



MICHAEL OWH
Director

County of Los Angeles INTERNAL SERVICES DEPARTMENT

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Speed. Reliability. Value.

March 26, 2026

Dear Proposers:

Subject: Addendum One to Telecommunications Services Request for Statement of Qualifications (RFSQ) #ITS-I10611-S

This Addendum One is issued to RFSQ #ITS-I10611-S to all Vendors. In all, the Addendum modifies and/or supplements the original Telecommunications Services RFSQ.

STATEMENT #1: The Solicitation schedule has been updated. Due to the large number of questions received, the County needs more time to provide thorough responses.

STATEMENT #2: Attachment 1 of this Addendum is the PDF of the Optional Virtual Vendor's Conference Slide Deck Handout.

REVISIONS

This Addendum One revises RFSQ #ITS-I10611-S as follows:

#	Document	Section
1	RFP	1.0 (Solicitation Information and Minimum Mandatory Requirements)
2	RFP	3.6 (Minimum Mandatory Requirements for Incumbent Contractors)
3	RFP, Appendix A (Master Agreement)	Paragraph 8.23.1 (Evidence of Coverage and Notice to County)

All revisions to the RFP appear in **red** text.

This Addendum One revises the Telecommunications Services RFSQ as follows:

1. RFSQ, Paragraph 1.0, (Solicitation Information and Minimum Mandatory Requirements) has been deleted and replaced with the following:

1.0 SOLICITATION INFORMATION AND MINIMUM MANDATORY REQUIREMENTS

RFSQ Release Date	February 19, 2026
RFSQ Contact	Neary Ros via email: telecomm.contracts@isd.lacounty.gov
Solicitation Requirements Review (SRR) Request Due	March 3, 2026 by 2:00 p.m.
Optional Virtual Vendor's Conference	March 5, 2026 at 10:00 a.m.
Written Questions Due	March 12, 2026 by 2:00 p.m.
Questions and Answers Released via Addendum	March 26 April 2, 2026
SOQ's Due	(Initial due date*) April 9 16 , 2026 by 2:00 p.m.
Anticipated Master Agreement Term	Ten (10) years with four (4) two-year option periods and two (2) six-month option periods.
Minimum Mandatory Requirements (MMRs)	Interested and qualified Vendors that meet the Minimum Mandatory Requirements stated below are invited to submit an SOQ. 3.1 Unresolved Disallowed Costs If Vendor's compliance with a County contract has been reviewed by the Department of the Auditor-Controller (A-C) within the last 10 years, Vendor must not have unresolved questioned costs identified by the A-C, in an amount over \$100,000, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for six months or more from the date of the A-C Report, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

	3.2 List of References At least one (1) of the Vendors references provided in Appendix B (Required Forms), Exhibit 7 (List of References) must be responsive and validate that the Vendor meets the Minimum Mandatory Requirements identified in Paragraph 3.3 and 3.4. 3.3 Years of Experience per Category Vendors must have the minimum years of experience in at least one (1) of the categories described in Paragraph 3.3. Vendors may submit an SOQ for one or more service categories but must meet the minimum qualifications for the category or categories they identify in their SOQ. 3.3.1 Category 1 – Data Network Services Vendor must have a minimum of ten (10) years of cumulative experience within the last fifteen (15) years in providing Data Network Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4. 3.3.2 Category 2 – Secure Web Gateway (SWG) Services Vendor must have a minimum of five (5) years of cumulative experience within the last fifteen (15) years in providing SWG Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4. 3.3.3 Category 3 – Unified Communications (UC) Cloud VoIP Services Vendor must have a minimum of ten (10) years of cumulative experience within the last fifteen (15) years in providing UC Cloud VoIP Services as described in Appendix D (Service Category Descriptions), and
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	Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4. 3.3.4 Category 4 – Cloud Contact Center Services Vendor must have a minimum of ten (10) years of cumulative experience within the last fifteen (15) years in providing Cloud Contact Center Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4. 3.3.5 Category 5 – Legacy Services Vendor must have a minimum of five (5) years of cumulative experience within the last fifteen (15) years in providing Legacy Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4. 3.3.6 Category 6 – SMS Outbound Text Message Solution Refer to the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4.6. 3.4 Minimum Mandatory Requirements per Category Vendors must have experience in at least one (1) of the categories described in Appendix D (Service Category Descriptions). Vendors may submit an SOQ for one or more service categories but must meet the minimum qualifications for the category or categories they identify in their SOQ.
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	3.4.1 Category 1 – Data Network Services To meet the minimum qualification for Category 1 — Data Network Services, the vendor must identify five (5) client contracts for Data Network Services as defined in Appendix D (Service Category Descriptions), each with more than 200 client sites in the United States (U.S.). Two (2) of these five (5) contracts must be with U.S. public entity clients and any (2) of these five (5) contracts must be for clients (either commercial or public entity) for more than 50 client sites in California. 3.4.2 Category 2 – Secure Web Gateway (SWG) Services To meet the minimum qualification for Category 2 — Secure Web Gateway (SWG) Services, the vendor must identify five (5) client contracts for Secure Web Gateway Services as defined in Appendix D (Service Category Descriptions), each for more than 100 sites or more than 2,000 users, in the U.S. Two (2) of these five (5) client contracts must be with U.S. public entity clients. 3.4.3 Category 3 – Unified Communications (UC) Cloud VoIP Services To meet the minimum qualification for Category 3 — Unified Communications (UC) Cloud VoIP Services, the vendor must identify five (5) client contracts for UC Cloud VoIP Services as defined in Appendix D (Service Category Descriptions), each for more than 3,000 phones in the U.S. Two (2) of these five (5) contracts must be with U.S. public entity clients. 3.4.4 Category 4 – Cloud Contact Center Services To meet the minimum qualification for Category 4 — Cloud Contact Center
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	Services, the vendor must identify five (5) client contracts for Cloud Contact Center services as defined in Appendix D (Service Category Descriptions), that can support more than 200 call takers in the U.S. Two (2) of these five (5) contracts must be with U.S. public entity clients. 3.4.5 Category 5 – Legacy Services To meet the minimum qualification for Category 5 — Legacy Services, the vendor must identify five (5) client contracts for Legacy Services as defined in Appendix D (Service Category Descriptions), each of which must have 1,000 or more Legacy Service lines, or 1,000 or more Legacy Service circuits, or a combination of Legacy Service lines and Legacy Service circuits that equates to 1,000 or more. All Legacy Service lines and Legacy Service circuits must be in the United States (U.S.). Two (2) of these five (5) contracts must be with U.S. public entity clients. 3.4.6 Category 6 – SMS Outbound Text Message Solution To meet the qualification for Category 6 – SMS Outbound Text Message Solution, the vendor must identify three (3) client contracts, within the past five (5) years, for SMS Outbound Text Message Solution as defined in Appendix D (Service Category Descriptions), that can support more than 10 million SMS outbound text messages per month in English and translated, at a minimum, in eleven (11) different languages with archival retention of at least two (2) years with 24/7 support in the U.S. One (1) of these three (3) contracts must be with a U.S. public entity client. The vendor must also provide written confirmation that their team consists exclusively of US-based resources.
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2. RFSQ, Paragraph 3.6, (Minimum Mandatory Requirements for Incumbent Contractors) has been deleted and replaced with the following:

3.6 Minimum Mandatory Requirements for Incumbent Contractors

Contractors with an active Telecommunications Master Agreement are afforded the opportunity to re-qualify in the same Telecommunications MA Service Category(ies) under which they are currently qualified, and may obtain a new Telecommunications MA provided meet the following Minimum Mandatory Requirements:

- Complete, sign and submit new RFSQ Forms provided in ~~Appendix B (Required Forms)~~ **Appendix B.1 (Required Forms for Incumbent Contractors)** of the new RFSQ by the SOQ's Due date specified in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements) and be in compliance with Paragraph 3.1 (Unresolved Disallowed Costs).

3. RFSQ, Appendix A (Master Agreement), Paragraph 8.23.1 (Evidence of Coverage and Notice to County) has been updated with the following contact and submission information:

- Certificates and copies of any required endorsements must be sent to:

Neary Ros
Telecomm.contracts@isd.lacounty.gov
Subject: Insurance Coverage
County of Los Angeles
~~Information Technology Contracts—PCS~~
~~Telecommunications Services Master Agreement~~
~~9150 E. Imperial Hwy, MS 46~~
~~Downey, CA 90242~~
~~Attention: Neary Ros~~

Should you have any procedural or contractual questions, please contact Neary Ros at telecomm.contracts@isd.lacounty.gov.

March 26, 2026

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ATTACHMENT 1

Optional Virtual Vendor's Conference Handout

TELECOMMUNICATIONS SERVICES MASTER AGREEMENT (TELECOM MA) RFSQ # ITS-110611-S



**ISD CONTRACTS DIVISION
IT CONTRACTS SECTION**

DATE: March 5, 2026

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Instructions

- Please sign-in by typing your name and your company name in the Team's chat box.
- Please turn off camera and mute your microphone.
- If you find yourself unable to hear at any point, please raise your hand in Teams.
- This conference is being recorded to ensure we obtain all questions (a PDF of the slide deck will be available upon request).
- Please type your questions in the chat box or hold your questions until the end of the presentation.
- Please note that the County will not be liable for any cost incurred by a Vendor in connection with preparation and submittal of any SOQ.



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RFSQ Background

The purpose of this solicitation and the corresponding Telecommunications Services Master Agreements (MAs) is to enable ISD to continue providing telecommunications services throughout the County, which includes Data Network, Secure Web Gateway, Unified Communications (UC) Cloud Voice over Internet Protocol (VoIP), Cloud Contact Center solutions, legacy services, and SMS outbound text message solution. Collectively, these service categories encompass the services currently provided while allowing for the inclusion and expansion of state-of-the-art telecommunications and Internet Protocol (IP) technologies.



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Introductions

Contracts Division
Manager

Christie Carr

IT Contracts Section
Manager

Octavio Sahagun

Contracts Analyst

Neary Ros

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Agenda

- RFSQ Timetable
- Request for Statement of Qualifications (RFSQ) Overview
- Minimum Mandatory Requirements
- Statement of Qualifications (SOQ) Overview
- Preparation and Format of the SOQ
- SOQ Submission
- Overview of SOQ Process
- Doing Business with the County
- Preference Programs
- Master Agreement Term
- Master Agreement Process
- Questions



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RFSQ Timetable

Release of RFSQ:	02/19/2026
Request for a Solicitation Requirements Review Due:	03/03/2026
Proposer's Conference:	03/05/2026
Final Written Questions Due:	03/12/2026
Final Questions and Answers Released:	03/26/2026
Vendor SOQ submissions Due:	04/09/2026 by 2:00pm (open/continuous)



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RFSQ Overview

The County is seeking qualified companies to enter into Master Agreements (MA) with the County to provide Telecommunications Services:

- **Category 1 Data Network Services**
- **Category 2 Secure Web Gateway (SWG) Services**
- **Category 3 Unified Communications (UC) Cloud VoIP Services**
- **Category 4 Cloud Contact Center Services**
- **Category 5 Legacy Services**
- **Category 6 SMS Outbound Text Message Solution**

See **Appendix D (Service Category Descriptions)** for additional details per category (PDF page 217)



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RFSQ Overview

Some significant features of this RFSQ and resulting Telecommunications Services Master Agreements are:

- All Terms and Conditions (T&C) are non-negotiable. The Master Agreement will be uniformly executed by all Qualified Contractors (QC) – this is to ensure fairness in the contracting process so that each vendor is treated equally with the same requirements.
- To allow the county flexibility and scalability – our telecom service categories may be added, deleted, or amended at any time throughout the term of the Master Agreement based on the business or operational needs of the County – when this occurs we'll be posting RFSQ addenda on our public website.



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RFSQ Overview

Continued:

- New vendors may seek to qualify under one or more service categories at any time during the term of the Master Agreement – Ten (10) years for the initial term. If qualified, vendors will be awarded a Master Agreement.
- And..if you're already a QC, or if you become one, you can still expand the number of Service Categories that you're qualified for at any time throughout the term of the Master Agreement. – again providing flexibility and more contracting opportunities for your firm.



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RFSQ Overview

Continued:

- Work will be requested through a Work Order Solicitation (WOS) process. A WOS will be emailed directly to QCs for work under the applicable service category for which they are approved.
- One or more QCs may be awarded the same Work Order for redundancy based on the business and operational needs of the County.



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3.0 MINIMUM MANDATORY REQUIREMENTS

- 3.1 Unresolved Disallowed Costs
- 3.2 List of References
- 3.3 Years of Experience per Category
- 3.4 Minimum Mandatory Requirements per Category
- 3.5 New Firm Eligibility

OR

- 3.6 Minimum Mandatory Requirements for Incumbent Contractors

NOTE: Vendors may not use subcontractor's experience to meet the Minimum Mandatory Requirements listed above.



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3.0 MINIMUM MANDATORY REQUIREMENTS – continued

3.3 Years of Experience Requirements per Category

Vendors must have the minimum years of experience in at least one (1) of the service categories described in Paragraph 3.3. Vendors may submit an SOQ for one or more service categories but must meet the minimum qualifications for the category or categories they identify in their SOQ.

- 3.3.1 **Category 1 – Data Network Services**
- 3.3.2 **Category 2 – Secure Web Gateway (SWG) Services**
- 3.3.3 **Category 3 – Unified Communications (UC) Cloud VoIP Services**
- 3.3.4 **Category 4 – Cloud Contact Center Services**
- 3.3.5 **Category 5 – Legacy Services**
- 3.3.6 **Category 6 – SMS Outbound Text Message Solution**



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3.0 MINIMUM MANDATORY REQUIREMENTS – continued

3.3.1 Category 1 – Data Network Services

Vendor must have a minimum of ten (10) years of cumulative experience within the last fifteen (15) years in providing Data Network Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4.

3.3.2 Category 2 – Secure Web Gateway (SWG) Services

Vendor must have a minimum of five (5) years of cumulative experience within the last fifteen (15) years in providing SWG Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4.

3.3.3 Category 3 – Unified Communications (UC) Cloud VoIP Services

Vendor must have a minimum of ten (10) years of cumulative experience within the last fifteen (15) years in providing UC Cloud VoIP Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4.

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3.0 MINIMUM MANDATORY REQUIREMENTS – continued

3.3.4 Category 4 – Cloud Contact Center Services

Vendor must have a minimum of ten (10) years of cumulative experience within the last fifteen (15) years in providing Cloud Contact Center Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4.

3.3.5 Category 5 – Legacy Services

Vendor must have a minimum of five (5) years of cumulative experience within the last fifteen (15) years in providing Legacy Services as described in Appendix D (Service Category Descriptions), and Vendors must meet the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4.

3.3.6 Category 6 – SMS Outbound Text Message Solution

Refer to the specific Minimum Mandatory Requirements per Category as set forth in Paragraph 3.4.

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3.0 MINIMUM MANDATORY REQUIREMENTS – continued

3.4 Minimum Mandatory Requirements per Category

Vendors must have experience in at least one (1) of the categories described in Appendix D (Service Category Descriptions). Vendors may submit an SOQ for one or more service categories but must meet the minimum qualifications for the category or categories they identify in their SOQ.

3.4.1 Category 1 – Data Network Services

3.4.2 Category 2 – Secure Web Gateway (SWG) Services

3.4.3 Category 3 – Unified Communications (UC) Cloud VoIP Services

3.4.4 Category 4 – Cloud Contact Center Services

3.4.5 Category 5 – Legacy Services

3.4.6 Category 6 – SMS Outbound Text Message Solution



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3.0 MINIMUM MANDATORY REQUIREMENTS – continued

3.4.1 Category 1 – Data Network Services

To meet the minimum qualification for Category 1 – Data Network Services, the vendor must identify five (5) client contracts for Data Network Services as defined in Appendix D (Service Category Descriptions), each with more than 200 client sites in the United States (U.S.).

Two (2) of these five (5) contracts must be with U.S. public entity clients and any (2) of these five (5) contracts must be for clients (either commercial or public entity) for more than 50 client sites in California.

3.4.2 Category 2 – Secure Web Gateway (SWG) Services

To meet the minimum qualification for Category 2 – Secure Web Gateway (SWG) Services, the vendor must identify five (5) client contracts for Secure Web Gateway Services as defined in Appendix D (Service Category Descriptions), each for more than 100 sites or more than 2,000 users, in the U.S.

Two (2) of these five (5) client contracts must be with U.S. public entity clients.

3.4.3 Category 3 – Unified Communications (UC) Cloud VoIP Services

To meet the minimum qualification for Category 3 – Unified Communications (UC) Cloud VoIP Services, the vendor must identify five (5) client contracts for UC Cloud VoIP Services as defined in Appendix D (Service Category Descriptions), each for more than 3,000 phones in the U.S.

Two (2) of these five (5) contracts must be with U.S. public entity clients.

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3.0 MINIMUM MANDATORY REQUIREMENTS – continued

3.4.4 Category 4 – Cloud Contact Center Services

To meet the minimum qualification for Category 4 – Cloud Contact Center Services, the vendor must identify five (5) client contracts for Cloud Contact Center services as defined in Appendix D (Service Category Descriptions), that can support more than 200 call takers in the U.S.

Two (2) of these five (5) contracts must be with U.S. public entity clients.

3.4.5 Category 5 – Legacy Services

To meet the minimum qualification for Category 5 – Legacy Services, the vendor must identify five (5) client contracts for Legacy Services as defined in Appendix D (Service Category Descriptions), each of which must have 1,000 or more Legacy Service lines, or 1,000 or more Legacy Service circuits, or a combination of Legacy service lines and Legacy Service circuits that equates to 1,000 or more.

All Legacy Service lines and Legacy Service circuits must be in the United States (U.S.). Two (2) of these five (5) contracts must be with U.S. public entity clients.

3.4.6 Category 6 – SMS Outbound Text Message Solution

To meet the qualification for Category 6 – SMS Outbound Text Message Solution, the vendor must identify three (3) client contracts, within the past five (5) years, for SMS Outbound Text Message Solution as defined in Appendix D (Service Category Descriptions), that can support more than 10 million SMS outbound text messages per month in English and translated, at a minimum in eleven (11) different languages, with archival retention of at least two (2) years, with 24/7 support in the U.S. One (1) of these three (3) contracts must be with a U.S. public entity client. The vendor must also provide written confirmation that their team consists exclusively of US-based resources.

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Statement of Qualifications (SOQ) Overview

- Vendors may seek to qualify under one or more service categories.
- All SOQs must be submitted electronically in the prescribed format as required in Paragraph 7.4 and 7.5 of the RFSQ on pages 29-35 of the RFSQ (PDF pages 33-39).
- It is the Vendor's responsibility to ensure the submission and all related forms are signed in accordance with the RFSQ.
- Vendor's may withdraw its SOQ at any time and resubmit at any further date while the RFSQ is open.
- Vendors understand and agree that submission of a SOQ constitutes acknowledgment and acceptance of, and a willingness to comply with all the T&Cs of the Master Agreement.
- SOQs will be reviewed in the order they are received.



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Preparation and Format of the SOQ

All SOQs must be submitted electronically in the prescribed format as required in Paragraph 7.4 of the RFSQ on pages 29-34 of the RFSQ (PDF pages 33-38). Any SOQ that deviates from the prescribed format may be rejected without review at the County's sole discretion.

Format:

• Table of Contents

• Section A: Vendor Qualifications

- A.1: Exhibit 1, summary of relevant background information, approach per service category, support documents (LLC, limited partnership)
- A.2: References (Exhibit 7A-7F) per applicable service category, joint venture information
- A.3: Vendor's Debarment History & List of Terminated Contracts (Exhibit 4)
- A.4: Vendor's Pending Litigation & Judgments

• Section B: Required Forms **OR** Section B.1: Required Forms for Incumbent Contractors (see next slide)

• Section C: Proof of Insurability



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Continued – Required Forms

Section B:

- Exhibit 1 – Organization Questionnaire/Affidavit
- Exhibit 2 – Certification of Compliance
- Exhibit 3 – Request for Preference Consideration
- Exhibit 4 – Debarment History and List of Terminated Contracts
- Exhibit 5 – Community Business Enterprise (CBE) Information (Excel)
- Exhibit 6 – Minimum Mandatory Requirements
- Exhibit 7 – List of References
- Exhibit 8 – Contribution and Agent Declaration
- Exhibit 9 – Declaration



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Continued – Required Forms for Incumbent Contractors

OR: Section B.1:

- Exhibit 1 – Organization Questionnaire/Affidavit
- Exhibit 3 – Request for Preference Consideration
- Exhibit 5 – Community Business Enterprise (CBE) Information (Excel)
- Exhibit 8 – Contribution and Agent Declaration
- Exhibit 9 – Declaration



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Optional for SOQ Submission

Master Agreement:

Exhibit B:
Contractor's
Administration
(PDF page 122 of the
RFSQ)

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S NAME: _____
 MASTER AGREEMENT NO: _____
 WORK ORDER NO: _____
 CONTRACTOR'S PROJECT DIRECTOR:
 Name: _____
 Title: _____
 Address: _____
 Telephone: _____
 E-mail Address: _____
 CONTRACTOR'S AUTHORIZED OFFICIALS:
 Name: _____
 Title: _____
 Address: _____
 Telephone: _____
 E-mail Address: _____
 NOTICES TO CONTRACTOR:
 Name: _____
 Title: _____
 Address: _____
 Telephone: _____
 E-mail Address: _____



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SOQ Submission

- (1) One SOQ and (2) one redacted copy must be submitted in a searchable PDF format.
- The files shall be name:
"Vendor_SOQforTelecommunicationsServicesRFSQITS-110611-S". Replace "Vendor" with Vendor's name.
- No hard copies will be accepted. Please note, each email attachment file size is limited to 65 MB per email. Multiple emails of various file types (e.g., .zip, PDF, Excel) will be accepted. All SOQ documentation must be attached, **not linked**.



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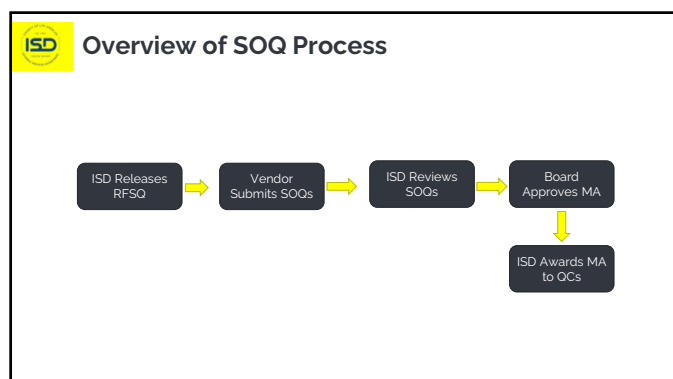
Continued – SOQ Submission

The SOQ and any related information or questions related to the RFSQ, must be emailed to:

Neary Ros at telecomm.contracts@isd.lacounty.gov



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ISD 5.3 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 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/>

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ISD 5.3 Mandatory Requirement to Register on County's WebVen

You may also go to <https://doingbusiness.lacounty.gov/> and clicking "REGISTER" to get started.

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ISD 5.18 Community Business Enterprise (CBE) Participation

- 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, and we strongly encourages participation by CBEs.
- 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.

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ISD 6.0 County's Preference Programs

L.A. County's Preference Programs

* Collectively known as Preference Program Enterprises (PPE's)

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department of economic opportunity

COUNTY OF LOS ANGELES [Contact Us](#)

Schedule an Appointment
<https://bit.ly/BizCounseling>

Visit Us
 4716 E Cesar Chavez, Bldg B
 Los Angeles, CA 90022

Call Us
 844.432.4900

Email Us
osb@opportunity.lacounty.gov
concierge@opportunity.lacounty.gov

RSVP for Upcoming Webinars
<https://bit.ly/dcbaBizEvents>

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Initial Contract Term:
 ↳ Ten (10) Years

Option Periods:
 ↳ Four (4) two-year option periods
 ↳ Two (2) six (6) month option periods

The total maximum term of the Telecommunications Services MA is nineteen (19) years.

Telecommunications Services Master Agreement Term



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Master Agreement Process

- Master Agreements will be awarded to each Vendor demonstrating all of the following:
 - Meets the requisite requirements set forth in Paragraph 3.0 (Minimum Mandatory Requirements) of the RFSQ,
 - Accepts the T&Cs without exception, and
 - Meets insurance requirements set forth in Appendix A (Master Agreement).
- The execution of a master agreement does **not** guarantee a QC any minimum amount of work or business.
- Specific tasks, deliverables, etc., will be determined at the time ISD develops and releases Work Order Solicitations (WOS).
 - Only QCs qualified under the specific category which the WOS is released will be contacted to submit bids or proposals under the WOS.



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Master Agreement

Vendors must read and become thoroughly familiar with the Master Agreement included in this solicitation. The Master Agreement sets forth the County's contractual terms and conditions, and other material provisions that will govern the resulting subordinate awards. Vendors must accept the terms and conditions contained in the Master Agreement.

- Appendix A - Master Agreement
 - ✓ Terms and Conditions
 - ✓ STANDARD EXHIBITS
 - ✓ Forms Required for Each Work Order Before Work Begins
 - ✓ UNIQUE EXHIBITS




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Reminder – Important Dates

Final Written Questions Due:	03/12/2026
Final Questions and Answers Released:	03/26/2026
Vendor SOQ submissions Due:	04/09/2026 by 2:00pm (open/continuous*)

*SOQs not received by the initial due date listed in Paragraph 1.0 may not be reviewed prior to the Board of Supervisor's approval of the Master Agreement; however, the SOQs will be reviewed after Board of Supervisor's approval.



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Contact with County Personnel

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

Neary Ros
telecomm.contracts@isd.lacounty.gov

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

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County Websites and Contact Information

Doing Business with Los Angeles County

<https://doingbusiness.lacounty.gov/>





Vendor Registrations
ISDVendorRelations@isd.lacounty.gov
 (323) 267-2725



Vendor Registration
<https://camisvr.co.la.ca.us/web/en/>



Open Solicitations
<https://doingbusiness.lacounty.gov/open-solicitations/>



Office of Small Business
<https://opportunity.lacounty.gov/how-we-help/office-of-small-business/>

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Written Questions/Responses
must be submitted electronically
via email to:
Telecomm.contracts@isd.lacounty.gov

Questions??

