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"Trusted Partner and Provider of Choice"

August 5, 2019

Dear Vendors:

Subject: Addendum Two to Telecommunications Services RFSQ #104731

This Addendum Two revises the Telecommunications Services RFSQ #104731 as follows:

1. RFSQ #104731, Sub-Paragraph 1.4.2 (Vendor's Minimum Qualifications)
2. RFSQ #104731, Appendix A, Required Forms – Exhibit 1, #7
3. RFSQ #104731, Service Category 3 – Cloud VoIP Services
4. RFSQ #104731, Appendix A, Exhibits 3, 14, 15, 16, and 17
5. RFSQ #104731, Paragraph 2.8 (SOQ Submission)
6. RFSQ #104731, Paragraph 3.2 (Disqualification Review)
7. RFSQ #104731, Paragraph 1.40 (Default Method of Payment: Direct Deposit or Electronic Funds Transfer)
8. RFSQ #104731, Paragraph 1.41 (Vendor's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices)
9. RFSQ #104731, Appendix H (Sample Master Agreement), Paragraph 8.24, Sub-Paragraph 8.24.3
10. RFSQ #104731, Appendix H (Sample Master Agreement), Paragraph 8.56 (Compliance with County Policy of Equity)
11. Exhibits A-L to Sample Master Agreement, Exhibit I (Business Associate Agreement Under the Health Insurance Portability and Accountability Act of 1966 [HIPAA])

12. Exhibit L to Sample Master Agreement and to RFSQ #104731, Appendix A, Required Forms – Exhibit 17

Please see revised Telecommunications Services RFSQ #104731 posted online, dated **JULY 2019**.

REVISION

1. **RFSQ; Sub-Paragraph 1.4.2.1 (Vendor's Minimum Qualifications) has been deleted in its entirety and replaced as follows: (Please see updated RFSQ posted online dated JULY 2019).**

1.4.2.1 To meet minimum qualification for **Category 1 — Data Network Services**, the vendor must identify five (5) client contracts for Data Network Services (as defined in Section 4.1 (Category 1 Description – Data Network Services)), each with more than 200 client sites in the United States (U.S.). Any two (2) of these five (5) contracts must be with U.S. public entity clients and any two (2) of these five (5) contracts must be for clients (either commercial or public entity) for more than 50 client sites in California.

For each of these five (5) vendor-identified Data Network Services contracts, the vendor must provide reference contacts in Exhibit 6A (Data Network Services – Prospective Vendor References). Public entity references for Data Network Services will be included in Exhibit 7A (Data Network Services – Prospective Vendor List of Public Entity Contracts). Note that although only two (2) public entity references are required, the template enables the vendor to provide up to five (5) such references.

2. **Appendix A; Required Forms – Exhibit 1, #7 has been deleted in its entirety and replaced as follows: (Please see updated Appendix A posted online dated AUGUST 2019).**

7. Vendor acknowledges and certifies that firm meets and will comply with the Vendor's Minimum Qualifications as stated in Section 1.4 (Vendor's Minimum Qualifications), of this Request for Statement of Qualifications, as listed below.

☐ **Yes** ☐ **No** Vendor does not have unresolved questioned cost, as 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 a period of 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.

A vendor can bid for any of the four Categories according to the requirements, below.
Check the appropriate boxes:

☐ **Yes** ☐ **No** Vendor has provided **Category 1 — Data Network Services** over the last ten (10) years.

☐ **Yes** ☐ **No** To meet minimum qualification for **Category 1 — Data Network Services**, the vendor must identify five (5) client contracts, over the last five (5) years, for Data Network Services, each with more than 200 client sites in the United States. Any two (2) of these five (5) contracts must be for U.S. Public Entity clients and any two (2) of these five (5) contracts must be for clients (either commercial or Public Entity) each with more than 50 client sites in California.

☐ **Yes** ☐ **No** Vendor has provided **Category 2 — Secure Web Gateway Services** over the last five (5) years.

☐ **Yes** ☐ **No** To meet minimum qualification for **Category 2 — Secure Web Gateway Services**, the vendor must identify five (5) client contracts, over the last five (5) years, for Secure Web Gateway Services, each for more than 100 sites or more than 2,000 users, in the United States. Any two (2) of these five (5) client contracts must be for the U.S. Public Entity clients.

☐ **Yes** ☐ **No** Vendor has provided **Category 3 — Unified Communications (UC) Cloud VoIP Services** over the last ten (10) years.

☐ **Yes** ☐ **No** To meet the minimum qualification for **Category 3 — UC Cloud VoIP Services**, the vendor must identify five (5) client contracts, over the last five (5) years, for cloud-based VoIP infrastructure services, each for more than 3,000 phones in the United States. Any two (2) of these five (5) contracts must be for the U.S. Public Entity clients.

☐ **Yes** ☐ **No** Vendor has provided **Category 4 — Cloud Contact Center Services** over the last ten (10) years.

☐ **Yes** ☐ **No** To meet the minimum qualification for **Category 4 — Cloud Contact Center Services**, the vendor must identify five (5) client contracts, over the last five (5) years, for cloud-based contact center infrastructure services that can support more than 200 call takers in the United States. Any two (2) of these five (5) contracts must be for the U.S. Public Entity clients.

3. All areas in the RFSQ, Master Agreement, and Exhibits which include Service Category 3 – Cloud VoIP Services has been deleted and replaced as follows: (Please see updated RFSQ posted online dated JULY 2019).

Category 3 – Unified Communications (UC) Cloud VoIP Services

4. **RFSQ; Appendix A has been updated to include Exhibits 3, 14, 15, 16, and 17 as follows: (Please see updated Appendix A posted online dated AUGUST 2019).**

3 VENDOR'S EEO CERTIFICATION **(ONE SIGNED ORIGINAL)**

14 COMPLIANCE WITH FAIR CHANCE EMPLOYMENT HIRING PRACTICES CERTIFICATION

15 CONTRACTOR'S ADMINISTRATION

16 AUTHORIZATION OF MASTER AGREEMENT FOR TELECOMMUNICATIONS SERVICES **(TWO SIGNED ORIGINALS)**

17 CONTRACTOR'S COMPLIANCE WITH ENCRYPTION REQUIREMENTS

5. **RFSQ; Paragraph 2.8 (SOQ Submission) has been deleted in its entirety and replaced as follows: (Please see updated RFSQ posted online dated JULY 2019).**

2.8 SOQ Submission

All SOQs shall be firm offers and may not be withdrawn for a period of 180 days following the last day to submit SOQs.

Throughout the term of the master agreement, errors in SOQs may be corrected by a request in writing to withdraw the SOQ and by submission of another set of SOQs with the mistakes corrected. Corrections will not be accepted once the term of the master agreement has passed.

Electronic copies of the SOQs shall be redacted in searchable Adobe Portable Document Format (PDF) format, with all confidential, proprietary and trade secret information redacted as required in this section. Vendors must specifically redact only those parts of the SOQs that are actually trade secrets, confidential, or proprietary in nature. Blanket or categorical redactions and/or statements of confidentiality, or the marking of each page of the proposal as "Trade Secret," "Confidential," or "Proprietary," are not acceptable.

The Vendor shall submit the SOQs in the format described below.

1. An electronic, searchable copy in PDF as described above submitted via email to Neary Ros at telecomm.contracts@isd.lacounty.gov
2. Only original, hard copies of the exhibits requiring original, wet signatures enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words in quotes below and delivered or mailed to:

“SOQ FOR TELECOMMUNICATION SERVICES”

Los Angeles County Internal Services Department
Attn: Neary Ros
Address: 1100 N. Eastern Avenue, Los Angeles, CA 90063

- 6. RFSQ; Paragraph 3.2 (Disqualification Review) has been deleted in its entirety and replaced as follows: (Please see updated RFSQ posted online dated JULY 2019).**

3.2 Disqualification Review

An SOQ may be disqualified from consideration because a Department determined it was non-responsive at any time during the review/evaluation process. If a Department determines that an SOQ is disqualified due to non-responsiveness, the Department shall notify the Vendor in writing.

Upon receipt of the written determination of non-responsiveness, the Vendor may submit a written request for a Disqualification Review within the time frame specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
2. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g., factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions

The Disqualification Review shall be completed and the determination shall be provided to the requesting Vendor, in writing, prior to the conclusion of the evaluation process.

- 7. RFSQ; Paragraph 1.40 (Default Method of Payment: Direct Deposit or Electronic Funds Transfer) has been deleted in its entirety and replaced as follows: (Please see updated RFSQ posted online dated JULY 2019).**

1.40 Default Method of Payment: Direct Deposit or Electronic Funds Transfer

- 1.40.1 The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/contract with the County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).
- 1.40.2 Upon contract award or at the request of the A-C and/or the contracting department, the Contractor shall submit a direct deposit authorization request with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.
- 1.40.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments.
- 1.40.4 Upon contract award or at any time during the duration of the agreement/ contract, a Contractor may submit a written request for an exemption to this requirement. The A-C, in consultation with the contracting department(s), shall decide whether to approve exemption requests.

- 8. RFSQ; Paragraph 1.41 (Vendor's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices) has been deleted in its entirety and replaced as follows: (Please see updated RFSQ posted online dated JULY 2019).**

1.41 Vendor's Acknowledgment of County's Commitment to Fair Chance Employment Hiring Practices

On May 29, 2018, the Los Angeles County Board of Supervisors approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County to comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History (Section 12952).

Contractors are required to complete Exhibit 15 (Compliance with Fair Chance Employment Hiring Practices Certification) in Appendix A (Required Forms), certifying that they are in full compliance with Section 12952, as indicated in the Master Agreement. Further, contractors are required to comply with the requirements under Section 12952 for the term of any contract awarded pursuant to this solicitation.

- 9. RFSQ; Appendix H (Sample Master Agreement), Paragraph 8.24, Sub-Paragraph 8.24.3 has been deleted in its entirety and replaced as follows: (Please see updated Appendix H posted online dated JULY 2019).**

8.24.3 Workers Compensation and Employers' Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer. The written notice shall be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

- 10. RFSQ; Appendix H (Sample Master Agreement), Paragraph 8.56 (Compliance with County Policy of Equity) has been deleted in its entirety and replaced as follows: (Please see updated Appendix H posted online dated JULY 2019).**

8.56.1 Contractor shall comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History. Contractor's violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract.

- 11. Exhibits A-L to Sample Master Agreement, Exhibit I (Business Associate Agreement Under the Health Insurance Portability and Accountability Act of 1966 [HIPAA]) has been deleted in its entirety and replaced as follows: (Please see updated Exhibit I posted online dated JULY 2019).**

- 12. Exhibits A-L to Sample Master Agreement, Exhibit L (Contractor's Compliance with Encryption Requirements) has been deleted in its entirety and replaced as follows: (Please see updated Exhibit L posted online dated JULY 2019).**

Should you have any procedural or contractual questions, please contact Neary Ros by email at telecomm.contracts@isd.lacounty.gov or call (562) 940-3089.