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"Trusted Partner and Provider of Choice"

September 29, 2020

Addendum Four to Request for Statement of Qualifications (RFSQ) for Telecommunications Services #104731

Dear Vendors:

This Addendum Four provides revisions, additions, and deletions, where applicable, to the Telecommunications Services RFSQ #104731.

Revisions to the solicitation documents appear in red text:

1. RFSQ #104731, Section 1.4 (Vendor's Minimum Qualifications)

1.4.1 Vendor must have a minimum of ten years of experience in providing services equivalent or similar to the Services stated, except for Secure Web Gateway (SWG) Services **and Legacy Services** where the minimum is five years of experience, in Appendix A — Required Forms, Exhibit 1 (Vendor's Organization Questionnaire/Affidavit and CBE Information).

1.4.2.4 To meet the minimum qualification for **Category 5 — Legacy Services**, the vendor must identify five (5) client contracts for Legacy Services (as defined in Section 4.5 (Category 5 Description-Legacy Services) within the last five (5) years, each of which must have 10,000 or more Legacy Service lines, 10,000 or more Legacy Service circuits, or a combination of 10,000 or more Legacy Service lines or Legacy Service circuits. All Legacy Service lines and Legacy Service circuits must be in the United States (U.S.). Two (2) of these five (5) contracts must be with U.S. public entity clients.

For each of the five (5) vendor-identified Legacy Services contracts, the vendor must provide reference contacts in Exhibit 6E (Legacy Services – Prospective Vendor References). Public entity references for Legacy Services will be included in Exhibit 7E (Legacy Services – Prospective Vendor References of Public Entity Contracts). Note that

although only two (2) U.S. public entity references are required, the template enables the vendor to provide up to five (5) such references.

2. RFSQ #104731, Section 1.44 (Prohibition from Participation in Future Solicitation(s))

1.44 Prohibition from Participation in Future Solicitation(s)

A Proposer, or a Contractor or its subsidiary or Subcontractor ("Proposer/Contractor"), is prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has provided advice or consultation for the solicitation. A Proposer/Contractor is also prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has developed or prepared any of the solicitation materials on behalf of the County. A violation of this provision shall result in the disqualification of the Contractor/Proposer from participation in the County solicitation or the termination or cancellation of any resultant County contract.

3. RFSQ #104731, Section 2.4 (Solicitation Requirements Review)

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix B — Transmittal Form to Request a Solicitation Requirements Review to the Department conducting the solicitation as described in this Section. A request for a Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

1. The request for a Solicitation Requirements Review is made within ~~the time frame identified in ten (10) business days of the issuance of the~~ solicitation document
 - The request ~~for a Solicitation Requirements Review~~ includes documentation, which demonstrates the underlying ability of the person or entity to submit a SOQ
 - The request ~~for a Solicitation Requirements Review~~ itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
 - The request ~~for a Solicitation Requirements Review~~ asserts either that:
 - a. application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
 - b. due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Vendor

The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the SOQ due date.

4. RFSQ #104731, Section 4.5 (Category Description 5 – Legacy Services)

Category Definition 5 — Legacy Services

The category description in this section describes the scope of services that may be included in Statements of Work (SOWs) awarded in the future for services that include analog and digital services providing dial tone and business related switch features at various locations, and that must support connectivity to the public switched telephone network (PSTN) (collectively, "Legacy Services"). Respondents to the RFSQ are expected to demonstrate capability and experience delivering these Legacy Services.

Legacy Services Objectives

The objective of this RFSQ is to solicit Vendor responses showing capability and experience to deliver:

- Provision of analog services identified in Category Description 5 for up to 60,000 users
- Improvement of County user satisfaction

Legacy Services Requirements

The Vendor may provision Legacy Services to the service location in the traditional manner such as copper pairs to the Minimum Point of Entry (MPOE) or choose to provision services in another manner provided that the physical, logical and electrical interface is the same and does not require the County to make changes to its equipment.

The County requires a solution that can support up to 60,000 users in the County.

These services have been categorized as Voice, Calling Services and Data.

Legacy Service Descriptions:

VOICE SERVICES:

Business Lines

Vendor shall provide the ten digit telephone number and provision the circuit to the County facility where it shall be terminated on a demarcation block at the MPOE to the County facility. Call Control Services may be required.

Trunking

Vendor shall provide trunking to County systems. Trunking shall be loop or ground start signaling as requested by the County. Vendor shall provide line rotary hunt for trunk groups and shall provide individual ten digit numbers for each trunk type. Vendor shall provide trunks that can be used to carry one-way outbound traffic, one-way inbound traffic or two-way traffic.

Trunking shall allow a caller to directly ring an extension without the assistance of an attendant. Vendor shall provide Direct Inward Dial (DID) number groups as small as twenty (20) numbers. Number groups shall be consecutive for each trunk group.

Vendor shall also provide twenty four (24) channel trunking that allows for inbound and outbound calling.

Centrex-like Services

Vendor shall provide Centrex-like business telephone services. Each Centrex-like line shall have a unique ten digit telephone number. Centrex-like service shall be provisioned as analog or Integrated Services Digital Network (ISDN) service at various County locations. These services are in switching equipment at the Vendor's premises and shall be provided to County facilities via analog or digital local loops to the MPOE demarcation point of the County facility. The County or Vendor will extend the Centrex-like service from the demarcation point to the station equipment within the facilities or may request the Vendor to extend the circuit/service beyond the MPOE to a termination point at an equipment room or desktop. Some private line circuits and ISDN services may require end-to-end wiring.

Centrex-like services shall be either Dial 9 or Assume 9. Each Centrex-like line shall include the following basic line features: Station to Station Calling, Call Transfer/Three (3) Way Conferencing, Automatic Redial, Caller ID, Caller ID Blocking, Call Hold, Call Forward, Call Forward Busy, Call Forward Variable, Call Restriction Levels, Call Pickup, Last Number Redial and Message Waiting Indicator.

For Call Center Services, the following services shall be available: Automated Attendant, Automatic/Uniform Call Distribution, Interactive Voice Response, and Voice Library. Vendor shall provide call center services for multiple County agent positions to answer incoming calls including groups that may have up to 300 supervisor groups, 300 agents, 600 queue slots and up to 4,000 agents.

If Vendor provides both UC VoIP Services and Centrex-like services, the County requires Vendor to provide the ability to Transition between these

services. Specifically, Vendor shall provide the ability for a Centrex-like user to reach existing Centrex-type numbers that have been “ported” to a VoIP system via dialing 4 or 5 digit station numbers between systems, Centrex-type to VoIP systems. The VoIP user shall likewise be able to call 4 or 5 digits to reach existing Centrex-like lines.

Calling Features

The following basic line features should be available on all voice services: Station to Station Calling, Call Transfer/Three (3) Way Conferencing, Automatic Redial, Caller ID, Caller ID Blocking, Call Hold, Call Waiting, Call Forward, Call Forward Busy, Call Forward Variable, Call Restriction Levels, Call Pickup, Last Number Redial and Message Waiting Indicator.

The following additional features and services shall be available for each Centrex-like line: Line/Station Hunting, Automatic Call Back, Call Waiting, Limited Call Acceptance, Ring Down Line, Speed Dialing, Call Trace, Remote Access to Call Forwarding, Call Screen, Call Park, Station Controlled Conferencing, Reserve Numbers, Make Set Busy, Priority Ringing, Anonymous Call Rejection, and Station Call Detail.

Foreign Exchange Service

Foreign Exchange Service provides for the extension of dial tone from one telephone exchange area to a County facility in another telephone exchange area. Vendor shall provide the local loop, inter/intra exchange facilities, and exchange switching services to provide foreign exchange service.

Remote Call Forwarding

Remote Call Forwarding shall allow a call to be automatically forwarded from the dialed number to another, pre-programmed number anywhere. Vendor shall provide this feature in its central office switches.

System Features

1. Automated Attendant

Vendor shall provide Automated Attendant Service that will answer incoming calls and allow callers to route themselves to an extension. Vendor shall also provide an option for the caller to be directed to a live attendant when assistance is required.

2. Automatic/Uniform Call Distribution (ACD/UCD)

Automatic/Uniform Call Distribution shall route incoming calls evenly to a group of pre-defined voice lines, in the order received. The system will answer the incoming call with a recorded greeting,

and route caller to a live attendant or a voice response unit (VRU).

3. **Interactive Voice Response (IVR)**

Vendor shall provide IVR Service that allows caller to hear pre-recorded information played after making menu selections. Caller may respond to system commands using the key pad or verbally. IVR may be programmed to transfer calls automatically based on time of day, day of week, geographic origin and other parameters.

The following functions are required for all County call centers: incoming call queue, call priority, call delay announcement, music in queue, log on/off, reports, abandoned call clearing, automatic overflow, call present, manual answering, night service, overflow scan and ring threshold.

Voicemail

Vendor shall provide voicemail service that allows the end user to receive messages. The service shall include the ability to compose messages, edit and forward messages to other users and provide a message waiting indicator to the switch or CPE controlling the line.

Mailboxes shall retain up to fifty (50) messages for a minimum of thirty (30) days. The storage shall accommodate messages of at least three (3) minutes in length. Message storage of five (5) minutes or up to sixty (60) days shall be an option.

Vendor shall provide voice mail services, which shall be integrated with the County's systems.

Vendor shall provide Bulletin Board mail boxes to allow users to record messages that can be accessed by callers. Bulletin Board messages shall be up to five (5) minutes in length. Messages shall be changed using local access and not require system administration intervention.

Integrated Services Digital Network (ISDN)

ISDN services shall be provided by Vendor anywhere within the County.

Basic Rate Interface (BRI) shall provide two circuit-switched digital "clear channel" 64 Kbps "B" channels and a 16 Kbps packet data "D" channel over a single cable pair. The BRI shall be provisioned as two voice channels, a voice and data channel, or two data channels.

Primary Rate Interface (PRI) services shall provide twenty three (23) circuit-switched, digital, clear channel, 64 Kbps "B" channels and a 64 Kbps packet data "D" channel provisioned over a T-1 at 1.544 Mbps.

Hosted Voice Over Internet Protocol

The Vendor hosts and operates the functionality that manages call routing, voice mail, and other applications virtually, in the cloud. The customer's IP-enabled phones will connect to the internet and, from there, to the vendor's software, which routes the calls.

Session Initiation Protocol (SIP)

The vendor will provide trunking which uses the Session Initiation Protocol (SIP), a set of rules for signaling and controlling multimedia communications, to establish voice and video calls between end points. Call routing is handled by the County's switching system, and the vendor provides the trunking, or connectivity, between the switching system and the public telephone network.

SIP trunking establishes a virtual connection to the PSTN over the County's existing data circuits.

CALLING SERVICES:

Vendor's network shall allow the County to route outbound call traffic according to County specific requirements and provide control over call routing through call completion.

The following Calling/Operator Services shall be provided:

- Local Calling
 - Local calls are roughly defined up to a radius of eight (8) miles from the point of origination
- Zone Calling
 - Zone calls are roughly defined by a radius of from eight (8) to twelve (12) miles from the point of origination.
- Local Toll Calling
 - Local toll calls include calls outside your local exchange area, but within your area code, as well as calls to different area codes within your LATA
- Long Distance/International Calling
 - Calls outside the local exchange and local toll service areas or LATAs. This includes calls that originate in one LATA and terminate in another, and international calls.
- Toll Free Service
 - Inbound Toll-free Calling Services shall allow callers to contact County offices on a "free call" basis
- Conference Calling (Audio, Video and Web)

Directory Assistance

County lines shall by default be blocked from dialing 411 unless specifically exempted from 411 blocking in writing by authorized County staff.

County shall not be liable for 411 service charges placed on lines not specifically exempted from 411 service blocking.

Operator Assistance

Vendor shall provide operator service twenty-four (24) hours daily, seven (7) days a week. Vendor's operators shall be accessed by dialing '0' from any business lines, Centrex-like service, or PBX line after dialing the outside access digit (if the line is so un-restricted). Vendor's operator staffing shall be at a level such that all County calls shall be answered within fifteen (15) seconds ninety-five percent (95%) of the time. County users shall not receive a busy tone when calling Vendor's operators.

Vendor's operators shall have the capability to verify busy signals and barge in for emergencies.

County shall not be liable for operator service charges placed on lines not specifically exempted from Operator Assistance.

Dialing Assistance

Vendor's operators shall assist County users in dialing calls that they are having problems in completing. However, Vendor's operators shall verify the restriction levels placed on the originating line and/or user. Vendor's operators shall not place calls for County users that violate the restriction levels placed on the originating line or user's authorization code range, and charges incurred upon operator failure to enforce line restrictions will not be the responsibility of County.

Collect Calls

Vendor's operator shall place outgoing collect calls for County users. However, unless individually and specifically authorized in writing by authorized County staff, no County lines shall accept, nor pay for, any incoming collect calls, regardless of whether the called party accepts the call and charges. Vendor shall be responsible to prevent collect calls from being accepted and billed to non-authorized County lines.

Third-Party Calls

Vendor's operator shall place outgoing third-party calls for County users. However, County will not accept or pay charges for any third-party calls charged to County lines. Vendor shall be responsible for preventing any such billings from taking place.

Station Call Detail

All voice services shall have the ability to provide station call detail. Vendor shall provide a detailed record of every call made by each voice service, except internal system calls, including date, start time, duration, number and place dialed. The Station Call Detail data shall be available to the County electronically.

Authorization Codes

Any call placed from any County line, unless the line is individually and specifically exempted by authorized County staff, shall be prompted by a tone for the entering of a 10 digit authorization code. Vendor's authorization codes shall maintain restriction levels at the code level and shall be associated to an individual user. If the line restriction level allows the call to be placed, the entered code shall be analyzed by the Vendor's system to validate whether that code will allow the call to be placed. Only calls that meet the authorization code's restriction levels and the line restriction levels shall be allowed to go through.

Vendor shall provide the ability for administrators to manage outbound calls. Administrators can create authorization codes for different types of outgoing calls, e.g., local, long distance, international. If a user is provisioned for authorization codes, the user must enter the authorization code when making a call (except for emergency or repair calls).

The vendor's system must capture the valid authorization code entered by the user and provides this information on the Call Detail Record generated for that call.

Call Control Services

Vendor shall provide the following controls to minimize abuse and fraudulent use of the County's services. These controls shall be implemented automatically by the Vendor whenever any new line is installed, moved or re-arranged in any way. These services include Call Blocking, Dial 0, 00 and 0+, Dial 1010XXX, International Calls, Incoming Call Blocking, Call Return, access to 411, and Caller ID.

DATA SERVICES:

Switched 56 Services

Switched 56 services shall provide dial up, full duplex, synchronous, digital service at 56 Kbps. The service shall be provisioned as a four-wire circuit, and terminated at the demarcation point in the County facility.

Private Line Services

Analog Private Lines: Vendor shall provide voice-grade analog transmission within the 300 to 3000 Hz frequency band. The service shall be provided as point-to-point and multi-point circuits.

Digital Private Lines: Vendor shall provide full duplex, synchronous, point-to-point or multi-point, dedicated private line digital circuits. Digital private lines shall meet the following performance criteria:

- A. Low Speed Digital Private Lines: Vendor shall provide digital private lines with transmission speeds available of 2.4, 4.8., 9.6, 19.2, 56 and 64 kilo-bits per second (Kbps).
- B. T1 Services: Vendor shall provide dedicated, four-wire, synchronous, point-to-point, full duplex digital private line services at 1.544 Mbps (DS1).
- C. Fractional T1 Services: Vendor shall provide point-to-point, dedicated, full duplex, digital private line services in increments of 256, 384, 512, 768 and 1,544 Kbps.
- D. DS3 Services: Vendor shall provide dedicated, full-duplex, point-to-point transmission services at 44.736 Mbps.

Frame Relay Service

The Frame Relay Service shall be accessible from any County facility. Service shall conform to the ANSI T1 standards. Frame Relay services shall support packet sizes up to 8192 bytes, including sizes of 64, 128, 256, 512, 1024, 2048 and 4096 bytes. Frame Relay service shall offer Committed Information Rates (CIRs) of at least 1024 Kbps.

DSL Service

Vendor shall provide the following Digital Subscriber Line (DSL) service options at County facilities:

- 1. Asymmetrical DSL
- 2. Symmetrical DSL
- 3. Remote Local Area Network (RLAN) DSL

ATM Services

Vendor shall provide Asynchronous Transfer Mode (ATM) service to the County and it shall be available from any County facility.

ATM service shall support the transmission and aggregation of a broad range of County information, including voice, data, and video via circuit-mode and packet-mode transmission. ATM shall use cell-switching and multiplexing technology that conforms to ITU-TSS and ANSI standards. The ATM service shall support bandwidth-on-demand capability, by allocating incremental bandwidths in response to a user's demand for additional bandwidth.

Metro Ethernet

Vendor shall provide a high-speed, fiber based, physical layer transport service designed to offer connection of Customer's LAN/WAN at the native speed of the LAN backbone within the same LATA. Point-to-point configurations support Ethernet-to-Ethernet LAN connections at 1.25 Gigabits (Gbps) per second. The service shall consist of dedicated fiber(s) connecting specialized fiber repeaters that are placed at County premises demarcation points as Network Terminating Equipment (NTE). The Vendor shall hand off the high-speed fiber connections to County as Gigabit Ethernet interfaces.

Multi-Protocol Label Switching (MPLS) Services

Vendor shall provide MPLS which integrates Ethernet and Frame Relay/ATM traffic over a single shared infrastructure to allow service providers to offer new Ethernet services and support Frame Relay/ATM services at the same time. Vendor will provide County with Vendor's private MPLS transport.

Vendor's MPLS transport shall provide the widest variety of legacy and next generation access types.

MPLS service shall comply with industry definitions and standards as set by the IETF to include the following features:

- Remote VPN tunneling
- Access to Internet providers
- VPN Management
- Non IP traffic (e.g., SNA, Appletalk, IPX)
- Encryption
- Authentication
- Firewall features

Managed Router Solution

The vendor will provide a wide area network (WAN) service that integrates multiprotocol networks into a single WAN solution.

Virtual Private Network

Vendor shall provide a class of Virtual Private Network (VPN) that allows the connection of multiple sites in a single bridged domain over the Vendor's managed network. This service can be used to connect multiple Local Area Networks (LANS) and Metropolitan Area Networks (MANS) and can provide LAN to MAN to WAN connectivity domestically and to global locations.

Current Environment

This Section provides a high-level overview and baseline information about the current environment at the County.

The County has desktop and shared telephony services for over 100,000 employees at more than 1,000 sites. Today, approximately 62,000 legacy services are provided, including:

Category	Service	Users
Voice Services	Internally Managed PBX and Key Systems	22,000
	Centrex-like Services	30,000
	Business Lines	2,800
	Trunking	1,300
	All Others	1,000
Data Services	Data Circuits	2,400
Calling Services	Toll Free Services	340

Legacy Services

The Vendor will provide the following Legacy Services to County locations, as requested:

- Transition Management
- Project Management
- Order Management
- Operations
- Incident Management
- Problem Management
- Change Management
- Performance Management

- Billing

Transition Management

Transition Planning includes all activities required to develop a Transition Plan with input and agreement from all stakeholders. At the completion of Transition planning, a detailed schedule, with identified resources for all tasks will be delivered by Vendor and approved by County. In addition, Key Personnel from County, Vendor, and current service Vendors (if applicable) will be named, with a documented Project status process.

Project Management

Project Management roles and responsibilities will include management of projects such as life cycle refresh at sites, deployment of equipment or services at an existing or new site, and equipment deployment associated with business activities such as business acquisitions or divestitures.

Order Management

Order Management includes the ordering of services from initiation to finalization. This will include the following activities:

- Utilization of the County's Expense Management System for the receipt, processing, and completion of all service requests
- Service Request processing intervals
- Service Price Quote
- Implementation
- Cancellation of Service Request
- Emergency Service Request
- Service Requests for new or enhanced services
- Acceptance of Services

Operations

Vendor shall provide Legacy Services to employees at County facilities. Legacy Services include providing planning and assessment, implementation, set up, troubleshooting, training and ongoing monitoring and management of these services.

Incident Management

Incident Management includes the activities associated with restoring normal service operation as quickly as possible and minimizing the adverse impact on business operations of County sites where the Vendor will be delivering services, thus ensuring that the best possible levels of service quality and availability are maintained.

Problem Management

The Vendor shall provide Problem Management to minimize the adverse impact of Incidents and Problems on the business caused by errors within the IT Infrastructure and to prevent recurrence of Incidents related to these errors by determining the underlying cause (e.g., root cause) of one or more Incidents and ensuring that actions are initiated to improve or correct the situation. Problem Management services will be provided to sites where the Vendor will be delivering services.

Change Management

The Vendor shall provide Change Management to minimize any service disruption that might occur due to a Change in service.

Change Management activities ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change upon service quality and to improve the day-to-day operations.

Change Management covers all aspects of managing the introduction and implementation of all changes affecting services and in any of the management processes, tools, and methodologies designed and utilized to support the services.

Performance Management

Performance Management activities are associated with managing service components for optimal performance. The process includes monitoring of performance and throughput, assessing results, conducting trending analysis, and recommending and performing optimization activities.

Billing

This section addresses the delivery of invoices and detailed billing data to the County. The Vendor shall provide a single invoice to County for all services centrally, however, the County reserves the right to require the Vendor to provide invoices directly to County departments. The vendor should provide invoice and detailed billing data in both a paper and electronic file format. Required data elements for the electronic file will be identified in the Work Order Solicitation.

Billing Activities include:

- Interface with the County's Expense Management System
- Billing Process
- Invoice Format
- Billing Management
- Rate Validation/Invoice Accuracy
- Billing Adjustments

5. RFSQ #104731, Appendix A (Required Forms), Exhibit 1 (Vendor's Organization Questionnaire/Affidavit and CBE Information), #7

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)~~ **ten (10)** 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 — 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)~~ **ten (10)** 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)~~ **ten (10)** 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.

☐ **Yes** ☐ **No** Vendor has provided **Category 5 — Legacy Services** over the last five (5) years.

☐ **Yes** ☐ **No** To meet the minimum qualification for Category 5 — Legacy Services, the vendor must identify five (5) client contracts for Legacy Services (as defined in Section 4.5 (Category 5 Description-Legacy Services) within the last five (5) years, each of which must have 10,000 or more Legacy Service lines, 10,000 or more Legacy Service circuits, or a combination of 10,000 or more Legacy Service lines or Legacy Service circuits. All Legacy Service lines and Legacy Service circuits must be in the United States (U.S.). Two (2) of these five (5) contracts must be with U.S. public entity clients.

6. RFSQ #104731, Appendix A (Required Forms), Exhibit 6E (Legacy Services Prospective Vendor References) is added.
7. RFSQ #104731, Appendix A (Required Forms), Exhibit 6E-1 (Legacy Services Prospective Vendor Reference Contracts) is added.
8. RFSQ #104731, Appendix A (Required Forms), Exhibit 6E-2 (Legacy Services Prospective Vendor Reference Contracts) is added.
9. RFSQ #104731, Appendix A (Required Forms), Exhibit 7E (Legacy Services Prospective Vendor List of Public Entity Contracts) is added.
10. RFSQ #104731, Appendix B (Request for Statement of Qualifications (RFSQ) Transmittal to Request A Solicitation Requirements Review) is replaced in its entirety.
11. RFSQ #104731, Appendix H (Sample Master Agreement), Recitals

WHEREAS, Contractor has established that it has met the minimum requirements of the RFSQ and is qualified to provide Services for Category 1 — Data Network Services, Category 2 — Secure Web Gateway Services, Category 3 — Unified Communications Cloud VoIP Services, ~~and/or~~ Category 4 — Cloud Contact Center Services, ~~and/or~~ **Category 5 — Legacy Services**, as defined in the RFSQ and in this Master Agreement; and

12. RFSQ #104731, Appendix H (Sample Master Agreement), Section 2.8

2. 8 Category 5 — Legacy Services: Analog and digital services that provide dial tone and business related switch features at various locations. These services must support connectivity to the public switched telephone network (PSTN). These services have been categorized as Voice, Calling Services and Data. This category description is provided in RFSQ Section 4.5 Legacy Services, which may be updated and revised from time to time by the County.

13. RFSQ #104731, Appendix H (Sample Master Agreement), Section 8.60 (Prohibition from Participation in Future Solicitation(s))

8.60 Prohibition from Participation in Future Solicitation(s)

8.60.1 A Proposer, or a Contractor or its subsidiary or Subcontractor ("Proposer/Contractor"), is prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has provided advice or consultation for the solicitation. A Proposer/Contractor is also prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has developed or prepared any of the solicitation materials on behalf of the County. A violation of this provision shall result in the disqualification of the Contractor/Proposer from participation in the County solicitation or the termination or cancellation of any resultant County contract.

1. RFSQ #104731, Appendix H (Sample Master Agreement), Exhibit I (Business Associate Agreement Under The Health Insurance Portability and Accounting Act of 1996 (HIPAA), Section 5, Subsection 5.2.2

5.2.2 Business Associate shall make a written report without unreasonable delay and in no event later than three (3) business days from the date of discovery by Business Associate of the non-permitted Use or Disclosure of Protected Health Information, Security Incident, or Breach of Unsecured Protected Health Information and to the **HIPAA Compliance Officer at: Hall of Records, County of Los Angeles, Chief Executive Office, Risk Management Branch-Office of Privacy, 320 W. Temple Street, 7th Floor, Los Angeles, California 90012, PRIVACY@ceo.lacounty.gov, that includes, to the extent possible:**

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.