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December 24, 2025

Dear Vendors:

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

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

1. RFSQ
2. Appendix C, Sample Master Agreement
3. Exhibits (A through I) of the Sample Master Agreement
4. Attachments (1 through 5) of the Sample Master Agreement

Please see revised ODITS RFSQ RFSQ # ITS-I10800-S posted online, dated
DECEMBER 2025.

REVISIONS

1. **Request For Statement of Qualifications (RFSQ) has been modified as follows:
(Please see updated RFSQ posted online dated December 2025)**

Section 1.0 (Solicitation Information Chart) has been deleted in its entirety and replaced as follows:

1.0 SOLICITATION INFORMATION CHART

Statement of Qualifications (SOQs) Due	May 25, 2023
RFSQ Contact	Brandy Corona, email: ISD_ODITS@isd.lacounty.gov

Section 2.1 (Scope of Work) has been deleted in its entirety and replaced as follows:

2.1 Scope of Work

The County of Los Angeles (County), Internal Services Department (ISD) is seeking qualified vendors (Vendors) to enter into Master Agreements with the County to provide Over the Phone Interpretation Services (OPI), Video

Remote Interpretation Services (VRI), Document Translation Services, In Person Sign Language Interpretation Services, In Person Oral Interpretation Services, Miscellaneous Interpretation and Translation Services, Digital Content ADA Remediation Services and Interpretation and/or Translation of Digital Content ADA Remediation Services, and Proofreading Translated Document Services.

The County seeks to contract with Vendors that can provide on demand OPI and VRI services for all County Core Languages, including Sign Language twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year. The County also seeks to contract with Vendors that can provide Document Translation Services, In Person Sign Language Interpretation Services, In Person Interpretation Services, Miscellaneous Interpretation and Translation Services through a Service Request process, Digital Content ADA Remediation Services and Interpretation and/or Translation of Digital Content ADA Remediation Services, and Proofreading Translated Document Services.

Vendors are encouraged to submit their Statement of Qualifications (SOQ) to apply for one (1) or more of the following categories:

- Category 1 Over the Phone Interpretation Services
- Category 2 Video Remote Interpretation Services
- Category 3 Document Translation Services
- Category 4 In Person Sign Language Interpretation Services
- Category 5 In Person Oral Interpretation Services
- Category 6 Miscellaneous Interpretation and Translation Services
- Category 7 Digital Content ADA Remediation Services and Interpretation and/or Translation of Digital Content ADA Remediation Services
- Category 8 Proofreading Translated Document Services

Section 3.0 (VENDOR'S MINIMUM QUALIFICATIONS) has been deleted in its entirety and replaced as follows:

3.0 VENDOR'S MINIMUM QUALIFICATIONS

Interested and qualified Vendors that meet the Minimum Qualifications stated below are invited to submit an SOQ to qualify in one (1) or more of the On-Demand Interpretation and Translation Services categories identified below.

Note: The minimum mandatory qualifications may not be met through any collaboration or a subcontract relationship between two (2) or more organizations.

3.1 Vendor must have three (3) years of experience, within the last five (5) years providing services in each category for which they are attempting to qualify as **described in the Statement of Work(s)** and identified below:

- Category 1 Over the Phone Interpretation Services

- Category 2 Video Remote Interpretation Services
- Category 3 Document Translation Services
- Category 4 In Person Sign Language Interpretation Services
- Category 5 In Person Oral Interpretation Services
- Category 6 Miscellaneous Interpretation and Translation Services
- Category 7 Digital Content ADA Remediation Services and Interpretation and/or Translation of Digital Content ADA Remediation Services
- Category 8 Proofreading Translated Document Services

3.2 If Vendor's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Vendor must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

3.3 Vendor must have the capability to provide reports in electronic format, designated by the County, to ISD and Authorized Departments based on the criteria outlined in Section 2.0, Service Requests and Specific Work Requirements, of the Statement of Work(s).

The following additional qualifications apply to Category 1:

3.4 Vendor must have a minimum of one (1) centralized calling center within the United States, with uninterruptible power supply, a toll-free access phone number, and fully redundant backup capabilities.

The following additional qualifications apply to Category 2:

3.5 Vendor must have one (1) free application or use a web application, with required log-in, hosted within the United States that resides on a secure server and a web browser, with no plug-ins or applets downloaded to the end User's computer with uninterruptible power supply and fully redundant backup capabilities that complies with County security protocols, Exhibit J, Information Security and Privacy Requirements, of the Sample Master Agreement.

The following additional qualifications apply to Categories 3 through 8:

3.6 Vendor must have a secure web-based portal that requires authorized users to log-in to receive service requests.

3.7 Web-based portal must allow for ISD's County Master Agreement Project Manager and Finance access rights to electronic reports.

The following additional qualifications apply to Category 7:

- 3.9** Vendor must have and use validation tools for testing compliance with WCAG 2.1 Level A and AA success criteria and the ability to provide a certification of completion for each service request.

The following additional qualifications apply to Category 8:

- 3.10** Vendor must have the ability to provide a form of certification of accuracy for each service request.

Section 5.2 (Contact with County Personnel) has been deleted in its entirety and replaced as follows:

4.2.1 Contact with County Personnel

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

Brandy Corona
ISD_ODITS@isd.lacounty.gov

If it is discovered that a 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 SOQ from further consideration.

Section 5.13 (Contractor's Charitable Contributions Compliance) has been deleted in its entirety and replaced as follows:

5.13 Contractor's Charitable Contributions Compliance

- 5.13.1** California's "Supervision of Trustees and Fundraisers for Charitable Purposes Act" regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register. The 2004 Nonprofit Integrity Act as approved and codified in California Government Code, Sections [12580-12599.10](#), increased Charitable Purposes Act requirements. Prospective contractors should carefully read the Background and Resources: California Charities Regulations, Appendix D. These rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. The Nonprofit Integrity Act contains substantive requirements affecting executive compensation, fund-raising practices and documentation. Charities with over \$2 million of revenues (excluding funds that must be accounted for to a governmental entity) also have specific audit requirements.
- 5.13.2** All prospective contractors must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete the certification form attached as Exhibit 3 (Certification of Compliance) in Appendix B (Required

Forms) A completed Exhibit 3 (Certification of Compliance) is a required part of any agreement with the County.

- 5.13.3** Prospective County contractors that do not complete Exhibit 3 (Certification of Compliance) as part of the solicitation process may, in the County's sole discretion, be disqualified from contract award. A County contractor that fails to comply with its obligations under the Charitable Purposes Act is subject to either contract termination or debarment proceedings or both. ([County Code Chapter 2.202](#)).

Section 7.2 (RFSQ Timetable) has been deleted in its entirety and replaced as follows:

5.2 RFSQ Timetable

EVENT	DATE/TIME
Statement of Qualifications (SOQs) Due*	May 25, 2023 by 2:00 pm (open/continuous) via email to Brandy Corona at Bcorona@isd.lacounty.gov

*SOQs that are submitted after the initial due date and time indicated above shall be considered for review at the convenience of the County. Please note the County may at any time issue an addendum as described in Section 4, (County Rights and Responsibility), to close this RFSQ.

Section 7.4 (Vendor's Conference) has been Intentionally Omitted.

Section 7.5.3 (Required Forms) has been deleted in its entirety and replaced as follows:

7.5.3 Required Forms (Section B)

Include all forms identified in Appendix B (Required Forms).

- | | |
|--------|--|
| Form 1 | Statement of Qualifications (SOQ) Checklist
(should be included as the first page in Vendor's SOQ, Section A.1) |
| Form 2 | Organization Questionnaire/Affidavit |
| Form 3 | Certification of Compliance |
| Form 4 | Debarment History and List of Terminated Contracts |

Form 5	Compliance with Encryption Requirements
Form 6	Community Business Enterprise (CBE) Information
Form 7	List of Public Entities
Form 8	List of References
Form 9	Price Sheet (EXHIBIT B to the Master Agreement)
Form 10	Contribution and Agent Declaration
Form 11	Declaration

2. Appendix C (Sample Master Agreement) has been modified as follows: (Please see updated Sample Master Agreement posted online dated December 2025.)

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

STANDARD EXHIBITS

- A Statement of Works, Category 1 through 8
- B Price Sheets, Category 1 through 8
- 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

UNIQUE EXHIBITS

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

The Sample Master Agreement Title page has been deleted in its entirety and replaced as follows:

Sample Master Agreement

**MASTER AGREEMENT BETWEEN
COUNTY OF LOS ANGELES,
INTERNAL SERVICES DEPARTMENT
AND**

FOR

ON-DEMAND INTERPRETATION AND TRANSLATION SERVICES

This Master Agreement and Exhibits made and entered into this ____ day of _____, 20__ by and between the County of Los Angeles, Internal Service Department hereinafter referred to as County and _____, hereinafter referred to as Contractor, to provide On-Demand Interpretation and Translation Services in the following categories:

- ☐ 1. Over the Phone Interpretation Services
- ☐ 2. Video Remote Interpretation Services
- ☐ 3. Document Translation Services
- ☐ 4. In Person Sign Language Interpretation Services
- ☐ 5. In Person Oral Interpretation Services
- ☐ 6. Miscellaneous Interpretation and Translation Services

Misc.: _____

- ☐ 7. Digital Content ADA Remediation Services and Interpretation and/or Translation of Digital Content ADA Remediation Services
- ☐ 8. Proofreading Translated Document Services

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 8
- Exhibit B Price Sheets, Category 1 through 8
- Exhibit C Sample: Service Request Forms Packet for Categories 3-8
 - 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 3-8
- Exhibit E County's Administration
- Exhibit F Contractor's Administration

Unique Exhibits:

- Exhibit G Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")
- Exhibit H Health Information Technology For Economic and Clinical Health Act ("HITECH")
- Exhibit I Information Security and Privacy Requirements
- Exhibit J Digital Accessibility 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 2.17 (Expedited Service Request (interpretation)) of Section 2.0 (Definitions) has been deleted in its entirety and replaced as follows:

2.17 Expedited Service Request (interpretation): A request made within two (2) to (4) business days prior to an appointment that requires Contractor to provide in-person interpretation services at the request of the AD.

Subsection 2.18 (Expedited Service Request (translation)) of Section 2.0 (Definitions) has been deleted in its entirety and replaced as follows:

2.18 Expedited Service Request (translation): A request that requires Contractor to complete translation services within three (3) business days or two (2) to (4) business days, depending on the category, from the date of request from the AD.

Subsection 2.37 (Standard Service Request (interpretation)) of Section 2.0 (Definitions) has been deleted in its entirety and replaced as follows:

2.37 Standard Service Request (interpretation): A request that requires Contractor to provide in-person interpretation services at the request of the AD. Standard Request could be more than ten (10) business days in advance of appointment or within five (5) to ten (10) days prior to the appointment.

Subsection 2.78 (Standard Service Request (translation)) of Section 2.0 (Definitions) has been deleted in its entirety and replaced as follows:

2.38 Standard Service Request (translation): A request that requires Contractor to complete translation services within 10 business days from the date of request from the AD or at a later date as determined by the AD. Standard Request could also be more than ten (10) business days in advance of or within five (5) to ten (10) days prior to.

Subsection 3.4 of Section 3.0 (Work) has been deleted in its entirety and replaced as follows:

3.4 County procedures for issuing services requests for in-person interpretation, translation, miscellaneous language assistance, digital content ADA remediation services and interpretation and/or translation of digital content ADA remediation services, and proofreading services are as described in the Statement(s) of Work.

Subsection 3.9 of Section 3.0 (Work) has been deleted in its entirety and replaced as follows:

3.9 In the event Contractor defaults three times **to provide services** under Paragraph 3.4, and described in the Statement of Works, within a given County fiscal year, then County may terminate this Master Agreement pursuant to Paragraph 8.42 (Termination for Default).

Subsection 5.5.8 (Invoice Content) of Section 5.0 (Contract Rate/Fee) has been deleted in its entirety and replaced as follows:

5.5.8 Invoice Content

The period of performance specified in Contractor's invoice(s) must coincide with the period of performance specified in the service request.

Fixed Price Per Deliverable

1. Each invoice submitted by Contractor for Categories 1 and 2, (Over the Phone and Video Remote Interpretation Services) must specify:
 - Contractor's Master Agreement number;
 - Period of Performance being invoiced;
 - Detailed descriptions by AD's and by individual facility, when identified (Cost Center number);
 - Usage and cost breakdown to include facility, when identified;
 - Usage and cost breakdown to include the language used;
 - Total minutes;
 - Total calls;
 - Length of call;
 - Wait time;
 - Percentage of total minutes;
 - Total charges per call;
 - Total summary for each department or facility by category;
 - Facility additions and deletions; and
 - Any other information upon County's request.

The detailed section of the invoice shall contain the call details for each individual call. Contractor shall make this information available electronically to the County in a mutually acceptable format.

2. Each invoice submitted by Contractor for Categories 3 through 8 (Document Translation, In-Person Sign Language Interpretation, In-Person Oral Interpretation, Miscellaneous Interpretation and Translation Services, Digital Content ADA Remediation and Interpretation and/or Translation of Digital Content ADA Remediation Services, and Proofreading Translated Document Services) must specify:
 - Contractor's Master Agreement number;
 - Period of performance of work being invoiced;
 - Detailed descriptions by AD's and by individual facility, (Cost Center number);

- Name(s) of persons who performed the work;
- A brief description of the deliverable(s) for which payment is claimed, the respective number(s) assigned to the deliverable(s), and the individual amount being billed for each deliverable;
- The total amount of the invoice;
- Copy of the Service Request Form Packet; and
- Signed AD Acceptance Form.

Contractor shall make this information available electronically to the County in a mutually acceptable format.

Section 7.4 (Contractor's Staff Identification) has been deleted in its entirety and replaced as follows:

7.4 Contractor's Staff Identification

All staff of Contractor assigned under categories 3 through 8 to County facilities, meetings, or events are required to have a County Identification (ID) badge on their person and visible at all times. Contractor bears the expense of the badging.

- 7.4.1 Contractor is responsible to ensure that employees have obtained a County ID badge before they are assigned to work in a County facility. Contractor personnel may be asked to leave a County facility by a County representative if they do not have the proper County ID badge on their person.
- 7.4.2 Contractor must notify the County within one business day when staff is terminated from working under this Master Agreement. Contractor must retrieve and return the County Identification (ID) badge to the County on the next business day after the employee has terminated employment with the Contractor.
- 7.4.3 If County requests the removal of Contractor's staff, Contractor must retrieve and return the County Identification (ID) badge to the County on the next business day after the employee has been removed from working on the County's Master Agreement.

Section 8.12 (Contractor's Acknowledgement of County's Commitment to Safety Surrendered Baby Law) has been deleted in its entirety and replaced as follows:

8.12 Contractor's Acknowledgement of County's Commitment to Safety Surrendered Baby Law

The contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The Contractor must notify and provide to its employees, and will require each Subcontractor to notify and provide to its employees, a [Fact Sheet](#) regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and

information on where and how to safely surrender a baby. Additionally, the contractor understands that it is the County's policy to encourage all County contractors to voluntarily post the County's "[Safely Surrendered Baby Law Poster](#)" (available in [English/Spanish/Chinese/Korean](#)) in a prominent position at the contractor's place of business. The contractor will also encourage its subcontractors, if any, to post this poster in a prominent position in the subcontractor's place of business.

The Contractor, and its subcontractor(s), can access posters and other program material at www.babysafela.org.

Subsection 8.24.4 (Unique Insurance Coverage) of Section 8.24 (Insurance Coverage) has been deleted in its entirety and replaced as follows:

8.24.4 Unique Insurance Coverage

- **Sexual Misconduct Liability**

Contractors providing services under Categories 4 – In Person Sign Language Interpretation Services, 5 – In Person Oral Interpretation Services, and 6 – Misc. Interpretation and Translation Services, must provide proof of Sexual Misconduct Liability Insurance.

Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$2 million per claim and \$2 million aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

- **Professional Liability/Errors and Omissions**

Insurance covering Contractor's liability arising from or related to this Master Agreement, with limits of not less than \$1 million per claim and \$3 million aggregate. Further, Contractor understands and agrees it must maintain such coverage for a period of not less than three (3) years following this Agreement's expiration, termination or cancellation.

- **Cyber Liability Insurance**

Contractors providing services in Category 2 - Video Remote Interpretation Services, Category 3 - Document Translation, Category 6 - Miscellaneous Interpretation and Translation Services and Category 7 – Digital Content ADA Remediation Services and Interpretation and/or Translation of Digital Content ADA Remediation Services, must provide proof of Cyber Liability Insurance.

The Contractor shall secure and maintain cyber liability insurance coverage with limits of at least \$2 million per occurrence and in

the aggregate during the term of the Master Agreement, including coverage for: network security liability; privacy liability; privacy regulatory proceeding, defense, response, expenses and fines; technology professional liability (errors and omissions); privacy breach expense reimbursement (liability arising from the loss or disclosure of County Information no matter how it occurs); system breach; denial or loss of service; introduction, implantation, or spread of malicious software code; unauthorized access to or use of computer systems; and Data/Information loss and business interruption; any other liability or risk that arises out of the Master Agreement. The Contractor must add the County as an additional insured to its cyber liability insurance policy and provide to the County certificates of insurance evidencing the foregoing upon the County's request. The procuring of the insurance described herein, or delivery of the certificates of insurance described herein, will not be construed as a limitation upon the Contractor's liability or as full performance of its indemnification obligations hereunder. No exclusion/ restriction for unencrypted portable devices/media may be on the policy.

The limit above is the minimum limit, and the County reserves the right to increase this limit. To implement such changes, an Amendment to the Master Agreement will be prepared and executed by the Contractor and by the Director, or designee, as authorized by the County's Board of Supervisors

Section 8.32 (Notice to Employees Regarding the Safety Surrendered Baby Law) has been marked as Intentionally Omitted.

Section 8.54 (Compliance with Fair Chance Employment Practices) has been deleted in its entirety and replaced as follows:

8.54 Compliance with Fair Chance Employment Practices

Contractor, and its subcontractors, must comply with fair chance employment hiring practices set forth in [California Government Code Section 12952](#) and [Chapter 8.300 of the Los Angeles County Code \(Fair Chance Ordinance for Employers\)](#). Contractor's violation of this paragraph of the Master Agreement may constitute a material breach of the Master Agreement. In the event of such material breach, County may, in its sole discretion, terminate the Master Agreement.

Section 8.58 (Intentionally Omitted) has been updated in its entirety and replaced as follows:

8.58 Campaign Contribution Prohibition Following Final Decision in Master Agreement Proceeding

Pursuant to [Government Code Section 84308](#), Contractor and its Subcontractors, are prohibited from making a contribution of more than \$500 to a County officer for twelve (12) months after the date of the final

decision in the proceeding involving this Master Agreement. Failure to comply with the provisions of [Government Code Section 84308](#) and of this paragraph, may be a material breach of this Master Agreement as determined in the sole discretion of the County.

Section 8.60 (Budget Reductions) has been added as follows:

8.60 Budget Reductions

In the event that the County's Board adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County agreements, the County reserves the right to reduce its payment obligation under this Master Agreement correspondingly for that fiscal year and any subsequent fiscal year during the term of this Master Agreement (including any extensions), and the services to be provided by the Contractor under this Master Agreement will also be reduced correspondingly. The County's notice to the Contractor regarding said reduction in payment obligation will be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, the Contractor must continue to provide all of the services set forth in this Master Agreement.

Subsection 9.2.5 of Section 9.2 (Ownership of Materials, Software and Copyright) has been deleted in its entirety and replaced as follows:

9.2.5 Notwithstanding any other provision of this Master Agreement, County will not be obligated to Contractor in any way under Paragraph 9.2.4 for any of Contractor's proprietary and/or confidential items which are not plainly and prominently marked with restrictive legends as required by Paragraph 9.2.3 or for any disclosure which County is required to make under any state or federal law or order of court.

Subsection 9.2.6 of Section 9.2 (Ownership of Materials, Software and Copyright) has been deleted in its entirety and replaced as follows

9.2.6 All the rights and obligations of this Paragraph 9.2 will survive the expiration or termination of this Master Agreement.

Section 9.4 (Information Security and Privacy Requirements) has been deleted in its entirety and replaced as follows:

9.4 Information Security and Privacy Requirements

Contractor must comply with the requirements set forth in Exhibit I (Information Security and Privacy Requirements).

Section 9.5 (Compliance with County's Women in Technology Hiring Initiative) has been added as follows:

9.5 Compliance with County's Women in Technology Hiring Initiative

At the direction of the, the County has established a “Women in Technology” (WIT) Hiring Initiative focused on recruiting, training, mentoring and preparing all genders, including women, at-risk youth, and underrepresented populations (program participants) for County Information Technology (IT) careers. In support of the subject initiative, IT contractors currently offering certification, training, and/or mentoring programs must make such program(s) available to WIT program participants, if feasible. Contractors must report such programs available to: WITProgram@isd.lacounty.gov.

Section 9.6 (Digital Accessibility Requirements) has been added as follows:

9.6 Digital Accessibility Requirements

For any and all websites, webpages, and mobile applications that Contractor designs, hosts, implements or manages on behalf of the County, Contractor must comply with Exhibit I (Digital Accessibility Requirements) all applicable accessibility laws, rules, regulations, and industry standard guidelines including, but not limited to, the Americans with Disabilities Act and the [Web Content Accessibility Guidelines](#) (WCAG 2.1), as they may be amended or updated from time to time. Contractor must also promptly comply, without additional cost to County, with any amendments or updates to these accessibility laws, rules, regulations, or industry standard guidelines that become effective during the term of the Contract.

Section 10 (Survival) has been deleted in its entirety and replaced as follows:

10. Survival

In addition to any terms and conditions of this Agreement that expressly survive expiration or termination of this Agreement by their terms, the following provisions shall survive the expiration or termination of this Agreement for any reason:

Paragraph 1	Applicable Documents
Paragraph 2	Definitions
Paragraph 3	Work
Paragraph 5.4	No Payment for Services Provided Following Expiration/Termination of Agreement
Paragraph 7.6	Confidentiality
Paragraph 8.1	Amendments
Paragraph 8.2	Assignment and Delegation/Mergers or Acquisitions
Paragraph 8.5	Compliance with Applicable Law
Paragraph 8.18	Fair Labor Standards
Paragraph 8.29	Force Majeure
Paragraph 8.20	Governing Law, Jurisdiction, and Venue

Paragraph 8.22	Indemnification
Paragraph 8.23	General Provisions for all Insurance Coverage
Paragraph 8.24	Insurance Coverage
Paragraph 8.25	Liquidated Damages
Paragraph 8.33	Notices
Paragraph 8.37	Record Retention and Inspection/Audit Settlement
Paragraph 8.41	Termination for Convenience
Paragraph 8.42	Termination for Default
Paragraph 8.47	Validity
Paragraph 8.48	Waiver
Paragraph 8.56	Prohibition from Participation in Future Solicitation(s)
Paragraph 8.58	Campaign Contribution Prohibition Following Final Decision in Master Agreement Proceeding
Paragraph 9.2	Ownership of Materials, Software and Copyright
Paragraph 9.3	Patent, Copyright and Trade Secret Indemnification
Paragraph 9.4	Information Security and Privacy Requirements
Paragraph 9.6	Digital Accessibility Requirements
Paragraph 10	Survival

3. **Exhibits (A through I) of the Sample Master Agreement have been deleted and replaced, see ATTACHMENT ONE. (Please see updated RFSQ posted online dated December 2025)**
4. **Attachments (1 through 5) of the Sample Master Agreement have been deleted and replaced, see ATTACHMENT TWO. (Please see updated RFSQ posted online dated December 2025)**

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