



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR QUALIFICATIONS

RFQ NUMBER 716A-SH

**INMATE COMMUNICATION SYSTEM AND
SERVICES (ICSS)**

August 2024

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1.0 INTRODUCTION

The County of Los Angeles (County) by and through the Los Angeles County Sheriff's Department (Sherrif's Department) and the Los Angeles County Probation Department (Probation Department) are issuing this Request for Qualifications (RFQ) to solicit Statement of Qualifications (SOQs) from organizations that can provide an Inmate Communication System and Services (ICSS) to the Sheriff Department's custody and detention facilities and the Probation Department's detention and camp facilities.

The Sheriff and Probation Departments have facilities located throughout the County. Inmates are generally allowed to make phone calls without restrictions.

The County is seeking an ICSS that includes an Inmate Telephone System (ITS) capable of providing the following call types: automated operator, local, domestic, and international. The ITS must include all necessary telephone platforms, telephone instruments, and all other equipment necessary to perform the functions and services, system administration; call billing functions, call monitoring, and recording capabilities, and complete maintenance of all equipment, hardware, and software.

Additionally, the ICSS must include handheld electronic inmate tablet devices (ITD) that must provide a telephone function capable of making phone calls via the ITS and match all functional capabilities of the ITS.

The ICSS must comply with the Americans with Disabilities Act and Title 24 (<http://www.bdcorr.ca.gov>).

This is a request for qualifications ONLY. This is not a solicitation. The County intends to release a Request for Proposals (RFP) in the near future. Responses to this RFQ will be reviewed to verify Respondent's qualifications to provide the system described above. All Respondents will be notified, in writing, of the County's determination of Respondent's success or failure to meet the Minimum Mandatory Requirements (MMRs) listed in Paragraph 2.0 below.

Only those Respondents who have successfully demonstrated that they meet the MMRs will be invited, by the County, to participate in a future RFP. The determination of which companies meet the MMRs lies solely and exclusively with the County.

2.0 RESPONDENT'S MINIMUM MANDATORY REQUIREMENTS

2.1 Respondent must have a minimum of three consecutive years' experience within the last five years providing inmate telephone services to at least one federal, state, or county inmate detention system, that consists of one or more facilities, and has a minimum of 5,000 completed inmate calls per day.

Respondent must complete and submit Exhibit 3 (Respondent's List of References) to this RFQ to verify this MMR.

- 2.2 Respondent must have a minimum of one year of experience providing ITS using a tablet device to one federal, state, or county inmate detention system, that consists of one or more facilities, and has a minimum of 1,000 completed inmate calls per day using a tablet device.

Respondent must complete and submit Exhibit 3 (Respondent's List of References) to this RFQ to verify this MMR.

- 2.3 Respondent must have earned a minimum gross revenue of at least \$8,000,000 per year, for the last three consecutive years, from providing similar services to those described in Paragraph 1.0 (Introduction) of this RFQ to at least one federal, state, or county inmate detention system.

Verification of this minimum mandatory requirement will be a review of Respondent's financial documentation submitted in Section C of its SOQ [refer to Paragraph 3.3 (Respondent's Financial Capability) of this RFQ].

- 2.4 If Respondent's compliance with a County contract has been reviewed by the Los Angeles County Department of the Auditor-Controller within the last ten years, Respondent must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for a period of six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of County.

- 2.5 Respondent must complete and submit Exhibit 1 (Minimum Mandatory Requirements) to this RFQ certifying that it meets the MMRs listed in Paragraphs 2.1 through 2.4 above.

3.0 INFORMATION REQUESTED

Commercial vendors who have an interest in proposing an ICSS solution are requested to submit relevant information about their company. Respondent's SOQ should contain the following information, as applicable:

3.1 Background and Experience (Section A)

Provide a summary of relevant background information to demonstrate that Respondent meets the MMRs stated in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements) of this RFQ and has the capability to perform the required services as a corporation, limited liability company, or other registered business entity.

3.2 Respondent's References and Contracts (Section B)

3.2.1 Respondent must complete and include Exhibit 3 (Respondent's List of References) and Exhibit 4 (Debarment History and List of Terminated Contracts) to this RFQ, as provided below.

a. Exhibit 3 (Respondent's List of References)

Respondent must provide references from at least three different agencies where the same or similar scope of services listed in Paragraph 1.0 (Introduction) of this RFQ was provided and must include all public entities contracts for the last three years. At least one reference must verify that Respondent meets the MMRs listed in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements) of this RFQ. All references must be able to speak to the Respondent's services provided.

For each agency listed, Respondent must provide the agency's project director's and manager's full name(s), as well as the project start/end dates. The narrative should also include:

- i. Agency information, including the following:
 - Number of detention facilities,
 - Number of telephones provided,
 - Number of inmate tablets provided, as applicable,
 - Average daily inmate population,
 - Number of completed inmate calls per day via an inmate telephone system,
 - Number of completed inmate calls per day using a tablet device, as applicable.
- ii. Detailed description of the project including the following:
 - Size and scope,
 - Original contract amount,
 - Contract start date,
 - Contract end date,
 - Description of telephone services provided, and
 - Description of tablet device phone functionality and services provided, as applicable.

Respondent may use additional sheets, if necessary. It is the Respondent's sole responsibility to ensure that the information provided for each reference is accurate.

b. Exhibit 4 (Debarment History and List of Terminated Contracts)

Respondent must include a listing of all contracts terminated prior to expiration within the past three years with any and all reasons for termination, as applicable.

- 3.2.2 The County may disqualify a Respondent as non-responsive and/or non-responsible [refer to Paragraph 4.0 (Determination of Respondent's Responsibility) below] if:
- a. References fail to substantiate Respondent's description of the services provided, or
 - b. References fail to support that Respondent has a continuing pattern of providing capable, productive, and skilled personnel, or
 - c. The Department is unable to reach the point of contact with reasonable effort. It is Respondent's responsibility to inform the point of contact of the County's normal working hours (Monday – Friday, 8 a.m. – 5 p.m. PST).

3.3 Respondent's Financial Capability (Section C)

The County will conduct a review of Respondent's financial capability. Respondent must provide copies of the company's most current and prior three fiscal years (for example 2021, 2022, and 2023) **Audited** 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, i.e., for-profit, non-profit, 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. Do not submit Income Tax Returns to meet this requirement. **Financial statements will be kept confidential if so stamped on each page.**

4.0 DETERMINATION OF RESPONDENT'S RESPONSIBILITY

- 4.1 A responsible Respondent is one who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the resultant contract. It is the County's policy to conduct business only with responsible Respondents.
- 4.2 Respondents are hereby notified that, in accordance with [Chapter 2.202 of the Los Angeles County Code](#), the County may determine whether Respondent is responsible based on a review of Respondent'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 Respondent against public entities. Labor law violations which are the fault of the sub-contractors and of which Respondent had no knowledge will not be the basis of a determination that Respondent is not responsible.

- 4.3 The County may declare a Respondent to be non-responsible if, in its discretion, finds that Respondent 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 Respondent'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.

5.0 RFQ TIMETABLE

The timetable for this RFQ is as follows:

- Release of RFQ08/01/24
- Request for a Requirements Review Due08/16/24
- Written Questions Due08/20/24
- Questions and Answers Released.....08/29/24
- **SOQs due by (date and time) 3:00 P.M. (Pacific Time).....09/12/24**

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 Respondents are encouraged to monitor the above solicitation website for bulletins, as they are posted, during the entire RFQ process.

6.0 MINIMUM MANDATORY REQUIREMENTS REVIEW

Any person or entity may seek a Requirements Review by emailing Exhibit 2 (Transmittal Form to Request a Requirements Review) to this RFQ, to the Department contact listed in Paragraph 8.2 below. A request for a Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

- a. The request is made within the time frame identified in Paragraph 5.0 (RFQ Timetable) above,
- b. The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a SOQ,
- 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. The application of the MMRs and/or this RFQ review process 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 Respondents.

The 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 SOQ due date. The Department's determination is final.

7.0 RESPONDENTS' QUESTIONS

Respondents may submit written questions regarding this RFQ by e-mail to Victor Mora-Vasquez at vmmorava@lasd.org. All questions must be received by the close of business (3:00 p.m., PST), on Tuesday, August 20, 2024. All questions, without identifying the submitting company, will be compiled with the appropriate answers, and issued as an addendum to this RFQ.

When submitting questions, please specify this RFQ Paragraph number, and page number, and quote the language that prompted the question. This will facilitate the County's response. The County reserves the right to group similar questions when providing answers.

The County will not respond to questions regarding any future RFP.

8.0 SOQ SUBMISSION

8.1 SOQs must be submitted as follows:

The original SOQ and two exact hard copies along with two separate exact electronic hard copies in PDF format on separate flash drives must be enclosed in a sealed envelope or box plainly marked in the upper left-hand corner with the name and address of Respondent and must reference this RFQ as follows:

**“SOQ for Inmate Communications System
and Services (ICSS) (RFQ 716A-SH)”**

8.2 The SOQ and any related information must be delivered or mailed to:

Los Angeles County Sheriff's Department
Hall of Justice
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor West
Los Angeles, California 90012
E-mail address: vmmorava@lasd.org

Attention: Victor Mora-Vasquez

- 8.3 It is the sole responsibility of the submitting Respondent to ensure that its response to this RFQ is received before the submission deadline. Respondents will bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. SOQs received after the scheduled closing date and time for receipt of SOQs, as listed in Paragraph 5.0 (RFQ Timetable), will not be accepted, and will be returned to the sender unopened. Timely hand-delivered SOQs are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.
- 8.4 If your firm does not respond to this RFQ on or before 3:00 P.M. P.S.T, Thursday, September 12, 2024, the Department will presume your firm does not meet the requirements outlined herein, and/or is not interested in responding to a future RFP.
- 8.5 Notwithstanding, the County reserves the exclusive right to not accept any SOQs from any firm that fails to respond timely to this RFQ. Additionally, the County will reject proposals in response to any future RFP from any entity who fails to respond to this RFQ, and/or any Respondent who fails to demonstrate that they have met all the qualifications (MMRs) to respond, pursuant to this RFQ.
- 8.6 Until the SOQ submission deadline, errors in SOQs may be corrected by a written request to withdraw the SOQ and to submit another SOQ with mistakes corrected. Corrections will not be accepted once the deadline for submission of SOQs has passed.
- 8.7 Notwithstanding, the County may, in its sole discretion, waive any informality in an SOQ, and/or request additional information, provided the sum and substance of the SOQ have been met.

9.0 DISQUALIFICATION REVIEW

- 9.1 Respondents may be disqualified from consideration if the Department, at any time during this RFQ review process, determines that the Respondent's SOQ is non-responsive, including if it fails to meet the MMRs. If the Department determines that a SOQ is disqualified due to Respondent's failure to meet the MMRs or that its response is otherwise non-responsive, the Department will provide Respondent with a written notification, which will include the deadline for requesting a Disqualification Review.
- 9.2 Upon receipt of the written determination of disqualification, Respondent may submit a written request for a Disqualification Review within the timeframe specified in the written determination.
- 9.3 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 Respondent's request provides factual as well as copies of all documents and other material that support Respondent's request.
- 9.4 The Disqualification Review will be completed, and the determination will be provided to the Respondent, in writing, prior to the conclusion of this RFQ review process. The Department's findings are final.