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Speed. Reliability. Value.

April 2, 2026

Dear Proposers:

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

This Addendum Two 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.

REVISIONS

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

#	Document	Section
1	RFP	1.0 (Solicitation Information and Minimum Mandatory Requirements)

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

This Addendum Two 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	April 27, 2026
SOQ's Due	(Initial due date*) April 1623, 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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April 2, 2026
Page 7

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