Chief Executive Office.

COUNTY OF LOS ANGELES
RISK MANAGEMENT
555 W. 5th Street, 36th Floor, Los Angeles, CA 90013
(213) 351-5346 riskmanagement.lacounty.gov contactrisk@ceo.lacounty.gov

ACTING CHIEF EXECUTIVE OFFICER
Joseph M. Nicchitta

ASSISTANT CHIEF EXECUTIVE OFFICER
Destiny Castro

January 7, 2026

ADDENDUM NUMBER ONE

TO

REQUEST FOR STATEMENT OF QUALIFICATIONS

FOR

RISK CONSULTING SERVICES

SOLICITATION NO.: CEO-RFSQ-RISK-25-02

This Addendum One is issued to provide clarification and revisions in the Request for Statement of Qualifications (RFSQ), and to provide responses to questions received after the release of the Risk Consulting Services RFSQ.

Revisions to the solicitation document appear in Section A (Addendum), and Section B (Responses) includes responses to the Interested Proposers questions as written. Be advised that the County will not respond to additional questions or requests for clarification.

A. Addendum

1. RFSQ, Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements), "Vendor must have an active license listed on the California Department of Insurance Licensing Portal (https://cdicloud.insurance.ca.gov.cal) is deleted in its entirety and replaced with "reserved".

2. RFSQ, Paragraph 3.0 (Minimum Mandatory Requirements), subparagraph 3.2, is deleted in its entirety and replaced with "reserved".

3. RFSQ, Paragraph 7.0 (Statemen to Qualification (SOQ) Requirements, subparagraph 7.3.2.4 (Proof of Insurance Licenses (Section A.4)), is deleted in its entirety and replaced with “reserved”.

4. RFSQ, Paragraph 8.0 (SOQ Review/Selection/Qualification Process), subparagraph 8.1.2.4, will be deleted in its entirety, and replaced with “reserved”

5. Appendix A, Master Agreement, paragraphs 4.1 and 4.2, are deleted in its entirety and replaced with the following:

   “4.1 The term of this Master Agreement will commence upon execution by the CEO, as authorized by the Board of Supervisors (Board) for an initial term of five (5) years. The initial term of this Master Agreement will expire on June 30, 2031, unless sooner extended or terminated, in whole or in part, as provided herein.

   4.2 The County will have the sole option to extend the Master Agreement term for up to three (3) additional two-years periods and one (1) six-month option extension, for a total contract term of eleven (11) years, and six months. Each such option and extension will be exercised at the sole discretion of the CEO or designee as authorized by the Board, if all option and extensions are exercised, the contract term will expire on December 30, 2037.”

6. Except for changes set forth hereinabove, RFSQ will not be changed in any respect by this Addendum One. All changes set forth in this Addendum One will be effective upon receipt.

B Responses

#	Questions	Responses
General Questions		
1	Can the past experiences from the vendor's candidates be part of the 3 references?	As stated in Paragraph 1.2.3.3, "Each SOQ will be reviewed to verify compliance with the RFSQ requirements, including confirmation that the Vendor meets all minimum qualifications and has provided valid references."
2	We are on the panel of brokers for insurance placement & services but are not currently placing any of County's existing insurance policies. If we are awarded work under this RFSQ, will that preclude us from responding to Insurance placement opportunities later? If so, for how long?	Interested proposers who become qualified vendors under the CEO-RFSQ-RISK-25-02 for Risk Consulting Services Master Agreement are not precluded from responding to work order solicitations under the CEO-RFSQ-RISK-25-01 for Insurance Brokers Program Master Agreement.
3	Are incumbent brokers precluded from responding to these work orders? If yes, to which services?	Current County contractors and qualified vendors may submit statement of qualifications to the CEO-RFSQ-RISK-25-02 for Risk Consulting Services Master Agreement.
4	What is an active license for from the California Department of Insurance Licensing Portal?	Minimum mandatory requirement 3.2 is deleted in its entirety.

5	Can you confirm which of the 11 Qualified Service Categories have created conflicts in the past, thus precluding respondents from competing on future work orders? Our chief concern is that we have advanced Data & Analytics that would work well to support County in their decision making around Risk Transfer strategies, but our core business is in the placement of insurance based on the guidance our tools provide. Would this create a conflict for County, or are conflicts more likely to arise around the "Evaluation" services?	County does not have record of any service category work order awards that precluded a qualified vendor from competing in any work order solicitation. County does not foresee any conflicts.
6	How many service providers does the County anticipate accepting into the vendor pool?	County will accept as many qualified vendors as possible in its best interest.
7	Should the forms be printed and completed manually, or is an alternate electronically fillable version available?	Interested proposers may complete the Appendix B, Required Forms, Exhibits 1-9 in word version.
8	What proportion of this scope is funded with federal dollars?	There is no proportion of this funded with federal dollars.

9	What are the top three most important factors when selecting a service provider for this vendor pool?	In accordance with the subparagraphs to paragraph 1.2.3, and Section 8.0 (SOQ Review/Selection/Qualification Process), SOQs will be subject to a detailed review to confirm SOQs are complete. Interested and qualified vendors who submit a completed SOQ must provide references who substantiate Proposer's /Vendor's Background and Experiences provided in Section A.1, of the Proposal/SOQ. References must valid each service category for which the vendor applies. There are no top three most important factors when selecting a service provider for the qualified vendor pool.
10	Appendix B (Required Forms), Exhibit 5 (Community Business Enterprise (CBE))	In accordance with paragraph 5.18 (Community Business Enterprise (CBE) Participation), "The Vendor must make documentation related to these efforts available to the County upon request."
11	Paragraph 7.3.5, Proof of Licenses (Section D)	Vendor must furnish a copy of all applicable licenses.
12	Paragraph 7.3.6, Supplemental Submission Form (Electronic)	Interested proposers must complete Appendix D (Supplemental Submission Form) electronically.

Data Analytics		
13	Where do you feel a lack within your current risk management and claim analytics program?	County does not currently have any predictive modeling to identify potential waste and abuse.
14	What do you currently use for risk management and claims analytics (Ex: PowerBI, Tableau, RMIS, TPA, Broker system, Excel)?	County currently uses ad-hoc reporting (Jasper), SQL and Excel.
15	Are there data sources/kinds of LA County data that you would like to align with your risk management and claim data to share the risk management story? Examples could be: ○ Exposure date (head count, payroll) ○ Location data ○ Department data ○ Operational data (Project data, internal initiatives)	There are no data sources/”kinds” County would like to provide at this moment.

Information Systems		
16	Does the County have plans to select a new risk management information system?	County does not have plans to release a solicitation for a new risk management information system.
17	What are the primary software systems that LA County uses for: ○ Claims management & Oversight ○ Claim & Incident intake ○ Insurance Policy Management ○ Exposure Collection ○ TCOR Analysis ○ Risk Management & Claim Analytics	County primarily use Risk Connect for claims management & oversights, claim & incident intake, insurance policy management, exposure collection, Risk Management & Claim Analytics, Absences management, Disability Management & Compliance and Public Records Requests.
18	Does County of LA leverage its RMIS system to manage Cal OSHA Recordkeeping requirements? If yes, how and who provides oversight to ensure the quality of recordkeeping?	Yes. Program oversight is provided by CEO Risk Management Loss Control and Prevention Unit. County departments will evaluate the quality of recordkeeping and the Cal/OSHA forms.
19	How would you rate your experience with your current RMIS vendors	County is very pleased with our current vendor.
20	What areas of your RMIS would you like to change, improve or expand in the next three years?	County desires to expand our RMIS to include predictive analytics to identify potential vendor waste and abuse.

21	What Safety Performance Metrics/KPI(s) are tracked and reported by the County's leadership? Is the RMIS system support the reporting system? ○ Are near-misses and safety observations captured with in the RMIS or another type tracking system? ○ Are Safety Performance Metrics/KPI(s) are tracked and reported by: ▪ Division; and/or ▪ Department; and/or ▪ Project; and/or by ▪ Initiative(s)?	Several reporting metrics are used and are reported to County leadership, including the use of dashboards that assist in identifying metrics trends. Metrics are reported by County departments.
22	Where do improvements to your Risk Management Information Systems rank in your strategic priorities for the next three years?	Improvements to our RMIS rank very high in our strategic priorities for the foreseeable future.

<table>
<tr><td>23</td><td>Where do you feel the current need in supporting your RMIS strategy:
Strategy and vision
Technical/business project scoping
Data analysis
System programmers
Trainers
Project managers</td><td>County is very pleased with the level of service that is provided by our current vendor.

However, County is always open to different perspectives on strategy and data analysis to ensure we are making the most on our investment and to ensure risk mitigation efforts are appropriately focused within the best interest of the County.</td></tr>
<tr><td colspan="3">Loss Control and Prevention</td></tr>
<tr><td>24</td><td>Please share an organization chart of the County’s Safety or EHS Organization?
Does the County have Industrial Hygienist(s) and/or Certified Industrial Ergonomist(s) on staff?</td><td>The Department of Public Health has industrial hygienists assigned to their department. There is no certified industrial ergonomist employed in LA County, but there are staff trained to conduct ergonomic evaluations.

Every department has their own Risk Management/Safety structure. Therefore, each department’s risk management/safety organizational chart will vary.

A sample organization chart (Department of Public Works) is attached.</td></tr>
</table>

25	How does the County's safety practices engage its employees within the safety program?	County engages employees through: • Communication ○ Establish open, two-way communications (meetings, suggestion boxes, departmental website, unanimous reporting methods) for concerns and ideas without fear of reprisal. • Meetings ○ Safety committees with diverse employee representation. ○ Involve workers in hazard analysis, incident investigations, and program development. ○ Conduct tailgate discussions or shift meetings where employees lead discussions. • Training: ○ Classroom and hands-on trainings. Will also use case studies to connect theory and practical settings. ○ Hold regularly scheduled Countywide discussions/meetings for safety personnel to discuss safety. • Recognition & Incentives: ○ Reward safe behaviors through performance evaluation report and contributions with gifts. ○ Celebrate safety milestones and achievements to keep best practices top-of-mind. • Accountability: ○ Demonstrate leadership commitment by supporting alongside employees. ○ Hold everyone accountable,

		including management, and empower employees to speak up. ◦ Provide PPE and equipment.
26	Describe the County's incident management & investigation process? ◦ How does the County's EHS and Department Management coordinate to close the loop on incidents?	• Supervisors and safety staff are trained to investigate incidents. • Employees are required to report incidents. • Depending on the circumstance, supervisors and safety staff are trained on immediate response procedures. • Safety teams will investigate and document incidents. • Safety teams will analyze incidents and determine root causes. Corrective actions are then developed to address root causes. • Findings are reported and lessons learned are shared both department and Countywide. • Implementation of actions is tracked and evaluated for trends in an incident database to prevent systemic issues.

27	Is a high-hazard or high-risk escalation process? If yes, please describe.	High-risk operations are reviewed by departmental safety staff and the supervisor before work is performed. The team will: • Identify potential hazards or risks. • Evaluate the risk's likelihood and impact to determine its severity. • Discuss the severely of the risk. • The risk is discussed with executive management to determine the appropriate resources and authority to mitigate or resolve the risk. • The team will continue to monitor and review the risk.
28	How are the Transportation risks managed? Please also provide an organization chart.	Some medium and large departments have implemented the vehicle accident review committee (VARC). It is a proactive process of identifying, assessing, and mitigating potential losses. Classroom and behind-the-wheel trainings are offered pre and post accidents. The VARC may refer employees to performance management for discipline if the drivers are determined to be negligence. For smaller departments, Human Resources teams will handle transportation safety management.

29	How would you describe and rate your current Safety and Loss Control service provider(s)?	The Loss Control Unit (situated in the Chief Executive Office, Risk Management Branch) is an effective, proactive risk management team within LA County. The team identifies, evaluates, consults, and mitigates potential hazards to prevent or reduce losses from accidents, injuries, property damage, and financial risks on a Countywide level. The Unit assists County departments and employees stay safe, save costs, and improve overall efficiency by offering consultation services, guidance, and training.
30	Where to you need additional Safety and Loss Control services (Including: Construction, Ergonomics, Industrial Hygiene, and Transportation) to best support the County's Safety/Loss Control 2026-2028 strategy and/or initiatives?	• Buy-in from executive managers to set priorities. • Collaboration between managers and employees.
31	Related to Transportation safety management?	Some medium to large departments have implemented a vehicle accident review committee (VARC). It is a proactive process of identifying, assessing, and mitigating potential losses. Classroom and behind-the-wheel trainings are offered pre and post accidents. The VARC may refer employees to performance management for discipline if the drivers are determined to be negligent in their operation of a vehicle during County business. For smaller departments, Human Resources teams will handle transportation safety management.

Appendices B and D are in separate attachments.