



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR STATEMENT OF QUALIFICATIONS FOR TRANSCRIPTION SERVICES

RFSQ 694-SH

July 2021

**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.

**REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ)
TRANSCRIPTION SERVICES**

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- Attachment 1: Statement of Work
- Attachment 1A: Bureau/Unit Locations and Addresses
- Attachment 1B: Transcription Services Work Request
- Attachment 1C: Internal Affairs Bureau – Work Sample
- Attachment 1D: Special Victims Bureau and Fraud and Cyber Crimes Bureau – Work Sample
- Attachment 1E: Homicide Bureau and Operation Safe Streets Bureau – Work Sample
- Attachment 1F: Internal Criminal Investigations Bureau – Work Sample
- Attachment 1G: Contract Discrepancy Report

APPENDICES:

- Appendix A Required Forms
- Appendix B Transmittal Form to Request a Solicitation Requirements Review
- Appendix C County of Los Angeles Policy on Doing Business with Small Business
- Appendix D Jury Service Ordinance
- Appendix E Listing of Contractors Debarred in Los Angeles County
- Appendix F IRS Notice 1015
- Appendix G Model Master Agreement
- Appendix H Defaulted Property Tax Reduction Program

1.0 GENERAL INFORMATION

1.1 Scope of Work

The County of Los Angeles (County) Sheriff's Department (Department) is seeking qualified vendors (Vendors) to enter into Master Agreements with the County to provide Transcription Services (Services) on an as-needed, intermittent basis for various Department bureaus and units.

The Department requires the Services of transcribers, located in the State of California, to transcribe recorded dictation of interviews of victims, subjects, witnesses, suspects, Departmental personnel, 911 calls, radio transmissions, polygraph examinations, and other recorded information. The volume of work can range from 100-150 jobs monthly for all bureaus and units. The page count of transcribing can vary from approximately one page to 250 pages per work request.

1.2 Overview of Solicitation Document

This Request for Statement of Qualifications (RFSQ) is composed of the following parts:

- **GENERAL INFORMATION:** Specifies the Vendor's Minimum Mandatory Qualifications, provides information regarding some of the requirements of the Master Agreement and the solicitation process.
- **INSTRUCTIONS TO VENDORS:** Contains instructions to Vendors on how to prepare and submit their Statement of Qualifications (SOQ).
- **STATEMENT OF QUALIFICATIONS (SOQ) REVIEW/SELECTION QUALIFICATION PROCESS:** Explains how the SOQ will be reviewed, selected, and qualified.
- **ATTACHMENTS:**
 - Attachment 1 Statement of Work:** Written description of tasks, deliverables, services, and other work required by County under this RFSQ and the resultant Master Agreement(s).
 - Attachment 1A:** Bureau/Unit Locations and Addresses
 - Attachment 1B:** Transcription Services Work Request
 - Attachment 1C:** Internal Affairs Bureau – Work Sample
 - Attachment 1D:** Special Victims Bureau and Fraud and Cyber Crimes Bureau – Work Sample
 - Attachment 1E:** Homicide Bureau and Operation Safe Streets Bureau – Work Sample
 - Attachment 1F:** Internal Criminal Investigations Bureau – Work Sample
 - Attachment 1G:** Contract Discrepancy Report

- **APPENDICES:**
 - A - Required Forms:** Forms contained in this section must be completed and included in the SOQ.
 - B - Transmittal Form to Request a Solicitation Requirements Review:** Transmittal sent to Department requesting a Solicitation Requirements Review.
 - C - County of Los Angeles Policy of Doing Business with Small Business:** County Code.
 - D - Jury Service Ordinance:** County Code.
 - E - Listing of Contractors Debarred in Los Angeles County:** Contractors who are not allowed to contract with the County for a specific length of time.
 - F - IRS Notice 1015:** Provides information on Federal Earned Income Credit.
 - G - Model Master Agreement:** The Master Agreement used for this solicitation. The terms and conditions shown in the Master Agreement are not negotiable.
 - H - Defaulted Property Tax Reduction Program:** County Code.

1.3 Terms and Definitions

Throughout this RFSQ, references are made to certain persons, groups, or departments/agencies. For convenience, a description of specific definitions can be found in Paragraph 2.0 (Definitions) of Appendix G (Model Master Agreement) to this RFSQ.

1.4 Vendor's Minimum Mandatory Qualifications

Interested and qualified Vendors who can demonstrate their ability to successfully provide the required Services outlined in Attachment 1 (Statement of Work) to this RFSQ are invited to submit a SOQ, provided they meet the following Minimum Mandatory Qualifications:

- 1.4.1 Vendor must have a minimum of three years of experience, within the last five years, providing transcription services to government agencies with similar volume and work to that described in Attachment 1 (Statement of Work) to this RFSQ. One of the three years must include providing transcription services for a law enforcement agency.

Vendor shall provide references and supporting documentation to verify this Minimum Mandatory Qualification. Reference information shall include start dates, end dates, agency names, and services provided. (Please refer to Paragraph 2.7.2 B (Vendor's References) of this RFSQ.)

- 1.4.2 Vendor must identify a project manager/transcriber to oversee the contract who possesses at least three years of experience providing transcription services to government agencies with similar volume and work to that described in Attachment 1 (Statement of Work) to this RFSQ. One of the three years of experience must have been providing transcription services for a law enforcement agency. County recognizes that the Vendor's prospective project manager/transcriber may also be the Vendor's principal/owner.

Vendor must include copies of certificates and a resume for the proposed Project Manager.

- 1.4.3 Vendor must have an office within Los Angeles County or an immediately adjacent county.

County will not accept SOQs from firms that specialize in the outsourcing of transcription services or transcribers.

- 1.4.4 If Vendor's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last ten years, then Vendor must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for 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 the County.

1.5 Intentionally Omitted

1.6 Master Agreement Process

The objective of this RFSQ process is to secure one or more qualified Vendors to provide Services on an intermittent, as-needed basis, as specified in Attachment 1 (Statement of Work) to this RFSQ. Specific tasks will be determined at the time the Department issues/requests Work.

- 1.6.1 Master Agreements will be executed with all Vendors determined to be qualified and meet the Minimum Mandatory Qualifications in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ.
- 1.6.2 Upon the Department's execution of these Master Agreements, the qualified Vendors will become Qualified Contractors.
- 1.6.3 It is the intent of the Department to issue Work to Active Contractors on a rotational basis; however, the Department has the sole discretion to issue Work for routine and/or priority jobs to the first available Active Contractor able to respond immediately, based upon the needs of the Department. If, at any time, Contractor cannot fulfill a routine and/or priority job, County Project

Manager or designee will proceed to the next Active Contractor in rotation.

- 1.6.4 Payment for all Work shall be in accordance with Exhibit F (Rate of Compensation) of Appendix G (Model Master Agreement) to this RFSQ.
- 1.6.5 The execution of a Master Agreement does not guarantee a Contractor any minimum amount of business. County does not promise, warrant or guarantee that County will utilize any particular level of Contractor's Services, or any Services at all, during the Term of the Master Agreement. The determination as to the need for Services shall rest solely within the discretion of the Department.

1.7 Master Agreement Term

- 1.7.1 Prior to commencement of any Master Agreement, the Model Master Agreement must be approved by the Los Angeles County Board of Supervisors (Board).
- 1.7.2 The Master Agreement(s) will become effective upon the date of execution by the Sheriff or his designee, and shall expire three years from the date the Board approves the Model Master Agreement unless terminated earlier in whole or in part, as provided in the Master Agreement. County shall have the option to extend the initial Term of each Master Agreement for up to four one-year option periods, for a total Master Agreement Term not to exceed seven years. Option years will be exercised at the Department's discretion.
- 1.7.3 County will continuously accept SOQs throughout the duration of the Model Master Agreement to qualify Vendors for Master Agreements, until the needs of the Department are met. Such Master Agreements shall become effective upon the date of execution by the Sheriff and shall terminate at the end of the then-current Term of the Model Master Agreement, unless sooner extended or terminated.

1.8 County Rights and Responsibilities

County has the right to amend the RFSQ by written addendum. County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available to each person or organization which County records indicate has received this RFSQ. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the SOQ not being considered, as determined in the sole discretion of County. County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

1.9 Contact with County Personnel

Any contact regarding this RFSQ or any matter relating hereto must be in writing and may be mailed or emailed to:

Los Angeles County Sheriff's Department
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor
Los Angeles, California 90012
Attention: Gabriela Frierson
Email address: gfrierso@lasd.org

Vendors are specifically directed not to contact any other County person or agent for any matter related to this RFSQ. If it is discovered that a Vendor contacted and/or received information from any County person or agent, other than the person specified above, regarding this RFSQ, County at its sole discretion may disqualify Vendor and their SOQ from further consideration.

1.10 Mandatory Requirement to Register on County's WebVen

Prior to executing a Master Agreement, all potential Contractors must register in the County's WebVen. The WebVen contains Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing County's home page at <http://camisvr.co.la.ca.us/webven/>.

1.11 County Option to Reject SOQs

County may, at its sole discretion, reject any or all SOQs submitted in response to this solicitation. County shall not be liable for any cost incurred by a Vendor in connection with preparation and submittal of any SOQ. County reserves the right to waive inconsequential disparities in a submitted SOQ.

1.12 Protest Process

1.12.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Vendor may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Paragraph 1.12.3 (Grounds for Review) below. Additionally, any actual Vendor may request a review of a disqualification under such a solicitation, as described in the Paragraphs below.

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

1.12.3 Grounds for Review

Unless State or Federal statutes or regulations otherwise provide, the grounds for review of any Departmental determination or action should be limited to the following:

- Review of Solicitation Requirements Review, reference Paragraph 2.4 (Solicitation Requirements Review) of this RFSQ.
- Review of a Disqualified SOQ, reference Paragraph 3.2 (Disqualification Review) of this RFSQ.

1.13 Notice to Vendor's Regarding Public Records Act

1.13.1 Responses to this RFSQ shall become the exclusive property of County. At such time as when Department recommends the qualified Vendor(s) to the Board and such recommendation appears on the Board agenda, all SOQ's submitted in response to this RFSQ, become a matter of public record, with the exception of those parts of each SOQ which are justifiably defined and identified by Vendor as business or trade secrets, and plainly marked as "Trade Secret," "Confidential," or "Proprietary."

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

1.14 Indemnification and Insurance

Vendor shall be required to comply with the Indemnification provisions contained in Paragraph 8.22 (Indemnification) of Appendix G (Model Master Agreement) to this RFSQ. Vendor shall procure, maintain, and provide to County, proof of insurance coverage for all the programs of insurance along with associated amounts specified in Paragraph 8.23 (General Provisions for All Insurance Coverage) and Paragraph 8.24 (Insurance Coverage) of Appendix G (Model Master Agreement) to this RFSQ.

1.15 Intentionally Omitted

1.16 Injury and Illness Prevention Program (IIPP)

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

1.17 Background and Security Investigations

- 1.17.1 At any time prior to or during the Term of this Master Agreement, all Contractor staff, subcontractors, and agents of Contractor (collectively herein "Contractor's staff") performing Services under this Master Agreement may be required to undergo and pass a background investigation to the satisfaction of the County as a condition of beginning and continuing to perform Services under this Master Agreement. Such background investigation may include, but shall not be limited to, criminal conviction information obtained through fingerprints submitted to the California Department of Justice.
- 1.17.2 County Project Director will schedule the background investigation with the Department's Civilian Backgrounds Unit. The fees associated with the background investigation shall be at the expense of Contractor, regardless if the member of Contractor's staff passes or fails the background investigation.
- 1.17.3 If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be immediately removed from performing Services under the Master Agreement at any time during the Term of the Master Agreement. County will not provide to Contractor, or to Contractor's staff, any information obtained through County's background investigation.
- 1.17.4 County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of County or whose background or conduct is incompatible with County facility access.
- 1.17.5 Disqualification of any member of Contractor's staff shall not relieve Contractor of its obligation to complete all Work in accordance with the terms and conditions of the Master Agreement.

1.18 Confidentiality and Independent Contractor Status

As appropriate, Contractor shall be required to comply with the provisions contained in Paragraph 7.6 (Confidentiality) and Paragraph 8.21 (Independent Contractor Status) of Appendix G (Model Master Agreement) to this RFSQ.

1.19 Conflict of Interest

No County employee whose position in County enables him/her to influence the selection of a Contractor for this RFSQ, or any competing RFSQ, nor any spouse of economic dependent of such employees, shall be employed in any capacity by a Vendor or have any other direct or indirect financial interest in the selection of a Contractor. Vendor shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code

as stated in Exhibit 2 (Certification of No Conflict of Interest) of Appendix A (Required Forms) to this RFSQ.

1.20 Determination of Vendor Responsibility

- 1.20.1 A responsible Vendor is a Vendor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the requirements of the Master Agreement. It is County's policy to conduct business only with responsible Vendors.
- 1.20.2 Vendors are hereby notified that, in accordance with Chapter 2.202 of the County Code, County may determine whether Vendor is responsible based on a review of Vendor'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 Vendor against public entities. Labor law violations which are the fault of the subcontractors and of which Vendor had no knowledge shall not be the basis of a determination that Vendor is not responsible.
- 1.20.3 County may declare a Vendor to be non-responsible for purposes of the Master Agreement if the Board, in its discretion, finds that Vendor has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on Vendor's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.
- 1.20.4 If there is evidence that Vendor may not be responsible, the Department shall notify Vendor in writing of the evidence relating to Vendor's responsibility, and its intention to recommend to the Board that Vendor be found not responsible. The Department shall provide Vendor and/or Vendor's representative with an opportunity to present evidence as to why Vendor should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.
- 1.20.5 If Vendor presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board. The final

decision concerning the responsibility of Vendor shall reside with the Board.

- 1.20.6 These terms shall also apply to proposed subcontractors of Vendors on County contracts.

1.21 Vendor Debarment

- 1.21.1 Vendor is hereby notified that, in accordance with Chapter 2.202 of the County Code, County may debar Vendor 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 County may terminate any or all of Vendor's existing contracts with County, if the Board finds, in its discretion, that Vendor has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on Vendor's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.
- 1.21.2 If there is evidence that the apparent highest ranked Vendor may be subject to debarment, the Department shall notify Vendor in writing of the evidence which is the basis for the proposed debarment, and shall advise Vendor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 1.21.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. Vendor and/or Vendor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Vendor should be debarred, and, if so, the appropriate length of time of the debarment. Vendor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.
- 1.21.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board. The Board shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.

- 1.21.5 If a Vendor has been debarred for a period longer than five years, that Vendor may, after the debarment has been in effect for at least five years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Vendor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of County.
- 1.21.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where: (1) Vendor has been debarred for a period longer than five years; (2) the debarment has been in effect for at least five years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
- 1.21.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board. The Board shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.21.8 These terms shall also apply to proposed subcontractors of Vendors on County contracts.
- 1.21.9 Appendix E (Listing of Contractors Debarred in Los Angeles County) to this RFSQ provides a link to County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

1.22 Vendor's Adherence to County Child Support Compliance Program

Contractors shall: (1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and (2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this

solicitation. Failure to comply may be cause for termination of a Master Agreement or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

1.23 Gratuities

1.23.1 Attempt to Secure Favorable Treatment

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

1.23.2 Vendor Notification to County

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

1.23.3 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.

1.24 Notice to Vendors Regarding the 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 Vendor to review the ordinance independently as the text of said ordinance is not contained within this RFSQ. 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 Vendor is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is not on the

Executive Office's List of Terminated Registered Lobbyists by completing Exhibit 5 (Familiarity with the County Lobbyist Ordinance Certification) of Appendix A (Required Forms) to this RFSQ, and submitting as part of Section B of their SOQ.

1.25 Federal Earned Income Credit

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

1.26 Consideration of GAIN-GROW Participants for Employment

As a threshold requirement for consideration of a Master Agreement, Vendors shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN-GROW participants for any future employment openings if they meet the minimum mandatory qualifications for that opening. Vendors shall attest to a willingness to provide employed GAIN-GROW participants access to Vendor's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities. Vendors who are unable to meet this requirement shall not be considered for a Master Agreement. Vendors shall complete Exhibit 9 (Attestation of Willingness to Consider GAIN-GROW Participants) of Appendix A (Required Forms) to this RFSQ, and submit as part of Section B of their SOQ.

1.27 County's Quality Assurance Plan

After award of a Master Agreement, County or its agent will monitor Contractor's performance under the Master Agreement on an annual basis. Such monitoring will include assessing Contractor's compliance with all terms and conditions in the Master Agreement and performance standards identified in Attachment 1 (Statement of Work) to this RFSQ. Contractor's deficiencies which County determines are significant or continuing and that may jeopardize performance of the Master Agreement will be reported to the Board. The report will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the Master Agreement in whole or in part, or impose other penalties as specified in the Master Agreement.

1.28 Recycled Bond Paper

Vendor shall be required to comply with County's policy on recycled bond paper as specified in Paragraph 8.38 (Recycled Bond Paper) of Appendix G (Model Master Agreement) to this RFSQ.

1.29 County Policy on Doing Business with Small Business

- 1.29.1 County has multiple programs that address small businesses. The Board encourages small business participation in County's contracting process by constantly streamlining and simplifying our selection process and expanding opportunities for small businesses to compete for our business.
- 1.29.2 The Local Small Business Enterprise Preference Program, requires the Company to complete a certification process. This program and how to obtain certification are further explained in Paragraph 1.31 (Local Small Business Enterprise (LSBE) Preference Program) below.
- 1.29.3 The Jury Service Program provides exceptions to the program if a company qualifies as a Small Business. It is important to note that each program has a different definition for Small Business. You may qualify as a Small Business in one program but not the other. Further explanation of the Jury Service Program is provided in Paragraph 1.30 (Jury Service Program) below.
- 1.29.4 County also has a Policy on Doing Business with Small Business that is stated in Appendix C (County of Los Angeles Policy on Doing Business with Small Business) to this RFSQ.

1.30 Jury Service Program

The prospective Master Agreement is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Prospective Contractors should carefully read Appendix D (Jury Service Ordinance) and the pertinent jury service provisions of Paragraph 8.7 (Compliance with County's Jury Service Program) of Appendix G (Model Master Agreement) to this RFSQ, both of which are incorporated by reference into and made a part of this RFSQ. The Jury Service Program applies to both Contractors and their subcontractors. SOQs that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

- 1.30.1 The Jury Service Program requires Contractors and their subcontractors to have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five calendar days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means 40 hours or more worked per week, or a lesser number of hours if: (1) the lesser number is a

recognized industry standard as determined by County, or (2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on County project. Full-time employees providing short-term, temporary Services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program.

- 1.30.2 There are two ways in which a Contractor might not be subject to the Jury Service Program. The first is if Contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation or other entity which has a contract with County or a subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. The second is if Contractor meets one of the two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to Contractors that have: (1) ten or fewer employees; and, (2) annual gross revenues in the preceding 12 months which, if added to the annual amount of this contract is less than \$500,000, and, (3) is not an "affiliate or subsidiary of a business dominant in its field of operation". The second exception applies to Contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.
- 1.30.3 If a Contractor does not fall within the Jury Service Program's definition of "Contractor" or if it meets any of the exceptions to the Jury Service Program, then Contractor must so indicate in Exhibit 10 (County of Los Angeles Contractor Employee Jury Service Program Certification Form and Application for Exception) of Appendix A (Required Forms) to this RFSQ, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable, as part of Section B of their SOQ. Upon reviewing Contractor's application, County will determine, in its sole discretion, whether Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. County's decision will be final.

1.31 Local Small Business Enterprise (LSBE) Preference Program

- 1.31.1 County will give LSBE preference to businesses that meet the definition of a LSBE, consistent with Chapter 2.204.030C.1 of the Los Angeles County Code. An LSBE is defined as a business: (1)

certified by the State of California as a small business and has had its principal place of business located in Los Angeles County for at least one year; or (2) certified as a small business enterprise with other certifying agencies pursuant to the Department of Consumer and Business Affairs' (DCBA) inclusion policy that: (a) has its principal place of business located in Los Angeles County, and (b) has revenues and employee sizes that meet the State's Department of General Services requirements. The business must be certified by the DCBA as meeting the requirements set forth above prior to requesting the LSBE Preference in a solicitation.

- 1.31.2 To apply for certification as an LSBE, businesses should contact the DCBA at <http://dcba.lacounty.gov>.
- 1.31.3 Certified LSBEs may only request the preference if the certification process has been completed and certification is affirmed. Businesses must complete Exhibit 4 (Request for Preference Program Consideration) of Appendix A (Required Forms) to this RFSQ, along with a letter of certification from the DCBA and submit as part of Section B of their SOQ.
- 1.31.4 Information about the State's small business enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Small Business Certification and Resources Web site at <https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>.

1.32 Local Small Business Enterprise (LSBE) Prompt Payment Program

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

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

Vendor shall notify County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If Vendor is restricted from legally notifying County of pending acquisitions/mergers, then it should notify County of the actual acquisitions/mergers as soon as the law allows and provide to County the legal framework that restricted it from notifying County prior to the actual acquisitions/mergers. This information shall be provided by Vendor on Exhibit 1 (Vendor's Organization Questionnaire/Affidavit and CBE Information) of Appendix A (Required Forms) to this RFSQ. Failure of the Vendor to provide this information may eliminate its SOQ from any further consideration.

1.34 Social Enterprise (SE) Preference Program

- 1.34.1 County will give preference during the solicitation process to businesses that meet the definition of a SE, consistent with Chapter 2.205 of the Los Angeles County Code. A SE is defined as:
- a. A business that qualifies as a SE and has been in operation for at least one year providing transitional or permanent employment to a Transitional Workforce or providing social, environmental and/or human justice services; and
 - b. A business certified by the Department of Consumer and Business Affairs (DCBA) as a SE.
- 1.34.2 The DCBA shall certify that a SE meets the criteria set forth in Paragraph 1.34.1, above.
- 1.34.3 Certified SEs may only request the preference if the certification process has been completed and certification is affirmed. Businesses must complete and submit Exhibit 4 (Request for Preference Program Consideration) of Appendix A (Required Forms) to this RFSQ, and submit a letter of certification from the DCBA with their SOQ.
- 1.34.4 Further information on SEs is also available on the DCBA's website at: <http://dcba.lacounty.gov>.

1.35 Intentionally Omitted

1.36 Intentionally Omitted

1.37 Defaulted Property Tax Reduction Program

- 1.37.1 The prospective Master Agreement is subject to the requirements of County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program") (Los Angeles County Code, Chapter 2.206). Prospective Contractors should carefully read Appendix H (Defaulted Tax Program) and the pertinent provision of Appendix G (Model Master Agreement), Paragraph 8.50 (Warranty of Compliance with the County's Defaulted Property Tax Reduction Program) and Paragraph 8.51 (Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program) to this RFSQ, both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their subcontractors.
- 1.37.2 Vendors shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any Master Agreement that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Exhibit 11 (Certification of Compliance with The County's Defaulted Property Tax Reduction Program) of Appendix A (Required Forms)

to this RFSQ. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a Master Agreement or initiation of debarment proceedings against the non-compliance Contractor (Los Angeles County Code, Chapter 2.202).

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

1.38 Disabled Veteran Business Enterprise (DVBE) Preference Program

- 1.38.1 County will give 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.

A DVBE vendor is defined as:

- a. A business which is certified by the State of California as a DVBE; or
 - b. A business which is verified as a Service-Disabled Veteran-Owned Small Business (SDVOSB) by the Veterans Administration.
 - c. A business certified as DVBE with other certifying agencies pursuant to the DCBA inclusion policy that meets the criteria set forth by the agencies in (a) and (b) above.
- 1.38.2 The DCBA shall certify that a DVBE is currently certified by the State of California, by the U.S. Department of Veteran Affairs, or is determined by the DCBA' inclusion policy that meets the criteria set forth by the agencies in Paragraphs 1.38.1, (a) or (b) above.
- 1.38.3 Certified DVBEs may only request the preference if the certification process has been completed and certification is affirmed. Businesses must complete and submit the Request for Preference Program Consideration and submit a letter of certification from the DCBA with their SOQ.
- 1.38.4 Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at <https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>.
- 1.38.5 Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38CFR 74 and is also available on the Department of Veterans Affairs Website at: <https://www.va.gov/osdbu/>.

1.39 Time Off for Voting

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

1.40 Vendor's Acknowledgement of County's Commitment to Zero Tolerance Policy on Human Trafficking

1.40.1 On October 4, 2016, the Board approved a motion taking significant steps to protect victims of human trafficking by establishing a Zero Tolerance Policy on Human Trafficking. The policy prohibits Vendors engaged in human trafficking from receiving contract awards or performing services under a County contract.

1.40.2 Vendors are required to complete Exhibit 12 (Zero Tolerance Policy on Human Trafficking Certification) of Appendix A (Required Forms) to this RFSQ, certifying that they are in full compliance with the County's Zero Tolerance Policy on Human Trafficking provision as defined in Paragraph 8.53 (Compliance with County's Zero Tolerance Policy on Human Trafficking) of Appendix G (Model Master Agreement) to this RFSQ. Further, Contractors are required to comply with the requirements under said provision for the term of any Master Agreement awarded pursuant to this solicitation.

1.41 Intentionally Omitted

1.42 Default Method of Payment: Direct Deposit or Electronic Funds Transfer

1.42.1 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 Master Agreement with County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).

1.42.2 Upon Master Agreement award or at the request of the A-C and/or the contracting department, Contractor shall 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.

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

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

1.43 Vendor's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices

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

1.43.2 Contractors are required to complete Exhibit 13 (Compliance with Fair Chance Employment Hiring Practices Certification) of Appendix A (Required Forms) to this RFSQ, certifying that they are in full compliance with Section 12952, as indicated in the Master Agreement. Further, Contractors are required to comply with the requirements under Section 12952 for the term of any Master Agreement awarded pursuant to this solicitation.

1.44 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. 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 shall result in the disqualification of Contractor/Proposer from participation in the County solicitation or the termination or cancellation of any resultant County contract.

2.0 INSTRUCTIONS TO VENDORS

This Paragraph contains key project dates and activities as well as instructions to Vendors in how to prepare and submit their Statement of Qualifications (SOQ).

2.1 County Responsibility

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

2.2 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with an SOQ shall be sufficient cause for rejection of the SOQ. The evaluation and determination in this area shall be at the Sheriff's or his designee's sole judgment and his/her judgment shall be final.

2.3 RFSQ Timetable

2.3.1 The timetable for this RFSQ is as follows:

- Release of RFSQ 07/23/21
- Request for a Solicitation Requirements Review Due .. 08/06/21
- Written Questions Due 08/13/21
- Questions and Answers Released 08/24/21
- SOQ due by 3:00 P.M. (Pacific Time) 09/03/21

2.3.2 The submittal due date above is an initial due date. SOQs not received by that date may not be reviewed initially; however, they may be reviewed at a later date to determine if they meet the mandatory qualifications. The solicitation will remain open until the needs of the Sheriff's Department are met.

2.4 Solicitation Requirements Review

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

1. The request for a Solicitation Requirements Review is made within ten Business Days of the issuance of the solicitation document;
2. The request for a Solicitation Requirements Review includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a SOQ;
3. The request itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
4. The request asserts that either:
 - a. application of the Minimum Mandatory Qualifications, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or

- b. due to unclear instructions, the process may result in County not receiving the best possible responses from prospective Vendor.
- 2.4.2 The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the SOQ due date.
- 2.4.3 All requests for Solicitation Requirements Review shall be submitted to:

Los Angeles County Sheriff's Department
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor
Los Angeles, California 90012
Attention: Gabriela Frierson
Email address: gfrierso@lasd.org

2.5 Vendors' Questions

- 2.5.1 Vendors may submit written questions regarding this RFSQ by mail or e-mail to the individual identified below. All questions must be received by August 13, 2021. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to this RFSQ.
- 2.5.2 When submitting questions, please specify the RFSQ section number, Paragraph number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in this RFSQ. County reserves the right to group similar questions when providing answers.
- 2.5.3 Questions may address concerns that the application of Minimum Mandatory Qualifications, evaluation criteria and/or business requirements would unfairly disadvantage Vendors or, due to unclear instructions, may result in County not receiving the best possible responses from Vendor.

Questions should be addressed to:

Los Angeles County Sheriff's Department
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor
Los Angeles, California 90012
Attention: Gabriela Frierson
Email address: gfrierso@lasd.org

2.6 Intentionally Omitted

2.7 Preparation and Format of the SOQ

All SOQs must be bound and submitted in the prescribed format. Any SOQ that deviates from this format may be rejected without review at County's sole discretion.

The content and sequence of the SOQ must be as follows:

- Table of Contents
- Vendor's Qualifications (Section A)
- Required Forms (Section B)
- Proof of Insurability (Section C)
- Proof of Licenses (Section D)

2.7.1 Table of Contents

The Table of Contents must be a comprehensive listing of material included in the SOQ. This section must include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

2.7.2 Vendor's Qualifications (Section A)

Demonstrate that Vendor's organization has the experience to perform the required Services. The following sections must be included:

A. Vendor's Background and Experience (Section A.1)

Vendor shall complete, sign and date Exhibit 1 (Vendor's Organization Questionnaire/Affidavit and CBE Information) of Appendix A (Required Forms) to this RFSQ. **The person signing the form must be authorized to sign on behalf of the Vendor and to bind Vendor in a Master Agreement.**

Vendor must provide a summary of relevant background information to demonstrate that Vendor meets the Minimum Mandatory Qualifications stated in Paragraph 1.4 (Vendor's Minimum Qualifications) of this RFSQ, and has the capability to perform the required Services as a corporation or other entity. Vendor must include the following information in the summary:

1. Vendor must provide sufficient detail and documentation to demonstrate that they meet the Minimum Mandatory Qualifications stated in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ.
2. Vendor must describe in detail their background and qualifications to provide the Services described in Attachment 1 (Statement of Work) to this RFSQ.

3. Vendor must provide the names, addresses, and telephone numbers of all persons authorized to represent and bind Vendor.

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

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

Required Support Documents:

Corporations or Limited Liability Company (LLC):

Vendor must submit the following documentation with the SOQ:

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

Limited Partnership:

Vendor 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.

B. Vendor's References (Section A.2)

It is Vendor's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate. The same references may be listed on both Exhibit 6 (Prospective Contractor References) and Exhibit 7 (Prospective Contractor List of Contracts) of Appendix A (Required Forms) to this RFSQ.

1. County may disqualify a Vendor, at its discretion, if:
 - references fail to substantiate Vendor's description of the Services provided; or

- references fail to support that Vendor has a continuing pattern of providing capable, productive and skilled personnel, or
 - Department is unable to reach the point of contact with reasonable effort. It is Vendor's responsibility to inform the point of contact that reference checks will be conducted during normal business hours.
2. Vendor must complete and include Exhibit 6 (Prospective Contractor References), Exhibit 7 (Prospective Contractor List of Contracts), and Exhibit 8 (Prospective Contractor List of Terminated Contracts) of Appendix A (Required Forms) to this RFSQ.
- a. Prospective Contractor References, Exhibit 6

Vendor must provide three references for which the same or similar work to that described in Attachment 1 (Statement of Work) to this RFSQ, was provided. References may be used to verify the minimum experience requirement stated in Paragraph 1.4.1 (Vendor's Minimum Mandatory Qualifications) of this RFSQ. (Contact person for references must be able to answer questions related to service provided).
 - b. Prospective Contractor List of Contracts, Exhibit 7

The listing must include all Public Entities contracts for the last three years. A photocopy of this form should be used if necessary.
 - c. Prospective Contractor List of Terminated Contracts, Exhibit 8

Listing must include contracts terminated within the past three years with a reason for termination.

C. Vendor's Pending Litigation and Judgments (Section A.3)

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

If Vendor has no pending or threatening litigation against Vendor or principals of Vendor, then a statement stating so must be provided in Section A.3 (Vendor's Pending Litigation and Judgements) of their SOQ.

2.7.3 Required Forms (Section B)

In addition to those forms required in other Paragraphs of this RFSQ, Vendor shall also include all remaining forms identified in Appendix A (Required Forms) to this RFSQ.

Vendor shall complete, sign, and date all forms. The person signing all forms must be authorized to sign on behalf of Vendor and to bind Vendor in a Master Agreement. Forms may be expanded, as necessary, to provide complete responses.

Exhibit 2 Certification of No Conflict of Interest

Exhibit 3 Vendor's EEO Certification

Exhibit 4 Request for Preference Consideration

Exhibit 5 Familiarity with the County Lobbyist Ordinance Certification

Exhibit 9 Attestation of Willingness to Consider Gain-Grow Participants

Exhibit 10 County of Los Angeles Contractor Employee Jury Service Program Certificate Form and Application for Exception

Exhibit 11 Certification of Compliance with the County's Defaulted Property Tax Reduction Program

Exhibit 12 Zero Tolerance Policy on Human Trafficking Certification

Exhibit 13 Compliance with Fair Chance Employment Hiring Practices Certification

2.7.4 Proof of Insurability (Section C)

Vendor must provide proof of insurability that meets all insurance requirements in Paragraph 8.23 (General Provisions for All Insurance Coverage) and Paragraph 8.24 (Insurance Coverage) of Appendix G (Model Master Agreement) to this RFSQ. If a Vendor does not currently have the required coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should Vendor be selected to receive a Master Agreement award, may be submitted with their SOQ.

2.7.5 Proof of Licenses (Section D)

Vendor must provide copies of required licenses, permits, registrations, and certifications (such as business registrations/licenses, and typing certificates) required to perform Services under the Master Agreement.

2.8 SOQ Submission

The original SOQ, two numbered identical hard copies, and two separate identical electronic copies in PDF format on flash drives or compact discs, shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the Vendor bearing the words:

**“SOQ FOR TRANSCRIPTION SERVICES
(RFSQ 694-SH)”**

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

Los Angeles County Sheriff’s Department
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor
Los Angeles, California 90012
Attention: Gabriela Frierson

It is the sole responsibility of the submitting Vendor to ensure that its SOQ is received before the submission deadline identified in Paragraph 2.3 (RFSQ Timetable). Submitting Vendors shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

Any SOQs received after the scheduled due date and time as stated in Paragraph 2.3 (RFSQ Timetable) of this RFSQ or any addendum amending the SOQ due date and time, will not be reviewed initially; however, may be reviewed at a later date.

2.9 Acceptance of Terms and Conditions of Master Agreement

Vendors understand and agree that submission of the SOQ constitutes acknowledgement and acceptance of, and a willingness to comply with, all terms and conditions of Appendix G (Model Master Agreement) to this RFSQ.

2.10 SOQ Withdrawals

Vendor may withdraw its SOQ at any time prior to the date and time which is set forth herein as the deadline for acceptance of SOQs, upon written request for same to:

Angelo Faiella, Manager
Los Angeles County Sheriff’s Department
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor
Los Angeles, California 90012

Vendors that wish to re-submit a corrected SOQ, or correction to any component of the SOQ, must do so before the initial submission deadline stated in Paragraph 2.3 (RFSQ Timetable) of this RFSQ. Resubmitted corrections to SOQs submitted after the initial deadline may not be reviewed

initially, however, they may be reviewed at a later date to determine if they meet the qualifications listed in this RFSQ.

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

3.0 SOQ REVIEW/SELECTION/QUALIFICATION PROCESS

3.1 Review Process

SOQs will be subject to a detailed review by qualified County staff. The review process will include the following steps:

3.1.1 Adherence to Minimum Mandatory Qualifications

County shall review the Vendor's Exhibit 1 (Organization Questionnaire/Affidavit and CBE Information) of Appendix A (Required Forms) of their SOQ, and determine if Vendor meets the Minimum Mandatory Qualifications as outlined in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ.

Failure of Vendor to comply with the Minimum Mandatory Qualifications may eliminate its SOQ from any further consideration. The Department may elect to waive any informality in an SOQ if the sum and substance of the SOQ is present.

3.1.2 Vendor's Qualifications (Section A)

County's review shall include the following:

- Vendor's Background and Experience as provided in Section A.1 of the SOQ.
- Vendor's References as provided in Section A.2. The review will include verification of references submitted, a review of the Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other contracts, and a review of terminated contracts.
- A review to determine the magnitude of any pending litigation or judgments against the Vendor as provided in Section A.3.

3.1.3 Required Forms

All forms listed in Paragraph 2.7.3 (Required Forms) of this RFSQ must be included in **Section B** of the SOQ.

3.1.4 Proof of Insurability

County will review the proof of insurability provided in **Section C** of the SOQ.

3.1.5 Proof of Licenses

County will review the proof of licenses, certifications, memberships, and permits provided in **Section D** of the SOQ.

3.2 Disqualification Review

An SOQ 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 an SOQ is disqualified due to non-responsiveness, the Department will notify the Vendor in writing.

Upon receipt of the written determination of non-responsiveness, Vendor 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:

- 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 (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

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

3.3 Selection/Qualification Process

The Department will generally select Vendor(s) that have experience providing transcription services that meet the Minimum Mandatory Qualifications set forth in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ, and are capable of providing the Transcription Services specified in Attachment 1 (Statement of Work) to this RFSQ.

3.4 Master Agreement Award

Vendors who are notified by the Department that they appear to have the necessary qualifications and experience (i.e., they are qualified) may still not be recommended for a Master Agreement if other requirements necessary for award have not been met. Other requirements may include acceptance of

the terms and conditions of the Master Agreement, and/or satisfactory documentation that required insurance will be obtained. Only when all such matters have been demonstrated to the Department's satisfaction can a Vendor, which is otherwise deemed qualified, be regarded as "selected" for recommendation of a Master Agreement.

The Department will execute Board-authorized Master Agreements with each selected Vendor. All Vendors will be informed of the final selections.