable state and federal reporting requirements relating to employment reporting for its employees, and b) 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).

5.11 Gratuities

5.11.1 Attempt to Secure Favorable Treatment

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

5.11.2 Proposer Notification to County

A Proposer must immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report will be made either to the County manager charged with the supervision of the employee or to County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in Proposer's submission being eliminated from consideration.

5.11.3 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.

5.12 Notice to Proposers Regarding County Lobbyist Ordinance

The Board 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 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 Exhibit 6 (Familiarity with County Lobbyist Ordinance Certification) of Appendix D (Required Forms), as part of their proposal.

5.13 Federal Earned Income Credit

Contractor must notify its employees, and must 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 must be provided in accordance with the requirements set forth in Appendix I (IRS Notice 1015) to this RFP.

5.14 Consideration of GAIN-GROW Participants for Employment

As a threshold requirement for consideration for contract award, Proposers must demonstrate a proven record of hiring participants in County's Department of

Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or must attest to a willingness to consider GAIN-GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Proposers must attest to a willingness to provide employed GAIN-GROW participants access to 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 will not be considered for contract award. Proposers must submit a completed Exhibit 9 (Attestation of Willingness to Consider GAIN-GROW Participants) of Appendix D (Required Forms), along with their proposal.

5.15 Recycled Bond Paper

Proposer must be required to comply with the County's policy on recycled bond paper as specified in Paragraph 8.39 (Recycled Bond Paper) of Appendix C (Sample Contract).

5.16 Jury Service Program

5.16.1 The prospective contract is subject to the requirements of the 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) and Paragraph 8.8 (Compliance with County's Jury Service Program) of Appendix C (Sample Contract), 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.

5.16.2 The Jury Service Program requires Contractors and their subcontractors to have and adhere to a written policy that provides that its employees must receive from Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the Contractor or that Contractor deducts 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: a) the lesser number is a recognized industry standard as determined by the County, or b) Contractor has a long-standing practice that defines the lesser number of hours as full-time.

Therefore, the Jury Service Program applies to all 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.

5.16.3 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 or other entity which has a contract with the 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: a) ten or fewer employees, b) annual gross revenues in the preceding 12 months which, if added to the annual amount of this contract is less than \$500,000, and c) 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.

5.16.4 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 Exhibit 10 (Contractor Employee Jury Service Program Certification Form and Application for Exception) of Appendix D (Required Forms), 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, the 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. The County's decision will be final.

5.17 Intentionally Omitted

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

Proposer must notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If Proposer is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law

allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers. This information must be provided by Proposer in Exhibit 1 (Proposer's Organization Questionnaire/Affidavit) of Appendix D (Required Forms), to this RFP. Failure of Proposer to provide this information may eliminate its proposal from any further consideration. Proposer will have a continuing obligation to notify the County and update any changes to its response in Exhibit 1 (Proposer's Organization Questionnaire/Affidavit) of Appendix D (Required Forms), to this RFP, during the solicitation.

5.19 Intentionally Omitted

5.20 Defaulted Property Tax Reduction Program

The prospective contract 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 Appendix K (Defaulted Property Tax Program) to this RFP, and the pertinent provisions in Paragraph 8.51 (Warranty of Compliance with the County's Defaulted Property Tax Reduction Program) and 8.52 (Termination for Breach of Warranty to Maintain Compliance with the County's Defaulted Tax Program) of Appendix C (Sample Contract), 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.

Proposers are required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and will maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or must certify that they are exempt from the Defaulted Tax Program by completing Exhibit 11 (Certification of Compliance with the County's Defaulted Property Tax Reduction Program) of Appendix D (Required Forms). 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-compliant Contractor or subcontractor (Los Angeles County Code, Chapter 2.202).

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

5.21 Intentionally Omitted

5.22 Proposer's Acknowledgement of County's Commitment to Zero Tolerance Policy on Human Trafficking

On October 4, 2016, the Board approved a motion taking significant steps to protect victims of human trafficking by establishing a zero-tolerance policy on

human trafficking. The policy prohibits Contractors engaged in human trafficking from receiving contract awards or performing services under a County contract.

Contractors are required to complete Exhibit 12 (Zero Tolerance Policy on Human Trafficking Certification) of Appendix D (Required Forms), certifying that they are in full compliance with the County's Zero Tolerance Policy on Human Trafficking provision as defined in Paragraph 80 (Compliance with the County's Zero Tolerance Policy on Human Trafficking) of Appendix C (Sample Contract). Further, Contractors and their subcontractors are required to comply with the requirements under said provision for the term of any contract awarded pursuant to this solicitation.

5.23 Contractor Protection of Electronic County Information

5.23.1 Protection of Electronic County PI, PHI and MI – Data Encryption Standard

The resultant Contract is subject to the encryption requirements set forth below (collectively, the "Encryption Standards"). Proposer must become familiar with the Encryption Standards set forth herein and the pertinent provisions of Paragraph 19.3 (Protection of Electronic County Information – Data Encryption Standards) of Appendix C (Sample Contract), both of which are incorporated by reference into and made a part of this RFP.

Proposers will be required to complete Exhibit 14 (Proposer's Compliance with Encryption Requirements) to Appendix D (Required Forms) to this RFP, providing information about Proposer's encryption practices and certifying that Proposer will be in compliance with the Encryption Standards at the commencement of the contract and during the term, and any extensions, of the contract that may be awarded as a result of this solicitation. Proposers that fail to comply with the certification requirements of this provision will be considered non-responsive and excluded from further consideration.

Proposers must use Exhibit 14 (Proposer's Compliance with Encryption Requirements) to Appendix D (Required Forms) to this RFP, to disclose any and all use of remote servers (e.g., cloud storage, Software-as-a-Service or SaaS) for storage of County PI, PHI and/or MI [as such terms are defined in Paragraph 19.3 (Protection of Electronic County Information – Data Encryption Standards) of Appendix C (Sample Contract) to this RFP]. Such disclosure will be subject to written approval of the County's Chief Executive Office. Any use of remote servers may subject Proposer to additional encryption requirements for such remote servers.

5.23.2 Encryption Standards – Stored Data

Contractors' and subcontractors' workstations and portable devices that are used to access, store, receive and/or transmit County PI, PHI or MI (e.g., mobile, wearables, tablets, thumb drives, external hard drives) require encryption (e.g., software and/or hardware) must be in accordance with:

- a. Federal Information Processing Standard Publication ("FIPS") 140-2,
- b. National Institute of Standards and Technology ("NIST") Special Publication 800-57 Recommendation for Key Management – Part 1: General (Revision 3),
- c. NIST Special Publication 800-57 Recommendation for Key Management – Part 2: Best Practices for Key Management Organization, and
- d. NIST Special Publication 800-111 Guide to Storage Encryption Technologies for End User Devices.

Advanced Encryption Standard ("AES") with cipher strength of 256-bit is minimally required.

5.23.3 Encryption Standards – Transmitted Data

All transmitted (e.g., network) County PI, PHI and/or MI require encryption in accordance with:

- a. NIST Special Publication 800-52 Guidelines for the Selection and Use of Transport Layer Security Implementations, and
- b. NIST Special Publication 800-57 Recommendation for Key Management – Part 3: Application-Specific Key Management Guidance.

Secure Sockets Layer (SSL) with cipher strength of 128-bit is minimally required.

5.24 Default Method of Payment: Direct Deposit or Electronic Funds Transfer (EFT)

5.24.1 The County has determined that the most efficient and secure default form of payment for goods and/or services provided under a contract with the County will be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed more appropriate by the Auditor-Controller (A-C).

5.24.2 Upon contract award or at the request of the A-C and/or the contracting department, Contractor must submit a direct deposit authorization request with banking and vendor information, and any other information that the

A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.

5.24.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit will supersede this requirement with respect to those payments.

5.24.4 Upon contract award or at any time during the duration of the contract, a Contractor may submit a written request for an exemption to this requirement. The A-C, in consultation with the contracting department(s), will decide whether to approve exemption requests.

5.25 Proposer's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices

On May 29, 2018, the Board approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County to comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History (Section 12952).

Proposers are required to complete Exhibit 13 (Compliance with Fair Chance Employment Hiring Practices Certification) of Appendix D (Required Forms), certifying that they are in full compliance with Section 12952, as indicated in Appendix C (Sample Contract). Further, Contractors and their subcontractors are required to comply with the requirements under Section 12952 for the term of any contract awarded pursuant to this solicitation.

5.26 Prohibition from Participation in Future Solicitation(s)

A Proposer, or a Contractor or its subsidiary or subcontractor ("Proposer/Contractor"), is prohibited from submitting a proposal in a County solicitation if Proposer/Contractor has provided advice or consultation for the solicitation. A Proposer/Contractor is also prohibited from submitting a proposal in a County solicitation if Proposer/Contractor has developed or prepared any of the solicitation materials on behalf of, or in collaboration with the County. A violation of this provision will result in the disqualification of Proposer/Contractor from participation in a County solicitation or the termination or cancellation of any resultant County contract (Los Angeles County Code, Chapter 2.202).

5.27 Intentionally Omitted

6.0 COUNTY'S PREFERENCE PROGRAMS

6.1 Overview of County's Preference Programs

- 6.1.1 The County of Los Angeles has three preference programs. The Local Small Business Enterprise (LSBE), Disabled Veterans Business Enterprise (DVBE), and Social Enterprise (SE). The Board encourages business participation in the County's contracting process by continually streamlining and simplifying our selection process and expanding opportunities for these businesses to compete for County opportunities.
- 6.1.2 The Preference Programs (LSBE, DVBE, and SE) requires that a business must complete certification prior to requesting a preference in a solicitation. This program and how to obtain certification are further explained in Paragraph 6.2 (Local Small Business Enterprise (LSBE) Preference Program), 6.4 (Social Enterprise (SE) Preference Program), and 6.5 (Disabled Veteran Business Enterprise (DVBE) Preference Program) of this RFP.
- 6.1.3 In no case will the Preference Programs (LSBE, DVBE, and SE) price or scoring preference be combined with any other county preference program to exceed fifteen percent in response to any County solicitation.
- 6.1.4 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 LSBE, DVBE, or SE when not qualified.
- 6.1.5 The County also has a Policy on Doing Business with Small Business that is stated in Appendix F (County of Los Angeles Policy on Doing Business with Small Business) to this RFP.

6.2 Local Small Business Enterprise (LSBE) Preference Program

- 6.2.1 The County will give LSBE preference during the solicitation process to businesses that meet the definition of a LSBE, consistent with Chapter 2.204.030C.1 of the Los Angeles County Code. An LSBE is defined as a business: a) certified by the State of California as a small business and has had its principal place of business located in the County for at least one year, or b) certified as a small business enterprise with other certifying agencies pursuant to the Department of Consumer and Business Affairs's (DCBA) inclusion policy that: i) has its principal place of business located in the County, and ii) has revenues and employee sizes that meet the State's Department of General Services requirements. The business must be certified by the Department of Consumer and Business Affairs as meeting the requirements set forth above prior to requesting the LSBE Preference in a solicitation.

6.2.2 To apply for certification as an LSBE, businesses should contact the Department of Consumer and Business Affairs at:

<http://dcba.lacounty.gov>.

6.2.3 Certified LSBEs may only request the preference if the certification process has been completed and certification is affirmed. Businesses must complete and submit Exhibit 7 (Request for Preference Program Consideration) of Appendix D (Required Forms) and submit a letter of certification from the DCBA with their proposal.

6.2.4 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:

<https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>.

6.3 Local Small Business Enterprise (LSBE) Prompt Payment Program

It is the intent of the County that Certified LSBEs receive prompt payment for Services they provide to County Departments. Prompt payment is defined as 15 calendar days after receipt of an undisputed invoice.

6.4 Social Enterprise (SE) Preference Program

6.4.1 The County will give preference during the solicitation process to businesses that meet the definition of a SE, consistent with Chapter 2.205 of the Los Angeles County Code. A SE is defined as:

- a. A business that qualifies as a SE and has been in operation for at least one year providing transitional or permanent employment to a Transitional Workforce or providing social, environmental and/or human justice services, and
- b. A business certified by the Department of Consumer and Business Affairs (DCBA) as a SE.

6.4.2 The DCBA must certify that a SE meets the criteria set forth in Paragraph 6.4.1 above.

6.4.3 Certified SEs may only request the preference if the certification has been completed and certification is affirmed. Businesses must complete and submit Exhibit 7 (Request for Preference Program Consideration) of

Appendix D (Required Forms) and submit a letter of certification from the DCBA with their proposal.

6.4.4 Further information on SEs also available on the DCBA's website at:
<http://dcba.lacounty.gov>.

6.5 Disabled Veteran Business Enterprise (DVBE) Preference Program

6.5.1 The County will give preference during the solicitation process to businesses that meet the definition of a DVBE, consistent with Chapter 2.211 of the County Code. A DVBE vendor is defined as:

- a. A business which is certified by the State of California as a DVBE,
- b. A business which is verified as a service-disabled veteran-owned small business (SDVOSB) by the Veterans Administration, or
- c. A business certified as DVBE with other certifying agencies pursuant to the Department of Consumer and Business Affairs (DCBA) inclusion policy that meets the criteria set forth by the agencies in a. and b. above.

6.5.2 The DCBA must certify that a DVBE is currently certified by the State of California, by the U.S. Department of Veteran Affairs, or is determined by the DCBA' inclusion policy that meets the criteria set forth by the agencies in Paragraph 6.5.1, a. or b. above.

6.5.3 Certified DVBEs may only request the preference if the certification process has been completed and certification is affirmed. Businesses must complete and submit Exhibit 7 (Request for Preference Program Consideration) of Appendix D (Required Forms) and submit a letter of certification from the DCBA with their proposal.

6.5.4 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:

<https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>.

6.5.5 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:

<https://www.va.gov/osdbu/>.

7.0 PROPOSAL SUBMISSION REQUIREMENTS

7.1 Proposal Submission Information

Paragraph 7 (Proposal Submission Requirements) contains key project dates and activities as well as instructions to Proposers, to prepare and submit their proposal.

7.2 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal will be sufficient cause for rejection of the proposal. The evaluation and determination in this area will be at the Department's sole judgment and its judgment will be final. All proposals will be firm and final offers and may not be withdrawn for a period of 180 days following the final proposal submission date.

7.3 RFP Timetable

The timetable for this RFP is as follows:

- Release of RFP 5/02/23
- Request for a Solicitation Requirements Review Due 5/16/23
- Deadline to Reserve Attendance at Mandatory Proposers' Conference and Site Visit 5/24/23
- Part 1 – Written Questions Due
(Pre-Proposers' Conference and Site Visit) 5/26/23
- Mandatory Proposers' Conference and Site Visit 5/31/23
- Part 1 - Questions and Answers Released 6/15/23
- Part 2 – Written Questions Due
(Post-Proposers' Conference and Site Visit)..... 6/16/23
- Part 2 - Questions and Answers Released 6/23/23
- **Proposals due by 3:00 P.M. (Pacific Time) 8/03/23**

The foregoing dates may be changed at any time at the sole discretion of the Department. Such changes will be made through an addendum and posted on the Department's website at <https://lasd.org/transparency/solicitations/>. All

potential Proposers are encouraged to monitor the above solicitation website for Bulletins, as they are posted, during the entire solicitation process.

7.4 Solicitation Requirements Review

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix E (Transmittal Form to Request a Solicitation Requirements Review) to this RFP, to the Department as described in this Paragraph 7.4. A request for a Solicitation Requirements Review may be denied, if in the Department's sole discretion, the request does not satisfy all of the following criteria:

- a. The request is made within the time frame identified in the solicitation document (generally within ten business days of the issuance of the solicitation document),
- b. The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a proposal,
- c. The request itemizes in appropriate detail, each matter contested and factual reasons for the requested review, and
- d. The request asserts either that:
 - i. application of the evaluation criteria and/or business requirements unfairly disadvantages the person or entity, or,
 - ii. due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.

The Solicitation Requirements Review will be completed, and the Department's determination will be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date.

7.5 Proposers' Questions

7.5.1 Part 1 – Pre-Proposers' Conference and Site Visit

Proposers may submit written questions regarding this RFP by e-mail only to the individual identified below. All questions must be received by Friday, May 26, 2023. All questions, without identifying the submitting company, will be compiled with the appropriate answers, and issued as an addendum to this RFP.

When submitting questions, please specify this RFP, section number, paragraph number, and page number as well as quote the language that prompted the question. This will ensure that the question can be quickly

found in this RFP. The County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of evaluation criteria and/or business requirements would unfairly disadvantage Proposers or, due to unclear instructions, may result in the County not receiving the best possible responses from Proposer.

Questions should only be addressed to:

E-mail address: VUrenda@lasd.org
Attention: Veronica Urenda, Senior Analyst

7.5.2 Part 2 – Post-Proposers’ Conference and Site Visit

Proposers will be allowed a second opportunity to submit written questions following the Proposers’ Conference and Site Visit. All questions must be received by Friday, June 16, 2023. Proposers may submit their written questions by e-mail to the individual identified in Paragraph 7.5.1 above.

7.6 Intentionally Omitted

7.7 Mandatory Proposers’ Conference and Site Visit

7.7.1 A Mandatory Proposers’ Conference will be held to discuss this RFP, whereby County staff will provide an overview of the CAD project and respond to questions from potential Proposers.

7.7.2 A Mandatory Site Visit will follow the Mandatory Proposers’ Conference and will allow potential Proposers to observe the Department operations. All aspects of the Department’s SCC will be demonstrated, including, but not limited to, the following:

- a. Current Radio room and bridge operations,
- b. Current Station operations, and
- c. Current Radio car operations (MDC, station, and radio room).

7.7.3 Attendance at both the conference and site visit are mandatory. Proposers who fail to attend both the conference and site visit will have their proposals rejected as non-responsive (disqualified) without review and eliminated from further consideration.

County staff will respond to questions from potential Proposers; however, all subsequent written answers and any bulletins to the RFP will supersede verbal responses provided at the conference and site visit.

Written answers will be posted on the Department's website, by the date specified in Paragraph 7.3 (RFP Timetable) above, at:

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

7.7.4 The Mandatory Proposers' Conference and Site Visit is scheduled to take place as follows:

Date: Wednesday, May 31, 2023*
Time: 10:00 a.m. (PST)

*Only Potential Proposers who have successfully provided notice of attendance by the date and time specified in Paragraph 7.3 (RFP Timetable) above, will be notified of the location of the conference and site visit.

7.7.5 Potential Proposer's attendee(s) must be full-time employee(s) of the potential Proposer. Proposers must notify Senior Analyst, Veronica Urenda (VUrenda@lasd.org) with the number of employees (maximum of three) attending the conference and site visit by the date and time specified in Paragraph 7.3 (RFP Timetable) above.

7.8 Preparation of the Proposal

Two 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 as non-responsive without review at the County's sole discretion.

7.9 Business Proposal Format

7.9.1 The content and sequence of the 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 (Section A)
- Proposer's Qualifications (Section B)
- Proposer's Approach to Provide Required Services (Section C)
- Proposer's Quality Control Plan (Section D)

- Terms and Conditions in the Sample Contract, and Requirements of the Statement of Work (SOW): Acceptance of/or Exceptions to (Section E)
- Business Proposal Required Forms (Section F)

7.9.2 Proposer’s Organization Questionnaire/Affidavit and Required Support Documentation

Proposer must complete, sign and date Exhibit 1 (Proposer’s Organization Questionnaire/Affidavit) of Appendix D (Required Forms). The person signing the form must be authorized to sign on behalf of Proposer and to bind the applicant in a contract.

Taking into account the structure of Proposer’s organization, Proposer must determine which of the below referenced supporting documents the County requires. If Proposer’s organization does not fit into one of these categories, upon receipt of the proposal or at some later time, the County may, in its discretion, request additional documentation regarding 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.

7.9.3 Required Support Documents: Corporations or Limited Liability Company (LLC):

Proposer must submit the following documentation with the proposal:

- a. A copy of a “Certificate of Good Standing” with the state of incorporation/organization and a copy of such Certificate with the California Secretary of State, if Proposer is incorporated outside of California.
- b. A conformed copy of the most recent “Statement of Information” as filed with the California Secretary of State listing corporate officers or managers and/or members (if applicable).

7.9.4 Limited Partnership:

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.

7.9.5 Table of Contents

List all material included in the proposal. Include a clear definition of the material, identified by sequential page numbers and by Section and Paragraph reference numbers.

7.9.6 Executive Summary (Section A)

Summarize the contents of Proposer's Business Proposal. The summary must provide the Department with a broad understanding of Proposer's Solution, approach, qualifications, experience, and staffing. This Section of the Business Proposal must, to the extent not provided on Exhibit 1 (Proposer's Questionnaire/Affidavit) to Appendix D (Required Forms), also include among others the following information:

- a. Whether or not Proposer intends to perform and complete all work described in Appendix A (Statement of Work – General), Attachment A.1 (SOW Outline) and Appendix C (Sample Contract) as a single Contractor.
- b. The office name and location(s) including address(es) that Proposer intends to utilize during the implementation, testing, and maintenance and support phases of the resultant contract.
- c. A statement identifying Proposer's company structure/organization, the origins of the firm and listing of the name(s) of the parent company and any acquisitions and/or subsidiaries, if any.
- d. Copies of business licenses, permits, and fictitious business name filings, as applicable.

7.9.7 Proposer's Qualifications (Section B)

Proposer must clearly demonstrate that Proposer's organization has the experience and capability to perform the Work required by this RFP as set forth in Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline). Proposer must also demonstrate that Proposer's organization has the experience and financial capability to perform the required services. The following Sections must be included:

7.9.7.1 Proposer's Background and Experience (Section B.1)

Provide a summary of relevant background information to demonstrate that Proposer meets the requirements specified in this RFP and has the capability to perform the required Services as a corporation or other business entity.

7.9.7.2 Proposer's Key Staff (**Section B.2**)

Proposer must identify by name, each of Proposer's staff identified to perform each Task and the qualifications of such person to perform the Task, including but not limited to the following key staff:

- On-site technical support,
- Helpdesk,
- Project Manager, and
- Developer.

7.9.7.3 Proposer's Financial Capability (**Section B.3**)

The County will conduct a review of Proposer's financial capability. Proposer must provide copies of the company's most current and prior two fiscal years financial statements. Statements should include the company's assets, liabilities, and net worth, and at a minimum should include the Balance Sheet, Statement of Income, and the Statement of Cash Flows. It should be noted that depending on the nature of the entity (e.g., for-profit, non-profit, and governmental) the title of these statements may differ). For example, for a non-profit entity the Balance Sheet is referred to as the Statement of Financial Position. If audited statements are available, these should be submitted to meet this requirement. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so stamped on each page.

7.9.7.4 Proposer's Pending Litigation and Judgments (**Section B.4**)

Identify by name, case and court jurisdiction any pending litigation in which Proposer is involved, or judgments against Proposer in the past five years. Provide a statement describing the size and scope of any pending or threatening litigation against Proposer or principals of Proposer.

A Proposer that fails to disclose litigation and judgements may be rejected as non-responsive or disqualified.

If a Proposer has no pending litigation, credible threatened litigation, or judgments, then a statement stating so must be

provided in Section B.4 (Proposer's Pending Litigation and Judgements) of their Proposal.

7.9.8 Proposer's Approach to Provide Required Services (Section C)

In Section C of the Business Proposal, Proposer must describe the Solution to be provided under the resultant contract, as provided below.

7.9.8.1 Proposer's Approach and Methodology (Section C.1)

In Section C.1 of the Business Proposal, Proposer must address its management approach and methodology toward fulfilling the requirements of this RFP, including those set forth in Appendix A (Statement of Work - General), Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General) and Appendix B (Solution Requirements Response Matrix) to this RFP, and any resultant contract, as well as **how** Proposer intends to provide, implement, maintain and support the Solution procured under this RFP.

Proposer's approach and methodology must clearly demonstrate that Proposer accepts and meets all requirements of this RFP.

7.9.8.2 Statement of Work – General (Appendix A) and Attachment A.1 (SOW Outline) (Section C.2)

Proposer must provide its response to Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline), which must adhere to the instructions and requirements set forth in this RFP, including Appendix B (Solution Requirements Response Matrix), and Exhibit 18 (Statement of Work Response Form) of Appendix D (Required Forms).

- a. In its response to Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline), Proposer must describe how it intends to provide the Solution, sequentially addressing how Proposer will execute each Task in Attachment A.1 (SOW Outline).

Proposer's proposed SOW must expand on the Tasks identified in Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General), and/or delete Tasks or add Subtasks. Proposer must also identify the Deliverables for each Task, by name, and identify all pay points, as applicable.

Proposer may present alternatives to any Task listed in Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General). In this Section of the proposal, Proposer must identify the Task by name and provide reasoning as to why that Task should not be provided. It is strongly recommended that Proposer provide supplemental information as to how the intent of the Task will be satisfied in an alternate manner.

Conversely, if there are additional steps not included in Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General), Proposer may insert additional Tasks at strategic points to ensure successful implementation of the Solution. Any additional Tasks and/or deliverables must be clearly identified. It is strongly recommended that Proposer provide supplemental information as to why the additional Tasks would be beneficial to the County.

Proposer must submit a proposed draft Detailed Work Plan (DWP) which aligns with the Tasks of their proposed SOW and identifies all resources to be allocated to the project at the Task level, and the number of hours estimated to complete each Task.

The Detailed Work Plan must include a master schedule/timeline which incorporates all tasks, showing critical path dependencies along with all possible parallel tasks.

The Detailed Work Plan must be submitted in both .pdf and editable Microsoft Project™ formats (.mpp). Acceptable versions of .mpp are 2007 or higher.

- b. Proposer must review all Contractor and County “assumptions” listed in Paragraph 6.0 (Assumptions, General) of Appendix A (Statement of Work - General). Proposer must comment on each assumption listed demonstrating to the County’s satisfaction its understanding thereof.

7.9.8.3 Solution Requirements (Section C.3)

As part of their Proposal submission, Proposer must adhere to the instructions for, and provide a response to, Appendix B (Minimum Solution Requirements and Response Matrix) to this RFP, to specify to what extent and how the proposed Solution will meet each of the requirements specified within.

The County understands that some of the business and functional requirements listed in Appendix B may not be readily available “out-of-the-box” in the proposed COTS software. Proposer is admonished to provide full disclosure for each function that will, or may, require configuration or programming in order to achieve the functional requirement. For each such configuration and/or programming identified, Proposer must include estimated timeframes and resources needed to achieve each such requirement and include same in the DWP.

**Any additional programming gaps that are discovered during implementation that were not identified by Contractor as part of their proposal submission, must be remedied by Contractor at Contractor’s sole expense.

For this Section C.3, Proposer must also provide a flow chart and narrative describing the proposed Solution architecture, and a detailed description of its proposed business continuity plan to ensure uninterrupted operation of the Solution.

Proposer’s response to this Section must also address the following:

a. Proposer’s Proposed Hardware

i. System Diagram

Proposer must provide a diagram of the proposed System architecture and identify the programming language utilized by the COTS software. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobile data components, and interface points, as well as a representation of the System environments. The County expects the System to support at least four environments: Production, Test, Training, and Business Continuity.

ii. Infrastructure Requirements

Proposer must provide the following:

- Minimum Solution infrastructure requirements to support the proposed Solution.

- A categorized list of all proposed software utilized to support the system, excluding Proposer's software.
- Recommended workstation hardware requirements and specifications to fully operate the CAD and Mobile application.
- A categorized list of all hardware proposed.

iii. Environment Replication

Proposer must describe the following in detail:

- aa. How system modifications are transferred from the test environment to the production environment.
- bb. How data is replicated from the Production environment to the Business Continuity environment, including:
 - What replication software is used, and
 - Whether data is transferred synchronously or asynchronously.

iv. Performance and Reliability

The County expects the CAD/Mobile application will be available 100% of the time. Proposer must describe how it will guarantee this level of System availability both initially and during the full and entire term of any license and maintenance contract.

v. System Development

Proposer must provide an overview of its organization's commitment to research and development, including Proposer's approach to:

- Enhancement requests from customers,
- How requests are managed,
- How the organization prioritizes these requests,
- How enhancements are introduced into the software, and
- How customers can triage new enhancements to ensure they are not unilaterally implemented.

b. Proposer's Proposed Application Software

Appendix A (Statement of Work-General) and Attachments B.1–B.3 to Appendix B (Solution Requirements Response Matrix) provide a significant amount of background information on some aspects of the Department's dispatch operations. Proposer must provide a narrative describing how the proposed Solution meets, or will meet, the needs and expectations outlined for each of the CAD functions/features listed below:

- LASD Dispatching Model (Future Operations)
- CAD Incident Number,
- Radio Codes,
- Unit Recommendation and Assignment,
- Unit Log-On,
- Incident and Unit Assignment Tracking, and Deputy Daily Worksheet,
- Call Clearance,
- Peer-to-Peer Monitoring,
- Court Services Transportation, and
- Unusual Occurrence.

Proposer may provide screenshots to support the narrative, but not in lieu of the required narrative.

In addition to the narrative required for this Section of the proposal, all Proposers will be provided a uniform set of scenarios to demonstrate or storyboard the functionalities listed above as part of the Phase 1 - Demonstration (see Paragraph 8.3.5.1).

c. Proposer's Proposed Interfaces

Attachment A.4 (CAD System Interfaces) to Appendix A (Statement of Work – General) includes a list of internal and external systems that must be interfaced to the Solution. Proposer must provide an overview of each proposed interface, including any assumptions, description of functionality to be provided, communication protocol (e.g., file drop, XML) and references to support where these functions were or will be deployed.

7.9.8.4 Phase 1, Documented Gaps, Corrections (Section C.4)

All Proposers will participate in a Phase 1 - Demonstration of their COTS product (please refer to Paragraph 8.3.5 below). At the conclusion of Phase 1 – Demonstrations, all Proposers will be asked to submit revised proposals, per the instructions provided in Paragraphs 8.3.6 and 8.3.7 below).

7.9.8.5 Solution Demonstration (Section C.5)

Proposers must describe in detail (i.e., logistics, security, etc.) how they intend to conduct the on-site demonstration of the proposed Solution, if selected to proceed to Phase 2 (On-Site Demonstrations), as detailed in Paragraph 8.4 below.

7.9.8.6 Proposer's Quality Control Plan (Section C.6)

Present a comprehensive Quality Control Plan to be utilized by Proposer as a self-monitoring tool to ensure the required services are provided as specified in Appendix A (Statement of Work - General) and Attachment A.1 (Tasks and Deliverables).

The plan must include, but not be limited to, the following factors:

- Activities to be monitored to ensure compliance with all contract 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.

7.9.9 Intentionally Omitted

7.9.10 Terms and Conditions in the Sample Contract and Requirements of the Statement of Work (SOW): Acceptance of/or Exceptions to (Section D)

It is the duty of every Proposer to thoroughly review Appendix A (Statement of Work – General), Attachment A.1 (SOW Outline) and Appendix C (Sample Contract) to this RFP, to ensure compliance with all terms, conditions and requirements.

Proposers should review Appendix C (Sample Contract) to this RFP with its legal counsel prior to submitting a proposal.

It is the County's expectation that in submitting a proposal, Proposers will accept, as stated, the County's terms and conditions in Appendix C (Sample Contract), and the County's requirements in Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline). However, Proposers are provided the opportunity to take exceptions to the County's terms, conditions, and requirements.

7.9.10.1 Section D of Proposer's response must include:

- a. A statement offering Proposer's acceptance of, or exceptions to, all terms and conditions listed in Appendix C (Sample Contract) to this RFP,
- b. A statement offering Proposer's acceptance of, or exceptions to, all requirements listed in Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline), and
- c. A statement offering Proposer's acceptance of, or exceptions to, all requirements listed in Appendix B (Solution Requirements Response Matrix) to this RFP.

For each exception, Proposer must provide:

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

7.9.10.2 Indicate all exceptions to the Sample Contract by providing a 'red-lined' version of the language in question. The County relies on this exceptions procedure and any Proposer who fails to make timely exceptions as required herein, may be barred, at the County's sole discretion, from later making such exceptions, including during any contract negotiations.

The County reserves the sole right to determine if Proposers' exceptions are material enough to deem the proposal non-responsive and not subject to further evaluation.

The County reserves the right to make changes to the Sample Contract and its Appendices, Exhibits and Attachments at its sole discretion.

7.9.10.3 Statement of Work (Section D.1)

Pursuant to Paragraph 7.9.9.2 above, Proposer must provide additional detail and specificity to Attachment A.1 (SOW Outline) of Appendix A (Statement of Work - General) while maintaining its original scope and format.

The selected Contractor will be required to provide and complete all Tasks, subtasks, deliverables, goods, Services and other Work described in Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General) to this RFP, including all Exhibits thereto, as such may be modified by the County and Proposer prior to the commencement of the resultant contract.

Notwithstanding the above, the County may, in its sole discretion, find that such proposed revisions are material enough to deem the proposal non-responsive and not be subject to further evaluation, or may deduct points from Proposer's evaluation score.

7.9.10.4 Sample Contract (Section D.2)

It is the duty of every Proposer to thoroughly review Appendix C (Sample Contract), including all Exhibits, and Attachments thereto, to ensure compliance with all of its terms and conditions. Proposers should review Appendix C (Sample Contract) to this RFP with its legal counsel prior to submitting a proposal. It is the County's expectation that in submitting a proposal, Proposers will accept all of the terms and conditions specified in such Appendix C (Sample Contract), as such may be modified by the County prior to the commencement of negotiations of the resultant contract.

This Section D.2 of Proposer's response to the RFP must include a certification of Proposer's acceptance of all requirements specified in Appendix C (Sample Contract) by completing Exhibit 16 (Sample Contract Certification) of Appendix D (Required Forms). Failure by Proposer to provide such certification may deem its proposal non-responsive, and subject to disqualification from further consideration.

By responding to this RFP, each Proposer acknowledges and agrees that any statistical or factual information included in this RFP is provided for informational purposes only, without any warranties or representations with respect to the future.

The County reserves the right to make changes to Appendix C (Sample Contract), including any Exhibits, and Attachments thereto, at its sole discretion and at any time during the solicitation process. All prospective Proposers will be notified by the Department as such changes occur.

7.9.11 Business Proposal Required Forms (Section F)

Proposal must include all completed, signed, and dated forms identified in Appendix D (Required Forms).

- Exhibit 1 Proposer's Organization Questionnaire/Affadavit
- Exhibit 1a Community Business Enterprise (CBE) Information
- Exhibit 5 Certification of No Conflict of Interest
- Exhibit 6 Familiarity with County Lobbyist Ordinance Certification
- Exhibit 7 Request for Preference Program Consideration
- Exhibit 8 Proposer's EEO Certification
- Exhibit 9 Attestation of Willingness to Consider GAIN-GROW Participants
- Exhibit 10 Contractor Employee Jury Service Program Certification Form and Application for Exception
- Exhibit 11 Certification of Compliance with County's Defaulted Property Tax Reduction Program
- Exhibit 12 Zero Tolerance Policy on Human Trafficking Certification
- Exhibit 13 Compliance with Fair Chance Employment Hiring Practices Certification
- Exhibit 14 Proposer's Compliance with Encryption Requirements
- Exhibit 15 Statement of Work Certification
- Exhibit 16 Sample Contract Certification
- Exhibit 17 Intentionally Omitted
- Exhibit 18 Statement of Work Response Form
- Exhibit 21 Non-Disclosure Agreement

7.10 Cost Proposal Format

Proposer's Cost Proposal must contain all costs related to completing all work outlined in Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline), and the resultant contract. The Cost Proposal must also be completed as specified in Exhibit 19 (Cost Proposal Form) of Appendix D (Required Forms). Please refer to Paragraph 7.12 (Proposal Submission) below for Cost Proposal submission instructions.

The Cost Proposal represents Proposer's fully burdened firm-fixed price cost for Solution implementation and annual maintenance and other professional services, all as defined in Appendix C (Sample Contract) including all Exhibits, and Attachments thereto. Cost Proposals must be realistic and not capable of

being construed as non-responsible for providing the goods and services proposed as part of the Solution in response to the RFP.

Should Proposer fail to account for any component or services in the Cost Proposal which are necessary to perform the services defined in this RFP and Appendix C (Sample Contract), Proposer will be required to provide the same at Proposer's sole expense.

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

- a. Cover Page – identifying, at a minimum, the name of the firm, title of the RFP, date of submission and identification of printed documents as “Original” or “Copy”.
- b. Exhibit 19 (Cost Proposal Form) of Appendix D (Required Forms).

7.11 Firm Offer – Withdrawal of Proposal

Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.

7.12 Proposal Submission

The original Business Proposal, four numbered exact hard copies, and two electronic copies on two separate flash drives must be enclosed in a sealed envelope or box and plainly marked in the upper left-hand corner with the name and address of Proposer and bear the words:

**"BUSINESS PROPOSAL FOR
COMPUTER-AIDED DISPATCH (CAD) SYSTEM
RFP NUMBER 499-SH"**

The original Cost Proposal, four numbered exact hard copies, and two electronic copies on two separate flash drives containing the Business Proposal, must be submitted in a ***separate sealed package***, plainly marked in the upper left-hand corner with the name and address of Proposer and bear the words:

**"COST PROPOSAL FOR
COMPUTER-AIDED DISPATCH (CAD) SYSTEM
RFP NUMBER 499-SH"**

While both the Business and Cost proposals may be boxed and delivered together, they must be SEALED SEPARATELY within the box, if one box is used.

The Cost Proposals will be handled separately from the Business Proposal during the evaluation process.

Note: Each of the two flash drives may contain both the Business Proposal and Cost Proposal.

The proposal(s) must be delivered or mailed to:

Los Angeles County Sheriff's Department
Fiscal Administration Bureau – Contracts Unit
211 West Temple Street – 6th Floor West
Los Angeles, California 90012
Attention: Veronica Urenda, Senior Analyst

It is the sole responsibility of the submitting Proposer to ensure that its response to this RFP (including both the Business Proposal and the Cost Proposal) is received before the submission deadline. Submitting Proposers will 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 Paragraph 7.3 (RFP Timetable), will not be accepted and will be returned to the sender unopened. Timely hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

All proposals will be firm offers and may not be withdrawn for a period of one year following the last day to submit proposals. Until the proposal submission deadline, errors in proposals may be corrected by a written request to withdraw the proposal and to submit another set of proposals with mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.

8.0 SELECTION PROCESS AND EVALUATION CRITERIA

8.1 Selection Process

8.1.1 Only potential Proposers who attend the Mandatory Proposers' Conference and Site Visit in their entirety will be permitted to submit a written proposal in response to this RFP. There will be no exceptions to this requirement. [See Paragraph 7.7 (Mandatory Proposers' Conference and Site Visit) of this RFP.]

8.1.2 Proposals will only be accepted from Proposers who responded to Request for Qualifications (RFQ) 499A-SH and were determined, by the County, to have successfully met the MMRs.

Ineligible Proposers will be afforded the opportunity to request a Disqualification Review pursuant to Paragraph 8.6 of this RFP.

- 8.1.3 The County will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. The County will select the successful Proposer through a formal evaluation process, established prior to the opening and evaluation of proposals and remaining fixed throughout the procurement cycle. Consideration will be given to capabilities or advantages that are clearly described in the proposals, confirmed by any demonstrations, oral presentations and/or any site visits.
- 8.1.4 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 upon receipt of all timely submitted proposals. Evaluation of the proposals will be made by an evaluation committee selected by the Department.
- 8.1.5 The evaluation committee will evaluate the proposals and will use the evaluation approach described herein to select a prospective Contractor. The evaluation committee may utilize appropriate experts to assist in the evaluation process.
- 8.1.6 All proposals will be evaluated based on the criteria listed in Paragraph 8.2 (Proposal Evaluation Overview) below. Proposals received from the pre-qualified Proposers will be initially reviewed to ensure the response is in the required format and contains all required sections, forms, signatures, and legal notices as prescribed. All proposals that pass the initial screening of this RFP's requirements will then be evaluated based on the evaluation criteria and corresponding weighting factors (evaluation criteria) listed in Paragraph 8.2.1 below. The proposals will be scored and ranked in numerical sequence from high to low.
- 8.1.7 After a prospective Contractor has been selected, the County and the prospective Contractor will negotiate a contract for submission to the Board for its consideration and possible approval. If a satisfactory contract cannot be negotiated with a selected prospective Contractor, the County may, at its sole discretion, disqualify such selected prospective Contractor and begin contract negotiations with the next qualified Proposer that submitted a proposal, as determined by the County.
- 8.1.8 Notwithstanding the foregoing, the County retains the right to select a proposal other than the qualified proposal with the highest number of points if the County determines, in its sole and reasonable discretion that another proposal is the most overall qualified, responsive, responsible, and in the best interest of the County.

8.2 Proposal Evaluation Overview

8.2.1 Evaluation of proposals will be based on a combination of the proposed technical Solution, management approach to implementation, Proposer's and proposed key staff qualifications, Proposer's demonstration of their proposed COTS product, cost, and other factors, as specified in this Paragraph 8.2. The evaluation criteria and corresponding percentages and weighting factors for the major categories that will be used to evaluate the proposals during the evaluation phase will be comprised of the factors itemized in the table below:

EVALUATION CRITERIA CATEGORY – PROPOSAL SECTION	SUBCATEGORY WEIGHT	CATEGORY WEIGHT (%)	MAXIMUM POINTS
BUSINESS PROPOSAL		80%	8000
<i>Proposer's Qualifications</i>	20%		2000
<i>Proposer's Approach to Providing Required Services</i> <ul style="list-style-type: none"> • <i>Proposer's Approach and Methodology</i> • <i>Statement of Work</i> • <i>Solution Requirements</i> • <i>Quality Control Program</i> 	60%		6000
COST PROPOSAL		20%	2000
TOTAL		100%	10,000

8.2.2 After receipt of a proposal, but prior to award of any contract, the Department, at its sole discretion, may require any or all Proposers to submit additional information and/or to meet in person with Department personnel.

8.2.3 Failure of a Proposer to satisfactorily respond to each RFP item, or any other information requested by the Department, may deem its proposal non-responsive and subject to the disqualification from consideration. Notwithstanding, the County in its sole discretion may waive any informality in a proposal and/or request for additional information, provided the sum and substance of the proposal has been met.

8.2.4 The Department, in its sole discretion, may reject any and all proposals submitted in response to this RFP. The County reserves the sole right to cancel this RFP at any time without cause.

- 8.2.5 An Evaluation Committee composed of the Department's representatives and possibly other County department personnel will evaluate the qualified Business Proposals. In addition, the Evaluation Committee may utilize the services of appropriate subject-matter experts (SMEs), stakeholders, or third-party consultants to assist in the evaluation process.
- 8.2.6 Each Evaluation Committee member, participating SME, stakeholder, consultant, and contracting staff member will perform their respective functions under a formal, signed Certification of No-Bias/Conflict of Interest and Non-Disclosure Agreement. The names of Evaluation Committee members and participating SMEs will not be made public at any time.
- 8.2.7 All Cost Proposals will remain sealed until the completion of the Phase 1 evaluation process. All Cost Proposals will be reviewed and scored by the Department's Contracts Unit and project stakeholders.
- 8.2.8 A successful proposal will not necessarily be one that sets forth the lowest price.
- 8.2.9 The Department reserves the right to reject any or all proposals, seek additional candidates, or further negotiate terms, price, and conditions submitted by any Proposer who is ultimately selected for contract award.
- 8.2.10 The evaluation process will be conducted in three phases:

8.2.10.1 **Phase 1, Written Response (Business Proposals) and Demonstration:**
[Timeline: estimated 12 weeks]

The Evaluation Committee will conduct an evaluation of all qualified Proposers' Business Proposals to this RFP as well as Proposer's demonstration of their proposed COTS Solution. The County will select the two highest-scoring Proposer(s), only one of which may be invited to proceed to Phase 2 (On-site Demonstration).

As a prerequisite to Phase 2, the two highest-scoring Proposers will be asked to provide a limited repeat of the Phase 1 Demonstration as more specifically detailed in Paragraph 8.3.12 (Gap Demonstration and Closure) below.

The Gap Demonstration and Closure will take place on-site at a Department location (to be determined). The Evaluation Committee will append its scoring of the selected proposals based on the Gap Demonstrations and the totality of all Business Proposal and Phase 1 documentation reviewed to-date.

The outcome of the revised scoring will result in the selection of one Proposer to participate in Phase 2 (On-site Demonstration).

8.2.10.2 Phase 2, On-Site Demonstration:

[Timeline: estimated 12 weeks]

As part of Phase 2, only one of the two highest-scoring Proposers from Phase 1 may be invited to conduct an on-site demonstration and proof-of-concept of their proposed COTS software. In parallel with the demonstration, Proposer will be tasked with finalizing the draft Statement of Work, which was submitted with their proposal in response to Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General). This is intended to be a collaborative effort with County stakeholders and information technology staff. Proposer's draft SOW will be the foundational working document for both the proof-of-concept and the overall project.

Phase 2 culminates with Proposer's delivery of an updated Business Proposal, Project Plan, SOW and Cost Proposal, as applicable. The County may in its sole discretion forego the requirement for an updated Business Proposal and Cost Proposal. The selected Proposer will proceed to Phase 3 (Contract Negotiations).

8.2.10.3 Phase 3, Contract Negotiations:

[Timeline: as determined by the County]

The period to complete contract negotiations will be within a reasonable timeline as determined solely by the County. During Phase 3, the County and Proposer will negotiate contract terms, and finalize all technical documentation required by the County in advance of a contract effective date.

Phases 2 and 3 are each graded pass/fail. Proposer's failure to pass Phase 2, or failure to negotiate satisfactory terms with the County during Phase 3 will, in the Department's sole determination, eliminate Proposer from further consideration for contract award. If Proposer is eliminated at this stage, the Department will select the next highest-scoring Proposer from Phase 1 to participate in a repeat of Phases 2 and 3.

8.3 Phase 1 – Written Responses (Business Proposals) and Demonstrations

[Timeline: 8-12 weeks (All timelines are considered estimates. Timelines may be truncated or expanded at the County's sole discretion.)]

8.3.1 Adherence to Minimum Requirements (Pass-Fail)

All SOQs received in response to RFQ 499A-SH were reviewed to validate Proposer's qualifications to propose. The references' responses

will be documented to provide the Evaluation Committee with the initial scoring for use during the Phase 1 evaluation.

Proposers that met the MMRs listed in RFQ 499A-SH and were invited to propose to this RFP will first be screened for compliance with all required submission material and adherence to the proposal response instructions [see Paragraph 7 (Proposal Submission Requirements) above]. Qualified proposals will be initially reviewed to ensure the response is in the required format and contains all required sections, forms, signatures, and legal notices as prescribed.

8.3.2 Phase 1 is intended to establish a competitive range based on Proposer's experience and proven ability to successfully partner with, and deliver projects to, agencies similar to the Department, and on an evaluation of Proposer's Business Proposal as described in Paragraph 8.2.12.1 above and Proposer's demonstration of their proposed COTS product as described in Paragraph 8.3.5 (Phase 1 Demonstration) below.

8.3.3 Proposer's failure to satisfactorily respond to each RFP item, or any other information requested by the Department, will deem its proposal non-responsive and subject to disqualification from consideration. Notwithstanding, the County in its sole discretion may waive any informality in a proposal and/or request additional information, provided the sum and substance of the proposal has been met.

8.3.4 **Cost Proposal**

Cost Proposals received by the Department will remain sealed until the completion of the Phase 1 Demonstration process. Cost Proposals will be unsealed by the Department's Contracts Unit supervision team and scored in accordance with the Evaluation Criteria scoring and weighing factors found in Paragraph 8.2 (Proposal Evaluation Overview) of this RFP.

Evaluation Committee members and the Department SMEs will not be permitted access to any Cost Proposal or information contained therein. Project stakeholders will be permitted to review the selected Proposer's Cost Proposal only upon commencement of Phase 3 – Contract Negotiations (refer to Paragraph 8.5 below).

8.3.5 **Phase 1 Demonstration**

Proposers must conduct both a scripted and unscripted demonstration of their proposed COTS product before the Evaluation Committee, project stakeholders, and technical staff. A wide range of operational representatives and SMEs will attend the demonstrations and provide

comments and observations to Evaluation Committee members for their consideration. The Phase 1 Demonstration will occur over a continuous 2- to 3-day period per Proposer, where Proposer will be asked to demonstrate various system functions following general scenarios provided by the Department.

8.3.5.1 Three weeks prior to the Phase 1 Demonstration, the Department will provide all Proposers with scenarios for Proposer to script for its Phase 1 Demonstration. The scenarios will be designed to broadly demonstrate Proposer's understanding of its ability to meet the unique operational needs of the Department, as described in Appendix C (Sample Contract), and a subset of the functional Requirements published by the Department. All qualified Proposers will receive identical scenarios for their respective Phase 1 Demonstrations. Time permitting, Proposers will also be invited to provide their own scripted and/or non-scripted presentations to demonstrate unique features not covered by the Department's scenarios.

8.3.5.2 Within two weeks of receiving the Phase 1 Demonstration scenarios from the Department, Proposers will be provided one opportunity, not to exceed two hours in length, to confer with Department representatives to discuss and/or get clarification about any of the Phase 1 Demonstration scenarios and/or the demonstration process, including location logistics, room set-up, etc.

8.3.5.3 The Phase 1 Demonstration will include one or more question and answer sessions with Evaluation Committee members and other stakeholders to allow Proposer to clarify and/or demonstrate portions of their response.

8.3.5.4 Proposer may be asked to provide one or more concurrent break-out sessions, each with a focus on a particular functional area (e.g., mobile, desk, voice operations, etc.) Proposer must invite the County's SMEs to join a guided hands-on tour of their proposed COTS product.

8.3.5.5 Gap documentation will be created by select County scribes for use by the Evaluation Committee and SMEs, and for review by Proposer including:

- a. Scripted scenarios and gap analysis: How Proposer's presentation meets, or reveals gaps in, each of the high-level functional areas and Technical Requirements,
- b. Gap analysis – scenarios: How Proposer's scripted presentation meets each part of scripted scenario, and

- c. Comments by the Evaluation Committee, SMEs, etc.: A discussion of shortfalls and inconsistencies in the Phase 1 Demonstration in relationship to what was expected and what was shown.

8.3.5.6 Proposers are encouraged to provide one or more scribes to coordinate the documentation of the Phase 1 Demonstration gaps to validate the County's findings post-demonstration.

8.3.6 At the conclusion of the Phase 1 Demonstration, Proposers will be asked to submit revised Business and Cost Proposals, as applicable, within two weeks of the end of Proposer's Phase 1 Demonstration, based on the information and feedback received during the Phase 1 Demonstration period. Proposers may opt out of submitting a revised Cost Proposal if, in Proposer's analysis, a revision is not required. In such instance, Proposer will be asked to submit a written statement acknowledging such.

8.3.7 Proposers must submit a revised Business Proposal which must include an additional section [refer to Paragraph 7.9.8.4 (Phase 1, Documented Gaps, Corrections) of this RFP] for Proposer to explain how the documented gaps found during the Phase 1 Demonstration will be addressed and corrected if selected to proceed to the Phase 2 prerequisite step, Gap Demonstration and Closure (refer to Paragraph 8.3.12 below).

8.3.8 Proposer's final, fully burdened Cost Proposal, must include pricing for all elements listed in Exhibit 19 (Cost Proposal Form) to this RFP.

8.3.9 The revised Business and Cost Proposals, if any, will be evaluated and scored to select two "top-tier" Proposers that will or may move on to the Gap Demonstration and Closure (see Paragraph 8.3.12 below), which is a prerequisite step to Phase 2.

8.3.10 The non-selected Proposers will be formally notified in writing.

8.3.11 There will be a two to four week break before the Gap Demonstration and Closure. The purpose of this break is to allow the two top-tier selected Proposers to consider gap documentation, feedback, and information received during the Phase 1 Demonstration, and to close/resolve the gaps in preparation for a possible Phase 2 Demonstration. Proposers will be provided access to the Department's SMEs as needed to clarify any outstanding questions regarding the identified gaps, Department operations, infrastructure, and interfaces.

8.3.12 **Gap Demonstration and Closure**

[Timeline: 1 to 3 days]

As a prerequisite to Phase 2, two Proposers will be asked to provide a limited repeat of the Phase 1 Demonstration scripts to demonstrate closure of any identified gaps, and to address feedback and information gleaned from the Phase 1 Demonstration to the County's satisfaction.

The Gap Demonstrations and Closure will take place on-site at a location to be determined. The Evaluation Committee will append its scoring of the selected Proposer's proposals based on the Gap Demonstrations and the totality of all proposal documentation reviewed to-date, including:

- a. Proposer's demonstrated ability to correct the gaps, if any, as identified in the Phase 1 Demonstration,
- b. Proposed COTS product's ability to meet the functional Requirements,
- c. Achieving scenario(s) objectives, and
- d. Proposer's understanding of the Department's scenarios and basic operations.

8.3.13 Phase 1 concludes with the final selection of one Proposer that will move on to Phase 2. The selected Proposer will be formally notified in writing of its selection to proceed to Phase 2.

8.3.14 The non-selected Proposer will be formally notified in writing.

8.4 **Phase 2 - On-Site Demonstration**

[Timeline: 8-12 weeks]

The Phase 2 Demonstration, or any component thereof, may be captured on video to allow further review by the Evaluation Committee. The County, in its sole discretion, reserves the right to truncate any of the timeline dates listed below and/or cancel Phase 2 at any time without cause and invite the next highest-scoring Proposer to begin Phase 2.

8.4.1 **Phase 2 – Part A: On-Site CAD Simulation**

[Timeline: 4-6 weeks]

8.4.1.1 Proposer will be required to load their entire proposed COTS package on-site, into two separate rooms (two "instances") within the same Department facility (TBD), each instance featuring, at a minimum, mobile, desk, inmate transportation, and voice operations. Proposer must partially configure both instances of the COTS product to include at a minimum, the Department's Geographic Information System (GIS) data, Reporting Districts (RDs), and call signs for a minimum of two Department stations, for use by County's SMEs and project stakeholders, and for review and observation by the Evaluation Committee.

The County will provide GIS data, call signs, RDs, etc.

The primary instance must be used by Proposer in part to:

- a. provide County's SMEs with a not-to-exceed 3-day training/walk-thru, together with documentation to facilitate use of the proposed COTS product,
- b. lead multiple functional Requirements review sessions with the County's SMEs for the purpose of uncovering GAPS not documented during Phase 1, nor in the RFP response, and to further understand Proposer's approach to closing those gaps (e.g., timelines, resources, risks, etc.), and
- c. serve as the platform for Phase 2 – Part C: Proof-of Concept (refer to Paragraph 8.4.3 below).

The secondary instance will function as a 'sand-box' environment providing 24-hour/day Phase 2 access to the Evaluation Committee, SMEs, stakeholders, and prospective future users for the purpose of testing and gaining familiarization with the proposed COTS software.

8.4.2 Phase 2 – Part B: Statement of Work

- 8.4.2.1 In parallel with the functional Requirements review sessions described above, the selected Proposer(s) will refine the development of the Statement of Work Outline [refer to Attachment A.1 (SOW Outline) to Appendix A (Statement of Work - General) to this RFP], in consultation with the County.
- 8.4.2.2 The resulting final Statement of Work is a task/deliverable-based document which must provide sufficient detail on the planned execution of the entire project.
- 8.4.2.3 The Statement of Work must clearly outline Proposer's and the Department's obligations, roles and responsibilities (Assumptions) throughout the project life cycle.
- 8.4.2.4 The Statement of Work must be accompanied by a finalized Project Control Document (PCD), Project Plan (format: Microsoft Project), master schedule and resource allocations, and jointly negotiated major delivery milestones, etc.
- 8.4.2.5 The PCD must include a detailed system testing and acceptance plan that clearly describes how system functionality will be validated, tested, and accepted by the Department.

8.4.2.6 The PCD must include a detailed training and roll-out plan that clearly describes Proposer's and the Department's roles and responsibilities.

8.4.2.7 Proposer must extract a subset of the Statement of Work and Project Plan to be used during the Phase 2 – Part C: Proof of Concept, and deliver it to project stakeholders and the Evaluation Committee for review.

8.4.3 **Phase 2 – Part C: Proof of Concept**

[Timeline: 6 weeks]

8.4.3.1 The proof-of concept is intended to demonstrate Proposer's proposed approach to the Requirements and functional validation process, acceptance testing, training and implementation.

8.4.3.2 The proof-of-concept must establish Proposer's ability to provide 'production-ready' software for a customized sub-set of the system functionality in an agreed-to period of time.

8.4.3.3 The proof-of concept will focus on only one functional area and a limited subset of users. Proposer will be required to create the customization(s) off-site utilizing its own resources in consultation with the Department.

8.4.3.4 For the proof-of-concept, 'production-ready' means software that is customized and fully functioning and operational, and that could be deployed into production.

8.4.3.5 Prior to the start of Phase 2, Proposer and the Department will agree on the customized feature(s) and duration for the proof-of-concept. (The County defines customization as the development of a non-existent software feature, module, or bolt-on which is required to meet one or more of the County's functional Requirements that are not otherwise met by Proposer's COTS product.)

8.4.3.6 **Proof of Concept – Demonstration**

[Timeline: Not to exceed 10 business days]

Proposer provides a Proof-of-Concept Demonstration of the customized feature(s). The County may request that Proposer demonstrate the new features using one or more scenarios purposely created to demonstrate the customized feature(s).

8.4.4 Each part of the Phase 2 – On-site Demonstration will be evaluated on a pass/fail basis.

- 8.4.5 Should the County, in its sole discretion determine that Proposer has passed Phase 2, then Proposer will be formally notified, in writing, of its selections to proceed to Phase 3 - Contract Negotiations with the County.
- 8.4.6 Should the County, in its sole discretion determine that Proposer has not passed Phase 2, then the next highest-scoring Proposer may be selected to begin Phase 2. Proposer will be notified in writing of the County's determination. The County's determination is final.
- 8.4.7 Based on the outcomes of Phase 2, the County may require Proposer to deliver an updated Business Proposal, Project Plan, and Cost Proposal to memorialize representations made throughout the evaluation process, as applicable. In like manner, the County may in its sole discretion forego the requirement for updated documentation.

8.5 Phase 3 - Contract Negotiations

[Timeline: TBD]

Phase 3 consists of contract negotiations and the finalizing of technical documents (e.g., SOW, PCD, Service Level Agreement (SLA), Detailed Work Plan, payment structure, etc.). Phase 3 – Contract Negotiations will be evaluated on a pass/fail basis.

- 8.5.1 The County and Proposer will engage in non-protracted contract negotiations.
- 8.5.2 The County and Proposer will engage in a scope and functionality review.
- 8.5.3 Prior to signing a contract, the Department will meet with selected Proposer to finalize key issues, which include, but may not be limited to the following:
 - a. Contract language exceptions,
 - b. A review of scope, SOW, SLA, and Cost, and negotiate a payment schedule (original and revised Cost Proposals reviewed side-by-side), and
 - c. A review of the initial draft of PCD strategies and approaches.
- 8.5.4 At the conclusion of the evaluation process, the Evaluation Committee will make a recommendation to seek approval for the selection of a Proposer.
- 8.5.5 If contract negotiations do not successfully conclude within a reasonable timeframe as determined solely by the County, then the next highest-scoring Proposer may be selected to begin Phase 2.

8.6 Disqualification Review

- 8.6.1 A proposal may also be disqualified from consideration if the Department, at any time during the review/evaluation process, determines such proposal to be non-responsive, including if it fails to meet the Minimum Mandatory Requirements. If the Department determines that a proposal is disqualified due to Proposer's failure to meet the Minimum Mandatory Requirements or that its proposal is otherwise non-responsive, the Department will provide Proposer with a written notification, which will include the deadline for requesting a Disqualification Review.
- 8.6.2 Upon receipt of the written determination of non-responsiveness, Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.
- 8.6.3 A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all the following criteria:
- a. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination), and
 - b. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.
- 8.6.4 The Disqualification Review will be completed, and the determination will be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.
- 8.6.5 Proposer can also be disqualified for reasons described throughout this RFP.

8.7 Business Proposal Evaluation and Criteria (80%)

- 8.7.1 Business Proposals received from pre-qualified Proposers be evaluated for quality and evidence provided in support of Proposer's ability to meet the requirements of this RFP and scored based on the Evaluation Criteria set forth in this Paragraph 8.7.

All information received during the evaluation process will be considered, including: Proposer's written proposal, demonstration of the Solution, and any direct hands-on experience/observations made by the evaluators while directly reviewing the proposed Solution. Additionally, the

Evaluation Committee may consult subject matter experts during the evaluation process which will also be considered.

8.7.2 Proposer's Qualifications (20%)

Each Proposer will be evaluated based on information provided in Section B (Qualifications) of the Business Proposal in response to Paragraph 7.9.7 [Proposer's Qualifications (Section B)] of this RFP. Proposer will be evaluated on its experience and capacity as a corporation or other business entity to perform the required work based on information provided in Section B.1 (Proposer's Background and Experience) of the Business Proposal.

Proposer will also be evaluated on the verification of references provided in its SOQ submitted in response to RFQ 499A-SH. In addition to the references provided, a review will include County's Contract Database and Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other contracts. This review may result in point deductions up to 100% of the total points awarded in this evaluation category. Additionally, a review of terminated contracts will be conducted which may result in point deductions. Finally, Proposers will also be evaluated on any interview(s) and/or presentation(s), if appropriate.

A review will be conducted to evaluate Proposer's financial capability as provided in Section B.3 (Financial Capability) of the Business Proposal.

A review will be conducted to determine the significance of any litigation or judgments pending against Proposer as provided in Section B.4 (Pending Litigation and Judgments) of the Business Proposal.

8.7.3 Proposer's Approach to Providing Required Services (60%)

8.7.3.1 Each Proposer will be evaluated on the management approach and methodology Proposer intends to use to fulfill the requirements set forth in this RFP, which will be based on the information provided in Section C (Proposer's Approach to Providing Required Services) of the Business Proposal in response to Paragraph 7.9.8 of this RFP, including Sections C.1 (Proposer's Approach and Methodology), C.2 (Statement of Work), and C.3 (Solution Requirements) of the Business Proposal taking into account the Solution described in the proposal, demonstrations, and direct observations by evaluators.

8.7.3.2 In Section C.6 (Quality Control Plan) of the Business Proposal, Proposer will be evaluated on its ability to establish and maintain

a complete Quality Control Plan to ensure the requirements of this contract are provided as specified.

8.7.4 Initially, all proposals received in a timely manner will be given a preliminary score by the evaluation committee. The highest ranked Proposers, as solely determined by the County, will be invited to conduct demonstrations of their Solutions in accordance with Paragraph 7.13 (Proposer's Demonstration) of this RFP to corroborate their Business Proposals.

At the conclusion of the demonstrations, the evaluation committee will be afforded the opportunity to revise their preliminary scoring for this section (i.e., one or more components of the demonstration contradict Proposer's written proposal), to arrive at a final score.

8.7.5 Exceptions to Terms and Conditions of Sample Contract and/or Requirements of the Statement of Work

Proposer will be evaluated on their willingness to accept the Terms and Conditions outlined in Appendix C (Sample Contract) and the Requirements of the Statement of Work outlined in Appendix A (Statement of Work - General) and Attachment A.1 (SOW Outline), as stated in Paragraph 7.9.10 (Terms and Conditions in the Sample Contract, and Requirements of the Statement of Work (SOW): Acceptance of/ or Exceptions to (Section D)) 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, disqualify any Proposer with whom the County cannot satisfactorily negotiate a contract within a reasonable amount of time as determined solely by the County.

8.8 Cost Proposal Evaluation Criteria (20%)

Cost Proposals will be evaluated based on the pricing information submitted by Proposers for each section on Exhibit 19 (Cost Proposal Form) of Appendix D (Required Forms) per instructions specified therein and in Paragraph 7.10 (Cost Proposal Format) of this RFP. The maximum number of possible points for each Cost Proposal section will be awarded to the Cost Proposal with the lowest cost in that section, with all other proposals for that section compared to the lowest cost, and points awarded accordingly. The points for all sections will then be totaled for a Cost Proposal. Sections without any cost proposed will be deemed "included" as part of the Solution price and cannot be later modified during contract negotiations.

However, should one or more of Proposers request and be granted the LSBE Preference, SE Preference or the DVBE Preference, the cost component points will be determined as follows:

- a. 15% of the lowest cost proposed will be calculated, and that amount which will not exceed \$150,000 will be deducted from the cost submitted by all Proposers who requested and were granted any one of the preferences.
- b. In no case will any Preferences be combined to exceed 15% of the lowest responsible bid.

8.9 Intentionally Omitted

8.10 Department's Proposed Contractor Selection Review

8.10.1 Departmental Debriefing Process

Upon completion of the evaluation, and prior to entering negotiations with the selected Proposer, the Department will 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 will be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers will 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 Paragraph 8.8.2 (Proposed Contractor Selection Review) below], if the requesting Proposer is not satisfied with the results of the Debriefing.

8.10.2 Proposed Contractor Selection Review

8.10.2.1 Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in Paragraph 8.7.2 (Proposed Contractor Selection Review) may submit a written request for a Proposed

Contractor Selection Review, in the manner and timeframe as will be specified by the Department.

8.10.2.2 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:

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

8.10.2.3 Upon completing the Proposed Contractor Selection Review, the Department representative will issue a written decision to 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 will additionally instruct Proposer of the manner and timeframe for requesting a County Independent Review. [See Paragraph 8.8 (County Independent Review Process) below].

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

- a. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department), and
- b. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review as listed in Paragraph 8.8.2 (Proposed Contractor Selection Review) above.

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