



LOS ANGELES REGIONAL INTEROPERABLE COMMUNICATIONS SYSTEM AUTHORITY

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August 20, 2026

ADDENDUM 3 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 3 to IFB No. LA-RICS 029 clarifies information contained within the Authority's IFB issued June 24, 2026. It also includes responses to questions received in writing from potential Bidders as well as questions addressed at the Mandatory Bidder's Conference and Site Walk, 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 new language that has been added is reflected in **blue text**.

1. Section 1 (Solicitation Information and Minimum Mandatory Requirements), in particular, the Bid Due date, of the IFB has been extended as follows:

- **BIDS DUE – MONDAY, SEPTEMBER 14, 2026, BY 4:00 P.M.**

2. Subsection 2.13 (Ancillary Services) of Section 2 (Managed IT Services) in Exhibit A (Scope of Work) of the IFB is revised as follows:

2.13 Ancillary Services

Consultant shall provide ancillary services on an as-needed basis as follows:

- ✓ Provide Training in connection with IT related managed services

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- ✓ Participate in price negotiations for IT related needs
- ✓ IT Equipment inventory audits
- ✓ ~~Home printer and~~ Smart device setup
- ✓ ~~Security penetration testing~~

3. Section 3 (Reporting and Documentation) of Exhibit A (Scope of Work) is revised as follows:

3. REPORTING AND DOCUMENTATION

Consultant shall deliver to the Authority monthly reporting, which shall include service reports, security reports, system health reports, and asset inventory updates. At commencement of the Agreement, Consultant shall provide the Authority with a draft report for approval demonstrating what information will be contained in the monthly reporting moving forward.

Consultant shall also maintain documentation for systems, architecture, and IT procedures.

Consultant shall perform an initial IT assessment of the Authority's current IT environment and deliver to the Authority, within forty-five (45) days of issuance of a Notice to Proceed, its findings and recommendations in the form of an IT Assessment Report.

4. Section 4 (Service Level Expectations) in Exhibit A (Scope of Work) of the IFB is revised as follows:

4. SERVICE LEVEL EXPECTATIONS (~~SLA~~ SLE)

Consultant shall respond to notifications initiated by the Authority regarding IT problems and/or issues and repair and/or remediate such problems and/or issues as detailed in the ~~SLA~~ SLE classifications as follows:

- ✓ **Critical System Outage** – Consultant shall respond within one (1) hour of notification by the Authority. **Consultant shall resolve the issue within four (4) hours of responding to the Authority.**
- ✓ **Standard Support Request** – Consultant shall respond within ~~eight (8) two (2) hours or one (1) business day~~ of notification by the Authority. **Consultant shall resolve the issue within one (1) business day of responding to the Authority.**
- ✓ **Low Priority Request** – Consultant shall respond within **four (4) hours** ~~two (2) business days~~ of notification by the Authority. **Consultant shall**

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resolve the issue within two (2) business days of responding to the Authority.

Notifications initiated by the Authority may be in the form of a phone call, an email transmission, **a text message**, or the initiation of a ticket in a Help Desk ticketing system (as may be used by the Consultant). Once the Consultant is in receipt of notification, Consultant will assign an **SLA SLE** classification.

The Authority reserves the right to determine the **SLA SLE** classification of a reported problem/issue. The Authority further reserves the right to escalate or downgrade an **SLA SLE** classification assigned by Consultant.

Responses by Consultant in response to SLE may be in the form of a phone call, an email transmission, a text message, or the initiation in a Help Desk ticketing system (as may be used by the Consultant) or another method approved by the Authority.

QUESTIONS AND RESPONSES

1. **QUESTION:** Can Help Desk and Managed IT Services support be provided using offshore resources, provided all Service Level Agreement (SLA) requirements are met and onsite support is available when required?

RESPONSE: No.

2. **QUESTION:** For the "Critical System Outage" SLA requiring a response within one (1) hour, does "response" mean acknowledgment and engagement by phone, email, or remote support within one hour, or is physical onsite presence required within one hour?

RESPONSE: Please refer to Revision No. 4 regarding Service Level Expectations (SLE) of this Addendum 3. Depending on the nature of Critical System Outage, onsite presence may or may not be needed.

3. **QUESTION:** Other than the monthly onsite Help Desk visit described in the Scope of Work, are there any minimum onsite staffing requirements or expectations for a dedicated onsite technician?

RESPONSE: The need for onsite staffing requirements will be dependent on the Information Technology (IT) needs of the Authority, which may exceed one (1) day per month. The Authority will work with the resultant Consultant on the onsite needs, but the expectation is one (1) static day a month, at minimum, to be determined by the Authority, will be required.

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4. **QUESTION:** Liquidated damages cure period. Response to Question 12 of Addendum 1 confirms that the Authority will provide written notice prior to exercising liquidated damages, allowing the resultant Consultant to correct the deficiency. Is there a defined cure period following that written notice before the \$500 per day begins to accrue, and if so, what is its duration?

RESPONSE: The cure period and duration will be defined in the written notice regarding Liquidated Damages, if any such Liquidated Damages are exercised.

5. **QUESTION:** IFB Section 5.0 (Minimum Mandatory Requirements), Page 4; Exhibit A (Scope of Work), Section G (Consultant Qualifications), Page 8. Does the Authority require that all assigned Consultant staff be based in the United States, or may the Consultant leverage offshore or nearshore resources for remote support functions such as help desk, monitoring, or after-hours coverage?

RESPONSE: All Consultant's staff must be based in the United States.

6. **QUESTION:** IFB Section 5.4/Section 8.6.4.1 (Background and Experience), Pages 4 and 18; Exhibit A (Scope of Work), Section G.2, Page 8. The IFB requires assigned staff to hold a "CompTIA Network+ certification or equivalent IT certifications." Addendum 1, Question 24 provided guidance on certain equivalencies. Would the Authority please confirm whether Microsoft Certified: Modern Desktop Administrator Associate (MD-102) or ITIL 4 Foundation certifications, when held in combination with networking certifications, satisfy this requirement?

RESPONSE: Yes, but only when combined with an acceptable CompTIA Network+ certification or equivalent IT certification pursuant to Section 5 (Minimum Mandatory Requirements) of the IFB.

7. **QUESTION:** Exhibit A (Scope of Work), Section B (Background), Page 1; Section E.1 (Environment Summary), Page 2. Can the Authority provide historic help desk ticket volume data, including average monthly incident counts, utilization rates, and the frequency of after-hours support requests? This information is critical to accurately scope staffing and pricing for the fixed monthly rate.

RESPONSE: As mentioned at the Mandatory Bidder's Conference and Site Walk, there is no help desk ticket data available as there is no Consultant currently providing these services. The Authority estimates five (5) to ten (10) help desk tickets per month. Please note that this is merely an estimate and not based on any historical data.

8. **QUESTION:** Exhibit A (Scope of Work), Section B (Background), Page 1. Are there any planned IT projects, infrastructure changes, migrations, or technology

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upgrades that would materially change the foundation of the environment the Consultant is being asked to manage during the initial three-year contract term?

RESPONSE: No. If there any proposed IT projects, infrastructure changes, migrations, technology upgrades during the term of the Agreement, Section F (Additional Services) of Exhibit A (Scope of Work) would be exercised.

9. **QUESTION:** Exhibit A (Scope of Work), Section E.1 (Environment Summary), Page 2; Section E.2.2 (Microsoft 365 Administration), Page 4. Can the Authority clarify which Microsoft 365 license tier(s) are currently in use (e.g., Microsoft 365 Business Basic, Business Premium, E3, E5)? Additionally, does the Authority own and manage its Microsoft 365 licensing directly, or are licenses procured through a Cloud Solution Provider (CSP)?

RESPONSE: Yes, the Authority owns and manages thirty (30) Microsoft Office 365 G5 licenses.

10. **QUESTION:** Exhibit A (Scope of Work), Section E.1 (Environment Summary), Page 2. The IFB references Microsoft Azure as part of the environment. Can the Authority describe the current Azure footprint (e.g., Azure AD/Entra ID only, virtual machines, storage, web apps, etc.)? Is the Consultant expected to manage Azure from a cost optimization and resource management perspective, or is the scope limited to identity and access management?

RESPONSE: No, with respect to cost optimization and resource management. Pursuant to Exhibit A (Scope of Work), the Managed IT Services scope is focused primarily on identity and access management. However, the expectation is the resultant Consultant may occasionally engage with the Authority regarding various aspects of the Microsoft Office 365 environment as it relates to the Authority's IT needs.

11. **QUESTION:** Exhibit A (Scope of Work), Section B (Background), Page 1; Section E.2.1(b) (Help Desk Support), Page 3. The IFB states that LA-RICS partners with LASD for internet services (router, DNS, DHCP), firewall management, and printer management. Can the Authority clarify the technical boundaries and delineation of responsibilities between the Consultant and LASD? Specifically:
- Will the Consultant have any administrative access to LASD-managed network infrastructure (routers, firewalls, DNS/DHCP)?
 - Is the Consultant responsible for troubleshooting and escalating network connectivity issues to LASD, or does the Authority handle that coordination?
 - Are there any Service Level Agreements or response time expectations governing LASD's support to LA-RICS that the Consultant should be aware of?

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RESPONSE: For question a, the resultant Consultant will not have administrative access to LASD's network infrastructure. The Authority manages its own router and access points connected to the LASD firewall providing internet. For question b, the resultant Consultant will communicate primarily with the Authority and/or the Authority's LASD liaison. There may be occasional instances where the Authority will direct the resultant Consultant to communicate directly with LASD, but that will be on a case-by-case basis. For question c, no. The resultant Consultant will be beholden to the SLE's of the Agreement, which are revised by way of Revision No. 4 of this Addendum 3.

12. **QUESTION:** Exhibit A (Scope of Work), Section E (Base Scope of Services), Pages 2–7; Section F (Additional Services), Page 8. Should bidders assume the Microsoft 365 scope is limited to operational support, or does the Authority anticipate the selected Consultant may also be asked to perform Microsoft-related implementation, migration, optimization, or modernization projects during the contract term?

RESPONSE: The Base Scope of Services is described in Exhibit A (Scope of Work). Bidders should refer to Exhibit A (Scope of Work), which refers to configuration work, which may require a nominal amount of optimization work.

13. **QUESTION:** If project-based work is anticipated, could the Authority provide additional insight into areas such as:

- Any tenant or data migrations
- Microsoft 365 tenant optimization or modernization
- SharePoint Online redesign, migration, or governance initiatives
- Microsoft Teams collaboration enhancements
- Microsoft security improvements (Entra ID, Conditional Access, MFA, endpoint security, compliance, etc.)
- Endpoint management or device lifecycle projects
- Microsoft 365 licensing, architecture, or roadmap initiatives
- Any planned technology upgrades, deployments, or strategic initiatives that may fall outside of day-to-day managed services

Additionally, would these types of activities be considered part of the awarded contract scope under the fixed monthly rate, or would they be handled through separate project engagements, statements of work, and/or contract amendments pursuant to Section F (Additional Services) of Exhibit A?

RESPONSE: No project-based work is anticipated at this time. However, Bidders should refer to Revision No. 3 of this Addendum 3, which requires the resultant Consultant to perform an initial IT Assessment. As part of the work to complete the initial IT Assessment Report, Consultant shall assess the Authority's current IT

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environment and identify any IT related upgrades, enhancements, recommendations that may be needed, that do not already form part of the Section E (Base Scope of Services) work pursuant to Exhibit A (Scope of Work). If the Authority elects to engage any of the Consultants' recommendations, such work would be considered Additional Services and Section F (Additional Services) of Exhibit A (Scope of Work) would be exercised.

It should be noted, and as emphatically expressed at the Mandatory Bidder's Conference and Site Walk, day-to-day type IT assistance, which may include certain Office 365 configuration as described in Exhibit A (Scope of Work), which forms part of the Base Scope of Services, and is not to be considered Additional Services.

14. **QUESTION:** Appendix B, Attachment 4 (Schedule of Prices); Exhibit A (Scope of Work), Section D (Hours and Days of Service), Page 2. The IFB estimates approximately forty (40) hours per month for Base Scope of Services but notes actual hours may be less or more, with the Consultant paid the same fixed monthly rate regardless. Can the Authority provide any additional context on anticipated workload variability (e.g., seasonal peaks, onboarding/offboarding cycles, or project-driven surges) to help bidders appropriately price the fixed monthly rate?

RESPONSE: Bidders should refer to Section E (Base Scope of Services) of Exhibit A (Scope of Work) for the expected work. Bidders should further refer to Section D (Hours and Days of Service) of Exhibit A (Scope of Work), which explains the resultant Consultant will be paid the fixed monthly rate irrespective of the actual hours worked.

15. **QUESTION:** Exhibit A (Scope of Work), Section E.2.7 (Network Support), Page 5. Section E.2.7 is titled "Network Support (If Applicable)" and includes router and firewall management, Wi-Fi configuration, VPN configuration, and secure remote access setup. Given that LASD manages the Authority's internet services and firewalls, can the Authority clarify under what circumstances this section would become applicable and whether bidders should include network support in their pricing assumptions?

RESPONSE: Periodic network support may be required as indicated in Exhibit A (Scope of Work), which is estimated to be approximately once a month. Bidders must refer to Section E (Base Scope of Services) of Exhibit A (Scope of Work) when preparing pricing.

16. **QUESTION:** Exhibit A (Scope of Work), Section E.2.4 (Cybersecurity Services), Page 4. The IFB lists "Security awareness training for employees" as a required cybersecurity service. Can the Authority clarify whether the Consultant is expected to provide a formal security awareness training platform (e.g., KnowBe4,

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Proofpoint, etc.) and associated licensing, or is the expectation limited to periodic training sessions or materials? Should the cost of any such platform be included in the fixed monthly rate?

RESPONSE: The expectation is the resultant Consultant will only be required to provide periodic security awareness training sessions as may be needed by the Authority.

17. **QUESTION:** Exhibit A (Scope of Work), Section E.2.4 (Cybersecurity Services), Page 4; Section E.2.9 (System Monitoring and Maintenance), Page 6. The IFB references "Vulnerability scanning" and "Compliance audits." Can the Authority specify the expected frequency of vulnerability scans and compliance audits, and whether the Consultant is expected to provide and license the scanning tools, or will the Authority provide access to existing tools?

RESPONSE: The expectation is the resultant Consultant will provide a solution for vulnerability scanning and compliance audits and propose the frequency.

18. **QUESTION:** IFB Section 8.6.4.3 (List of References), Page 20; Appendix B, Attachment 7 (List of References). The IFB requires three (3) references "where the same or similar scope of services was provided within the last five (5) years." Will the Authority accept references from commercial or enterprise engagements where the same or similar managed IT services were provided, or must all references be from public entity clients?

RESPONSE: Yes. Bidders may utilize references from commercial, enterprise, or private-sector engagements in Attachment 7 (List of References) provided such references can demonstrate the Bidder provided the same or similar scope of services within the last five (5) years that is comparable to the scope outlined in Exhibit A (Scope of Work).

19. **QUESTION:** Warranty Coordination (Dell vs. HP), Reference: Addendum 1 (July 6, 2026), Revision No. 4, Appendix A, Exhibit A, Section 2.3 (Device Management) Quoted language: "Warranty coordination with HP Dell." The revised bullet lists both HP and Dell together, while Section B and E.1 of Exhibit A state that Dell laptops are the primary user devices (also confirmed in Addendum 1, Response to Question No. 11, identifying Dell Latitude 5550 laptops). Please confirm whether hardware warranty coordination is with Dell only, or whether HP devices are also within scope.

RESPONSE: As indicated in Addendum 1 and reiterated here in this Addendum 3, language within the IFB that has been deleted is reflected as ~~struck red text~~, whereas language that has been replaced or added is reflected in **blue text**. The

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revision in Addendum 1 reflected that HP was deleted from the scope and Dell was added. As a result, warranty coordination will be with Dell only.

20. **QUESTION:** On-Site Visit — Advance Notice, Reference: Addendum 1 (July 6, 2026), Response to Question No. 6, Page 2, Quoted language: "The monthly on-site held desk presence referenced in the IFB at the LA-RICS Headquarters may be scheduled dynamically based on the IT needs of the Authority." How much advance notice will the Consultant typically receive when the Authority schedules the monthly on-site visit?

RESPONSE: Please refer to Question/Response No. 3 of this Addendum 3.

21. **QUESTION:** DATTO SaaS Licensing Beyond Year 3, Reference: Addendum 1 (July 6, 2026), Response to Question No. 10, Page 3, Quoted language: "The DATTO SaaS backup licenses are owned by the Authority for a period of three (3) years." Given the anticipated Contract term of three (3) years plus up to two (2) one-year renewal options (up to five (5) years total), what is the expectation for DATTO SaaS licensing in Contract years four (4) and five (5) if renewal options are exercised?

RESPONSE: The DATTO SaaS needs beyond Year 3 will be determined by the Authority with the resultant Consultant prior to the conclusion of Year 3.

22. **QUESTION:** Liquidated Damages — Applicability Across SLA Tiers, Reference: Addendum 1 (July 6, 2026), Response to Question No. 12, Page 4, Quoted language: "\$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." Does the \$500 per day liquidated damages provision apply uniformly across all three SLA tiers (critical outage, standard, low priority), or only to non-compliance with the critical outage response time?

RESPONSE: Pursuant to Section 31 (Liquidated Damaged) of the Appendix A (Sample Contract) to the IFB, is applicable to the resultant Consultant if in the judgement of the LA-RICS Executive Director the resultant Consultant deemed to be non-compliant with the terms and obligations of Agreement, including but not limited to, the SLE response and resolution times provided for in Exhibit A (Scope of Work).

23. **QUESTION:** The IFB references approximately 30 users. Is the user count expected to increase or decrease during the contract term?

RESPONSE: The Authority has thirty (30) Microsoft Office 365 G5 licenses and approximately fifteen (15) current users. The user count of thirty (30) in connection

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with our licenses is not expected to exceed this number during the term of the contract.

24. **QUESTION:** Can the Authority provide a current hardware and software inventory?

RESPONSE: The Authority uses Dell Latitude 5550 laptops, Dell docking stations, Dell monitors, Microsoft Office 365 suite (Outlook, Word, Excel, PowerPoint, Teams, SharePoint, OneDrive, OneNote, etc.), Microsoft Authenticator, Bridge 4 Public Safety (Bridge4PS) application via RocketChat, Xerox Print and Scan application, Wordpress, and GoDaddy. While this is what is currently known by the Authority, the expectation is the resultant Consultant will, as part of the initial IT assessment, document and inventory the current hardware and software being used by the Authority. Please refer to Revision No. 3 regarding Reporting and Documentation of this Addendum 3.

25. **QUESTION:** Besides Exchange Online, SharePoint, OneDrive, and Teams, what other business-critical applications are supported by the IT provider?

RESPONSE: Please refer to Question/Response No. 24 of this Addendum 3.

26. **QUESTION:** Are there any custom applications, third-party integrations, or specialized systems that require support?

RESPONSE: No.

27. **QUESTION:** What are the Authority's backup, recovery, and retention requirements for Microsoft 365 workloads?

RESPONSE: The Authority adheres to a seven (7) year retention schedule. The Authority will work with the resultant Consultant regarding backup and recovery.

28. **QUESTION:** What are the historical monthly help desk ticket volumes for the past 12 months?

RESPONSE: Please refer to Question/Response No. 7 of this Addendum 3.

29. **QUESTION:** Can the Authority provide current response-time and resolution-time performance metrics?

RESPONSE: Please refer to Question/Response No. 7 of this Addendum 3.

30. **QUESTION:** Does the Authority currently use a ticketing/ITSM platform, or is the selected vendor expected to provide one?

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RESPONSE: No, the resultant Consultant is expected to bring its existing help desk ticketing system/software, if available. If the resultant Consultant does not have existing help desk ticketing system, the resultant Consultant needs be able to provide a help desk ticketing system to obtain one, at no cost to the Authority as this software is necessary for the resultant Consultant to carry out the contractual obligations detailed in Exhibit A (Scope of Work).

31. **QUESTION:** Are there recurring support issues or known problem areas that the incoming provider should be aware of?

RESPONSE: No.

32. **QUESTION:** What is the anticipated frequency of onsite support visits?

RESPONSE: Please refer to Question/Response No. 3 of this Addendum 3.

33. **QUESTION:** Is there a minimum onsite presence requirement each month?

RESPONSE: Please refer to Question/Response No. 3 of this Addendum 3.

34. **QUESTION:** What are the expected response times for critical onsite incidents?

RESPONSE: Please refer to Revision No. 4 regarding SLEs of this Addendum 3.

35. **QUESTION:** How frequently does the IT provider need to coordinate with the Los Angeles County Sheriff's Department (LASD) regarding network, firewall, printer, or connectivity issues?

RESPONSE: As issues arise, which may amount to approximately once or twice a month.

36. **QUESTION:** Does LASD have documented procedures and escalation paths for vendor communication?

RESPONSE: Yes. However, the Authority will coordinate with the resultant Consultant to review the policies as it relates to LASD's central help desk ticketing system.

37. **QUESTION:** Will the selected vendor have direct access to LASD technical teams when troubleshooting issues?

RESPONSE: Yes, but on a case-by-case basis only and in concert with the Authority's LASD liaison. Initially, all communications with LASD's technical team will be coordinated by the Authority's LASD liaison. Once the communication paths

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have been established between the resultant Consultant and LASD's technical teams, to the Authority's satisfaction, then at the Authority's request, the resultant Consultant may have direct communication with LASD's technical teams.

38. **QUESTION:** Will security monitoring tools be provided by the Authority, or should the vendor propose and manage them?

RESPONSE: No. The expectation is the resultant Consultant will propose and manage security monitoring tools.

39. **QUESTION:** Are there any regulatory, CJIS, public safety, or other compliance requirements applicable to this environment?

RESPONSE: No.

40. **QUESTION:** The IFB references approximately 40 support hours per month. Should this be considered a fixed monthly limit or an estimated average?

RESPONSE: Please refer to Question/Response No. 14 of this Addendum 3.

41. **QUESTION:** How should vendors' price support requirements exceeding the estimated monthly hours?

RESPONSE: Please refer to Question/Response No. 14 of this Addendum 3.

42. **QUESTION:** Are after-hours, weekend, or holiday support services expected?

RESPONSE: Possibly, depending on the IT needs of the Authority. Please refer to Question/Response No. 14 of this Addendum 3.

43. **QUESTION:** Will the Authority provide access to existing asset-management records?

RESPONSE: No IT asset management records are available.

44. **QUESTION:** Are there any planned hardware refreshes or technology upgrades during the contract term?

RESPONSE: At present, no.

45. **QUESTION:** Are there known licensing challenges or upcoming Microsoft 365 licensing changes that should be considered?

RESPONSE: None that the Authority is aware of.

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46. **QUESTION:** How should project-based work, major upgrades, migrations, or other out-of-scope services be priced?

RESPONSE: They should not be priced. These types of services will be addressed with the resultant Consultant on a case-by-case basis pursuant to Section F (Additional Services) of Exhibit A (Scope of Work).

47. **QUESTION:** Must WebVen registration be completed before proposal submission, or only prior to contract award?

RESPONSE: As specified in Section 7.3 (Mandatory Requirement to Register on County's WebVen) of the IFB, the resultant Contractor must register prior to contract award (e.g. when the lowest bidder is notified that contract award is imminent).

48. **QUESTION:** Will references from private-sector clients with similar scope be considered acceptable if public-sector references are limited?

RESPONSE: Please refer to Question/Response No. 18 of this Addendum 3.

49. **QUESTION:** The IFB references Disaster Recovery Planning. Could you please clarify whether the Consultant's responsibilities under the Base Scope are limited to disaster recovery planning and preparedness, or if they also include disaster recovery execution and remediation following a cybersecurity incident or ransomware event?

RESPONSE: Yes, it includes planning, preparedness, execution, and follow-through of the plan.

50. **QUESTION:** IFB No. LA-RICS 029; Exhibit A (Scope of Work), Section E.1 (Environment Summary), Scope of Work page 2, and Section E.2.3 (Device Management), Scope of Work page 4. Quoted language: Section E.1 states "Dell laptops running Windows." Section E.2.3 requires "Warranty coordination with HP." Please confirm the laptop fleet manufacturer and the warranty coordination expectations for the Consultant.

RESPONSE: Please refer to Question/Response No. 19 of this Addendum 3.

51. **QUESTION:** IFB No. LA-RICS 029; IFB Section 4.3.3 (Days of Operation), page 4, and Exhibit A (Scope of Work), Section D (Hours and Days of Service), Scope of Work page 2. Quoted language: Section 4.3.3 states normal business hours are "Monday through Thursday," while Exhibit A Section D states "Monday through Friday." Which schedule governs the standard support hours the Consultant must staff?

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RESPONSE: Please refer to Revision No. 3 regarding Hours and Days of Service of Addendum 1 issued on July 6, 2026.

52. **QUESTION:** IFB No. LA-RICS 029; Appendix B (Required Forms), Attachment 4 (Schedule of Prices). Quoted language: The form calculates "TOTAL (MONTHLY RATE X MONTH)" using twelve (12) months, and the form header references "RFP No. LA-RICS 029" and "Proposer." Please confirm that (a) bids will be ranked on the twelve month total shown on Attachment 4, (b) the proposed monthly rate applies unchanged to all thirty six (36) months of the base term, and (c) Attachment 4 as issued is the correct form for this IFB.

RESPONSE: Confirmed on all accounts.

53. **QUESTION:** IFB No. LA-RICS 029; Exhibit A (Scope of Work), Section E.2.5 (Backup and Disaster Recovery), Scope of Work page 5. Quoted language: "via the LA-RICS DATTO SAAS product." Please confirm the Authority holds and pays for the Datto SaaS Protection licensing and the Consultant's role is to administer it.

RESPONSE: Confirmed.

54. **QUESTION:** IFB No. LA-RICS 029; Exhibit A (Scope of Work), Section E.2.2 (Microsoft 365 Administration), Scope of Work page 4. Quoted language: "License management." Please confirm Microsoft 365 licenses are procured and paid for by the Authority, with the Consultant responsible for assignment and administration only.

RESPONSE: Confirmed.

55. **QUESTION:** IFB No. LA-RICS 029; Exhibit A (Scope of Work), Section E.4 (Service Level Expectations), Scope of Work page 7. Quoted language: "Consultant shall respond within one (1) hour of notification by the Authority." Please confirm that "respond" means acknowledgment and initial triage within the stated window rather than full resolution, and clarify the expected response for a Critical System Outage reported outside normal business hours.

RESPONSE: Confirmed. Please refer to Revision No. 4 regarding SLEs of this Addendum 3.

56. **QUESTION:** IFB No. LA-RICS 029; IFB Section 6.4 (Background and Security Investigations), page 5. Quoted language: "Background and security investigations of Consultant and/or Consultant's staff may be required at the discretion of the Authority." Does the Authority anticipate requiring background or security investigations for assigned staff under this contract, and if so, what type (for

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example, Live Scan) and what is the expected timeline so the Consultant can plan its transition schedule?

RESPONSE: Security background clearances, which are performed by LASD on behalf of the Authority, include Live Scan, records check, and a background questionnaire. The application process will depend on the individual's timely response to the information requested by LASD. As indicated in Question/Response No. 9 under Addendum 1 issued on July 6, 2026, the typical processing timeframe for a security background clearance is between two (2) to six (6) weeks per individual.

57. **QUESTION:** IFB No. LA-RICS 029; IFB Section 5.4 (Minimum Mandatory Requirements), page 4. Quoted language: "must have a CompTIA Network+ certification or equivalent IT certifications." Please confirm which certifications the Authority will accept as equivalent, for example Cisco CCNA, CompTIA Security+ or A+, Microsoft role based certifications such as AZ-104 or MS-102, and executive credentials such as certified CIO designations.

RESPONSE: Please refer to Question/Response No. 24 under Addendum 1 issued on July 6, 2026.

58. **QUESTION:** IFB No. LA-RICS 029; IFB Section 8.7.4 (Bid Submission), page 23. Quoted language: Bidders must include a "redacted Bid in searchable Adobe PDF format." If a bid contains no trade secret, confidential, or proprietary information, will an identical copy accompanied by a statement to that effect satisfy this requirement?

RESPONSE: If a bid does not contain any trade secret, confidential, or proprietary information, no identical copy is required. A statement from the Bidder explicitly indicating that no trade secret, confidential, or proprietary information is included in the bid is acceptable.

59. **QUESTION:** Could LA-RICS clarify the division of operational responsibilities between LA-RICS, the Los Angeles County Sheriff's Department (LASD), and the Managed Services Provider? Specifically, which infrastructure, systems, and operational responsibilities will remain with LA-RICS/LASD versus those expected of the MSP?

RESPONSE: Please refer to Question/Response No. 11 of this Addendum 3.

60. **QUESTION:** Could LA-RICS clarify whether routine operational support and project work will be tracked separately during the contract term, and whether project work outside the defined managed services scope will be authorized separately?

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RESPONSE: Confirmed on both accounts.

61. **QUESTION:** Could LA-RICS clarify the anticipated level of after-hours support, including whether on-call support is expected to be included within the base contract and the approximate frequency of after-hours incidents or scheduled maintenance?

RESPONSE: Please refer to Question/Response No. 14 of this Addendum 3.

62. **QUESTION:** Could LA-RICS provide any available historical information regarding support activity, such as average monthly service requests, help desk tickets, or after-hours incidents, to assist bidders in developing consistent staffing assumptions?

RESPONSE: Please refer to Question/Response No. 7 of this Addendum 3.

63. **QUESTION:** Please confirm the levels of support (L1 / L2 / L3) the Authority requires across the following towers. Our assumptions is as follows:

- a) L1 and L2 support for Microsoft 365 Administration (SharePoint, Exchange, Teams, OneDrive)
- b) L2 support for Device Management & license Management (Includes Patch Mgmt, ITAM and Inventory Mgmt)
- c) L2 Support for Backup & Disaster Recovery
- d) L1 Support for IAM
- e) L1 and L2 Support for Network
- f) L1 Support for Monitoring
- g) L2 Support for Cyber Security"

RESPONSE: Please refer to Revision No. 4 regarding SLEs of this Addendum 3.

64. **QUESTION:** Is there an existing vendor that we will be transitioning over from, what is the size of the vendor's team? Or are we transitioning from LA County employees and what is the County's team size for this?

RESPONSE: No existing vendor.

65. **QUESTION:** For each of the following platforms, please confirm whether the Authority owns a tool the supplier should leverage, or whether the supplier should propose the toolset:

- a) Ticketing Tool
- b) Contact Center Platform & Toll-Free for ServiceDesk (Amazon Connect, Genesys)
- c) Remote Access Solution (e.g TeamViewer, Beyond Trust, GoTo)

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- d) Digital Employee Experience (DEX) Platform (e.g. Nexthink/Systrack)
- e) AI (Chat/Voice Bot) & Automation Platform
- f) Password Reset Tool (e.g., Azure SSPR)
- g) Endpoint Monitoring & Management , Endpoint Analytics (e.g. Intune / SCCM / Intune endpoint analytics)
- h) End-point security (e.g., Defender)
- i) Please list any specific or business critical software / applications supported by the Service Desk

RESPONSE: For items a, b, c, d, e, and g the answer is no. For items f and i, the Authority utilizes have Microsoft Office 365. For item h, the Authority utilizes Windows Defender.

68. **QUESTION:** Please provide the following Service Desk volumetric, performance and compliance details as follows:

Volumes & data:

- a) Monthly ticket volumes for the last 6 months across all channels (voice, email, portal, chat) — or a ServiceNow extract of Incidents and Service Requests for the last 6 months
- b) Channel-wise distribution %, and the Incident vs. Service Request split

Performance metrics & knowledge base:

- a) First Contact Resolution (FCR) %, Average Handle Time (AHT) across all channels, and abandonment rate
- b) Current Service Desk utilisation rate, and whether 100% of monthly incident volume is routed through the Service Desk
- c) Knowledge Base maturity (%) and KB adoption (%)
- d) Any other SLAs / KPI metrics currently in place

RESPONSE: No metrics are available.

69. **QUESTION:** Are there any data residency, retention or regulatory requirements applicable to call recordings (for example, department-specific requirements such as LASD, storage-location constraints, retention periods, or encryption requirements)? If so, please provide details.

RESPONSE: Please refer to Question/Response No. 27 of this Addendum 3.

70. **QUESTION:** We understand the IFB requires one onsite Help Desk support visit per month. Please provide the following details:

- a) Deskside Support Incidents + Requests, IMAC volume, and hardware break-fix volume per month for the last six (6) months

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- b) Onsite response SLAs (e.g., 4-hour, Same Business Day, Next Business Day, 2 Business Day) for Scheduled and Dispatch requests per month
- c) Confirmation that the Authority does not require any dedicated onsite personnel beyond the monthly visit.
- d) The complete scope of services expected for onsite Help Desk support

Identity & licensing:

- a) Microsoft 365 SKU / license tiers in use, and the % of users on each license type
- b) Whether a single M365 tenant or multiple tenants are operated
- c) Whether all mailboxes are in Exchange Online, or hybrid / on-prem Exchange still exists
- d) List / count of all domains registered and verified

Collaboration workloads:

- a) SharePoint Online site counts by site type (team, communication, hub)
- b) Teams telephony architecture (SBC, Direct Routing, Operator Connect, Calling Plans)
- c) OneDrive adoption levels and average storage consumption"

RESPONSE: Please refer to Section E (Base Scope of Services) of Exhibit A (Scope of Work), which details Base Scope of Services. The Authority will work with the resultant Consultant on a complete inventory, license, users, and assets, etc. at contract execution.

71. **QUESTION:** How are devices provisioned - imaging, zero-touch, or hybrid, and is provisioning in scope? Please also confirm:

- a) Does the Authority use Windows Autopilot for auto-provisioning?
- b) Is device provisioning the supplier's responsibility during onboarding?
- c) During onboarding, does the OEM pre-build devices with a golden image and ship directly to the end-user?
- d) Are golden images used, or must multiple builds be managed?
- e) How frequently are these images updated or refreshed (e.g., monthly, quarterly)?
- f) Is image creation and deployment automated (e.g., via task sequences, scripts, or third-party tools), and is this in scope?"

RESPONSE: Devices are provisioned manually on a case-by-case basis. Currently the Authority does not utilize imaging.

72. **QUESTION:** Please provide the following details on device inventory, asset data and lifecycle management.

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- a) Current device inventory - total device count by type (laptops / desktops / mobiles / tablets)
- b) What is the current source of truth for asset data - CMDB, spreadsheet, OEM portal, ITSM
- c) How accurate and up-to-date is the current inventory data (last audit date, known data gaps)?
- d) Are peripherals and accessories (monitors, docks, headsets) tracked as assets
- e) Which asset/inventory management tool is in use today (ServiceNow ITAM/SAM, SCCM, Intune)?
- f) Is the supplier expected to leverage the existing tool or propose a new asset management platform
- g) Are auto-discovery tools (SCCM, Intune, Lansweeper) in place, and what % of the estate do they cover?

Lifecycle management:

- a) The standard device refresh cycle
- b) How Joiner-Mover-Leaver (JML) events trigger provisioning / de-provisioning in inventory
- c) The process for stock replenishment, seed stock levels, and buffer stock by location
- d) How lost, stolen, or damaged devices are recorded and reconciled
- e) Please let us know the HP warranty tiers held (Basic, NBD Onsite, ProSupport, ProSupport Plus, ADP), and current vs. expected RMA turnaround SLAs

RESPONSE: This information is not available.

73. **QUESTION:** Please confirm scope and provide details for mobile device management and application packaging.

Mobile Device Management (MDM) — is it in scope? If yes:

- a) Total count of mobile devices (Windows, iOS, smartphones, tablets)
- b) The MDM platform currently in use

Application Packaging — is it in scope? If yes:

- a) Tools used for application packaging and third-party patching
- b) Number of applications requiring packaging or deployment
- c) Total application packages per month, by complexity (Simple / Medium / Complex)

RESPONSE: Mobile device management is not included in the Base Scope of Services. Information is not available regarding application packaging.

74. **QUESTION:** Is onshore support mandatory, or can the services be delivered from an offshore location?

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RESPONSE: Onshore support is mandatory.

75. **QUESTION:** What is the current IT support team size supporting the LA-RICS environment? Please provide a tower-wise breakdown (Service Desk, M365, Infrastructure, Network, Security, etc.), including whether resources are dedicated or shared?

RESPONSE: There is no current IT support team.

76. **QUESTION:** Could you please share the site-wise network inventory to help us better understand the current network landscape?

RESPONSE: This information is not available. But please refer to Question/Response No. 23 of this Addendum 3 regarding users.

77. **QUESTION:** Can you provide the existing WAN/internet circuit details?

RESPONSE: This information is considered sensitive and will be shared with the resultant Consultant.

78. **QUESTION:** Kindly share the historical ticket dump covering incident, service request, problem and change management for the past 3–6 months?

RESPONSE: Please refer to Question/Response No. 7 of this Addendum 3.

79. **QUESTION:** Can you please provide the number of devices/ links that need to be part of monitoring?

RESPONSE: Please refer to Question/Response No. 23 of this Addendum 3.

80. **QUESTION:** What network monitoring tool do you currently use? Do you expect us to provision new network monitoring solution?

RESPONSE: No monitoring tool is available. The expectation is the resultant Consultant will provide a solution.

81. **QUESTION:** Would you like Layer-1 cabling management to be included within the scope of this engagement?

RESPONSE: No. If needed during the term of the Agreement, Section F (Additional Services) of Exhibit A (Scope of Work) would be exercised.

82. **QUESTION:** Kindly confirm whether the licenses for the existing Datto backup solution are owned by LA-RICS and will be made available to the successful bidder

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for the duration of the contract, or whether the successful bidder is expected to procure the required licenses.

RESPONSE: Please refer to Question/Response No. 10 under Addendum 1 issued on July 6, 2026.

83. **QUESTION:** Kindly provide details of the current backup environment, including total backup storage capacity, current storage utilization, backup schedules/frequency, and backup retention policies.

RESPONSE: The Authority utilizes Microsoft Office 365, OneDrive, and SharePoint. Additionally, the Authority has a DATTO SaaS backup solution. Please refer to Question/Response No. 27 of this Addendum 3 regarding retention.

84. **QUESTION:** Kindly provide current RPO and RTO targets for the all in-scope items.

RESPONSE: Please refer to Revision No. 4 of this Addendum 3 regarding SLEs. The Authority will work with the resultant Consultant to minimize both objectives.

85. **QUESTION:** Kindly provide details of the existing Datto backup solution, including the product(s) currently deployed, software version(s), licensing model, and a high-level architecture of the backup environment.

RESPONSE: The Authority will work with and provide the resultant Consultant with this information.

86. **QUESTION:** Kindly confirm whether backups are stored within Datto's cloud infrastructure or within the LA-RICS on-premises infrastructure.

RESPONSE: All information is stored within Microsoft Office 365, per se, and backed up with the Authority's DATTO SaaS solution.

87. **QUESTION:** Kindly provide details of the current infrastructure monitoring solution(s) in use. Additionally, please confirm whether the successful bidder is expected to utilize the existing monitoring platform(s) or if proposing an alternate monitoring solution is acceptable.

RESPONSE: Please refer to Question/Response No. 78 of this Addendum 3.

88. **QUESTION:** Kindly clarify the scope of the existing monitoring environment by providing the inventory of all assets currently monitored. Please specify whether monitoring is limited to end-user devices (e.g., laptops, desktops, and printers) or

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also includes servers, network devices, storage, and other infrastructure components, along with the quantity of assets in each category.

RESPONSE: Please refer to Question/Response No. 23 of this Addendum 3 regarding users. Please refer to Section F (Base Scope of Services) of Exhibit A (Scope of Work) regarding the Base Scope of Services, which will be required.

89. **QUESTION:** Could you please confirm the total number of end users (internal & external), administrative users, and privileged accounts that require cybersecurity monitoring and support?

RESPONSE: Please refer to Question/Response No. 23 of this Addendum 3.

90. **QUESTION:** What identity platforms are currently in use and in scope for support (e.g., Active Directory, Microsoft Entra ID, Hybrid AD/Entra ID)?

RESPONSE: Microsoft Entra ID.

91. **QUESTION:** How many applications are integrated with Microsoft Entra ID/Microsoft 365 for authentication, Single Sign-On (SSO), or access management?

RESPONSE: Only Microsoft Office 365 applications are integrated.

92. **QUESTION:** What is the average monthly volume of IAM-related requests and incidents (user provisioning, access changes, group membership changes, MFA support, account lockouts, license requests, etc.)?

RESPONSE: Please refer to Question/Response No. 7 of this Addendum 3.

93. **QUESTION:** How are access requests currently initiated, approved, and tracked (ITSM tool, email, or manual process)?

RESPONSE: There is currently no method to initiate, approve, or track requests.

94. **QUESTION:** Can you share the last 6–12 months of IAM ticket data, including ticket volumes, request categories, and SLA/TAT expectations, to support accurate service sizing?

RESPONSE: Please refer to Question/Response No. 7 of this Addendum 3.

95. **QUESTION:** Could you provide share the splint count of total endpoints (desktops, laptops, mobile devices, and servers) that are in scope?

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RESPONSE: Please refer to Question/Response No. 23 of this Addendum 3.

96. **QUESTION:** Please confirm the number of sites, data centers, and remote locations that need cybersecurity coverage.

RESPONSE: One (1) site located at the Authority headquarters listed in Exhibit A (Scope of Work).

97. **QUESTION:** Could you share the approximate monthly volume of security events, alerts, incidents, change and service requests handled today?

RESPONSE: Please refer to Question/Response No. 7 of this Addendum 3.

98. **QUESTION:** Are there any regulatory, compliance, or data protection requirements (e.g., HIPAA, NIST, ISO 27001) that must be supported?

RESPONSE: No.

99. **QUESTION:** RFP specifies standard support hours of 8:00 a.m. to 5:30 p.m., Monday through Friday. Could you please confirm whether the same support window applies to cybersecurity event monitoring and incident response services, or whether 24x7 security coverage is expected as part of the engagement?

RESPONSE: Please refer to Revision No. 3 of Addendum 1 issued July 6, 2026, regarding Hours and Days of service.

100. **QUESTION:** The RFP specifies standard support hours of 8:00 a.m. to 5:30 p.m., Monday through Friday. Could you please confirm whether weekend support may be delivered through an on-call support model?

RESPONSE: Please refer to Revision No. 3 of Addendum 1 issued July 6, 2026, regarding Hours and Days of service. Please also refer to Revision No. 4 of this Addendum 3 regarding SLEs. The Authority is not clear on what "on-call support model" is referring to.

101. **QUESTION:** Could you please provide the expected frequency and scope of audit/compliance assessments, vulnerability assessments, remediation validation, and security reporting activities?

RESPONSE: Please refer to Question/Response No. 17 of this Addendum 3.

102. **QUESTION:** Could you please confirm whether the required cybersecurity tools and platforms are already in place, or if the procurement, implementation, and

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configuration of additional security solutions are expected to be included within the scope of managed services?

RESPONSE: Please refer to Question/Response No. 38 of this Addendum 3.

103. **QUESTION:** As the RFP primarily references a Microsoft 365 environment, could you please confirm whether there are any additional technology environments within the scope, such as AWS, on-premises infrastructure, or other cloud platforms? If yes, please clarify where the managed devices and workloads are hosted or distributed across the environment.

RESPONSE: No additional environments or cloud platforms.

104. **QUESTION:** Could you please confirm the OEM/vendor name and corresponding device-wise count for each cybersecurity solution currently in use, e.g. EDR/XDR, Vulnerability Management, Security Monitoring, and any other security controls within scope?

RESPONSE: Nothing currently in use. Please refer to Question/Response No. 17 of this Addendum 3.

105. **QUESTION:** Are you looking for an individual that is US based?

RESPONSE: Yes.

106. **QUESTION:** If a Bidder's insurance office Headquarters is in Washington, does the Bidder we need insurance for California?

RESPONSE: It is recommended that Bidders check with their respective insurance carrier. The resultant Consultant must have an insurance policy that appropriately covers them for the work required under the resultant Contract, with such work being performed in California.

107. Regarding the proposal response process. Will Bidders need to identify and submit the name and qualifications of the individual who would perform the scope of work as part of Bid responses, or that information be provided later if selected?

RESPONSE: Please refer to Section 8.6.4.1 (Background and Experience) of the IFB. In particular, refer to subsections b and c, where the IFB indicates Bidder's must submit a comprehensive summary and relevant background and to identify specifically the staff who will be assigned to the Authority to perform the services detailed in Exhibit A (Scope of Work) on behalf of the resultant Consultant.

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ENCLOSURES

The sign-in sheet (**Enclosure A**) and PowerPoint presentation (**Enclosure B**) for the Mandatory Bidder's Conference and Site Walk are enclosed with this Addendum 3 and are posted and available for download on the LA-RICS website www.la-rics.org.

Except as expressly modified or clarified by this Addendum 3, all other terms and conditions of this IFB shall remain unchanged.

IMPORTANT REMINDERS

PLEASE TAKE NOTICE, PURSUANT TO THIS ADDENDUM 3, THE BID DUE DATE HAS BEEN EXTENDED TO MONDAY, SEPTEMBER 14, 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 3, please direct them to Jeanette Arismendez at jeanette.arismendez@la-rics.org or at (323) 881-8254.

Sincerely,

A handwritten signature in blue ink, appearing to read "Scott Edson", is written over a faint, light blue circular stamp.

SCOTT EDSON
EXECUTIVE DIRECTOR



LOS ANGELES REGIONAL INTEROPERABLE
COMMUNICATION SYSTEM (LA-RICS) AUTHORITY
LA-RICS MANAGED INFORMATION TECHNOLOGY (IT) SERVICES
IFB NO. LA-RICS 029

MANDATORY BIDDER'S CONFERENCE AND SITE WALK SIGN-IN SHEET

Tuesday, July 14, 2026, 11:00 a.m.
Site: LA-RICS Headquarters, Large Conference Room

Page 1 of 5

COMPANY NAME	NAME OF PERSON IN ATTENDANCE	EMAIL ADDRESS	TELEPHONE NUMBER(S)
UST	Lisa Brown Sr. Sales Print Name and Title  Signature	Lisa.Brown@UST.1014	Office Telephone Number 805-200-6305 Mobile Telephone Number
Insight	Ramel Rosello, CE Print Name and Title  Signature	Ramel-Rosello@insight.com	949.452-1465 Office Telephone Number SAME Mobile Telephone Number
WinC Services	Chris Nguyen, President Print Name and Title  Signature	Chris@wincservices.com	213-855-3506 Office Telephone Number 626-415-3991 Mobile Telephone Number
Abtech technologies	Todd Darr Print Name and Title  Signature	Tdarr@abtechtechnologies.com	760-827-5116 Office Telephone Number 949-275-8890 Mobile Telephone Number

ENCLOSURE A



LOS ANGELES REGIONAL INTEROPERABLE
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Tuesday, July 14, 2026, 11:00 a.m.
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COMPANY NAME	NAME OF PERSON IN ATTENDANCE	EMAIL ADDRESS	TELEPHONE NUMBER(S)
IMRI	<u>Earl Frederick Cyber</u> Print Name and Title <u>Earl Frederick</u> Signature	<u>Etfrederick@imri.com</u>	<u>949-215-8889</u> Office Telephone Number <u>951 388-8109</u> Mobile Telephone Number
Golden Five Consulting	<u>Jaime Paulina</u> Print Name and Title <u>Jaime Paulina</u> Signature	<u>JP@goldenfive.net</u>	<u>559-313-3156</u> Office Telephone Number <u>949-287-2622</u> Mobile Telephone Number
COGNIER INC	<u>SRIRANTH SAPUR</u> Print Name and Title <u>Sriranth Sapor</u> Signature	<u>bid @cognierinc.com</u>	<u>404-334-7377</u> Office Telephone Number <u>670-452-0337</u> Mobile Telephone Number
FOTHION	<u>HAMID BANAEI CEO</u> Print Name and Title <u>[Signature]</u> Signature	<u>HAMID@FOTHION.COM</u>	<u>310-598-7585</u> Office Telephone Number <u>218-970-1902</u> Mobile Telephone Number

ENCLOSURE A



LOS ANGELES REGIONAL INTEROPERABLE
COMMUNICATION SYSTEM (LA-RICS) AUTHORITY
LA-RICS MANAGED INFORMATION TECHNOLOGY (IT) SERVICES
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COMPANY NAME	NAME OF PERSON IN ATTENDANCE	EMAIL ADDRESS	TELEPHONE NUMBER(S)
Invictus Veteran Solutions LLC	<u>Ren H. Ross</u> Print Name and Title <u>[Signature]</u> Signature	<u>rrross@invictusveteransolutions.com</u>	<u>720-891-5543</u> Office Telephone Number _____ Mobile Telephone Number
Infinity Technologies	<u>Hector Martinez</u> Print Name and Title <u>[Signature]</u> Signature	<u>Hmartinez@inftechnolo.com</u>	<u>714-3813549</u> Office Telephone Number _____ Mobile Telephone Number
Blue Source Group	<u>Maria R. Lutero, CIO</u> Print Name and Title <u>Maria Luzala Lutero</u> Signature	<u>marialutero@bluesourcegroup.com</u> <u>marialutero@bluesourcegroup.com</u>	<u>240-370-3322</u> Office Telephone Number _____ Mobile Telephone Number
Acorn IT Services	<u>Crak Wolynetz, CEO</u> Print Name and Title <u>[Signature]</u> Signature	<u>cwolynetz@acornittechservices.com</u>	<u>2139268587</u> Office Telephone Number _____ Mobile Telephone Number

PM2 Net

Carlos A. Flores
[Signature]

95florescarlos@gmail.com

323-840-7388

ENCLOSURE A



LOS ANGELES REGIONAL INTEROPERABLE
COMMUNICATION SYSTEM (LA-RICS) AUTHORITY
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IFB NO. LA-RICS 029

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Tuesday, July 14, 2026, 11:00 a.m.
Site: LA-RICS Headquarters, Large Conference Room

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COMPANY NAME	NAME OF PERSON IN ATTENDANCE	EMAIL ADDRESS	TELEPHONE NUMBER(S)
Answer Point LLC	Glenn McGregor Print Name and Title Signature	Glenn.mcgregor@answerpoint.com Glenn.mcgregor@answerpoint.com	216-340-9181 Office Telephone Number Mobile Telephone Number
Infinity Technologies	Hector Martinez Print Name and Title Signature	Hmartinez@inftech nologies.com info@inftechnologies.com	714-381-3549 Office Telephone Number Mobile Telephone Number
	 Print Name and Title Signature		 Office Telephone Number Mobile Telephone Number
	 Print Name and Title Signature		 Office Telephone Number Mobile Telephone Number

ENCLOSURE A



LOS ANGELES REGIONAL INTEROPERABLE
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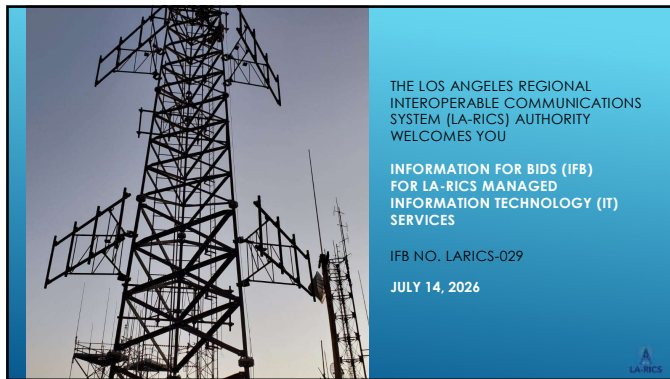
MANDATORY BIDDER'S CONFERENCE AND SITE WALK SIGN-IN SHEET

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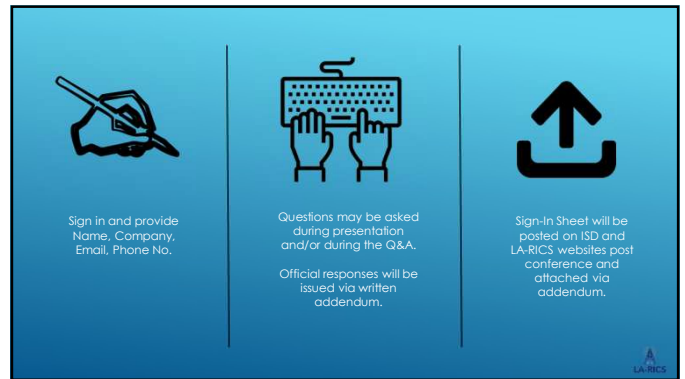
Page 5 of 5

COMPANY NAME	NAME OF PERSON IN ATTENDANCE	EMAIL ADDRESS	TELEPHONE NUMBER(S)
VALUEPRO	Thirumal CEO Print Name and Title Thirumal Signature	Thirumal@valueprosti.org	Office Telephone Number 501-786-1071 Mobile Telephone Number
	Print Name and Title Signature		Office Telephone Number Mobile Telephone Number
	Print Name and Title Signature		Office Telephone Number Mobile Telephone Number
	Print Name and Title Signature		Office Telephone Number Mobile Telephone Number

ENCLOSURE A



1



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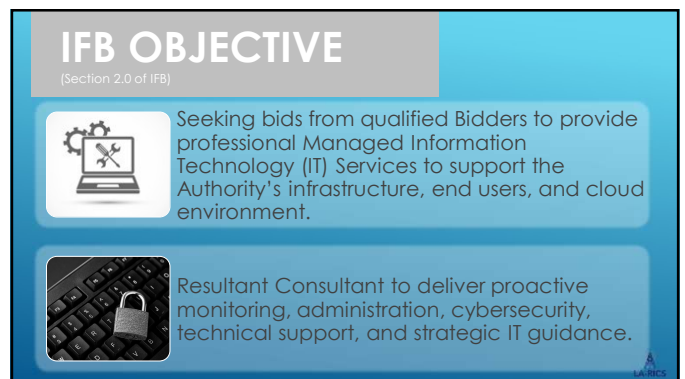
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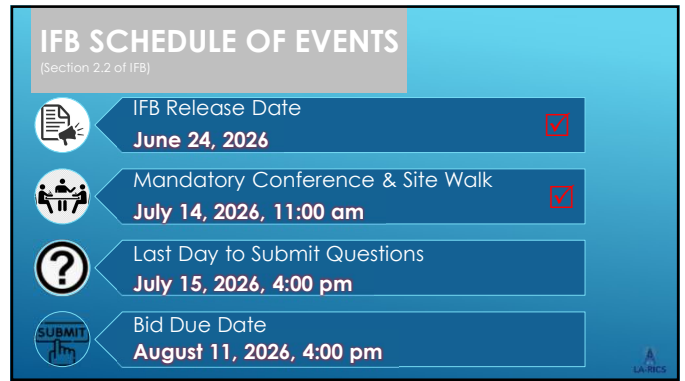
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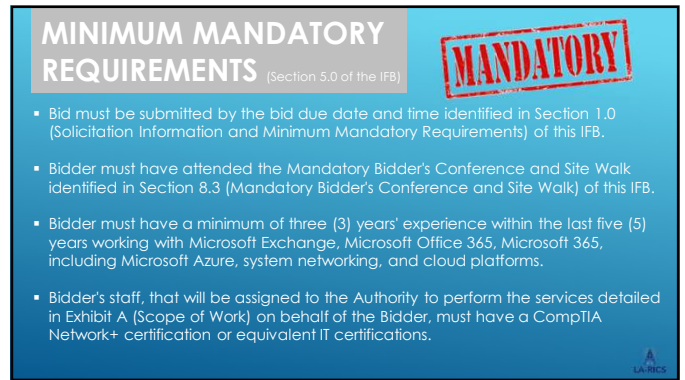
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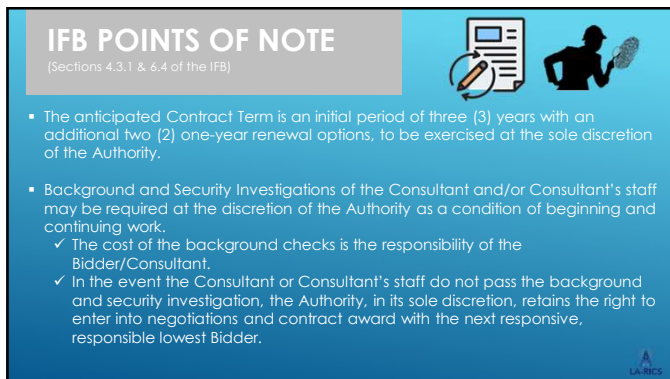
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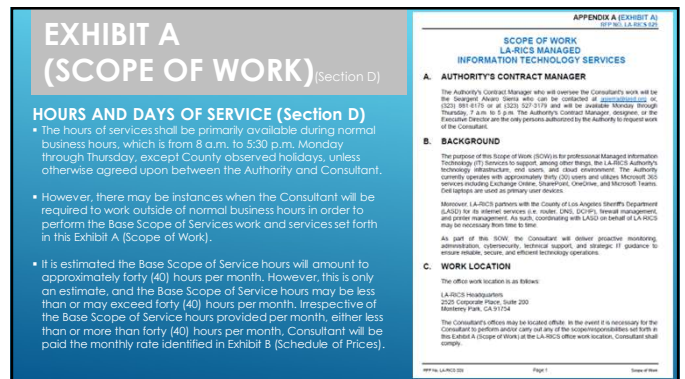
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- 1. Environmental Summary
- 2. Managed IT Services
 - 2.1 Help Desk Support
 - 2.2 Microsoft 365 Administration
 - 2.3 Device Management
 - 2.4 Cybersecurity Services
 - 2.5 Backup and Disaster Recovery
 - 2.6 SharePoint and File Management
 - 2.7 Network Support (If Applicable)
 - 2.8 IT Asset Management
 - 2.9 System Vendors and Maintenance
 - 2.10 Onboarding and Offboarding
 - 2.11 Compliance and Security Policies
 - 2.12 IT Strategy and Consulting
 - 2.13 Ancillary Services

- 3. **Reporting and Documentation**
- 4. **Service Level Expectations (SLA)**
 - ✓ **Critical System Outage** – Consultant shall respond within one (1) hour of notification to the Authority.
 - ✓ **Standard Support Request** – Consultant shall respond within eight (8) hours or one (1) business day of notification by the Authority.
 - ✓ **Low Priority Request** – Consultant shall respond within two (2) business days of notification to the Authority.
- 5. **Security and Confidentiality**

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- **1. Cover Page** (Section 8.6.1)
- **2. Table of Contents** (Section 8.6.2)
- **3. Pricing Sheet (Section A)** (Section 8.6.3)
- **4. Bidder's Qualifications (Section B)** (Section 8.6.4)
- **5. Required Forms (Section C)** (Section 8.6.5)

SUBMIT UNDER SECTION A OF BID – Bidder must submit Attachment 4 (Schedule of Prices) under Section A of its bid.

MONTHLY RATE – The proposed monthly rate shall be fully burdened rates for providing all the **BASE SCOPE OF SERVICE** work detailed in Section E (Base Scope of Services), which shall be inclusive of all costs including, but not limited to overhead, after-work administrative, travel expenses, mileage, parking, etc.

NOTE – 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, the resultant Consultant will be paid the monthly rate identified in the resultant Exhibit 8 (Schedule of Priced), which is based off this Attachment 4 (Schedule of Prices).

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a. Complete and sign Attachment 1 (Organization Questionnaire/Affidavit). **The person signing must be authorized to sign on behalf of the Bidder to bind the applicant in a contract.**

b. Bidder must provide a comprehensive summary of relevant background information to demonstrate that the Bidder and its staff who will be assigned to the Authority to perform the services detailed in Exhibit A (Scope of Work) and Exhibit B (Appendix A (Sample Contract)), of behalf of the Bidder, meets or exceeds the minimum requirements set forth in Section 5.0 (Minimum Mandatory Requirements) of this IFB as follows:

- ✓ Bidder must have a minimum of three (3) years' experience within the last five (5) years working with Microsoft Exchange, Microsoft Office 365, Microsoft 365, including Microsoft Azure, system networking, and cloud platforms.
- ✓ Bidder's staff, that will be assigned to the Authority to perform the services detailed in Exhibit A (Scope of Work) on behalf of the Bidder, must have a CompTIA Network+ certification or equivalent IT certification.

b. Bidder must identify the specific staff that will be assigned to the Authority to perform the scope of work detailed in Exhibit A (Scope of Work) attached to Appendix A (Sample Contract) if awarded the resultant contract. Bidder must further provide the relevant certifications for EACH of the Bidder's staff that will be assigned to the Authority to perform the scope of work detailed in Exhibit A (Scope of Work) under Section B.1. (Background and Experience) of its bid.

d. Bidder must complete and submit Attachment 5 (Minimum Mandatory Requirements) under Section B.1. (Background and Experience) of its bid.

e. Additionally, Bidder must include a list containing all public entities contracted for the last three (3) years where the same or similar scope of services was provided. Bidder must complete and submit Attachment 6 (List of Public Entities) as provided in Appendix B (Required Forms) under Section B.1. (Background and Experience) of its bid.

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- ✓ A copy of a "Certificate of Good Standing" with the state of incorporation/organization.
 - ✓ A confirmed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.
- c. Limited Partnership
- ✓ Submit confirmed copy of the Certificate of Limited Partnership or Application for Registration of a Foreign Limited Partnership as filed with the California Secretary of State, and any amendments.
- a. The review will include a Contractor Alert Reporting Database (CARD).

a. Bidder must provide three (3) references where the same or similar scope of services was provided within the last five (5) years as set forth in the Exhibit A (Scope of Work) to validate that the Bidder meets the minimum qualifications stated in Section 5.0 (Minimum Mandatory Requirements) of the IFB. Bidder must complete and submit Attachment 7 (List of References) under Section B.3 (List of References) of its bid.

- b. Bidder may provide two (2) alternate references in the event a reference is non-responsive. Bidder's alternate references must be listed in Attachment 7 (List of References) as provided in Appendix B (Required Forms), which must be submitted under Section 8.3 (List of References) of the bid. It is the Bidder's sole responsibility to ensure that information provided for each reference is accurate. The Authority may disqualify a Bidder if:
 - ✓ references fail to substantiate Bidder's description of the services provided; or
 - ✓ references fail to support that Bidder has a continuing pattern of providing capable, productive and skilled personnel; or
 - ✓ the Authority is unable to reach the point of contact with reasonable effort. It is the Bidder's responsibility to inform the point of contact of normal working hours.

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- Bidder must complete and submit **Attachment 8 (Debarment History and List of Terminated Contracts)** under Section B.4 (Debarment History and List of Terminated Contracts) of its bid.

- Bidder must identify by name, case and court jurisdiction any pending litigation in which Bidder is involved, or judgments against Bidder in the past five (5) years.

- Bidder must include all completed, signed, and dated forms as provided in Appendix B (Required Forms) in Section C (Required Forms) of its bid **IF** a form is not otherwise required to be submitted under another Section of the bid.

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- Bidder must provide proof of insurability that meets all insurance requirements set forth in Section 29 (General Provisions for all Insurance Coverage) and Section 30 (Insurance Coverage) of Appendix A (Sample Contract). If a Bidder does not currently have the required coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should the Bidder be awarded a Contract may be submitted under Section D (Proof of Insurability) of its Bid.

LA-RIC

- One (1) bid must be submitted by the **date and time** listed in Section 1.0 (Solicitation Information and Minimum Mandatory Requirements), via electronic mail (e-mail) to:

- The bid must be saved as or titled "Bid for LA-RICS Managed IT Services, IFB No. LA-RICS 029, and Bidder's Name".
- No hard copies delivered in person or facsimile (faxed) responses will be accepted. Please note, each email attachment file size is limited to **twenty (20) MB per email**. Multiple emails of various file types (e.g., .zip, PDF, Excel) will be accepted. All bid documentation must be attached to email(s), not linked.



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QUESTIONS + ANSWERS



- If you have a question after the end of this conference, please submit any question(s) via email to the IFB Point of Contact.
- **Final day to submit questions is July 15, 2026, at 4:00 p.m. PST.**
- Your question(s) will be addressed via issuance of an addendum which will be posted on County of Los Angeles Bid Posting website, www.la-rics.org, and will be distributed to Bidders that participate in this IFB conference.



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IFB SCHEDULE OF EVENTS

(Section 2.2 of IFB)



IFB Release Date

June 24, 2026



Mandatory Conference & Site Walk

July 14, 2026, 11:00 am



Last Day to Submit Questions

July 15, 2026, 4:00 pm



Bid Due Date

August 11, 2026, 4:00 pm



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CLOSING REMARKS

- It is in all potential Bidders best interest to read the IFB in its entirety. This presentation does not, in any way, replace potential Bidders need to read and understand the IFB in its entirety.
- Be sure to sign-in.
- Any contact or communication (mailed/emailed) to:
JEANETTE ARISMEDEZ
JEANETTE.ARISMEDEZ@LA-RICS.ORG

Thank you for attending the conference.



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