



SELWYN HOLLINS
Director

County of Los Angeles **INTERNAL SERVICES DEPARTMENT**

9150 East Imperial Highway
Downey, California 90242

Telephone: (323) 267-2101
FAX: (323) 264-7135

Speed. Reliability. Value.

November 9, 2023

Dear Vendors:

ADDENDUM ONE
REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ)
FOR
ON-DEMAND INTERPRETATION AND TRANSLATION SERVICES MASTER
AGREEMENT (ODITS)
RFSQ # ITS- I10800-S

This Addendum One revises the ODITS RFSQ (RFSQ # ITS-I10800-S) as follows:

1. RFSQ
2. Appendix C, Sample Master Agreement
3. Exhibit C Sample Service Request Forms Packet of the Standard Exhibits to Sample Master Agreement

Please see revised ODITS RFSQ RFSQ # ITS-I10800-S posted online, dated
NOVEMBER 2023.

REVISIONS

- 1. Request For Statement of Qualifications (RFSQ) has been modified as follows:
(Please see updated RFSQ posted online dated November 2023)**

Section 5.8 (Gratuities) has been deleted in its entirety and replaced as follows:

5.8 Improper Considerations

5.8.1 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 the County's consideration of the Vendor's submission. A Vendor must 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.

5.8.2 Notification to County

A Vendor must immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report must be made to the Los Angeles County Fraud Hotline at (800) 544-6861 or <https://fraud.lacounty.gov/>. Failure to report such a solicitation may result in the Vendor's submission being eliminated from consideration.

5.8.3 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.

Section 5.9 (Notice to Vendors Regarding the County Lobbyist Ordinance) has been deleted in its entirety and replaced as follows:

5.9 County Lobbyist Ordinance

The County 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 the 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.

Section 5.10 (Consideration of GAIN/GROW Participants for Employment) has been deleted in its entirety and replaced as follows:

5.10 Consideration of GAIN/START Participants for Employment

5.10.1 As a threshold requirement for consideration of a Master Agreement, Vendors must demonstrate a proven record of hiring participants in the County's [Department of Public Social Services Greater Avenues for Independence \(GAIN\) or Skills and Training to Achieve Readiness for Tomorrow \(START\) Programs](#) or must attest to a willingness to consider GAIN/START participants for any future employment openings if they meet the minimum qualifications for that opening. Vendors must attest to a willingness to provide employed GAIN/START participants access to the Vendor's employee mentoring program, if available,

to assist these individuals in obtaining permanent employment and/or promotional opportunities.

- 5.10.2** Vendors who are unable to meet this requirement will not be considered for a Master Agreement. Vendors must submit a completed Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms), along with their SOQ.

Section 5.12 (Notification to County of Pending Acquisitions/Mergers by Proposing Company) has been deleted in its entirety and replaced as follows:

5.12 Pending Acquisitions/Mergers by Proposing Company

The Vendor must notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the Vendor is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers. This information must be provided by the Vendor in Exhibit 2 (Organization Questionnaire/Affidavit) of Appendix B (Required Forms). Failure of the Vendor to provide this information may eliminate its SOQ from any further consideration. Vendor should have a continuing obligation to notify the County and update any changes to its response in Exhibit 2 (Organization Questionnaire/Affidavit) of Appendix B (Required Forms) during the solicitation.

Section 5.15 (Vendor's Acknowledgement of County's Commitment to Zero Tolerance Policy on Human Trafficking) has been deleted in its entirety and replaced as follows:

5.15 County's Commitment to Zero Tolerance Policy on Human Trafficking

- 5.15.1** On October 4, 2016, the Los Angeles County Board of Supervisors 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.
- 5.15.2** Vendors are required to complete Exhibit 3 (Certification of Compliance) in Appendix B (Required Forms), 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 C (Master Agreement). Further, contractors are required to comply with the requirements under said provision for the term of any Master Agreement awarded pursuant to this solicitation.

Section 5.19 (COVID-19 Vaccinations of County Contractor Personnel) has been intentionally omitted.

Section 5.20 (Community Business Enterprise (CBE) Participation) has been deleted in its entirety and replaced as follows:

5.20 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, calculated on the eligible procurement dollars. The program maintains data on the types of businesses registered as CBEs and their utilization. The Vendor's CBE participation must be reflected in Exhibit 6 (Community Based Enterprise (CBE) Information) form in Appendix B (Required Forms).

All Vendors must document efforts it has taken to assure that CBEs are utilized, when possible, to provide supplies, equipment, technical services, and other services under this Master Agreement. The Vendor must make documents related to these efforts available to the County upon request.

The County strongly encourages participation by CBEs; however, the final selection will be made without regard to race, color, creed, or gender. The final selection will be based on the Vendor's ability to provide the best service and value to the County.

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.

Section 6.1 (County Prompt Payment Program) has been deleted in its entirety and replaced as follows:

6.1 Preference Program Enterprises (PPEs) - Prompt Payment Program

It is the intent of the County that Certified Preference Program Enterprises (PPEs) receive prompt payment for services they provide to County Departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an approved, undisputed invoice which has been properly matched against documents such as a receiving, shipping, or services delivered report, or any other validation of receipt document consistent with Board Policy 3.035 ([Preference Program Payment Liaison and Prompt Payment Program](#)).

- 2. Appendix C (Sample Master Agreement) has been modified as follows: (Please see updated Sample Master Agreement posted online dated November 2023.)**

Section 8.58 (COVID-19 Vaccinations of County Contractor Personnel), of the Table of Contents been INTENTIONALLY OMITTED.

Standard Exhibits has been deleted in its entirety and replaced as follows:

STANDARD EXHIBITS

- A Statement of Works, Category 1 through 6
- B Price Sheets, Category 1 through 6
- C Sample: Service Request Forms Packet
 - Service Request Form
 - Code of Ethics, Professional Conduct and Confidentiality Statement
 - Certifications
 - Confidentiality Forms
- D Sample: Acceptance Form
- E County's Administration
- F Contractor's Administration
- G Safely Surrendered Baby Law

UNIQUE EXHIBITS

- H Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")
- I Health Information Technology For Economic and Clinical Health Act ("HITECH")
- J Information Security and Privacy Requirements

ATTACHMENTS

- Attachment 1 Skill Categories
- Attachment 2 County Department List
- Attachment 3 Contractor Discrepancy Report
- Attachment 4 Incident Form
- Attachment 5 Performance Requirements Summary

Section 1.0 (Applicable Documents) has been deleted in its entirety and replaced as follows:

Exhibits A, B, C, D, E, F, G, H, I and J and Attachments 1, 2, 3, 4, and 5 are attached to and form a part of this Master Agreement. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or

description of any task, deliverable, goods, service, or other work, or otherwise between the base Master Agreement and the Exhibits, or between Exhibits, such conflict or inconsistency will be resolved by giving precedence first to the Master Agreement and then to the Exhibits according to the following priority:

Standard Exhibits:

- Exhibit A Statement of Works, Category 1 through 6
- Exhibit B Price Sheets, Category 1 through 6
- Exhibit C Sample: Service Request Forms Packet for Categories 3-6
 - Service Request Form
 - Code of Ethics, Professional Conduct and Confidentiality Statement
 - Certifications
 - Contractor Acknowledgement, Confidentiality and Copyright Assignment Agreement
- Exhibit D Sample: Acceptance Form for Categories 3-6
- Exhibit E County's Administration
- Exhibit F Contractor's Administration
- Exhibit G Safely Surrendered Baby Law

Unique Exhibits:

- Exhibit H Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")
- Exhibit I Health Information Technology For Economic and Clinical Health Act ("HITECH")
- Exhibit J Information Security and Privacy Requirements

Attachments:

- Attachment 1 Skill Categories
- Attachment 2 County Department List
- Attachment 3 Contractor Discrepancy Report
- Attachment 4 Incident Form
- Attachment 5 Performance Requirements Summary

Subsection 2.34 (Service Request Form Packet) of Section 2.0 (Definitions) has been deleted and replaced as follows:

- 2.34 Service Request Form Packet:** includes a Service Request form, Code of Ethics, Professional Conduct and Confidentiality Statement, Certifications,

and Contractor Acknowledgement, Confidentiality and Copy Assignment Agreement.

Subsection 5.5.9 (County Prompt Payment Program) of Section 5.5 (Rate/Fee Structure Guarantee) has been deleted and replaced as follows:

5.5.9 Preference Program Enterprises - Prompt Payment Program

Certified Prompt Payment Enterprises (PPEs) will receive prompt payment for services they provide to County departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an approved, undisputed invoice which has been properly matched against documents such as a receiving, shipping, or services delivered report, or any other validation of receipt document consistent with Board Policy 3.035 ([Preference Program Payment Liaison and Prompt Payment Program](#)).

Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified LSBE, DVBE, or SE when not qualified.

Section 8.10 (Consideration of Hiring GAIN-GROW Participants) has been deleted in its entirety and replaced as follows:

8.10 Consideration of Hiring GAIN/START Participants

8.10.1 Should the Contractor require additional or replacement personnel after the effective date of this Master Agreement, the Contractor will give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or Skills and Training to Achieve Readiness for Tomorrow (START) Program who meet the Contractor's minimum qualifications for the open position. For this purpose, consideration will mean that the Contractor will interview qualified candidates. The County will refer GAIN/START participants by job category to the Contractor. Contractors must report all job openings with job requirements to: gainstart@dpss.lacounty.gov and bservices@opportunity.lacounty.gov and DPSS will refer qualified GAIN/START job candidates.

8.10.2 In the event that both laid-off County employees and GAIN/START participants are available for hiring, County employees must be given first priority.

Section 8.35 (Public Records Act) has been deleted in its entirety and replaced as follows:

8.35 Public Records Act

8.35.1 Any documents submitted by Contractor; all information obtained in connection with the County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to Paragraph 8.37 (Record Retention and Inspection/Audit Settlement) of this

Master Agreement; as well as those documents which were required to be submitted in response to the Request for Statement of Qualifications (RFSQ) used in the solicitation process for this Master Agreement, become the exclusive property of the County. All such documents become a matter of public record and will be regarded as public records. Exceptions will be those elements in the [California Government Code Section 7921 et seq.](#) (Public Records Act) and which are marked “trade secret”, “confidential”, or “proprietary”. The County will not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

- 8.35.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of an SOQ marked “trade secret”, “confidential”, or “proprietary”, the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney’s fees, in action or liability arising under the Public Records Act.

Section 8.58 (COVID-19 Vaccinations of County Contractor Personnel) has been deleted in its entirety and labeled INTENTIONALLY OMITTED.

- 3. Exhibit C Sample Service Request Forms Packet of the Standard Exhibits to Sample Master Agreement, has been modified as follows: (Please see updated RFSQ posted online dated November 2023)**

Removed the COVID-19 VACCINATION CERTIFICATION OF COMPLIANCE form.

All other terms and conditions of the RFSQ #104530 shall remain the same.