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August 2, 2018

ADDENDUM TWO
TO THE REQUEST FOR PROPOSALS
FOR ANONYMOUS WELFARE FRAUD REFERRALS AND REWARD SERVICES
RFP CMD #18-01

This is Addendum Two to the Anonymous Welfare Fraud Referrals and Reward Services Request for Proposals (RFP CMD #18-01), which was released on June 21, 2018.

This Addendum contains portions of the RFP that have been revised.

The information contained in this Addendum Two supersedes any related information previously provided.

The Addendum will be posted on the following websites:

<http://dpss.lacounty.gov/wps/portal/dpss/main/business/contract-opportunities>

and

http://doingbusiness.lacounty.gov/main_db.htm

Proposals are due and must be received by DPSS no later than 12:00 P.M. local time, August 15, 2018. No late proposals will be accepted.

Please continue to access the above-mentioned website for updates.

"To Enrich Lives Through Effective And Caring Service"

ADDENDUM TWO

**TO THE REQUEST FOR PROPOSALS
FOR ANONYMOUS WELFARE FRAUD REFERRALS AND REWARD SERVICES
RFP CMD #18-01**

Addendum Two to the Request for Proposals CMD #18-01 shall cause the following revisions.

1. RFP, Section 3.0 Proposer's Minimum Qualifications, Subsection 3.6 is deleted in its entirety and replace as follows:

3.6 Provide trained multilingual staff experienced in questioning informants to elicit sufficient details of reported instances of suspected welfare fraud crimes who are available 24 hours per day, seven days a week, to answer Hotline telephone calls.

2. RFP, Section 7.0 Proposal Submission Requirements, Subsection 7.3 RFP Timetable, Paragraph 7.3.1 is deleted in its entirety and replaced as follows:

7.3.1 The timetable for this RFP is as follows:

- Release of RFP06/21/2018
- Request for a Solicitation Requirements Review Due.....07/09/2018
- Written Questions Due by 12:00 P.M.....07/09/2018
- Mandatory Proposers' Conference.....07/11/2018
- Questions and Answers Released.....07/26/2018
- **Proposals Due by** August 15, 2018, 12:00 P.M. (local time).08/15/2018

Proposers are advised that updates, including addendum/addenda, will be posted at the DPSS Request for Proposals website at:

<http://dpss.lacounty.gov/wps/portal/dpss/main/business/contract-opportunities/>

and at the following County contracting website:

http://doingbusiness.lacounty.gov/main_db.htm.

3. RFP, Section 7.0 Proposal Submission Requirements, Subsection 7.12 Proposal Submission, Paragraph 7.12.1 is deleted in its entirety and replaced as follows:

7.12.1 The original Business Proposal and five (5) copies shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with the name and address of the proposer and bear the words:

“BUSINESS PROPOSAL FOR ANONYMOUS WELFARE FRAUD REFERRALS AND REWARD SERVICES RFP CMD #18-01”

The original Cost Proposal and five (5) copies must be submitted in a separate sealed package, plainly marked in the upper left-hand corner with the name and address of the proposer and bear the words:

“COST PROPOSAL FOR ANONYMOUS WELFARE FRAUD REFERRALS AND REWARD SERVICES RFP CMD #18-01”

The electronic material of the proposals, as stipulated in Subsection 7.8 of this RFP, must be submitted in a separate sealed package, plainly marked in the upper left-hand corner with the name and address of the Proposer and bear the words:

“CD’S FOR ANONYMOUS WELFARE FRAUD REFERRALS AND REWARD SERVICES”

The proposal(s) shall be delivered or mailed to:

County of Los Angeles
Department of Public Social Services
12900 Crossroads Parkway South, East Annex, 2nd Floor
City of Industry, CA 91746
Attention: Priscilla Diaz, Administrative Services Manager I

It is the sole responsibility of the submitting proposer to ensure that its proposal is received before the submission deadline. Submitting proposers shall bear all risks associated with delays in delivery by any person or entity, including U.S. Mail. Any proposals received after the scheduled closing date and time for receipt of proposals, as listed in Paragraph 7.3 (RFP Timetable), will not be accepted and returned to the sender unopened. Timely hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

All proposals shall be firm offers. The last date and time proposals will be accepted is Wednesday, August 15, 2018, at 12:00 noon (Pacific Time). No proposals will be accepted after this date/time.

4. RFP, Section 8.0 Selection Process and Evaluation Criteria, Subsection 8.1 Selection Process, Paragraph 8.1.1 is deleted in its entirety and replaced as follows:
 - 8.1.1 The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process will begin with receipt of the proposal on August 15, 2018.

Evaluation of the proposals will be made by an Evaluation Committee selected by the Department. The Committee will evaluate the proposals and will use the evaluation approach described herein to select a prospective contractor. All proposals will be evaluated based on the criteria listed below. All proposals will be scored and ranked in numerical sequence from high to low. The County may also, at its option, invite proposers being evaluated to make a verbal presentation or conduct site visits, if appropriate. The Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation.

After a prospective contractor has been selected, the County and the prospective contractor(s) will negotiate a contract for submission to the Board of Supervisors for its consideration and possible approval. If a satisfactory contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified proposer who submitted a proposal, as determined by the County.

The recommendation to award a contract will not bind the Board of Supervisors to award a contract to the prospective contractor.

The County retains the right to select a proposal other than the proposal receiving the highest number of points if County determines, in its sole discretion, another proposal is the most overall qualified, cost effective, responsible, responsible and in the best interests of the County.

5. RFP, Appendix A Statement of Work, Section 1.0 Statement of Work (SOW), Subsection 1.1 Overview is deleted in its entirety and replaced as follows:

- 1.1 Overview

- Under the Contract, experienced multilingual operators are accessible 24 hours per day, 365 days per year, to answer anonymous calls regarding suspected welfare fraud crimes.

- The Contractor shall be required to provide to County appropriate reports of suspected neglect/abuse and welfare fraud, and have an established system of distributing rewards when authorized and funded by County without compromising the caller's identity.

6. RFP, Appendix A Statement of Work, Section 1.0 Statement of Work (SOW), Subsection 1.3 Specific Tasks, Paragraph 1.3.1 Fraud Referral Services, Subparagraph 1.3.1.1 Telephone Calls, Article a) is deleted in its entirety and replaced as follows:

- 1.3.1.1 Telephone Calls

- a) Provide a toll-free telephone line to be used by the public to anonymously report suspected cases of welfare fraud

occurring in Los Angeles County. This telephone line is to be adequately staffed by trained operators 24 hours per day, seven days a week.

- i. Contractor shall use reasonable business efforts to answer calls within the first five (5) rings.
- ii. Contractor shall have a system in place to take messages for calls that are unanswered after five (5) rings.
- iii. Contractor shall not leave the customer on hold for more than five (5) minutes.
- iv. Contractor shall have a system in place to take messages outside of Contractor's Administrative office hours (see 1.4.8 Contractor's Office).

7. RFP, Appendix A Statement of Work, Section 1.0 Statement of Work (SOW), Subsection 1.3 Specific Tasks, Paragraph 1.3.1 Fraud Referral Services, Subparagraph 1.3.1.3 Submission of Abuse/Neglect Allegations, Article a) Department of Children and Family Services: Child Abuse/Neglect Referrals, Subarticle ii. is deleted in its entirety and replaced as follows:

- ii. In accordance with the Child Abuse and Neglect Reporting Act (CANRA), the Contractor must telephone DCFS immediately by using the 1-800-540-4000 Hotline number. Then the Contractor shall send, within 36 hours, a follow-up written referral (Suspected Child Abuse Report form), which may be obtained from the mandated reporter website listed below. The referral shall be mailed to the Child Protection Hotline at:

Department of Children and Family Services
Child Protection Hotline Section
1933 S. Broadway, 5th Floor
Los Angeles, CA 90007

The referral may alternately be faxed to 213-745-1728 or submitted electronically using the mandated reporter website at www.mandreptla.org.

8. RFP, Appendix A Statement of Work, Section 1.0 Statement of Work (SOW), Subsection 1.4 Responsibilities, Paragraph 1.4.8 Contractor's Office, Subparagraph 1.4.8.1 is deleted in its entirety and replaced as follows:

- 1.4.8.1 Contractor shall maintain an Administrative office with a telephone in the company's name where Contractor conducts business. The Administrative office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contract's performance of the Contract. When the Administrative office is closed, an answering service shall be provided to receive calls.

9. RFP, Appendix A Statement of Work, Section 1.0 Statement of Work (SOW), Subsection 1.4 Responsibilities, Paragraph 1.4.9 Hours/Days of Work is deleted in its entirety.
10. RFP, Appendix C Sample Contract, RECITALS are deleted in their entirety and replaced as follows:

WHEREAS, the County may contract with private businesses for Anonymous Welfare Fraud Referrals and Reward Services when certain requirements are met; and

WHEREAS, the Contractor is a private firm specializing in providing Anonymous Welfare Fraud Referrals and Reward Services; and

WHEREAS, Contractor, is qualified to provide a toll-free hotline for the public to anonymously report suspected fraud, abuse, and other crimes, and is located at _____.; and

WHEREAS, Contractor is able to operate a toll-free hotline, 24 hours daily, seven days a week, with trained multilingual staff experienced in questioning informants to elicit sufficient details for governmental agencies to investigate the reported instances of suspected crimes; and

WHEREAS, Contractor is able to provide rewards to welfare fraud informants without compromising welfare fraud informants' anonymity; and

WHEREAS, Contractor has been involved in and has developed expertise in delivering these services; and

WHEREAS, these services cannot be performed adequately by County employees and it is impossible to recruit and train such personnel to perform such services for the period of time such services are needed by County; and

WHEREAS, this Contract is therefore authorized under Section 44.7 of the Los Angeles County Charter and Los Angeles County Codes Section 2.121.250; and

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to the following: