



LOS ANGELES REGIONAL INTEROPERABLE COMMUNICATIONS SYSTEM AUTHORITY

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SENT CORRESPONDENCE BY:
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July 6, 2026

ADDENDUM 1 TO INVITATION FOR BIDS (IFB) NO. LA-RICS 029 LOS ANGELES REGIONAL INTEROPERABLE COMMUNICATIONS SYSTEM (LA-RICS) AUTHORITY (AUTHORITY) MANAGED INFORMATION TECHNOLOGY (IT) SERVICES

This Addendum 1 to IFB No. LA-RICS 029 clarifies information contained within the IFB issued June 24, 2026 by the Authority, and also includes responses to questions received in writing from potential Bidders, which are hereby incorporated as part of the solicitation document.

Please note, questions received are substantially similar in form, but may have been revised for purposes of clarity.

REVISIONS TO THE IFB

Please note, language within the IFB that has been deleted is reflected in ~~red text~~, whereas language that has been replaced or added is reflected in **blue text**.

1. All references to the Mandatory Bidder's Conference and Site Walk throughout the entirety of the IFB are revised to reflect the following appropriate reference:
 - ✓ **Section 8.4 (Mandatory Bidder's Conference and Site Walk)**
2. All references to Appendix B (Required Forms), in particular Attachment 1 (Certification and Compliance) and Attachment 2 (Organization Questionnaire/Affidavit) throughout the entirety of the IFB are revised to reflect the following appropriate references:
 - ✓ **Attachment 1 (Organization Questionnaire/Affidavit)**
 - ✓ **Attachment 2 (Certification of Compliance)**
3. Section D (Hours and Days of Service) of Appendix A (Sample Contract), in particular Exhibit A (Scope of Work), of the IFB is revised as follows. All other language under Section D (Hours and Days of Service) remains unchanged.

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D. HOURS AND DAYS OF SERVICE

The hours of services shall be primarily available during normal business hours, which is from 8 a.m. to 5:30 p.m. Monday through **Friday Thursday**, except County observed holidays, unless otherwise agreed upon between the Authority and Consultant. However, there may be instances when the Consultant will be required to work outside of normal business hours in order to perform the Base Scope of Services work and services set forth in this Exhibit A (Scope of Work). It is estimated the Base Scope of Service hours will amount to approximately forty (40) hours per month. However, this is only an estimate, and the Base Scope of Service hours may be less than or may exceed forty (40) hours per month. Irrespective of the Base Scope of Service hours provided per month, either less than or more than forty (40) hours per month, Consultant will be paid the monthly rate identified in Exhibit B (Schedule of Prices).

4. Subsection 2.3 (Device Management) of Section 2 (Managed IT Services) in Appendix A (Sample Contract), in particular Exhibit A (Scope of Work), of the IFB is revised as follows.

2.3 Device Management

Consultant shall provide Device Management support as follows:

- ✓ Laptop configuration and deployment
- ✓ Device inventory tracking
- ✓ Windows operating system updates
- ✓ Patch management
- ✓ Endpoint security configuration
- ✓ Remote device management
- ✓ Antivirus or Endpoint Detection and Response (EDR)
- ✓ Hard drive encryption using BitLocker
- ✓ Hardware troubleshooting
- ✓ Warranty coordination with **HP Dell**

QUESTIONS AND RESPONSES

5. **QUESTION:** Can the CompTIA Network+ certification requirement for assigned staff be substituted with equivalent or higher-tier vendor-specific network certifications (such as Cisco CCNA/CCNP or Microsoft Certified Solutions Associate)?

RESPONSE: Yes.

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6. **QUESTION:** Is the monthly on-site help desk presence at LA-RICS Headquarters required to be a specific, recurring day of the month, or can it be scheduled dynamically based on administrative requirements?

RESPONSE: The monthly on-site help desk presence referenced in the IFB at the LA-RICS Headquarters may be scheduled dynamically based on the IT needs of the Authority.

7. **QUESTION:** Does the Authority currently utilize a specific Help Desk ticketing system that the Consultant will access; or, is the Consultant expected to provide and integrate its own ticketing solution?

RESPONSE: No, the Authority does not utilize a specific Help Desk ticketing system. The expectation is the resultant Consultant will provide its own Help Desk ticketing solution.

8. **QUESTION:** Will LA-RICS consider foreign Minority Business Enterprise (MBE) certificates such as Texas Corporation structure and NCTRCA MBE into the Evaluation or Business Requirements local preference criteria?

RESPONSE: No. The IFB does not contemplate any local preferences.

9. **QUESTION:** Regarding the fingerprinting and background clearance via the California Department of Justice (CA DOJ), what is the typical processing timeframe we should anticipate from submission to authorization?

RESPONSE: The typical processing timeframe for a background clearance is between two (2) to six (6) weeks per individual.

10. **QUESTION:** For the DATTO SaaS backup solution, are the product licenses owned and managed directly by the Authority, or is the Consultant expected to provision and bundle the backup licensing as part of the monthly service fee?

RESPONSE: The DATTO SaaS backup licenses are owned by the Authority for a period of three (3) years. The expectation is the resultant Consultant will manage the DATTO SaaS services with Authority.

11. **QUESTION:** What are the specific model configurations of the primary Dell laptops used by the approximately 30 users, and are they currently covered under active manufacturer warranties?

RESPONSE: The Authority's end users primarily utilize Dell Latitude 5550 laptops with Intel Core Ultra 7 processors that operate on Microsoft Windows 11 Pro in a Microsoft Office 365 environment.

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12. **QUESTION:** Can the Authority clarify the Service Level Expectations (SLA) penalty structure under Section 31 of the Appendix A – Sample Contract? Does the \$500 per day per infraction liquidated damages rate apply specifically to critical outages or also to low-priority requests?

RESPONSE: \$500 per day is a reasonable estimate for infractions or non-compliance with the contract terms and conditions and will be determined at the sole discretion of the Authority, however, the Authority will provide written notice prior to exercising any liquidated damages to allow the resultant Consultant to correct said deficiencies.

13. **QUESTION:** Regarding Cost of Living Adjustments (COLA's), what is the maximum percentage cap for the cost-of-living adjustments, and is it linked to a specific Los Angeles-Long Beach-Anaheim Area CPI-U index release date?

RESPONSE: The maximum COLA cannot exceed the general salary movement granted to County of Los Angeles employees as determined by the County of Los Angeles' Chief Executive Officer as of July 1 for the prior twelve (12) month period. For example, if County of Los Angeles employees receive a 3% salary increase, but the COLA CPI-U calculation for the resultant Consultant indicates a 4% increase, the resultant Consultant would be capped at a 3% increase.

Please refer to Section 5.8 (Cost of Living Adjustments [COLA's]) of Appendix A (Sample Contract) for the method by which COLA are calculated based on the CPI-U.

14. **QUESTION:** Is a SOC 2 Type I or II certification a mandatory requirement for bidding, or will a robust narrative security framework showing compliance with Exhibit E and active CJIS-aligned data controls satisfy the evaluation criteria?

RESPONSE: No. The only mandatory requirements for bidding are those set forth in Section 5.0 (Minimum Mandatory Requirements) of IFB No. LA-RICS 029.

15. **QUESTION:** Are there any specific administrative templates required for the monthly reporting and asset inventory deliverables, or can the Consultant submit its standard reporting package for initial approval?

RESPONSE: The resultant Consultant must complete and submit Exhibit G (Work Acceptance Certificate [WAC]) to obtain the Authority's acceptance of all tasks, deliverables, goods, services, and other work specified in Exhibit A (Scope of Work). The WAC must be submitted in order for the resultant Consultant to submit an invoice for the same tasks, deliverables, goods, services, and work provided. The resultant Consultant may utilize and submit its own standard

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reporting document to the Authority for approval with its WAC. The Authority will work with the resultant Consultant on this process.

16. **QUESTION:** Is there a current incumbent provider already providing the services requested? If yes, is there any pain points?

RESPONSE: No, the Authority currently does not have an incumbent Consultant providing these services.

17. **QUESTION:** What is the anticipated budget for this contract?

RESPONSE: As the Authority does not currently have an Agreement in place for these Managed IT Services, there is no existing budget to reference. As a result, interested Bidders are encouraged to submit their most competitive pricing to provide these services.

18. **QUESTION:** IFB Section 1.0/Section 5.2, Page 1 and Page 4. Both sections reference the "Mandatory Bidder's Conference and Site Walk identified in Section 8.3 (Mandatory Bidder's Conference and Site Walk) of this IFB." The Mandatory Bidder's Conference appears at Section 8.4, while Section 8.3 is titled "Bidders' Questions." Please confirm the intended cross-reference is Section 8.4.

RESPONSE: Correct. Section 1.0 (Minimum Mandatory Requirements [MMRs]) and Section 5.2 should reflect Section 8.4 (Mandatory Bidder's Conference and Site Walk), not Section 8.3. Please refer to Revision No. 1 of this Addendum 1 to IFB No. LA-RICS 029, which reflects a global IFB correction.

19. **QUESTION:** IFB Section 4.3.3 (Days of Operation), Page 4, versus Appendix A, Exhibit A, Section D (Hours and Days of Service), Page 2. Section 4.3.3 states normal business hours are "from 8:00 a.m. to 5:30 p.m., Monday through Thursday," while Exhibit A, Section D states "8 a.m. to 5:30 p.m. Monday through Friday." Please confirm which schedule governs the resultant Contract.

RESPONSE: Please refer to Revision No. 3 of this Addendum 1 to IFB No. LA-RICS 29, which reflects the correct Hours and Days of Service.

20. **QUESTION:** Appendix A, Exhibit A, Section E.2.3 (Device Management), Page 4. The last bullet states "Warranty coordination with HP." Sections B and E.1 of Exhibit A state that "Dell laptops are used as primary user devices." Please confirm whether warranty coordination will be with Dell, HP, or both.

RESPONSE: Please refer to Revision No. 4 of this Addendum 1 to IFB No. LA-RICS 29, which reflects the correct reference.

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21. **QUESTION:** Appendix B, Attachment 4 (Schedule of Prices). Attachment 4 calculates the Total Proposed Cost as the Monthly Rate multiplied by twelve (12) months, while the anticipated Contract term is three (3) years with two (2) one-year renewal options and rates that "will remain firm and fixed for the term of the Contract" (Section 4.3.2). Please confirm that (a) the evaluated Total Proposed Cost for ranking purposes is the twelve-month total, and (b) the same fixed monthly rate will apply to years two and three of the base term, subject only to the COLA provisions of Section 4.3.2.

RESPONSE: Correct. The Total Proposed Cost in Attachment 4 (Schedule of Prices) is the monthly rate multiplied by twelve (12) months. Barring any amendments to the resultant contract and any changes to the monthly rate, the monthly rate will be applied throughout the contract term and any exercised renewal options.

22. **QUESTION:** Appendix B (Required Forms), cover list versus form titles. The Appendix B cover list and IFB Section 8.6.5 identify Attachment 1 as "Certification of Compliance" and Attachment 2 as "Organization Questionnaire/Affidavit"; however, within Appendix B the form headed "ATTACHMENT 1" is the Organization Questionnaire/Affidavit and the form headed "ATTACHMENT 2" is the Certification of Compliance. Please confirm which numbering governs so Bidders may assemble Sections B.1 and C of the bid correctly.

RESPONSE: For clarification, Attachment 1 is the Organization Questionnaire/Affidavit and Attachment 2 is the Certification of Compliance. Please refer to Revision No. 2 of this Addendum 1 to IFB No. LA-RICS 029, which reflects the appropriate references.

23. **QUESTION:** Appendix A (Sample Contract), Exhibit A (Scope of Work) Section E.2.5 (Backup and Disaster Recovery), Page 5. This section requires support "via the LA-RICS DATTO SaaS product." Please confirm the Authority holds and pays for the DATTO SaaS Protection licensing/subscription, and that the Consultant's responsibility is administration, monitoring, and restoration testing only, with no licensing costs to be included in the proposed monthly rate.

RESPONSE: Please refer to the Response to Question No. 10 of this Addendum 1 to IFB No. LA-RICS 029.

24. **QUESTION:** IFB Section 5.4/Section 8.6.4.1 (Background and Experience), Pages 4 and 18. Regarding "a CompTIA Network+ certification or equivalent IT certifications," would the Authority please confirm examples of certifications it will accept as equivalent (e.g., Cisco CCNA, CompTIA Security+, Microsoft 365 Certified: Administrator Expert, Microsoft Certified: Azure Administrator Associate)?

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RESPONSE: Due to the vast amount of equivalent certifications that exist, the Authority cannot provide a comprehensive list, but as reflected in the IFB, the Authority will accept any Network+ equivalent or higher certifications.

As a point of reference, given the example certifications provided, Cisco CCNA is acceptable. With respect to CompTIA Security+ no, not by itself, but yes, it is acceptable IF combined with a certification providing IP network competency. With respect to Microsoft 365 Certified: Administrator Expert and Microsoft Certified: Azure Administrator Associate, no, not by themselves, but yes, they are acceptable IF combined with a certification providing IP networking and security competency.

25. **QUESTION:** Could you please confirm whether attendees are required to register in advance for the conference and site walk, or if it is sufficient to arrive at the specified location on the scheduled date and time? If any prior registration, RSVP, or additional documentation is required, I would appreciate it if you could provide the relevant instructions.

RESPONSE: No advanced registration is required for the Mandatory Bidder's Conference and Site Walk. Interested Bidders may attend the Mandatory Bidder's Conference and Site Walk by arriving at the date and time set forth in Section 1.0 (Solicitation Information and Minimum Mandatory Requirements) of the IFB.

IMPORTANT REMINDERS

The Mandatory Bidder's Conference and Site Walk continues to be Tuesday, July 14, 2026, at 11:00 a.m., which will be held at the LA-RICS Headquarters described in Section 8.4 (Mandatory Bidder's Conference and Site Walk) of the IFB.

The deadline to submit the IFB Responses continues to be Tuesday, August 11, 2026, by 4:00 p.m.

As a reminder, potential Bidders responsible for reviewing the IFB in its entirety and are encouraged to respond to the IFB and submit the requisite documents with its IFB response.

If you have any questions regarding this Addendum 1, please direct them to Jeanette Arismendez at jeanette.arismendez@la-rics.org or at (323) 881-8254.

Sincerely,



SCOTT EDSON
EXECUTIVE DIRECTOR