



MICHAEL OWH
Director

County of Los Angeles **INTERNAL SERVICES DEPARTMENT**

1100 North Eastern Avenue
Los Angeles, California 90063

Speed. Reliability. Value.

April 30, 2026

ADDENDUM NUMBER ONE RECORDS MANAGEMENT SERVICES MASTER AGREEMENT REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ) # GCS-10637-S

This Addendum Number One is issued to provide clarifications and revisions to the Records Management Services Master Agreement RFSQ #GCS-10637-S and to respond to questions submitted. All revisions to the RFSQ appear in **red** text.

PART 1 (Revisions to the RFSQ):

1. In **RFSQ, Section 7.4.2.1 Vendor's Background and Experience (Section A.1)** is deleted in its entirety and revised as follows:

The Vendor must complete, sign and date the Exhibit 1 (Organization Questionnaire/Affidavit) as set forth in Appendix B (Required Forms). The person signing the form must be authorized to sign on behalf of the Vendor and to bind the vendor in a Master Agreement. Provide a summary of relevant background information to demonstrate that the Vendor meets the minimum mandatory requirements stated in Paragraph 3.0 of this RFSQ and has the capability to perform the required services as a corporation or other entity. Vendors also must describe, in no more than three pages for each category for which they intend to qualify, their approach and capabilities to providing the services per service category, **as well as submitting a completed Exhibit 10 (Statement of Qualifications Category Submission Form).**

2. In **RFSQ, Section 7.4.3 Required Forms (Section B)** is deleted in its entirety and revised as follows:

Include all forms identified in Appendix B (Required Forms).
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
Exhibit 6 Minimum Mandatory Requirements
Exhibit 7 List of Public Entities
Exhibit 8 List of References
Exhibit 9 Contribution and Agent Declaration
Exhibit 10 Statement of Qualifications Category Submission Form
Exhibit **11** Declaration

3. In Appendix **B - Required Forms** add **Exhibit 10 (Statement of Qualifications Category Submission Form)**, included as **Attachment 1** to this addendum and rename **Exhibit 10** to **Exhibit 11 (Declaration)**, included as **Attachment 2**.

PART 2 - QUESTIONS AND ANSWERS:

1.0 Q: Will the County consider answering questions on a rolling basis?

A: Questions received by the Written Questions due date of April 23, 2026, are being answered via this Q& A Addendum 1. Additional questions may be submitted to the contract analyst; however, those questions will be answered as they come in and will not be included in an addendum.

2.0 Q: Is this bid open to out-of-state vendors?

A: There is no provision in RFSQ# GCS-10637-S that prohibits out-of-state vendors from submitting a Statement of Qualifications (SOQ); however, Vendors must comply with all the RFSQ, Master Agreement, and subsequent Work Orders' (WO) Terms and Conditions.

3.0 Q: Would documents be allowed to leave the state of California?

A: All work as an outcome of this RFSQ will be solicited individually based on County department-specific requirements, which will be subordinate Work Order Solicitations (WOS) under the Master Agreement Program. All Master Agreement Contractors in the service category under the WOS must comply with the requirements outlined in the Master Agreement, Work Order, and its Statement of Work (SOW).

4.0 Q: Will you release a copy of this recording?

A: No. Recordings are the property of the County and will not be released as part of this solicitation.

5.0 Q: Can Vendors receive a copy of the slides shared at the Vendors' Conference?

A: Yes. See Attachment 3 to this addendum for a copy of the presentation slides.

6.0 Q: Can you provide a list of all attendees?

A: Yes. See Attachment 4 to this addendum for the attendee list.

7.0 Q: Was participation in the Vendors' conference mandatory to respond to this solicitation?

A: No, the Vendor's conference was not mandatory. Participation in the Vendors' Conference was voluntary and not a requirement to submit an SOQ to this RFSQ.

8.0 Q: Appendix B, Exhibit 10 requires vendors to declare that the information in Exhibits 1 through 12 is true. However, the current package only includes Exhibits 1 through 10. Could the County please provide clarification on the contents of Exhibits 11 and 12?

A: There were only 10 Exhibits in the RFSQ when released. A new Exhibit 10 (Statement of Qualifications Category Submission Form) is being added as part of this addendum. A revised copy of Exhibit 10 (now Exhibit 11) has been included as an attachment to this addendum.

9.0 Q: What are the names of the vendor awardees under the existing Master Agreement?

A: This Q&A Addendum only addresses questions pertaining to RFSQ# GCS-10637-S for Records Management Services, which is a new Program. This RFSQ replaces RFSQ # 104542 for Document Storage Services Master Agreements.

10.0 Q: How many total Work Orders have been issued under the existing Master Agreement, and what is the average order value?

A: This Q&A Addendum only addresses questions pertaining to RFSQ# GCS-10637-S for Records Management Services, which is a new Program. This RFSQ replaces RFSQ # 104542 for Document Storage Services Master Agreements. For historical documents/data under the Document Storage Services Master Agreements, you may submit a public records request at <https://lacountyisd.nextrequest.com/>.

11.0 Q: What percentage of Work Orders under the existing Master Agreement have been for Document Scanning Services, and what is the corresponding value of awards?

A: This Q&A Addendum only addresses questions pertaining to RFSQ# GCS-10637-S for Records Management Services, which is a new Program. This RFSQ replaces RFSQ # 104542 for Document Storage Services Master Agreements. For historical documents/data under the Document Storage Services Master Agreements, you may submit a public records request at <https://lacountyisd.nextrequest.com/>.

12.0 Q: Approximately how many images have been scanned under the existing Master Agreement?

A: This Q&A Addendum only addresses questions pertaining to RFSQ# GCS-10637-S for Records Management Services, which is a new Program. This RFSQ replaces RFSQ # 104542 for Document Storage Services Master Agreements. For historical documents/data under the Document Storage Services Master Agreements, you may submit a public records request at <https://lacountyisd.nextrequest.com/>.

13.0 Q: What percentage of Work Orders under the existing Master Agreement have been awarded based on the lowest price criteria?

A: This Q&A Addendum only addresses questions pertaining to RFSQ# GCS-10637-S for Records Management Services, which is a new Program. This RFSQ replaces RFSQ # 104542 for Document Storage Services Master Agreements. For historical documents/data under the Document Storage Services Master Agreements, you may submit a public records request at <https://lacountyisd.nextrequest.com/>.

14.0 Q: RFSQ page 3, paragraph 3 Document Scanning; Is there an existing backlog of materials to be scanned? If yes, what is the estimated page volume of the backlog?

A: No, this information is not available. Services will depend on the specific requirements requested by County departments under a Work Order Solicitation (WOS).

- 15.0 Q: RFSQ page 4, paragraph 2.4.3 states “Only those Contractors qualified for the specific service category will be contacted to submit bids or proposals.” Please clarify, will all WO requests be sent to all vendors qualified for the specific service category under the Master Agreement? If not, how will work order request distribution be determined?**

A: Yes, as specified in RFSQ, Section 2.4.3, Contractors qualified and awarded Master Agreements in the specific service category (or categories) applicable to the required services will be contacted to submit bids or proposals.

- 16.0 Q: With regard to RFSQ page 139, Exhibit 2 Certification of Compliance form, please clarify: for item 6, if bidder has not previously participated in the GAIN/START program but is willing to consider GAIN/START participants for any future openings, would bidder select “Yes” for both items under #6? If not, please clarify the proper selections.**

A: Yes. Board Policy 5.050 requires an attestation of willingness to consider GAIN/START participants; therefore, if your firm is willing to consider GAIN/START participants for any future openings, please select “Yes” for both options under item 6 in Exhibit 2, Certification of Compliance.

- 17.0 Q: RFSQ page 24, paragraph 8.2 states the Department will generally select Vendors that have experience in providing a broad range of Records Management services. Does this mean that a bidder who responds to all 4 service categories has a higher likelihood of award compared to a bidder who responds in one service category but is specialized in that area?**

A: RFSQ page 24, paragraph 8.2 refers to the award of a Master Agreement, and states, “The Department will generally select Vendors that have experience in providing a broad range of Records Management services. However, in order to ensure the Department has a varied pool of qualified Contractors, the Department may offer Master Agreements to Vendors that offer a narrow scope of services in more highly specialized areas.”

- 18.0 Q: Please estimate the number of pages or images, on an annual basis, that the County currently scans internally or via service providers?**

A: This information is not available at this time and will be dependent on specific services requested by the County departments under a Work Order Solicitation (WOS).

- 19.0 Q: In regard to the Most Favored Public Entity language, would the County consider removing this language from the Standard Terms and Conditions for all offerors? As written, this language is administratively complex and burdensome for large bidders with an extensive footprint in the State. To ensure the County receives the most competitive pricing possible, would the County be open to replacing this with an annual business review and mutual price renegotiation clause instead?**

A: It is the County’s policy that Master Agreement Terms and Conditions are non-negotiable. All qualified Master Agreement contractors are expected to comply with Paragraph 8.26 Most Favored Public Entity which states “If the Contractor’s prices decline, or should the Contractor at any time during the term of this Master Agreement provide the same goods or services under similar quantity and delivery conditions to the State of California or any county,

municipality, or district of the State at prices below those set forth in this Master Agreement, then such lower prices will be immediately extended to the County.”

20.0 Q: Please describe the anticipated types of documents that are considered “specialized media.”

A: Specialized Media refers to large-format materials, blueprints, engineering drawings, architectural plans, maps, posters, high-resolution prints, and bounded items, books, ledgers, and manuscripts.

21.0 Q: Will all records and documents to be scanned be located/picked up within the boundaries of the County of Los Angeles?

A: Yes. All records and documents are located in County of Los Angeles facilities, located within the boundaries of the County of Los Angeles.

22.0 Q: Is it a priority for LA County to consolidate to one vendor (offsite records provider)?

A: No. As stated in the RFSQ, paragraph 2.1 (Scope of Work), “The County is seeking qualified companies to enter into Master Agreements with the County to provide records management services for County Departments located throughout the County of Los Angeles on an as-needed basis.”

23.0 Q: Does the County have a goal to digitize a portion of the inventory (such as a collection) or just as needed? Providing a quote on a section of boxes is more cost-effective.

A: This information is not available. Services will be dependent on specific requirements as requested by the County departments under a Work Order Solicitation (WOS).

24.0 Q: What is the primary goal of SOQ?

A: The goal of the SOQs is to pre-qualify vendors to award Master Agreements, thereby establishing a pool of qualified contractors that will be available to provide records management services for County Departments located throughout the County of Los Angeles on an as-needed basis.

All other terms and conditions of RFSQ# GCS-10637-S remain in effect.

REQUIRED FORMS - EXHIBIT 10

**RECORDS MANAGEMENT SERVICES MASTER AGREEMENT
STATEMENT OF QUALIFICATION CATEGORY SUBMISSION FORM**

This serves as an application for the Records Management Services Master Agreement.

To complete the Statement of Qualification:

1. Check off/fill out all the requirements met and sign the form.
 - Minimum Mandatory Requirements (applies to all vendors)
 - Category Specific Qualifications (only complete sections in categories you intend to apply for)
2. Attach all applicable documents listed in the Required Forms section.
3. Attach copies of the licenses/certificates/proof registrations (if applicable) checked off in specific categories.
4. Vendor acknowledges and certifies that it meets the Minimum Requirements listed in **Paragraph 3.0 Minimum Mandatory Requirements** and has completed all forms in **Appendix B Required Forms** of this Request for Statement of Qualifications (RFSQ).

VENDOR NAME

VENDOR ADDRESS

3.0 MINIMUM MANDATORY REQUIREMENTS

APPLICATION CATEGORIES (check all that apply)		NUMBER OF YEARS PERFORMING SERVICE (within the last 5 years)	
☐ Category 1	Physical Record Storage	_____	yrs
☐ Category 2	Vault Storage	_____	yrs
☐ Category 3	Document Scanning	_____	yrs
☐ Category 4	Records Destruction	_____	yrs

INSURANCE REQUIREMENTS (for all vendors)		County Use Only	
GENERAL LIABILITY		Yes	No
General Aggregate: \$2,000,000	☐	☐	☐
Products/Completed Operations Aggregate: \$1,000,000	☐	☐	☐
Personal and Advertising Injury: \$1,000,000	☐	☐	☐
Each Occurrence: \$1,000,000	☐	☐	☐
AUTO LIABILITY			
Auto Liability: \$1,000,000	☐	☐	☐
WORKERS' COMPENSATION			
Each Accident: \$1,000,000	☐	☐	☐
BAILEE INSURANCE			
Listed	☐	☐	☐
MOTOR TRUCK CARGO			
Deductible: \$5,000 Maximum	☐	☐	☐
Limits: \$10,000,000	☐	☐	☐
CYBER LIABILITY INSURANCE			
Each Occurrence: \$5,000,000	☐	☐	☐

REQUIRED FORMS - EXHIBIT 10

APPENDIX B		County Use Only	
		Yes	No
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	☐	☐	☐
Exhibit 6: Minimum Mandatory Requirements	☐	☐	☐
Exhibit 7: List of Public Entities	☐	☐	☐
Exhibit 8: List of References	☐	☐	☐
Exhibit 9: Contribution and Agent Declaration	☐	☐	☐
Exhibit 10: Category Submission Form	☐	☐	☐
Exhibit 11: Declaration	☐	☐	☐
VENDOR SUPPLIED		Yes	No
Certificate of Good Standing (if Corporation or LLC)	☐	☐	☐
Statement of Information (if Corporation or LLC)	☐	☐	☐
Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership (if Limited Partnership)	☐	☐	☐
Statement of Pending Litigation	☐	☐	☐
LA County named as an additional insured	☐	☐	☐

APPLICANT ACKNOWLEDGES THAT IF ANY FALSE, MISLEADING, INCOMPLETE, OR DECEPTIVELY UNRESPONSIVE STATEMENTS IN CONNECTION WITH THIS SOQ ARE MADE, THE SOQ MAY BE REJECTED. THE EVALUATION AND DETERMINATION IN THIS AREA SHALL BE AT THE DIRECTOR'S SOLE JUDGMENT AND HIS/HER JUDGMENT SHALL BE FINAL.

I DECALARE UNDER PENALTY OF PERJURY THAT ALL OF THE ABOVE INFORMATION IS TRUE AND CORRECT.

PREPARER'S SIGNATURE

DATE

PRINT PREPARER'S NAME

TITLE

COUNTY USE ONLY	
VENDOR NAME	AGREEMENT #
DATE RECEIVED	ANALYST

REQUIRED FORMS – EXHIBIT 11

DECLARATION

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE INFORMATION SUBMITTED IN EXHIBITS 1-11 IS TRUE AND CORRECT.

PRINT NAME: Click or tap here to enter text.	TITLE: Click or tap here to enter text.
SIGNATURE:	DATE: Click or tap here to enter text.

RECORDS MANAGEMENT SERVICES MASTER AGREEMENT RFSQ #GCS-10637-S

ISD CONTRACTS DIVISION

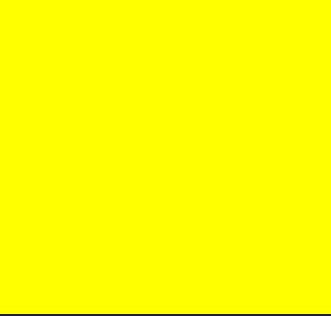
April 17, 2026





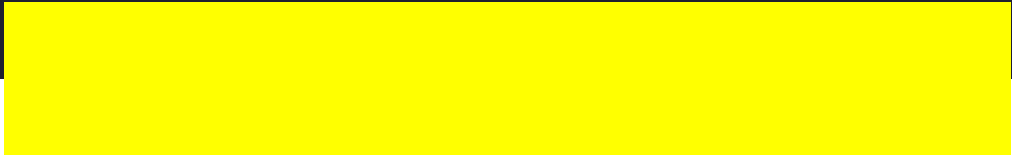
Conference Guidelines

- ❖ Please MUTE your microphone.
- ❖ Submit your firm name and contact information in the Chat or via email to Carlos Rubio at crubio@isd.lacounty.gov to document attendance.
- ❖ Submit your questions via the meeting chat or via email. All questions will be answered at the end.
- ❖ This conference is being recorded.
- ❖ If you find yourself unable to hear at any point, please let us know verbally or by raising your hand.
- ❖ 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.



Introductions

County Personnel



Agenda

- Background
- Purpose
- Request For Statement of Qualifications (RFSQ) Overview
- Master Agreement Process
- General Information
- Instructions to Vendors
- SOQ Review/Selection/Qualification Process
- Master Agreement to Selection Process
- Questions and Answers



Background

The County of Los Angeles (County), Internal Services Department (Department) is seeking qualified companies to enter into Master Agreements with the County to provide records management services for County Departments located throughout the County of Los Angeles on an as-needed basis. Services will include all the labor, storage facilities, utilities, equipment, vehicles, transportation, supplies, software, inventory cataloging and tracking, and/or forms necessary to transport and maintain confidential storage, control, and accurate accountability of documents.

Vendors may seek to qualify in one or more of following four (4) categories as described in Paragraph 2.1 (Scope of Work) of the RFSQ.

Overview

Some significant features of this RFSQ and resulting 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 additional Service Categories may be added, deleted, or amended at any time throughout the term of the Master Agreement based on the operational needs of the County. When this occurs, the County will post RFSQ addenda on its Los Angeles County Solicitations website.

RFSQ Timetable

Event	Date
RFSQ Release Date	3/31/2026
RFSQ Contact	Carlos Rubio via email: crubio@isd.lacounty.gov
Solicitation Requirements Review (SRR) Request Due	4/14/2026
Virtual Vendor's Conference	4/17/2026, 11:00 am PST
Written Questions Due	4/23/2026, 12 noon PST
Questions and Answers Released via Addendum	4/30/2026
SOQ's Due	(Initial due date) 5/7/2026 by 2:00 p.m. (PST)

RFSQ Overview

- Section 1 – Solicitation Information
- Section 2 – General Information
- Section 3 – Minimum Mandatory Requirements
- Section 4 – County's Rights & Responsibilities
- Section 5 – Notification to Vendors
- Section 6 – County's Preference Programs
- Section 7 – Statement of Qualification (SOQ) Requirements
- Section 8 – SOQ Review/Selection/Qualification Process
- Section 9 – Protest Process Overview
- Appendices
 - A - Sample Master Agreement
 - B - Required Forms
 - C - Solicitation Requirements Review Request
 - D - Service Category Descriptions

Master Agreement Term

(RFSQ SECTION 2.5 AND MASTER AGREEMENT SECTION 4.0)

- Initial Master Agreement (MA) Term:
 - Five (5) years
- Renewal Option Years:
 - Three (3) additional (2) two-year options and
 - 6 month-to-month extensions

Total Maximum MA Term: Eleven (11) Years and Six (6) Months.

The MAs will become effective upon the date of execution by the Director of ISD or their designee.



Vendors Minimum Mandatory Requirements

(RFSQ SECTION 3.0)

- 3.1** 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** At least one (1) of the Vendors references provided in Appendix B (Required Forms), Exhibit 8 (List of References) must be responsive and validate that the Vendor meets the Minimum Mandatory Requirements identified in Section 3.3 (Minimum Mandatory Requirements).
- 3.3** Vendor must have three (3) years of cumulative experience, within the last five (5) years providing services in at least one (1) of the categories as set forth in Appendix D (Service Category Descriptions), which include Physical Record Storage, Vault Storage Services, Document Scanning, or Records Destruction as indicated in Paragraph 2.1 (Scope of Work) of this RFSQ. Vendors may submit an SOQ for one or more service categories but must meet the minimum mandatory requirements for the service category or categories identified in the SOQ at time of submission.

Specific Category Descriptions and Qualifications

(RFSQ SECTION 2.1)

1. Physical Record Storage - Physical records storage services include the secure off-site storage and management of physical records in controlled facilities designed to protect against environmental damage, unauthorized access, and loss. Services can encompass barcoding, indexing, inventory tracking, chain-of-custody documentation to ensure accountability, retrieval, pickup, and delivery services, as well as long-term archival storage and disaster recovery protection.

2. Vault Storage – Special

2.1 Transportation – Contractor must provide vehicles that are air-conditioned in the cargo compartment to maintain a temperature between 65° F (18° C) and 75° F (24° C).

2.2 Storage Methods & Temperature Requirements - Documents must be stored on shelves, on racks, or in storage cabinets made of non-corrosive materials. Storage temperature must be less than 70° F, ideally 65° F. Relative humidity must not exceed 40%, and must be kept within a range of 20% to 30%. Fluctuations in temperature and humidity must not exceed 5% in a 24-hour period.



Specific Category Descriptions and Qualifications (Cont.)

(RFSQ SECTION 2.1)

3. Document Scanning - Document scanning services provide high-volume conversion of physical records into digital formats to support accessibility, preservation, and workflow efficiency. Services can include document preparation, scanning, optical character recognition (OCR), metadata indexing, quality control review, and secure electronic file delivery. Large-format documents, plans, and specialized media may also be digitized.

4. Records Destruction - Records destruction services provide secure and destruction of physical documents and electronic records at the end of their retention period. Services may include on-site or off-site shredding, secure transportation, certified destruction processes, and environmentally responsible disposal or recycling. Documentation such as certificates of destruction and detailed audit records must be provided to ensure compliance with applicable privacy, confidentiality, and regulatory requirements, when required by the County.

New Firm Eligibility

(RFSQ SECTION 3.4)

Vendors may submit SOQs in the event that they have not been in business for the minimum number of years required in the paragraph above. Vendors may qualify if the Vendor's principals, partners, or officers personally meet the minimum qualifications from previous organizations. Vendors must explicitly state that they are seeking to qualify under this provision.

NOTE – Vendors may not use subcontractor's experience to meet any of the Minimum Mandatory Requirements listed in Section 3.0.



Contact with County Personnel

(RFSQ SECTION 5.2)

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

Carlos Rubio
crubio@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 disqualify their proposal from further consideration.

Register on County's WebVen

(RFSQ SECTION 5.3)

Prior to a contract award, all potential contractors must register in the County's WebVen. Registration can be accomplished online via the Internet by accessing the County's home page at:

<http://camisvr.co.la.ca.us/webven/>





 Contract Connections

SOLICITATIONS & CONTRACTS

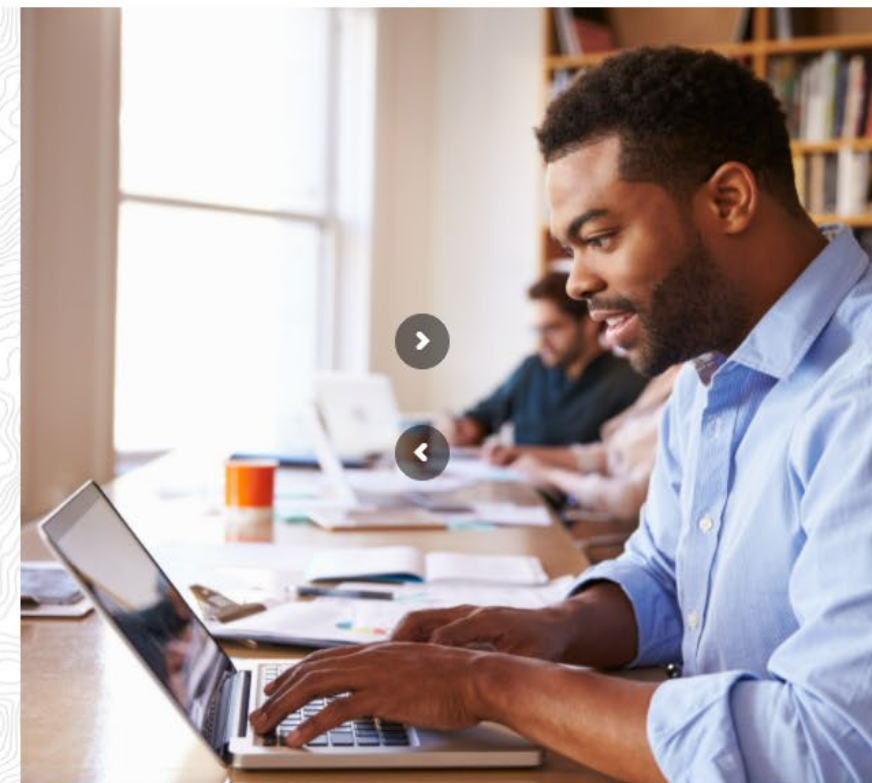
You can view County
solicitations online!

REGISTER

OPEN SOLICITATIONS

VENDOR SELF SERVICE

AWARDED CONTRACTS

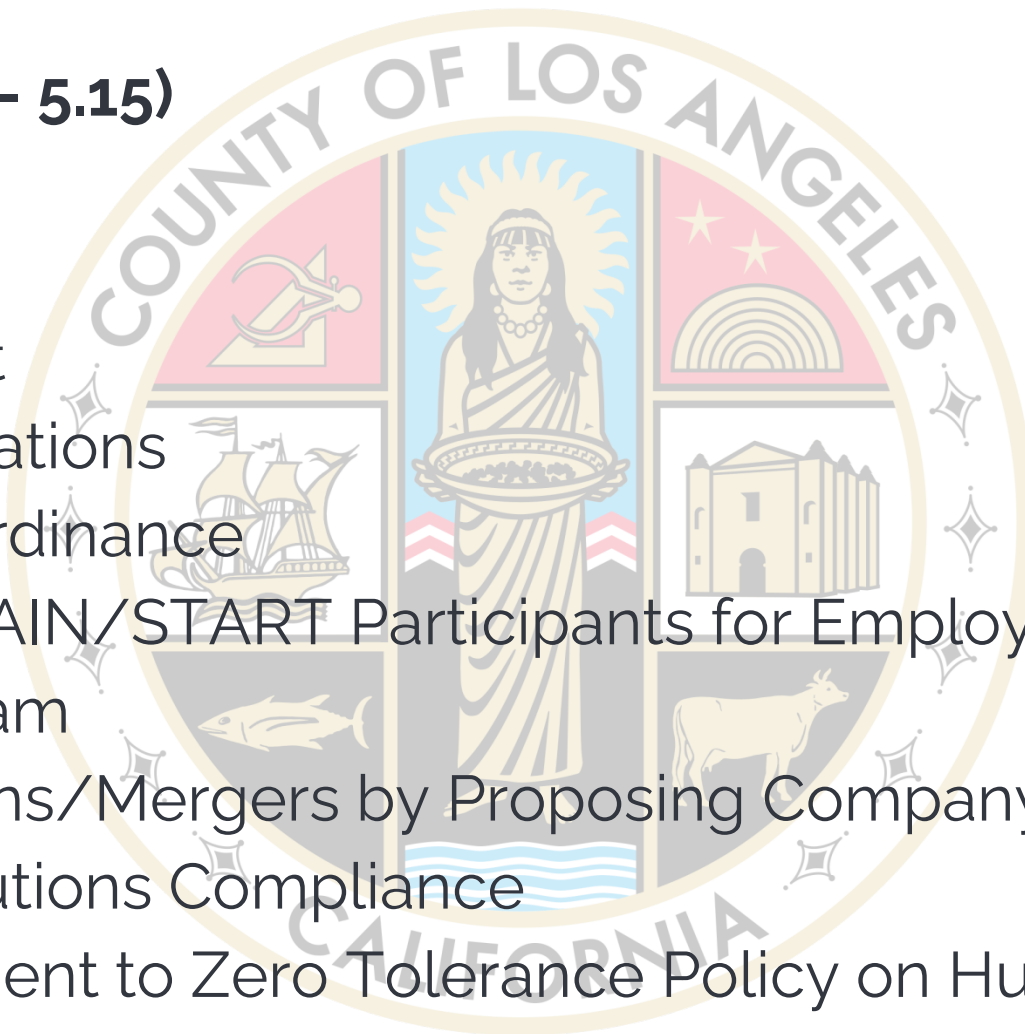


PROGRAMS FOR YOU

Other County Provisions

(RFSQ SECTION 5.5 – 5.15)

- Conflict of Interest
- Vendor Debarment
- Improper Considerations
- County Lobbyist Ordinance
- Consideration of GAIN/START Participants for Employment
- Jury Service Program
- Pending Acquisitions/Mergers by Proposing Company
- Charitable Contributions Compliance
- County's Commitment to Zero Tolerance Policy on Human Trafficking





Community Business Enterprise (CBE) Participation

(RFSQ SECTION 5.19)

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.



COUNTY'S PREFERENCE PROGRAMS

L.A. County's Preference Programs

Local Small Business Enterprise (LSBE)

Disabled Veterans Business Enterprise (DVBE)

Social Enterprise (SE)

(RFSQ SECTION 6.o)

To apply for certification, contact the Department of Economic Opportunity (DEO) at:

https://iddweb.isd.lacounty.gov/DCA_eComplaint/SmallBusinessCertifications

Then Complete and submit Request for Preference Consideration

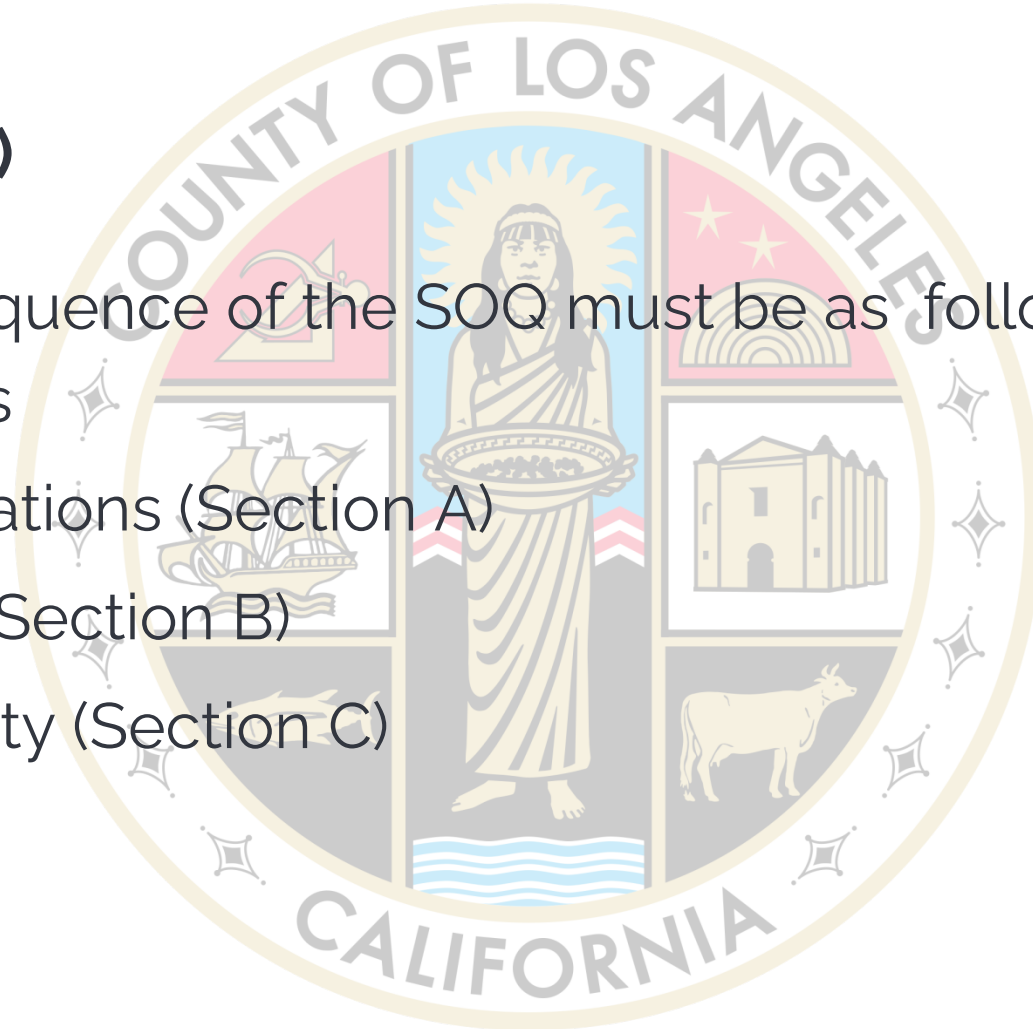
* Collectively known as Preference Program Enterprises (PPE's)

PREPARATION AND FORMAT OF THE SOQ

(RFSQ SECTION 7.4)

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)



VENDOR'S QUALIFICATIONS (SECTION A)

(RFSQ SECTION 7.4.2)

- Vendor's Background and Experience
- Vendor's List of References
- Vendor's Debarment History and List of Terminated Contracts
- Vendor's Pending Litigation and Judgments





Required Forms (Section B)

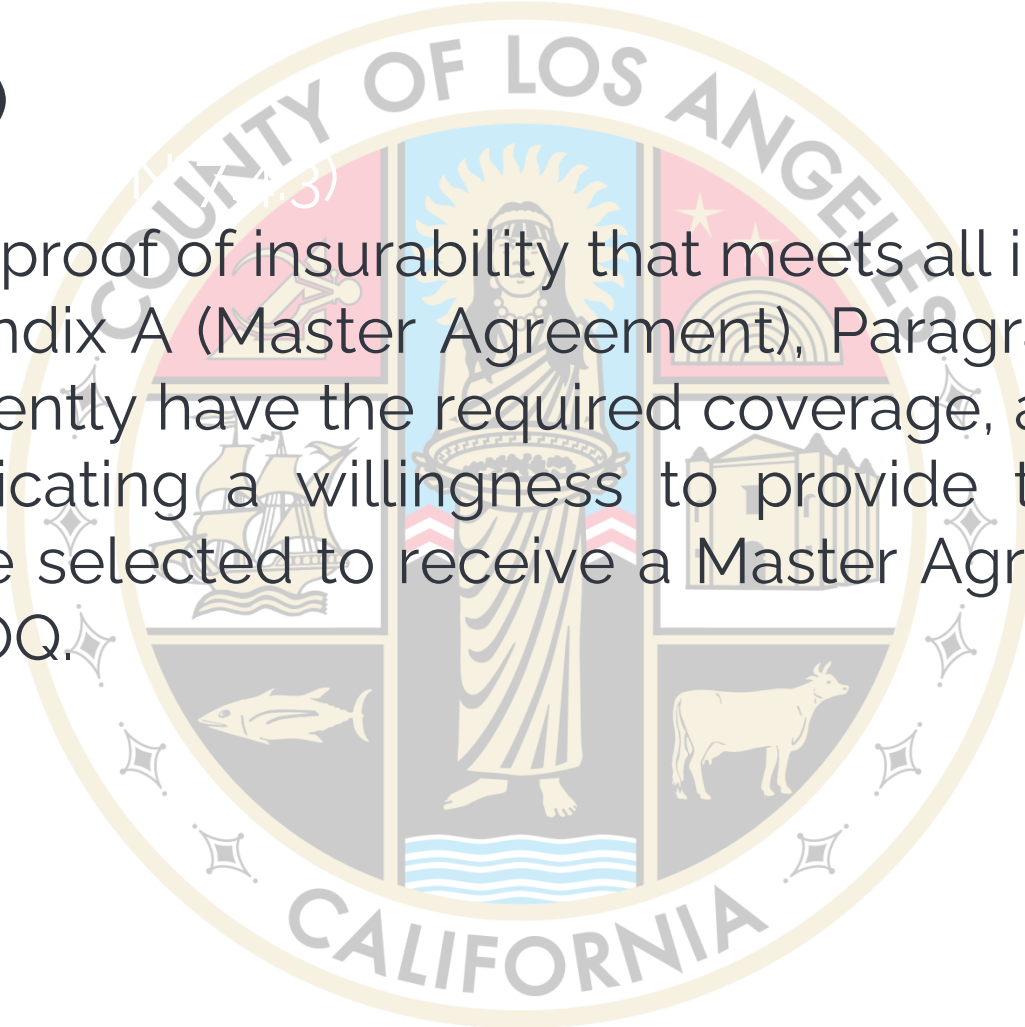
(RFSQ SECTION 7.4.3)

- 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
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- Exhibit 10 Declaration

Section C - Proof of Insurability

(RFSQ SECTION 7.4.4)

Vendor must provide proof of insurability that meets all insurance requirements set forth in the Appendix A (Master Agreement), Paragraphs 8.23 and 8.24. 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 the Vendor be selected to receive a Master Agreement award may be submitted with the SOQ.





SOQ Format and Submission

(RFSQ SECTION 7.4 and 7.5)

SOQs must be submitted as follows:

One SOQ must be submitted electronically in the prescribed format as indicated in Paragraph 7.4 and 7.5 of the RFSQ by the date and time listed in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements), via electronic mail (e-mail) as follows:

To: Carlos Rubio
crubio@isd.lacounty.gov

Subject: SOQ for Records Management Services RFSQ# GCS-10637-S



SOQ Submission

(RFSQ SECTION 7.5.2)

The SOQ must be saved as "SOQ for Records Management Services, RFSQ Number GCS-10637-S". Vendor will include, along with its submission, a completed copy of Appendix B (Required Forms), and SOQ documentation.

No hard copies delivered in person or facsimile (faxed) responses will be accepted.

It is the sole responsibility of the submitting Vendor to ensure that its SOQ is received before the initial submission deadline. Submitting vendors must bear all risks associated with delays in delivery.

SOQ Submission

(RFSQ SECTION 7.6)

Acceptance of Terms and Conditions of Master Agreement

Vendors understand and agree that submission of the SOQ constitutes acknowledgment and acceptance of, and a willingness to comply with, all terms and conditions of Appendix A (Master Agreement).





SOQ REVIEW/SELECTION/QUALIFICATION PROCESS

(RFSQ SECTION 8.o)

❖ REVIEW PROCESS

- Adherence to Minimum Mandatory Requirements
- Vendor's Qualifications
- Required Forms
- Proof of Insurability

❖ SELECTION/QUALIFICATION PROCESS

❖ MASTER AGREEMENT AWARD





APPENDICES

Appendix A – Sample Master Agreement

Appendix B – Required Forms

Appendix C – Solicitation Requirements Review (SRR) Request

Appendix D – Service Category Descriptions

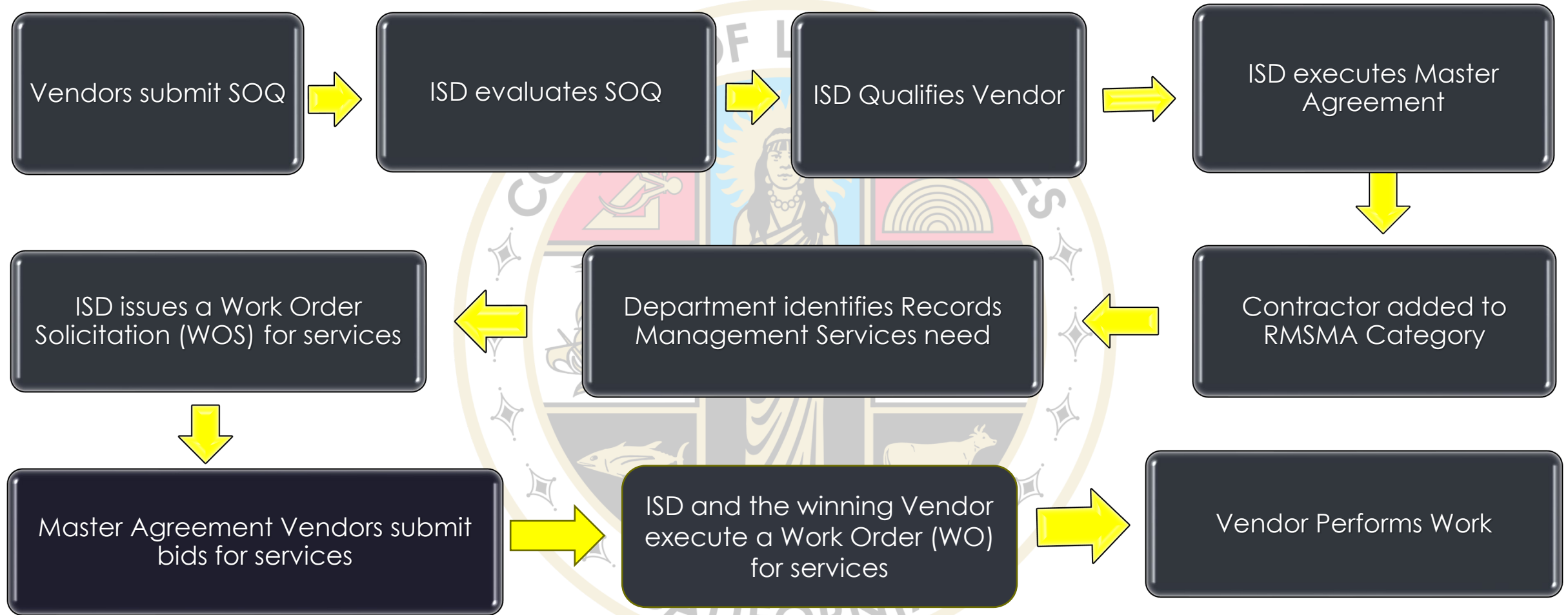




HOW RECORDS MANAGEMENT SERVICES ARE OBTAINED

- Departments reach out to ISD to request Records Management Services in one of the four service categories
- ISD releases a Work Order Solicitation (WOS) outlining the department's need and Scope of Work (SOW)
- Master Agreement Vendors qualified in the applicable service category for which services are being requested are invited to submit a bid for services
- County awards the Work Order to the Qualified Contractor that submits the lowest bid for services, unless the WOS specifies bid evaluation criteria other than lowest cost

Master Agreement to Work Order Selection Process



Key Dates

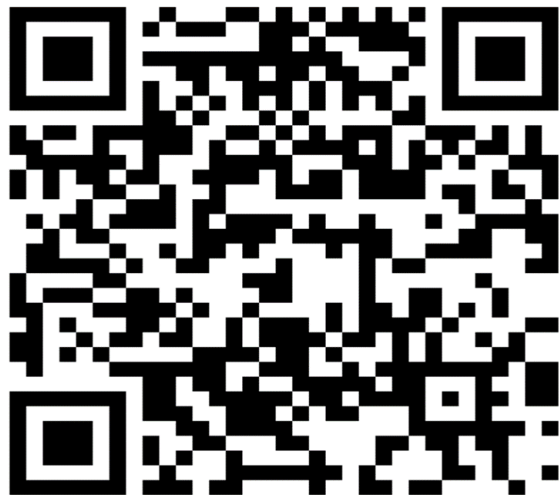
Written Questions Due	April 23, 2026 by 12:00 pm
Questions and Answers Released via Addendum	April 30, 2026
SOQ's Due (Initial Due Date)	May 7, 2026 by 2:00 pm



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/webven/>

Open Solicitations

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

Office of Small Business

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

QUESTIONS



RECORDS MANAGEMENT SERVICE MASTER AGREEMENT (RMSMA)

Virtual Vendor Conference - 04/17/26

Attendees

Ripcord

GRM

Iron Mountain

MetaSource

Xerox

Databank