



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR PROPOSALS FOR INMATE COMMUNICATION SYSTEM AND SERVICES

RFP No. 716-SH

April 2025

**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 the County will be determined in accordance with the terms of the applicable contract and applicable law.

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
1.0 SOLICITATION INFORMATION	1
2.0 INTRODUCTION	2
3.0 PURPOSE-CONTRACT FOR AN INMATE COMMUNICATION SYSTEM AND SERVICES	3
3.1 Statement of Work (SOW)	3
3.2 Contract: County Terms and Conditions	4
4.0 INTENTIONALLY OMITTED	5
5.0 COUNTY’S RIGHTS AND RESPONSIBILITIES	5
5.1 Representations Made Prior to Contract Execution.....	5
5.2 Final Contract Award by the Board of Supervisors	5
5.3 County’s Option to Reject Proposals or Cancel this RFP	5
5.4 County’s Right to Amend Request for Proposals	5
5.5 Background and Security Investigations	6
6.0 NOTIFICATION TO PROPOSERS	6
6.1 Public Records Act.....	6
6.2 Contact with County Personnel	7
6.3 Mandatory Requirement to Register on County’s WebVen.....	7
6.4 Protest Policy Review Process	7
6.5 Conflict of Interest	8
6.6 Determination of Proposer Responsibility	8
6.7 Proposer Debarment.....	9
6.8 Improper Considerations.....	9
6.9 County Lobbyist Ordinance	10
6.10 Consideration of GAIN/START Participants for Employment.....	10
6.11 Jury Service Program.....	11
6.12 Pending Acquisitions/Mergers by Proposing Company.....	11
6.13 Intentionally Omitted – Charitable Contributions Compliance	12
6.14 Defaulted Property Tax Reduction Program	12
6.15 County’s Commitment to Zero Tolerance Policy on Human Trafficking ...	12
6.16 Intentionally Omitted – Integrated Pest Management (IPM) Program Compliance.....	13

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
6.17 Default Method of Payment: Direct Deposit or Electronic Funds Transfer (EFT).....	13
6.18 Proposer’s Acknowledgement of County’s Commitment to Fair Chance Employment Hiring Practices.....	13
6.19 Prohibition from Participation in Future Solicitation(s)	13
6.20 Community Business Enterprise (CBE) Participation	14
6.21 Contribution and Agent Declaration	14
6.22 Intentionally Omitted – Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76).....	15
7.0 COUNTY’S PREFERENCE PROGRAMS	15
7.1 Overview of County’s Preference Programs	15
7.2 Local Small Business Enterprise (LSBE) Preference Program.....	15
7.3 Social Enterprise (SE) Preference Program	16
7.4 Disabled Veteran Business Enterprise (DVBE) Preference Program.....	16
7.5 Preference Program Enterprises (PPEs) – Prompt Payment Program	16
8.0 BUSINESS PROPOSAL REQUIREMENTS AND EVALUATION	17
8.1 Truth and Accuracy of Representations	17
8.2 Proposers’ Questions.....	17
8.3 Virtual Mandatory Proposers’ Conference and Facilities Site Visits	17
8.4 Preparation of the Proposal	18
8.5 Business Proposal Requirements and Evaluation Criteria (60%)	19
8.6 Cost Proposal Requirements and Evaluation (40%)	27
8.7 Firm Offer-Withdrawal of Proposal	27
8.8 Proposal Submission	27
9.0 SELECTION PROCESS OVERVIEW	29
9.1 Selection Process	29
10.0 PROTEST PROCESS OVERVIEW.....	33
10.1 Solicitation Requirements Review	33
10.2 Disqualification Review	33
10.3 Department's Proposed Contractor Selection Review.....	34
10.4 County Independent Review.....	36

APPENDICES

- A Contract:** Identifies the terms and conditions in the contract.
- Exhibit A Statement of Work
 - Exhibit B Service Level Agreement
 - Exhibit C Pricing Schedules
 - Exhibit C1 Telephone Rates and Payment Schedule [Not Attached to Contract; See Exhibit 5a (Telephone Rates and Payment Schedule) of Appendix B (Required Forms) to this RFP]
 - Exhibit C2 Tablet Rates and Payment Schedule [Not Attached to Contract; See Exhibit 5b (Tablet Rates and Payment Schedule) of Appendix B (Required Forms) to this RFP]
 - Exhibit C3 Digitized Inmate Postal Mail Services Rates and Payment Schedule [Not Attached to Contract; See Exhibit 5c (Digitized Inmate Postal Mail Services Rates and Payment Schedule) of Appendix B (Required Forms) to this RFP]
 - Exhibit D County's Administration
 - Exhibit E Contractor's Administration
 - Exhibit F Form(s) Required at the Time of Contract Execution
 - Exhibit F1-IT Contractor Acknowledgement, Confidentiality, and Copyright Assignment Agreement
 - Exhibit F2-IT Contractor Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
 - Exhibit F3-IT Contractor Non-Employee Acknowledgement, Confidentiality, and Copyright Assignment Agreement
 - Exhibit G Safely Surrendered Baby Law
 - Exhibit H Forms Required at the Completion of the Contract Involving Intellectual Property Developed-Designed By Contractor
 - Exhibit H1 Individual's Assignment and Transfer of Copyright
 - Exhibit H2 Contractor's Assignment and Transfer of Copyright
 - Exhibit H3 Notary Statement for Assignment and Transfer of Copyright

Exhibit I Information Security and Privacy Requirements

Exhibit J Inmate Communication System and Services (ICSS) Solution Requirements

Exhibit K Contract Discrepancy Report

B Required Forms: Forms that must be completed and included in the proposal.

C Solicitation Requirements Review (SRR) Request

1.0 SOLICITATION INFORMATION

RFP Release Date	April 24, 2025
Anticipated Contract Term	Five years, plus two one-year option periods
RFP Contact	Aloett Martin, Senior Contract Analyst e-mail: a9martin@lasd.org
Request for a Solicitation Requirements Review Due	May 8, 2025
Written Questions Due:	
Part 1 – Pre-Virtual Mandatory Proposers’ Conference and Mandatory Facilities Site Visits	May 6, 2025
Part 2 – Post-Virtual Mandatory Proposers’ Conference and Mandatory Facilities Site Visits	May 29, 2025
Deadline to Register for Virtual Mandatory Proposers’ Conference and Mandatory Facilities Site Visits	May 8, 2025
Deadline to Submit Security Clearance Forms	May 9, 2025
Virtual Mandatory Proposers’ Conference	May 15, 2025
Mandatory Facilities Site Visits	May 19 – May 21, 2025
Questions and Answers Released via Addendum	Part 1 – May 13, 2025 Part 2 – June 19, 2025
Proposals Due (Pacific Time)	By 3 PM on June 26, 2025

2.0 INTRODUCTION

- 2.1 The County of Los Angeles (County), by and through the County's Sheriff's Department and Probation Department are issuing this Request for Proposals (RFP) to solicit proposals for a contract award with an organization that can provide an Inmate Communication System and Services (ICSS) to the Sheriff's Department's custody and detention facilities and the Probation Department's detention and camp facilities to be used by incarcerated persons (collectively "Inmates").

As a prerequisite to responding to this RFP, potential Proposers were to have submitted a Statement of Qualifications (SOQ) in response to Request for Qualifications (RFQ) 716A-SH issued by the County in August 2024. Only Proposers who responded to RFQ 716A-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 716A-SH will be rejected without further consideration.

- 2.2 Proposer's proposed ICSS must include an Inmate Telephone System (ITS), digitized inmate postal mail services, and Inmate Tables Devices (ITD) as described below:

2.2.1 The ITS must be capable of providing the following type of calls: automated operator, local, domestic, and international. The ITS must include all necessary telephone platforms, instruments, and all other equipment necessary to perform the functions and services described in Exhibit A (Statement of Work) to this RFP; system administration; call billing; call monitoring and recording capabilities; and complete maintenance of all equipment, hardware, and software.

2.2.2 Digitized inmate postal mail services will be implemented in two phases as further described in Paragraph 4.3 (Digitized Inmate Postal Mail Services) of Exhibit A (Statement of Work) to this RFP. Proposer's proposed digitized inmate postal mail services must include a combination of delivery options including, but not limited to, uploading to Contractor's web-enabled dashboard, hard copy print, ITD, wall-mounted kiosks, etc.

2.2.3 The handheld electronic ITDs must provide all functional capabilities of the ITS including the capability to make phone calls. Additionally, the ITD must provide free services (e.g., reading material, dictionary, calendar, grievance process, custody Facility rules, commissary capabilities, etc.) and paid subscription services (e.g., games, music, movies, e-books, messaging service, etc.), as described in Paragraph 4.4.10.2 (Mandatory Functional Requirements) of Exhibit A (Statement of Work) to this RFP.

The ITD will be implemented through a Proof of Concept (POC) in accordance with Paragraph 4.4 [Proof of Concept (POC) for Inmate

Tablet Devices (ITD)] of Exhibit A (Statement of Work) to this RFP. Upon successful testing of the POC, the County may elect, in its sole discretion, to implement the ITD at additional facilities throughout the County. The County will realize revenue share upon the County's final acceptance of the tablet solution pilot program.

The ICSS must comply with the American with Disabilities Act and Title 24 of the California Board of Corrections Regulations (<http://www.bdcorr.ca.gov>).

2.3 Reducing the Financial Burden to the County's Justice-Involved Population

The County's Board of Supervisors (Board) recognizes the inequities in mass incarceration and its financial strain on families and as a result, has introduced efforts to minimize the financial burden to the County's justice-involved population and their families. The County finds that the visible and hidden costs of incarceration excessively impact low-income communities and communities of color. In December 2023, the County became one of the largest jail systems in the country to offer free phone calls in its jails. It is the Department's intent to help alleviate the financial burden experienced by the incarcerated population and their families by continuing to provide free phone calls and by contracting with a vendor who can provide an ICSS which offers the most no-cost ITD service options along with the lowest rates/fees for paid services.

2.4 Titles, captions and headings contained in this solicitation are inserted as a matter of convenience and for reference and are not intended and must not be deemed or construed to define, limit, extend or otherwise describe the scope or any provision of this solicitation.

2.5 Throughout this RFP, references are made to certain persons, groups, or department/agencies. For convenience, a description of specific definitions can be found in Paragraph 2.0 (Definitions) of Appendix A (Contract) to this RFP.

3.0 PURPOSE-CONTRACT FOR AN INMATE COMMUNICATION SYSTEM AND SERVICES

3.1 Statement of Work (SOW)

3.1.1 Contractor will be expected to implement the requirements outlined in Exhibit A (Statement of Work), Exhibit B (Service Level Agreement) and Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements]) to this RFP.

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

3.1.3 Contractor's ITS must be capable of monitoring, recording, and archiving phone calls with the exception of calls made to criminal defense attorneys, including but not limited to, the County Public

Defender, whose telephone numbers will be predetermined by the County and then uploaded by Contractor into the ITS, as further described in Exhibit A (Statement of Work) to this RFP. Additionally, calls made to anonymous crime reporting tip lines, sexual assault reporting lines, and other critical information lines as determined by the County must be excluded from monitoring. Such telephone numbers will be identified and uploaded to the ITS as non-recorded numbers in accordance with Paragraph 4.2.3.1 (Establishment of Non-Recording List) to Exhibit A (Statement of Work) to this RFP.

- 3.1.4 The County intends to contract with a single Proposer who can provide a complete and comprehensive solution addressing the specific functionality described throughout this RFP. Proposals that provide only a partial solution or part of the ICSS as required, will be disqualified without further consideration. The County recognizes that more advanced technologies and different services exist than might be described herein. While Proposers are required to provide responses for all requirements listed throughout this RFP, Proposers are encouraged to propose technology that exceeds the minimum mandatory requirements; however, consideration or points may not be awarded for such technology.

3.2 Contract: County Terms and Conditions

Contractor will be expected to implement the requirements outlined in Appendix A (Contract) to this RFP.

3.2.1 Anticipated Contract Term

The term of the resultant contract will commence upon execution of the contract by the Board, and will continue for a period of five years, unless terminated earlier in whole or in part, as provided in the contract.

The County will have the option, at the Department's sole discretion and upon notice to Contractor prior to the end of the initial contract term or subsequent option periods, to extend the term of the contract for up to two additional one-year option periods, for a total contract term not to exceed seven years. Each one-year option period will be in the form of a written Amendment pursuant to Paragraph 8.1 (Amendments and Change Notices) of Appendix A (Contract) to this RFP.

3.2.2 Contract Rates

Contractor's billing rates will remain firm and fixed for the term of the contract, unless such are required by law to be amended. Contractor's billing rates must be in compliance with mandates by the Federal Communications Commission (FCC), California Public Utilities Commission (CPUC) and all other applicable codes or statutes currently existing or that might become effective during the contract term.

3.2.3 Days of Operation

Contractor will be required to provide ICSS 24 hours a day, seven days a week, 365/66 days a year, including County-recognized holidays, as further specified in Exhibit A (Statement of Work) to this RFP.

3.2.4 Indemnification and Insurance

Contractor will be required to comply with the provisions contained in Paragraph 8.23 (Indemnification) and Paragraph 9.3 (Patent, Copyright and Trade Secret Indemnification) of Appendix A (Contract) to this RFP. Contractor must procure, maintain, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Paragraph 8.24 (General Provisions for all Insurance Coverage) and Paragraph 8.25 (Insurance Coverage) of Appendix A (Contract) to this RFP.

4.0 INTENTIONALLY OMITTED

5.0 COUNTY'S RIGHTS AND RESPONSIBILITIES

5.1 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 contract.

5.2 Final Contract Award by the Board of Supervisors

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

5.3 County's Option to Reject Proposals or Cancel this RFP

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 Proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive inconsequential disparities in a submitted proposal.

5.4 County's Right to Amend Request for Proposals

The County has the right to amend this RFP by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and

any authorized written addenda thereto. Such addendum will be made available to each person or organization which County records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such 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.

5.5 Background and Security Investigations

Background and security investigations of Contractor's staff may be required at the discretion of the County as a condition of beginning and continuing work under any resulting contract and as further described in Paragraph 7.5 (Background and Security Investigations) of Appendix A (Contract) and Paragraph 3.2.1 (Background and Security Clearance) of Exhibit A (Statement of Work) to this RFP. The cost of background investigations is the responsibility of Contractor.

6.0 NOTIFICATION TO PROPOSERS

6.1 Public Records Act

6.1.1 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."

6.1.2 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.

6.1.3 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.

6.2 Contact with County Personnel

6.2.1 All contact regarding this RFP or any matter relating thereto must be in writing, and e-mailed to:

Aloett Martin, Senior Contract Analyst
e-mail address: a9martin@lasd.org

6.2.2 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.

6.3 Mandatory Requirement to Register on County's WebVen

Prior to a contract award, all potential Contractors must register in the 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/>.

6.4 Protest Policy Review Process

6.4.1 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 6.4.3 (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.

6.4.2 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.

6.4.3 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:

- 6.4.3.1 Disqualification Review as referenced in Paragraph 10.1 (Disqualification Requirements Review) of this RFP.
- 6.4.3.2 Department's Proposed Contractor Selection Review as referenced in Paragraph 10.3 (Department's Proposed Contractor Selection Review) of this RFP.

6.5 Conflict of Interest

No County employee whose position in the County enables them to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse or economic dependent of such employees, will 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 they are aware of and have read [Section 2.180.010 of the Los Angeles County Code](#) as stated in Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) to this RFP.

6.6 Determination of Proposer Responsibility

- 6.6.1 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.
- 6.6.2 Proposers are hereby notified that, in accordance with [Chapter 2.202 of the 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 must not be the basis of a determination that Proposer is not responsible.
- 6.6.3 The County may declare a Proposer to be non-responsible for purposes of this RFP 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.

- 6.6.4 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.
- 6.6.5 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.
- 6.6.6 These terms will also apply to proposed subcontractors of Proposers on County contracts.

6.7 Proposer Debarment

- 6.7.1 Proposer is hereby notified that, in accordance with [Chapter 2.202 of the 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 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. These terms will also apply to proposed subcontractors of Proposers on County contracts.
- 6.7.2 A listing of Contractors that are currently on the Debarment List for Los Angeles County may be obtained on the following website: <https://doingbusiness.lacounty.gov/listing-of-contractors-debarred-in-los-angeles-county/>.

6.8 Improper Considerations

6.8.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee, or agent to solicit consideration, in any form, from a Proposer with the implication,

suggestion or statement that 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 officer, employee, or agent for the purpose of securing favorable treatment with respect to the award of the contract.

6.8.2 Notification to County

A Proposer must immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report must be made to the Los Angeles County Fraud Hotline at (800) 544-6861 or <https://fraud.lacounty.gov/>. Failure to report such a solicitation may result in Proposer's submission being eliminated from consideration.

6.8.3 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.

6.9 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.

6.10 Consideration of GAIN/START Participants for Employment

6.10.1 As a threshold requirement for consideration for contract award, Proposers must demonstrate a proven record of hiring participants in the County's [Department of Public Social Services Greater Avenues for Independence \(GAIN\) or Skills and Training to Achieve Readiness for Tomorrow \(START\) Programs](#) or must attest to a willingness to consider GAIN/START 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/START participants access to Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

- 6.10.2 Proposers who are unable to meet this requirement will not be considered for contract award. Proposers must submit a completed Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) to this RFP, along with their proposal.

6.11 Jury Service Program

- 6.11.1 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 review Paragraph 8.8 (Compliance with the County's Jury Service Program) of Appendix A (Contract) to this RFP, 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.

- 6.11.2 Contractor must certify compliance with County's Contractor Employee Jury Service Ordinance in Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) to this RFP. 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 the Contractor must so indicate in Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) to this RFP and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the Contractor's application, the County will determine, in its sole discretion, whether the 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.

6.12 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 (Organization Questionnaire/Affidavit) of Appendix B (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 (Organization Questionnaire/Affidavit) of Appendix B (Required Forms) to this RFP during the solicitation.

6.13 Intentionally Omitted – Charitable Contributions Compliance

6.14 Defaulted Property Tax Reduction Program

6.14.1 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 reference the pertinent provisions in Paragraphs 8.51 (Warranty of Compliance with County’s Defaulted Property Tax Reduction Program) and 8.52 (Termination for Breach of Warranty to Maintain Compliance with County’s Defaulted Property Tax Deduction Program) of Appendix A (Contract) to this RFP, both of which are incorporated by reference into and made a part of this RFP solicitation. The Defaulted Tax Program applies to both Contractors and their subcontractors.

6.14.2 Proposers will be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and must 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 2 (Certification of Compliance) of Appendix B (Required Forms) to this RFP. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor ([Los Angeles County Code, Chapter 2.202](#)).

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

6.15 County’s Commitment to Zero Tolerance Policy on Human Trafficking

6.15.1 On October 4, 2016, the County 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.

6.15.2 Contractors are required to complete Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) to this RFP, certifying that they are in full compliance with the County’s Zero Tolerance Policy on Human Trafficking provision as defined in Paragraph 8.54 (Compliance with County’s Zero Tolerance Policy on Human Trafficking) of Appendix A (Contract) to this RFP. Further, Contractors are required to comply with the requirements under said provision for the term of any contract awarded pursuant to this solicitation.

6.16 Intentionally Omitted – Integrated Pest Management (IPM) Program Compliance

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

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

6.17.2 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.

6.17.3 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.

6.17.4 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.

6.18 Proposer’s Acknowledgement of County’s Commitment to Fair Chance Employment Hiring Practices

6.18.1 On May 29, 2018, the County 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](#).

6.18.2 Contractors are required to complete Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) to this RFP, certifying that they, and their subcontractors, are in full compliance with [Section 12952](#), as indicated in the contract. Further, Contractors are required to comply with the requirements under [Section 12952](#) for the term of any contract awarded pursuant to this solicitation.

6.19 Prohibition from Participation in Future Solicitation(s)

A Proposer, or a Contractor or its subsidiary or subcontractor (“Proposer/Contractor”), is prohibited from submitting a bid or 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 bid or proposal in a County solicitation if Proposer/Contractor has developed or prepared

any of the solicitation materials on behalf of the County. A violation of this provision will result in the disqualification of Proposer/Contractor from participation in the County solicitation or the termination or cancellation of any resultant County contract. ([Los Angeles County Code, Chapter 2.202](#)).

6.20 Community Business Enterprise (CBE) Participation

- 6.20.1 The County has adopted a Community Business Enterprise (CBE) Program, which includes business enterprises certified as disadvantaged business enterprises disabled veteran-owned, minority-owned, women-owned, and lesbian, gay, bisexual, transgender, queer, and questioning-owned business types. The County has established a collective 25% participation goal for CBE certified firms, calculated on the eligible procurement dollars. The program maintains data on the types of businesses registered as CBEs and their utilization. Proposer's CBE participation must be reflected in Exhibit 4 [Community Based Enterprise (CBE) Information] form of Appendix B (Required Forms) to this RFP.
- 6.20.2 All Proposers must document efforts it has taken to assure that CBEs are utilized, when possible, to provide supplies, equipment, technical services, and other services under the contract. Proposer must make documents related to these efforts available to the County upon request.
- 6.20.3 The County strongly encourages participation by CBEs; however, the final selection will be made without regard to race, color, creed, or gender. The final selection will be based on the Proposer's ability to provide the best service and value to the County.
- 6.20.4 To obtain a list of the County's CBE certified firms, e-mail the request to the County of Los Angeles Department of Economic Opportunity at CBESBE@opportunity.lacounty.gov with the subject "Request for CBE Listing." For additional information contact the Office of Small Business at: (844) 432-4900 or at OSB@opportunity.lacounty.gov.

6.21 Contribution and Agent Declaration

[Government Code Section 84308](#) requires a party to a contract proceeding to disclose any contribution of more than \$500 made to a County officer within the preceding 12 months by the party or their agent. State regulations require this disclosure to be made at the time an application is filed, and, if a contribution is made during the contract proceeding, within 30 days of making a contribution or on the date on which the party first appears before or communicates with the agency regarding the proceeding after making the contribution, whichever is earliest. All Proposers are advised that they and all of their subcontractors must complete and return as part of the proposal, the Contribution and Agent Declaration included in Exhibit 6 (Contribution and Agent Declaration Form) of Appendix B (Required Forms) to this RFP. Proposers are further advised that they and their subcontractors must update the Contribution and Agent Declaration Form throughout the pendency of the solicitation if a contribution is made after the initial

disclosure when the proposal is submitted, and as requested at any time by the County prior to contract award. Failure by the Proposer or any subcontractor(s) to complete and submit the required Exhibit 6 (Contribution and Agent Declaration Form) and failure by the Proposer or any subcontractor(s) to update the declaration as required by law or as otherwise requested by the County, may eliminate the proposal from further consideration and/or the Proposer may be disqualified from a contract award, as determined in the County's sole discretion. Further, all Proposers and their subcontractors are prohibited under [Government Code Section 84308](#) from making a contribution of more than \$500 to a County officer for 12 months after the date a final decision is made in the contract proceeding involving this solicitation.

6.22 Intentionally Omitted – Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76)

7.0 COUNTY'S PREFERENCE PROGRAMS

7.1 Overview of County's Preference Programs

7.1.1 The County has three preference programs: the Local Small Business Enterprise (LSBE), Disabled Veteran 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.

7.1.2 The Preference Programs (LSBE, DVBE, and SE) require that a business complete certification prior to requesting a preference in a solicitation. This program and how to obtain certification are further explained in Paragraphs 7.2 [Local Small Business Enterprise (LSBE) Preference Program], 7.3 [Social Enterprise (SE) Preference Program], and 7.4 [Disabled Veteran Business Enterprise (DVBE) Preference Program] of this RFP. Additional information on the County's preference programs is also available on the Department of Consumer and Business Affairs's (DCBA) website at: <http://dcba.lacounty.gov>.

7.1.3 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 15% in response to any County solicitation.

7.1.4 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.

7.2 Local Small Business Enterprise (LSBE) Preference Program

7.2.1 The County will apply the LSBE preference during the solicitation process to businesses that meet the definition of an LSBE for solicitations not subject to the federal restriction on geographical

preferences, consistent with [Chapter 2.204 of the Los Angeles County Code](#).

7.2.2 The business must be certified by DCBA prior to requesting the LSBE preference in a solicitation. To apply for certification as an LSBE, businesses should contact DCBA at <http://dcba.lacounty.gov>.

7.2.3 Businesses requesting the LSBE preference must complete and submit Exhibit 3 (Request for Preference Consideration) of Appendix B (Required Forms) to this RFP, and submit their LSBE certification approval letter (“Certification for Non-Federally Funded Solicitations”) from the DCBA with their proposal.

7.3 Social Enterprise (SE) Preference Program

7.3.1 The County will apply the SE preference during the solicitation process to businesses that meet the definition of an SE for solicitations not subject to the federal restriction on geographical preferences, consistent with [Chapter 2.205 of the Los Angeles County Code](#).

7.3.2 The business must be certified by DCBA, prior to requesting the SE preference in a solicitation. To apply for certification as an SE, businesses should contact DCBA at <http://dcba.lacounty.gov>.

7.3.3 Businesses requesting the SE preference must complete and submit Exhibit 3 (Request for Preference Consideration) of Appendix B (Required Forms) to this RFP, and submit their SE certification approval letter (“Certification for Non-Federally Funded Solicitations”) from the DCBA with their proposal.

7.4 Disabled Veteran Business Enterprise (DVBE) Preference Program

7.4.1 The County will apply the DVBE preference during the solicitation process to businesses that meet the definition of a DVBE, consistent with [Chapter 2.211 of the Los Angeles County Code](#).

7.4.2 The business must be certified by DCBA, prior to requesting the DVBE preference in a solicitation. To apply for certification as a DVBE, businesses should contact DCBA at <http://dcba.lacounty.gov>.

7.4.3 Businesses requesting the DVBE preference must complete and submit Exhibit 3 (Request for Preference Consideration) of Appendix B (Required Forms) to this RFP, and submit their DVBE certification approval letter from the DCBA with their proposal.

7.5 Preference Program Enterprises (PPEs) – Prompt Payment Program

It is the intent of the County that Certified Preference Program Enterprises (PPEs) receive prompt payment for services they provide to County departments. Prompt payment is defined as 15 days after receipt of an approved, undisputed invoice which has been properly matched against documents such as a receiving, shipping, or services delivered report, or any other validation of receipt document

consistent with Board Policy 3.035 ([Preference Program Payment Liaison and Prompt Payment Program](#)).

8.0 BUSINESS PROPOSAL REQUIREMENTS AND EVALUATION

This Paragraph 8.0 (Business Proposal Requirements and Evaluation) contains key project activities, provides Proposers with proposal submission requirements and submittal instructions, and identifies evaluation criteria.

8.1 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 their judgment will be final. All proposals must be firm and final offers and may not be withdrawn for a period of 365 days following the final proposal submission date.

8.2 Proposers' Questions

8.2.1 Proposers may submit written questions regarding this RFP by e-mail to: Aloett Martin at a9martin@lasd.org. All questions must be received by the date and time specified in Paragraph 1.0 (Solicitation Information) of this RFP. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.

8.2.2 When submitting questions, please specify the RFP section, Paragraph number, page number, and 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.

8.3 Virtual Mandatory Proposers' Conference and Facilities Site Visits

8.3.1 A Virtual Mandatory Proposers' Conference will be held to discuss this RFP. The County will provide an overview of this RFP, the ICSS, and respond to questions from potential Proposers.

8.3.2 Mandatory Facilities Site Visits will proceed the Virtual Proposers' Conference to allow potential Proposers to visit the County's Facilities where the ICSS will be provided.

8.3.3 Interested Proposers are strongly encouraged to review this RFP in its entirety and begin preparation of their proposals prior to the Virtual Proposers' Conference.

8.3.4 All potential Proposers must attend both the Virtual Mandatory Proposers' Conference and Facilities Site Visits in their entirety or their proposals will be rejected (disqualified) without review and eliminated from further consideration.

8.3.5 Potential Proposer's attendee(s) must be full time employee(s) of the potential Proposer. Proposer must notify Senior Contract Analyst, Aloett Martin (a9martin@lasd.org) with the number of employees (maximum of three) attending the conference by the date and time specified in Paragraph 1.0 (Solicitation Information) of this RFP.

8.3.6 The Virtual Mandatory Proposers' Conference and Mandatory Facilities Site Visits will be scheduled as follows:

Virtual Mandatory Proposers' Conference

Date: May 15, 2025*

Time: 9:30 A.M. (PST)

Mandatory Facilities Site Visits

Date: May 19, 2025, through May 21, 2025*

* Only potential Proposers who have successfully provided notice of attendance by the date and time in Paragraph 1.0 (Solicitation Information) of this RFP, will be notified of the location of the conference.

8.3.7 Each attendee must submit a security clearance form prior to the Virtual Mandatory Proposers' Conference and Facilities Site Visits. The security clearance form will be provided to Proposer, after Proposer confirms attendance. All security clearance forms must be received by the Contract Analyst by the submission deadline listed in Paragraph 1.0 (Solicitation Information) of this RFP, no exceptions. Only those attendees that successfully pass the security clearance will be permitted to attend the Virtual Mandatory Proposers' Conference and Facilities Site Visits.

8.3.8 Proposers should arrive on time and bring a copy of this RFP. Late arrivals will not be admitted to the conference or site visits.

8.3.9 County staff will make a reasonable attempt to respond to questions from potential Proposers at the Virtual Mandatory Proposers' Conference and Facilities Site Visits. Written answers to questions will be provided to all Proposers who attend the Virtual Mandatory Proposers' Conference and Facilities Site Visits, in addition to being posted on the Sheriff's Department's Website at <http://shq.lasdnews.net/shq/contracts/info.html>, by close of business in accordance with Paragraph 1.0 (Solicitation Information) of this RFP. All subsequent written answers and any addendum to the RFP will supersede verbal responses provided at the Virtual Mandatory Proposers' Conference and Facilities Site Visits.

8.4 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.

8.5 Business Proposal Requirements and Evaluation Criteria (60%)

The Business Proposal must include a comprehensive response to all Sections below. The content and sequence of the Business Proposal must be as follows:

Business Proposal Format:

8.5.1 Table of Contents

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

8.5.2 Executive Summary (Section A)

The Business Proposal must include an Executive Summary of Proposer's understanding of the project. The Executive Summary must condense and highlight the contents of Proposer's Business Proposal to provide the County with a broad understanding of Proposer's approach, qualifications, experience and staffing.

8.5.3 Proposer's Qualifications (Section B) (20%)

Proposer's response must clearly describe Proposer's qualifications, background, and experience. Proposer will be evaluated on their experience and capacity as a corporation or other entity to perform the required Services based on information provided in this Section B (Proposer's Qualifications). The following information must be included in Section B (Proposer's Qualifications) of Proposers' Business Proposal:

- a. Proposer's company name, local contact name, telephone number, fax number and email address,
- b. The number of years Proposer has been in business under the current company name, as well as prior company names,
- c. Location of home office and local office,
- d. Description in narrative format as to how Proposer's organization is organized to manage projects similar to the contract. Proposer must also provide an organization chart,
- e. A detailed description of each step of Proposer's hiring process. The description must include, but not be limited to, hiring requirements, background checks, discipline policy, and termination policy, and
- f. Proposer's resolution processes and other related project management processes must also be documented.

The following subsections must be included in Section B (Proposer's Qualifications) of the proposal:

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

Provide a summary of relevant background information to demonstrate that Proposer has the capability to perform the required Services as a corporation or other entity, which includes the following information:

- a. The number of inmates per facility where Proposer has provided ITS Services; include the number of completed inmate calls.
- b. The number of inmates per facility where Proposer has provided digitized inmate postal mail services; include the method of delivery at each facility.
- c. The number of inmates per facility where Proposer has provided the ITD Services; include the number of completed calls using the tablet and other tablet Services.
- d. Resumes for Proposer's proposed Project Director, Project Manager, and System Administrators, which demonstrate relevant experience and expertise as described in Paragraph 7.0 (Administration of Contract – Contractor) of Appendix A (Contract) and Paragraph 3.0 (Contractor Staffing Responsibilities) of Exhibit A (Statement of Work) to Appendix A (Contract) to this RFP.

b. Proposer's Financial Capability (Section B.2)

The County will conduct a review of Proposer's financial capability. Proposer must provide copies of Proposer'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, nonprofit, governmental), the title of these statements may differ. 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.

c. Proposer's Pending Litigation and Judgments (Section B.3)

The County will conduct a review of Proposer's pending litigation and judgments. Proposer must identify by name, case and court jurisdiction any pending litigation in which Proposer is involved, or judgments against Proposer in the past five years. Additionally, Proposer must provide a statement describing the size and scope of any pending litigation, or judgment against Proposer or principals of Proposer. If there are no pending litigation or judgments, Proposer must provide a statement stating such in this Section B.3. A Proposer that fails to disclose litigation and judgments may be rejected as non-responsive or disqualified.

8.5.3.4 Proposer's Proof of Insurability (Section B.4)

Proposer must provide proof of insurability that meets all insurance requirements as set forth in Paragraph 8.25 (Insurance Coverages) of Appendix A (Contract) to this RFP. If Proposer does not currently have the required coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should Proposer be selected to receive a contract award must be submitted with the proposal under this Section B.4.

8.5.4 Proposer's Approach to Providing Required Services (Section C) (35%)

In Section C of its Business Proposal, Proposer must describe its proposed ICSS to be provided under the resultant contract.

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

Proposer must address its management approach and methodology toward fulfilling the requirements of this RFP, including how Proposer intends to provide, implement, maintain and support the ICSS solution procured under this RFP.

Additionally, Proposer must provide a preliminary project schedule and proposed staffing for this project. The project schedule must include a preliminary timetable including a detailed description of how the required Services listed in Exhibit A (Statement of Work) to this RFP, will be accomplished including, but not limited to: a) the transition period working with the incumbent Contractor performing ITS and Services, and b) Phase I (Hard Copy Print/Delivery Mail Scanning Services) of digitized inmate postal mail services as

described in Paragraph 4.3 (Digitized Inmate Postal Mail Services) of Exhibit A (Statement of Work).

Proposer's approach and methodology must clearly demonstrate that Proposer accepts and meets all requirements of this RFP. Any assumptions pertaining to the roles and responsibilities of the Sheriff and Probation Departments must also be clearly identified under Section C of Proposer's Business Proposal.

8.5.4.2 Statement of Work (Section C.2)

In its response to Exhibit A (Statement of Work), Proposer must describe how it intends to implement and provide its proposed System, sequentially identifying each task as well as addressing how Proposer will implement each task. Proposer must also discuss the following:

- a. Hardware – hardware deployment approach,
- b. Testing,
- c. System interfaces, as applicable,
- d. Security strategy,
- e. Report design approach,
- f. Training and documentation,
- g. System administration and investigative functions – Proposer must describe the capability of the proposed system to perform essential system administration and investigative functions at remote locations and County facilities via dedicated system administrative consoles and other web/internet connectivity.
- h. Complaint investigations – Proposer must describe the means and process, in sufficient detail, for the timely investigation of inmate complaints pertaining to system operations. The process must provide various means for Proposer to receive either inmate or outside customer complaints including, but not limited to, an 800-number, 24/7 online support, an e-mail address, and/or web link.
- i. Proposer must describe a proposed media format for storage of off-line data for archived inmate calls. If calls are to be stored in compressed format, Proposer must provide an example of time required to retrieve and uncompress archived calls (e.g., a 1-minute call, 5-minute call, and 30-minute call).

- The Proposer must describe how its proposed ICSS will copy and save to removable media, including transfer rates and how they meet the County's operational needs without causing delays, given its significant investment in ITS related investigations.
- Proposer must describe how its proposed ICSS functions in this area with sufficient detail so that favorable and/or adverse attributes associated with call retrieval and storage can be easily deciphered.

8.5.4.3 ICSS Solution Requirements Response Matrix (Section C.3)

Proposer must complete and submit Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] including a description of how each requirement will be met. If the proposed solution does not currently meet any of the requirements set forth in Appendix J [Inmate Communication System and Services (ICSS) Solution Requirements], an explanation as to how Proposer will provide the required functions and services under the contract must be provided. Within this Section of the proposal, Proposer is encouraged to include any additional specific features and/or capabilities of its ICSS that could prove beneficial to the County in either administrative or investigative functionality.

8.5.4.4 Tablet Proof of Concept Design and Assessment

Proposer must provide a thorough and complete plan for Contractor's proposed ITD. Proposer will be evaluated based on its description of its proposed ITD features and services including, but not limited to, the functional requirements listed below and further described in 4.4.7.2 (Mandatory Functional Requirements) of Exhibit A (Statement of Work):

- a. Network (Vendor Data Network), along with an analysis of the strengths, weaknesses, opportunities and threats of network design,
- b. Digitized Inmate Postal Mail Services – Proposer must describe its proposed solution for the retrieval and display of scanned U.S. mail delivered to inmates via the ITD,
- c. Inmate Requests,
- d. Inmate Emails,
- e. Telephone (VOIP),
- f. Inmate Video Visitation,

- g. Commissary Ordering,
- h. Electronic Library,*
- i. Electronic Entertainment,* and
- j. Proposer's Payment Platform – allows inmates to purchase County-approved fee-based services.

*As described in Paragraph 2.3 (Reducing the Financial Burden to the County's Justice-Involved Population) of this RFP, the County's priority throughout this solicitation process is to ensure that the various fees charged to the County's incarcerated population are as minimal as possible. As a result, Proposers will be evaluated based on the number of their proposed free services as well as rates for paid services.

8.5.5 Proposer's Quality Control Plan (Section D) (5%)

Proposer will be evaluated on its ability to establish and maintain a complete Quality Control Plan to ensure the requirements of the contract are provided as specified. Evaluation of the Quality Control Plan must cover the proposed monitoring system of all Services listed in Exhibit B (Service Level Agreement) to this RFP based on information provided in Section D.

Proposer must 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 Exhibit A (Statement of Work) to this RFP.

The following factors may be included in the plan:

- a. Activities to be monitored to ensure compliance with all contract requirements,
- b. Monitoring methods to be used,
- c. Frequency of monitoring,
- d. Samples of forms to be used in monitoring,
- e. Title/level and qualifications of personnel performing monitoring functions,
- f. Documentation methods of all monitoring results, including any corrective action taken,
- g. Outline of the Project Control Document as further described in Paragraph 5.1 (Project Control Documents Requirements) of Exhibit A (Statement of Work) to this RFP.
- h. Outline of the Phased integration of ITS and test plan as further described in Paragraph 5.2.1 (ITS Integration Planning Considerations) of Exhibit A (Statement of Work) to this RFP, and

- i. ICSS Operations as described in Paragraph 5.1.12 (ICSS Operations Plan) of Exhibit A (Statement of Work) to this RFP.

8.5.6 Exceptions to Terms and Conditions of Contract and/or Requirements of Statement of Work (Section E)

- 8.5.6.1 It is the duty of every Proposer to thoroughly review Appendix A (Contract) and Exhibit A (Statement of Work) to this RFP, to ensure compliance with all terms, conditions, and requirements.

Proposer will be evaluated on their willingness to accept the terms and conditions outlined in Appendix A (Contract) and the requirements outlined in Exhibit A (Statement of Work) to this RFP.

It is the County's expectation that in submitting a proposal Proposers will accept, as stated, the County's terms and conditions in Appendix A (Contract) and the County's requirements in Exhibit A (Statement of Work) to this RFP. However, Proposers are provided the opportunity to take exceptions to the County's terms, conditions, and requirements. 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.

- 8.5.6.2 Section E of Proposer's response must include:
- a. A statement offering Proposer's acceptance of, or exceptions to, all terms and conditions listed in Appendix A (Contract) to this RFP.
 - b. A statement offering Proposer's acceptance of, or exceptions to all requirements listed in Exhibit A (Statement of Work) to this RFP.
 - c. A statement offering Proposer's acceptance of, or exceptions to, all requirements listed in Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements].
 - d. 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 the Proposer's price.

8.5.6.3 Indicate all exceptions to Appendix A (Contract) and/or Exhibit A (Statement of Work) and/or Exhibit J [Inmate Communication System and Services (ICSS) Solution Requirements] to this RFP by providing a 'red-lined' Word version of the language in question. The County relies on this 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.

The County reserves the right to make changes to Appendix A (Contract) to this RFP, and its appendices and exhibits at its sole discretion, including during contract negotiations.

8.5.7 Business Proposal Required Forms and Corporate Documents (Section F)

8.5.7.1 Proposal must include all completed, signed, and dated forms identified in Appendix B (Required Forms) to this RFP.

Exhibit 1 Organization Questionnaire/Affidavit

Exhibit 2 Certification of Compliance

Exhibit 3 Request for Preference Consideration

Exhibit 4 Community Business Enterprise (CBE) Information

Exhibit 5 Pricing Schedules (include in Cost Proposal)

Exhibit 6 Contribution and Agent Declaration Form

Exhibit 7 Declaration

8.5.7.2 Corporate Documents

1) Corporations or Limited Liability Company (LLC):

Proposer must submit the following documentation with the proposal:

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

2) 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.

8.6 Cost Proposal Requirements and Evaluation (40%)

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

8.6.1 Cover Page

Cover Page must identify, at a minimum, this RFP's title and number, and Proposer's name.

8.6.2 Pricing Schedules

Exhibit 5 (Pricing Schedules) of Appendix B (Required Forms) to this RFP.

- a. Proposer must complete Exhibit 5a (Telephone Rates and Payment Schedule) of Appendix B (Required Forms) to this RFP.
- b. Proposer must complete Exhibit 5b (Tablet Rates and Payment Schedule) of Appendix B (Required Forms) to this RFP.
- c. Proposer must complete Exhibit 5c (Digitized Inmate Postal Mail Services Rates and Payment Schedule) of Appendix B (Required Forms) to this RFP.

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

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

15% of the lowest cost proposed will be calculated, not to exceed \$150,000.00, and that amount will be deducted from the cost submitted by all Proposers who requested and were granted the preference.

In no case will any preference be combined to exceed 15% of the lowest responsible bid meeting specifications.

8.7 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.

8.8 Proposal Submission

- 8.8.1 Business Proposal – The original Business Proposal and four numbered identical copies along with two separate identical electronic copies in Adobe Portable Document Format (PDF) on separate flash drives must be enclosed in a sealed envelope or box, with the name and address of Proposer and reference the solicitation as follows:

**“BUSINESS PROPOSAL FOR INMATE COMMUNICATION
SYSTEM AND SERVICES
(RFP No.: 716-SH)”**

- 8.8.2 Cost Proposal – The original Cost Proposal and four numbered identical copies along with two separate identical electronic copies in Adobe Portable Document Format (PDF) on separate flash drives must be enclosed in a sealed envelope or box with the name and address of Proposer and reference the solicitation as follows:

**“COST PROPOSAL FOR INMATE COMMUNICATION
SYSTEM AND SERVICES
(RFP No.: 716-SH)”**

- 8.8.3 The Business and Cost Proposal(s) must be delivered or mailed to:

Los Angeles County Sheriff’s Department
Hall of Justice
Fiscal Administration – Contracts Unit
211 West Temple Street, 6th floor
Los Angeles, California 90012
Attention: Aloett Martin, Senior Contract Analyst

- 8.8.4 Proposers must also include a redacted Business Proposal in searchable Adobe Portable Document Format (PDF), with all confidential, proprietary and trade secret information redacted, as part of its proposal submission. Proposers must specifically redact only those parts of the Business Proposal that are actual trade secrets, confidential, or proprietary in nature. Blanket or categorical redactions and/or statements of confidentiality, or the marking of each page of the proposal as "Trade Secret," "Confidential," or "Proprietary," are not acceptable, and will be rejected in the sole discretion of the County.
- 8.8.5 It is the sole responsibility of the submitting Proposer to ensure that its 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 1.0 (Solicitation Information) of this RFP, 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.
- 8.8.6 All proposals will be firm offers and may not be withdrawn for a period of 365 days following the last day to submit proposals.

9.0 SELECTION PROCESS OVERVIEW

9.1 Selection Process

- 9.1.1 Proposals will only be accepted from Proposers who responded to RFQ 716A-SH and were determined, by the County, to have successfully met the MMRs.

Additionally, only pre-qualified Proposers who attend the Virtual Mandatory Proposers' Conference and Facilities Site Visits in their entirety will be permitted to submit a written proposal in response to this RFP. There will be no exceptions to this requirement.

- 9.1.2 The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process will begin with receipt of the proposal(s) on the date outlined in Paragraph 1.0 (Solicitation Information) of this RFP.

- 9.1.3 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.

- 9.1.4 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. 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).

- 9.1.5 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 9.1.6 below. The proposals will be scored and ranked in numerical sequence from high to low.

9.1.6 Evaluation of Business and Cost Proposals

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 ICSS solution, cost, and other factors, as specified in this Paragraph 9.1.6.

- 9.1.7 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.
- 9.1.8 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.
- 9.1.9 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.
- 9.1.10 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.
- 9.1.11 An evaluation committee composed of the Department's representatives and possibly other County department personnel will evaluate the qualified Business Proposals using the evaluation approach described herein to select a prospective Contractor. 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.
- 9.1.12 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.
- 9.1.13 All Cost Proposals will remain sealed until the completion of the Phase 2 evaluation process. All Cost Proposals will be reviewed and scored by the Department's Contracts Unit and project stakeholders.
- 9.1.14 A successful proposal will not necessarily be one that sets forth the lowest price.
- 9.1.15 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.
- 9.1.16 The evaluation process will be conducted in two phases:

9.1.16.1 Phase 1, Written Response (Business Proposals) Evaluations

The evaluation committee will conduct an evaluation of all qualified Proposers' Business Proposals to this RFP. The highest-ranking Proposer(s) will be determined and invited to proceed to Phase 2 (One-Day On-site Demonstrations). The

County reserves the sole right to determine the number of highest-ranking qualified Proposers that will be invited to Phase 2.

9.1.16.2 Phase 2, One-Day On-site Demonstrations

For Phase 2, the highest-ranking Proposer(s) from Phase 1 will be invited to conduct a one-day, on-site presentation and demonstration of its proposed ICSS.

The purpose of the demonstration is to provide members of the evaluation committee, SMEs, and other project stakeholders with a functional overview of the system proposed in response to this RFP.

Presenting Proposers must:

- a. Focus on its ICSS solution architecture that was proposed in its RFP response.
- b. Follow the Scripted Scenarios – The County will provide all invited Proposers with three scenarios no less than three weeks prior to the demonstration date. Proposers must create a scripted demonstration to partially validate the proposed ICSS solution for each scenario.
- c. Proposers will be responsible for demonstrating the proposed ICSS solution functionality on multiple platforms (e.g., web browser, smartphone browser, tablet). Each platform will have the same functionality regardless of screen size.
- d. Breakout Session – Proposers must provide a breakout session during the demonstration, not to exceed 90 minutes in length, to afford the evaluation committee and select SMEs an opportunity for a hands-on demonstration of the proposed system.
- e. Avoid Marketing – Proposers must not include marketing materials in their demonstrations (e.g., brochures, handouts, promotional items, or any other marketing tools).

The County will schedule the demonstration at a designated facility within the County. The invited Proposers will be required to be on-site for the demonstration. Proposers will be responsible for their own travel accommodations. The County will not make any travel arrangements or cost reimbursements.

Proposer's questions regarding the demonstration may be submitted during the RFP question and answer window

provided in the timetable specified in Paragraph 1.0 (Solicitation Information) of this RFP.

During the demonstration, the evaluation committee, project stakeholders, and SMEs, may ask questions regarding the proposed ICSS's functionality and capabilities. Proposers must be able to address all questions during the demonstration. Proposers attending the demonstration will not be allowed to request time to provide responses outside of the demonstration. It is important that Proposers have the appropriate business and technical personnel available in-person (not to exceed three) to address any questions posed by the County during the demonstration. A conference line will be provided for additional support/resources unable to attend the demonstration.

Prior to the demonstration, the County will notify selected Proposers, and provide an agenda and pertinent information, regarding the format of the demonstration. All products demonstrated must be exactly as those proposed in Contractor's RFP response.

At the conclusion of Phase 2, Proposers will be offered the opportunity to submit revised Business and Cost Proposals, as applicable, within two weeks from the date of its demonstration, based on the information and feedback received during the Phase 2. Proposers may opt out of submitting a revised Proposal if, in Proposer's analysis, revisions are not required. In such an instance, Proposer will be asked to submit a written statement acknowledging such.

Proposer's final, fully burdened Cost Proposal, must include pricing for all elements listed in Exhibit 5 (Pricing Schedules) of Appendix B (Required Forms) to this RFP.

At the conclusion of the demonstrations, all Cost Proposals will be unsealed by the Department's Contract's staff and will be scored. Both the Business Proposal and Cost Proposal scores will be combined to reach a final score. The selected Proposer will proceed to contract negotiations.

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

The County, in its sole discretion, reserves the right to dismiss any Proposer that fails to demonstrate its ability to be both responsive and/or responsible during Phase 2, one-day on-site demonstrations, or any other portion of the selection process.

After a prospective Contractor has been selected, the County and the prospective Contractor(s) will negotiate a contract for submission to the Board for its consideration and possible approval. If a satisfactory

contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified Proposer who submitted a proposal, as determined by the County.

The recommendation to award a contract will not bind the Board to award a contract to the prospective Contractor.

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

10.0 PROTEST PROCESS OVERVIEW

10.1 Solicitation Requirements Review

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix C [Solicitation Requirements Review (SRR) Request] to the Department. A request for a SRR may be denied, in the Department's sole discretion, if the request does not satisfy all the following criteria:

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

The SRR 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.

10.2 Disqualification Review

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

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.

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

- 10.2.1 The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
- 10.2.2 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.

The Disqualification Review must be completed, and the determination will be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

Proposer can also be disqualified for reasons described throughout this RFP.

10.3 Department's Proposed Contractor Selection Review

10.3.1 Departmental Debriefing Process

Upon completion of the evaluation, 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 10.3.2 (Proposed Contractor Selection Review) below], if the requesting Proposer is not satisfied with the results of the debriefing.

10.3.2 Proposed Contractor Selection Review

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

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

- 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
- c. 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.
- d. 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 10.4 (County Independent Review) below].

10.4 County Independent Review

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

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

- 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 10.3.2 (Proposed Contractor Selection Review) above.

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