OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ROBERT G. LUNA, SHERIFF

August 1, 2024

Notice to Potential Respondents:

BULLETIN NUMBER 1
REQUEST FOR QUALIFICATIONS (RFQ)
INMATE COMMUNICATIONS SYSTEM AND SERVICES
RFQ NUMBER 716A-SH

INTRODUCTION

The County of Los Angeles (County) by and through the Los Angeles County Sheriff's Department (Sherrif's Department) and the Los Angeles County Probation Department (Probation Department) are issuing this Request for Qualifications (RFQ) to solicit Statement of Qualifications (SOQs) from organizations that can provide an Inmate Communication System and Services (ICSS) to the Sheriff Department's custody and detention facilities and the Probation Department's detention and camp facilities.

The Sheriff and Probation Departments have facilities located throughout the County. Inmates are generally allowed to make phone calls without restrictions.

The County is seeking an ICSS that includes an Inmate Telephone System (ITS) capable of providing the following call types: automated operator, local, domestic, and international. The ITS must include all necessary telephone platforms, telephone instruments, and all other equipment necessary to perform the functions and services, system administration; call billing functions, call monitoring, call recording capabilities, and complete maintenance of all equipment, hardware, and software.

Additionally, the ICSS must include handheld electronic inmate tablet devices (ITD) that must provide a telephone function capable of making phone calls via the ITS and match all functional capabilities of the ITS.

The ICSS must comply with the Americans with Disabilities Act and Title 24 (http://www.bdcorr.ca.gov).

This is a request for qualifications ONLY. This is not a solicitation. The County intends to release a Request for Proposals (RFP) in the near future. Responses to this RFQ will be reviewed to verify Respondent's qualifications to provide the system described above. All Respondents will be notified, in writing, of the County's determination of Respondent's success or failure to meet the Minimum Mandatory Requirements (MMRs) listed in Paragraph 2.0 of the RFQ.

Only those Respondents who have successfully demonstrated that they meet the MMRs will be invited, by the County, to participate in a future RFP. The determination of which companies meet the MMRs lies solely and exclusively with the County.

RESPONDENT'S MINIMUM MANDATORY REQUIREMENTS

Interested and qualified Respondents who can demonstrate their ability and qualifications to successfully provide the required services described in the RFQ, are invited to submit an SOQ, provided they meet the following Minimum Mandatory Requirements:

1. Respondent must have a minimum of three consecutive years' experience within the last five years providing inmate telephone services to at least one federal, state, or county inmate detention system, that consists of one or more facilities, and has a minimum of 5,000 completed inmate calls per day.

   Respondent must complete and submit Exhibit 3 (Respondent's List of References) to the RFQ to verify this MMR.

2. Respondent must have a minimum of one year of experience providing ITS using a tablet device to one federal, state, or county inmate detention system, that consists of one or more facilities, and has a minimum of 1,000 completed inmate calls per day using a tablet device.

   Respondent must complete and submit Exhibit 3 (Respondent's List of References) to the RFQ to verify this MMR. Note: All references must be in the United States or its territories.

3. Respondent must have earned a minimum gross revenue of at least $8,000,000 per year, for the last three consecutive years, from providing similar services to those described in Paragraph 1.0 (Introduction) of the RFQ to at least one federal, state, or county inmate detention system.

Verification of this minimum mandatory requirement will be a review of Respondent's financial documentation submitted in Section C of its SOQ [refer to Paragraph 3.3 (Respondent's Financial Capability) of the RFQ].

4. If Respondent's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last ten years, then Respondent must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over $100,000. Costs 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 County.

5. Respondent must complete and submit Exhibit 1 (Minimum Mandatory Requirements) to the RFQ certifying that it meets the MMRs listed in Paragraphs 2.1 through 2.4 of the RFQ.

RFQ TIMETABLE

The timetable for this RFQ is as follows:

- Release of RFQ 08/01/24
- Request for a Requirements Review Due 08/16/24
- Written Questions Due 08/20/24
- Questions and Answers Released 08/29/24
- **SOQs due by 3:00 P.M. (Pacific Standard Time) 09/12/24**

The foregoing dates may be changed at any time at the sole discretion of the Department. All changes, as needed, will be made through an addendum and posted on the Department's website at http://lasd.org/transparency/solicitations/. All potential Respondents are encouraged to monitor the above solicitation website for Bulletins, as they are posted, during the entire RFQ process.

RESPONSE METHOD

1. All questions regarding this RFQ must be electronically mailed (E-mail) to:

Attention: Victor Mora-Vasquez
E-mail address: vmmorava@lasd.org

2. The SOQs must be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of Respondent and reference this RFQ as follows:

   "SOQ for Inmate Communications System and Services (ICSS) (RFQ 716A-SH)"

   And addressed to:

   Los Angeles County Sheriff's Department
   Fiscal Administration – Contracts Unit
   211 W. Temple Street, 6th Floor West
   Los Angeles, California 90012
   Attention: Victor Mora-Vasquez

3. It is the sole responsibility of the submitting Respondent to ensure that its response to this RFQ is received before the submission deadline. Respondents will bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. The SOQs received after the scheduled closing date and time for receipt of SOQs, as listed in Paragraph 5.0 (RFQ Timetable) of the RFQ, will not be accepted. Timely hand-delivered SOQs are acceptable. No facsimile (fax) or electronic mail (E-mail) copies will be accepted.

4. If your firm does not respond to this RFQ on or before 3:00 P.M. Pacific Standard Time, Thursday, September 12, 2024, the Department will presume your firm does not meet the requirements outlined herein, and/or is not interested in responding to a future RFP.

5. Notwithstanding, the County reserves the exclusive right to not accept any SOQs from any firm that fails to respond timely to this RFQ. Additionally, the County reserves the right to reject proposals for any future RFP from any entity who fails to respond to this RFQ, and/or any Respondent who fails to demonstrate that they have met all the qualifications (MMRs) to respond, pursuant to this RFQ.

6. Until the SOQ submission deadline, errors in SOQs may be corrected by a written request via email to withdraw the SOQ and submit another SOQ with mistakes corrected. Corrections will not be accepted once the deadline for submission of SOQs has passed.

7. Notwithstanding, the County in its sole discretion may waive any informality in a SOQ and/or request additional information, provided the sum and substance of the SOQ has been met.

Sincerely,

ROBERT G. LUNA, SHERIFF

for G.J.

Glen Joe, Assistant Division Director
Administrative Services Division