



DEPARTMENT OF HEALTH SERVICES

REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ)

TRANSPORTATION OVERFLOW SERVICES

April 2020

**Prepared By
Contracts and Grants Division**

**REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ)
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1.0 GENERAL INFORMATION

1.1 Scope of Work

The County of Los Angeles, Department of Health Services (at times hereinafter, DHS or Department) is seeking qualified companies to enter into Master Agreements with the County to provide Transportation Overflow Services.

DHS is charged with the care of indigent ill and injured lawful residents in Los Angeles County pursuant to State law. As such, DHS has a need from time-to-time to transport patients to and from residences, healthcare facilities (private and County), State mental hospitals, County court and jail facilities, etc...

DHS maintains its own basic life support (BLS) ambulances for the transportation needs of indigent patients; however, DHS does not own or operate a sufficient number of vehicles (e.g. ambulances, ambulettes, station wagons, or vans) to meet the transportation needs of its patients at all times. Further, some of the County patients need a higher level of care that requires paramedic or nurse-staffed ambulance transportation, which DHS does not operate.

DHS is seeking to contract with ambulance and ambulette operators licensed by the County of Los Angeles for the transport of patients in appropriately licensed and staffed ambulance or ambulette units. Companies interested in providing these services to the County are required to respond and submit a Statement of Qualifications (SOQ) if they are not a current Transportation Overflow Services provider.

1.2 Overview of Solicitation Document

This Request for Statement of Qualifications (RFSQ) is composed of the following parts:

- **GENERAL INFORMATION:** Provides background information on the services that DHS requires.
- **INSTRUCTIONS TO VENDORS:** Contains instructions to the Vendors on how to prepare and submit their SOQs.
- **STATEMENT OF QUALIFICATIONS – REVIEW/QUALIFICATION/SELECTION PROCESS:** Explains how the SOQ will be reviewed, and a contractor will be qualified and selected.
- **APPENDICES:**

- **A - REQUIRED FORMS:** Forms contained in this section must be completed and included in each SOQ.
- **B - TRANSMITTAL FORM TO REQUEST A SOLICITATION REQUIREMENTS REVIEW:** Transmittal sent to Department requesting a Solicitation Requirements Review pursuant to Section 2.4 of this RFSQ.
- **C - COUNTY OF LOS ANGELES POLICY OF DOING BUSINESS WITH SMALL BUSINESS:** County Code concerning how the County encourages doing business with small businesses, including preferences that these businesses may receive as part of the review process.
- **D - LISTING OF CONTRACTORS DEBARRED IN LOS ANGELES COUNTY:** Listing of Contractors who are not allowed to contract with the County for a specific length of time pursuant to County Code Chapter 2.202.
- **E - MASTER AGREEMENT:** The Master Agreement used for this solicitation. The terms and conditions shown in the Master Agreement are not negotiable.
- **F - BACKGROUND AND RESOURCES: CALIFORNIA CHARITIES REGULATION:** An information sheet intended to assist Nonprofit agencies with compliance with SB 1262 – the Nonprofit Integrity Act of 2004 and identify available resources.

1.3 Terms and Definitions

Throughout this RFSQ, references are made to certain persons, groups, or Departments/agencies. For convenience, specific terms and definitions can be found in Appendix E - Master Agreement, Paragraph 2 - Definitions.

1.4 Vendor's Minimum Qualifications

Interested and qualified Vendors that can demonstrate their ability to successfully provide the required services outlined in Appendix E – Master Agreement, Exhibit A, Statement of Work, of this RFSQ are invited to submit a SOQ, provided they meet the following requirements:

- 1.4.1 The Vendor must possess a County of Los Angeles ambulance or ambulette operator business license.
- 1.4.2 Vendor must possess and maintain an Emergency Ambulance (operator) License issued by the California Highway Patrol (CHP) and

an Emergency Ambulance Vehicle Permit issued by the CHP for each ambulance operated.

- 1.4.3 Vendors dispatch/communications center must have the capability for immediate recorded communications between the dispatch center and vendors EMS personnel when performing patient transports; including a minimum of two (2) forms of portable communication devices per vehicle. At least one (1) of these communication devices must be capable of instant/immediate direct communication (push to talk) with vendor's dispatch center.

1.5 Master Agreement Sum

The Contractor's rates shall remain firm and fixed for the term of the Master Agreement. Reimbursement to Contractors for services shall be based on the number of calls (if any) and the rates identified in Exhibit B, Schedule of Rates, in effect at the time of service.

1.6 Master Agreement Process

The objective of this RFSQ process is to secure one or more qualified Vendors to provide Transportation Overflow Services.

- 1.6.1 Master Agreements will be executed with all Vendors determined to be qualified.
- 1.6.2 Upon the Department's execution of these Master Agreements, the qualified Vendors will become County Contractors, and thereafter be solicited on a rotational basis to provide as-needed Transportation Overflow Services only as requested by DHS' Central Dispatch Office (CDO).

County reserves the right to reject Vendor's services when response times given by Vendor do not meet the needs of the patient. Payment for all work shall be consistent with the Transportation Overflow Services rates established and approval of services provided as specified in the Master Agreement. The execution of a Master Agreement does not guarantee a Contractor any minimum amount of business.

1.7 Master Agreement Term

- 1.7.1 The term of the Master Agreement shall become effective upon the date of its execution by the Director of the Department of Health Services as authorized by the Board of Supervisors, unless sooner extended or terminated.

1.7.2 DHS will be continuously accepting SOQs from qualified Vendors until such time that the County's needs for TOS are met.

1.8 County Rights and Responsibilities

The County has the right to amend the RFSQ by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available in the DHS Contracts and Grants Portal at <http://cg.dhs.lacounty.gov/>. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the SOQ not being considered, as determined in the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

1.9 Contact with County Personnel

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

Elizabeth Seung

e-mail address: cng-ems@dhs.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, the County, in its sole determination, may disqualify their SOQ from further consideration.

1.10 Mandatory Requirement to Register on County's WebVen

Prior to executing a Master Agreement, all potential Contractors must register in the County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at <http://camisvr.co.la.ca.us/webven/>.

1.11 County Option to Reject SOQs and/or Cancel Solicitation

The County may, at its sole discretion, reject any or all SOQs submitted in response to this solicitation and/or cancel this solicitation at any time, with or without cause. The County shall not be liable for any cost incurred by a Vendor in connection with preparation and submittal of any SOQ.

1.12 Protest Process

- 1.12.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Vendor may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Sub-paragraph 1.12.3 below. Additionally, any actual Vendor may request a review of a disqualification under such a solicitation, as described respectively in the Section below.
- 1.12.2 Throughout the review process, the County has no obligation to delay or otherwise postpone an award of a Master Agreement based on a Vendor protest. In all cases, the County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

1.12.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of any Departmental determination or action should be limited to the following:

- Review of Solicitation Requirements Review (Reference Paragraph 2.4 in the solicitation requirement review)
- Review of a Disqualified SOQ (Reference Paragraph 3.2 in the Review/Qualification/Selection Section)

1.13 Notice to Vendor's Regarding Public Records Act

- 1.13.1 Responses to this RFSQ shall become the exclusive property of the County. At such time as when Department recommends the qualified Vendor(s) to the Board of Supervisors (Board) and such recommendation appears on the Board agenda, all SOQs submitted in response to this RFSQ, become a matter of public record, with the exception of those parts of each SOQ which are justifiably defined and identified by the Vendor as business or trade secrets, and if by the Vendor, plainly marked as "Trade Secret", "Confidential", or "Proprietary."
- 1.13.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. **A blanket statement of confidentiality or the marking of each page of the SOQ as confidential shall not be deemed sufficient notice of exception. The Vendor must specifically label only those provisions of their respective SOQ**

which are "Trade Secrets", "Confidential", or "Proprietary" in nature.

- 1.13.3 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 the SOQ marked "confidential," "trade secrets," or "proprietary," Vendor agrees to defend and indemnify County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with the Public Records Act request.

1.14 Conflict of Interest

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFSQ, or any competing RFSQ, nor any spouse or economic dependent of such employees, shall be employed in any capacity by a Vendor or have any other direct or indirect financial interest in the selection of a Contractor. The Vendor shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code by completing the Certification of No Conflict of Interest, as set forth in Appendix A – Required Forms Exhibit 3.

1.15 Determination of Vendor Responsibility

- 1.15.1 A responsible Vendor is a Vendor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is the County's policy to conduct business only with responsible Vendors.
- 1.15.2 The Vendors are hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may determine whether the Vendor is responsible based on a review of the Vendor's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Vendor against public entities. Labor law violations which are the fault of the subcontractors and of which the Vendor had no knowledge shall not be the basis of a determination that the Vendor is not responsible.
- 1.15.3 The County may declare a Vendor to be non-responsible for purposes of this Master Agreement if the Board of Supervisors, in its discretion, finds that the Vendor has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Vendor's quality, fitness or capacity to perform a contract with the

County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.

- 1.15.4 If there is evidence that the Vendor may not be responsible, the Department shall notify the Vendor in writing of the evidence relating to the Vendor's responsibility, and its intention to recommend to the Board of Supervisors that the Vendor be found not responsible. The Department shall provide the Vendor and/or the Vendor's representative with an opportunity to present evidence as to why the Vendor should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.
- 1.15.5 If the Vendor presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of the Vendor shall reside with the Board of Supervisors.
- 1.15.6 These terms shall also apply to proposed subcontractors of the Vendors on County contracts.

1.16 Vendor Debarment

- 1.16.1 The Vendor is hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may debar the Vendor from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and the County may terminate any or all of the Vendor's existing contracts with the County, if the Board of Supervisors finds, in its discretion, that the Vendor has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Vendor's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.
- 1.16.2 If there is evidence that the apparent highest ranked Vendor may be subject to debarment, the Department shall notify the Vendor in writing of the evidence which is the basis for the proposed debarment, and

shall advise the Vendor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

- 1.16.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. The Vendor and/or the Vendor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Vendor should be debarred, and, if so, the appropriate length of time of the debarment. The Vendor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
- 1.16.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.16.5 If a Vendor has been debarred for a period longer than five (5) years, that Vendor may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Vendor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
- 1.16.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) the Vendor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

- 1.16.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.16.8 These terms shall also apply to proposed subcontractors of the Vendors on County contracts.
- 1.16.9 Appendix E provides a link to the County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

1.17 Gratuities

1.17.1 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 shall 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.

1.17.2 Vendor Notification to County

A Vendor shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Fraud Hotline at (800) 544-6861 or www.lacountyfraud.org. Failure to report such a solicitation may result in the Vendor's submission being eliminated from consideration.

1.17.3 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.

1.18 Consideration of GAIN/GROW Participants for Employment

As a threshold requirement for consideration of a Master Agreement, the Vendors shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. The Vendors shall attest to a willingness to provide employed GAIN/GROW participants access to the Vendor's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities. The Vendors who are unable to meet this requirement shall not be considered for a Master Agreement.

The Vendors shall complete and return the form, Attestation of Willingness to Consider GAIN/GROW Participants, as set forth in Appendix A - Required Forms Exhibit 5, as part of their SOQ.

1.19 Doing Business with the County

The County currently offers several preference programs designed to ensure that all businesses have equal opportunity in competing for County contracts. These programs—the Local Small Business Enterprise Preference Program, the Social Enterprise Preference Program, and the Disabled Veteran Preference Program—enable businesses that face structural disadvantages to compete for County contracts by conferring preferential status to qualifying organizations.

Details regarding the three (3) certification programs, including who would qualify for the preference and how to obtain certification are provided below.

- The Local Small Business Enterprise (LSBE) Preference Program, explained in Paragraph 1.20 of this Section.
- The Social Enterprise (SE) Preference Program, explained in Paragraph 1.21 of this Section.
- The Disabled Veteran Business Enterprise (DVBE) Preference Program, explained in Paragraph 1.22 of this Section.

Note: This particular solicitation does not award a preference to businesses that are certified under one or more of the aforementioned programs, as DHS is not requesting a bid amount. However, we encourage businesses to obtain certification(s), where applicable, as that will enable them to ask for a preference in future solicitations with the County. The certification process must be completed prior to requesting a preference in a solicitation.

Notwithstanding the absence of preferences in this solicitation process, the County has multiple programs that address small businesses. The Board of

Supervisors encourages small business participation in the County's contracting process by constantly streamlining and simplifying our selection process and expanding opportunities for small businesses to compete for our business.

The County's Policy on Doing Business with Small Business is stated in Appendix C.

1.20 Local Small Business Enterprise (LSBE) Preference Program

1.20.1 Consistent with Chapter 2.204.030C.1 of the Los Angeles County Code, a LSBE is defined as a business: 1) certified by the State of California as a small business and has had its principal place of business located in Los Angeles County for at least one year; or 2) certified as a small business enterprise with other certifying agencies pursuant to the Department of Consumer and Business Affairs (DCBA) inclusion policy that: a) has its principal place of business located in Los Angeles County, and b) has revenues and employee sizes that meet the State's Department of General Services requirements. The business must be certified by the DCBA as meeting the requirements set forth above.

1.20.2 To apply for certification as an LSBE, businesses should contact the Department of Consumer and Business Affairs at <http://dcba.lacounty.gov>

1.20.3 Information about the State's small business enterprise certification regulations is in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Small Business Certification and Resources Web site at <https://cale.procure.ca.gov/pages/sbdvbe-index.aspx>

1.21 Social Enterprise (SE) Preference Program

1.21.1 Consistent with Chapter 2.205 of the Los Angeles County Code, a SE is defined as:

- 1) A business that qualifies as a SE and has been in operation for at least one (1) year providing transitional or permanent employment to a Transitional Workforce or providing social, environmental and/or human justice services; and
- 2) A business certified by the Department of Consumer and Business Affairs (DCBA) as a SE.

1.21.2 The DCBA shall certify that a SE meets the criteria set forth in Section 1.21.1.

1.21.3 Further information on SEs is also available on the DCBA's website at: <http://dcba.lacounty.gov>

1.22 Disabled Veteran Business Enterprise (DVBE) Preference Program

1.22.1 Consistent with Chapter 2.211 of the Los Angeles County Code, a DVBE is defined as:

- 1) A business which is certified by the State of California as a DVBE; or
- 2) A business which is verified as a service-disabled veteran-owned small business (SDVOSB) by the Veterans Administration.
- 3) A business certified as DVBE with other certifying agencies pursuant to the Department of Consumer and Business Affairs' (DCBA) inclusion policy that meets the criteria set forth by the agencies in 1 and 2 above.

1.22.2 The DCBA shall certify that a DVBE is currently certified by the State of California, by the U.S. Department of Veteran Affairs, or is determined by the DCBA' inclusion policy that meets the criteria set forth by the agencies in Section 1.22.1, 1 or 2 above.

1.22.3 Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at <https://cale.procure.ca.gov/pages/sbdvbe-index.aspx>

1.22.4 Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38CFR 74 and is also available on the Department of Veterans Affairs Website at: <https://www.va.gov/osdbu/>

1.23 Notification to County of Pending Acquisitions/Mergers by Proposing Company

The Vendor shall 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 acquisition/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 shall be provided by the Vendor by completing the Vendor's Organization Questionnaire/Affidavit, as set forth in Appendix A – Required Forms Exhibit 1. Failure of the Vendor to provide this information may eliminate its SOQ from any further consideration. Vendor shall have a continuing obligation to notify County of changes to the information contained in the Vendor's Organization Questionnaire/Affidavit - Exhibit 1 during the pendency of this RFSQ by providing a revised Vendor's Organization Questionnaire/ Affidavit - Exhibit 1 to the County upon the occurrence of any event giving rise to a change in its previously-reported information.

1.24 Health Insurance Portability and Accountability Act of 1996 (HIPAA)

The Contractor shall be required to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) provision as set forth in Appendix E - Master Agreement, Sub-paragraph 8.14.

2.0 INSTRUCTIONS TO VENDORS

This Section contains key project dates and activities as well as instructions to the Vendors in how to prepare and submit their Statement of Qualifications (SOQ).

2.1 County Responsibility

The County is not responsible for representations made by any of its officers or employees prior to the execution of the Master Agreement unless such understanding or representation is included in the Master Agreement.

2.2 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with an SOQ shall be sufficient cause for rejection of the SOQ. The review and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final.

2.3 RFSQ Timetable

The timetable for this RFSQ is as follows:

- Release of Initial RFSQ 5/11/2020
- Request for a Solicitation Requirements Review Due N/A
(10 business days after release of solicitation document)
- Written Questions Due (optional) (date and Pacific Standard Time) N/A
- Questions and Answers Released N/A
- SOQ due by (date and Pacific Standard Time) OPEN AND CONTINUOUS

SOQs that are submitted after the initial due date and time indicated above may be considered for review at the convenience of the County. Once the County's needs are met, the solicitation will be suspended. The solicitation will be re-opened if the County needs additional Contractors.

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 ten (10) business days of the issuance of the solicitation document.
2. The request for a Solicitation Requirements Review includes documentation which demonstrates the underlying ability of the person or entity to submit a SOQ.
3. The request for a Solicitation Requirements Review itemizes in appropriate detail each matter contested and factual reasons for the requested review; and
4. The request for a Solicitation Requirements Review asserts either that:
 - a. application of the minimum requirements, review 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.

2.5 Vendors' Questions

The Vendors may submit written questions regarding this RFSQ by e-mail to the individual identified below. All questions submitted will be compiled without identifying the submitting Vendors and, along with the appropriate answers, will be issued as an addendum to the RFSQ and made available in the DHS Contracts and Grants Portal at <http://cg.dhs.lacounty.gov/>.

When submitting questions, please specify the RFSQ section number, paragraph number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFSQ. The County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of minimum requirements, review criteria and/or business requirements would unfairly disadvantage the Vendors or, due to unclear instructions, may result in the County not receiving the best possible responses from the Vendor.

Questions should be addressed to:

Elizabeth Seung

e-mail address: cng-ems@dhs.lacounty.gov

2.6 Vendors Conference

No Vendors Conference will be held.

2.7 Preparation and Format of the SOQ

All SOQs must be submitted in the prescribed format. Any SOQ that deviates from this format may be rejected without review at the County's sole discretion.

The content and sequence of the SOQ must be as follows:

- Table of Contents
- Vendor's Qualifications (Section A)
- Required Forms (Section B)
- Proof of Insurability (Section C)
- Proof of Licenses/Permits (Section D)

2.7.1 Table of Contents

The Table of Contents must be a comprehensive listing of material included in the SOQ. This section must include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

2.7.2 Vendor's Qualifications (Section A)

Demonstrate that the Vendor's organization has the experience to perform the required services. The following sections must be included:

A. Vendor's Organization Questionnaire/Affidavit and CBE Information (Section A.1)

The Vendor shall complete, sign and date the Vendor's Organization Questionnaire/Affidavit and CBE Information, as set forth in Appendix A – Required Forms Exhibit 1. **The person signing the form must be authorized to sign on behalf of the Vendor and to bind the Vendor in a Master Agreement.**

Upon receipt of the SOQ or at some later time, the County may, in its discretion, request additional documentation regarding the Vendor's business organization and authority of individuals to sign Agreements.

B. Vendor's Background and Experience (Section A.2)

Provide a summary of relevant background information to demonstrate that the Vendor meets the minimum qualifications stated in Paragraph 1.4 of this RFSQ and has the capability to perform the required services as a corporation or other entity.

C. Vendor's References (Section A.3)

The Vendor must provide three (3) references where the same or similar scope of services were provided by completing the Prospective Contractor References, as set forth in Appendix A – Required Forms Exhibit 2.

It is the Vendor's sole responsibility to ensure that the firm's name, and point of contact's name, title and phone number for each reference is accurate. The County may disqualify a Vendor if:

- references fail to substantiate the Vendor's description of the services provided; or
- references fail to support that the Vendor has a continuing pattern of providing capable, productive and skilled personnel; or
- the Department is unable to reach the point of contact with reasonable effort. It is the Vendor's responsibility to inform the references' point of contact of the County's normal working hours – Monday through Friday, 8 a.m. – 5 p.m. local time.

2.7.3 Required Forms (Section B)

Include the following forms as provided in Appendix A – Required Forms. Complete, sign and date all forms.

Exhibit 3 Community Business Enterprise Information

Exhibit 4 Certification of No Conflict of Interest

Exhibit 5 Attestation of Willingness to Consider GAIN/GROW Participants

Exhibit 6 Charitable Contributions Certification

2.7.4 Proof of Insurability (Section C)

The Vendor must provide proof of insurability that meets all insurance requirements as set forth in the Appendix E - Master Agreement, Sub-paragraphs 8.17 and 8.18. If a Vendor does not currently have the

required coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should the Vendor be selected to receive a Master Agreement award may be submitted with the SOQ.

2.7.5 Proof of Licenses/Permits (Section D)

The Vendor must furnish a copy of the following:

1. Emergency Ambulance (operator) License issued by the California Highway Patrol (CHP); and
2. Emergency Ambulance Vehicle Permit issued by the (CHP) for each ambulance operated.

2.8 SOQ Submission

The SOQ shall be submitted in Portable Document Format (PDF) with the subject title "SOQ FOR TRANSPORTATION OVERFLOW SERVICES" and e-mailed to:

cng-ems@dhs.lacounty.gov

Attention: Elizabeth Seung

2.9 Acceptance of Terms and Conditions of Master Agreement

The Vendors understand and agree that submission of the SOQ constitutes acknowledgement and acceptance of, and a willingness to comply with, all terms and conditions as set forth in Appendix E - Master Agreement.

2.10 SOQ Withdrawals

The Vendor may withdraw its SOQ at any time prior to receiving a notice of Master Agreement Award, upon written request to:

cng-ems@dhs.lacounty.gov

Attention: Elizabeth Seung

3.0 SOQ REVIEW/QUALIFICATION/SELECTION PROCESS

3.1 Review Process

SOQs will be subject to a detailed review by qualified County staff. The Department may elect to waive any informality in a SOQ if the sum and substance of the SOQ is present. The review process will include the following steps:

3.1.1 Adherence to Minimum Qualifications

The County shall review the Vendor's Organization Questionnaire/Affidavit and CBE Information, as set forth in Appendix A – Required Forms Exhibit 1, and determine if the Vendor meets the minimum qualifications as outlined in Paragraph 1.4 of this RFSQ.

Failure of the Vendor to comply with the minimum qualifications may eliminate its SOQ from any further consideration.

3.1.2 Vendor's Qualifications (Section A)

The County's review shall include the following:

- The Vendor's Background and Experience as provided in Section A.2 of the SOQ.
- The Vendor's References as provided in Section A.3. The review will include verification of references submitted, a review of the County's Contract Database, if applicable, and the Contractor Alert Reporting Database (CARD) reflecting past performance history on the County contracts.

3.1.3 Required Forms (Section B)

All forms listed in Section 2, Sub-paragraph 2.7.3 must be included in Section B of the SOQ.

3.1.4 Proof of Insurability (Section C)

Review the proof of insurability provided in Section C of the SOQ.

3.1.5 Proof of Licenses/Permits (Section D)

The Vendor's Licenses and Permits in Section D will be reviewed to determine if Vendor's Licenses and Permits are appropriate, current and in good standing.

3.1.6 Verification Process

A review will be conducted of the Vendor's business status by checking with all applicable databases. A review may include, but not be limited to, databases available with the California Secretary of State – Business Programs; California State's Suspended and Ineligible Provider List for Medi-Cal; Federal Debarment List; and the Federal's System for Award Management (SAM) List.

3.2 Disqualification Review

A SOQ may be disqualified from consideration because DHS determined it was non-responsive at any time during the review process. If DHS determines that a SOQ is disqualified due to non-responsiveness, DHS 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 timeframe specified in the written determination.

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

1. The person or entity requesting a Disqualification Review is a Vendor;
2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
3. The request for a Disqualification Review asserts that DHS'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 review process.

3.3 Qualification/Selection Process

The Vendors who are notified by DHS that they appear to have the necessary qualifications and experience (i.e., they are qualified) may still not be recommended for a Master Agreement if other requirements necessary for award have not been met. Other requirements may include acceptance of the terms and conditions of the Master Agreement, and/or satisfactory documentation that required insurance will be obtained. Only when all such matters have been demonstrated to DHS's satisfaction can a Vendor, which is otherwise deemed qualified, be regarded as "selected" for recommendation of a Master Agreement.

DHS will execute Board of Supervisors-authorized Master Agreements with each selected Vendor. All Vendors will be informed of the final selections.