

**CITY OF LOS ANGELES  
LOS ANGELES PUBLIC LIBRARY  
REQUEST FOR QUALIFICATIONS  
RFQ NO. 44-034  
FOR  
INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES**

CITY OF LOS ANGELES  
LOS ANGELES PUBLIC LIBRARY  
630 W 5<sup>th</sup> Street  
Los Angeles, CA 90071

Web: <https://www.lapl.org>

**CITY OF LOS ANGELES  
LOS ANGELES PUBLIC LIBRARY  
REQUEST FOR QUALIFICATIONS (RFQ)**

**INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

**DATE RFQ ISSUED:** **May 25, 2023**

**TITLE:** RFQ No. 44-034  
IT Professional Services

**DESCRIPTION:** THE LOS ANGELES PUBLIC LIBRARY (“LAPL” or “Library”) is seeking experienced entities to provide IT professional services on an as-needed and as-requested basis.

The Library is committed to providing an inclusive and robust outreach process for disadvantaged, marginalized, and local businesses and individuals. Our goal is to create a diverse pool of candidates to provide services and support to the Library and our patrons. We welcome and encourage submissions from a wide range of participants.

**ELIGIBILITY TO APPLY:** A minimum of three years of experience providing professional IT Professional Services to government agencies (e.g., cities, counties, other local municipal agencies) or other large organizations.

**WEBSITE ADDRESS:** <http://www.rampla.org>  
Proposers must register at the Regional Alliance Marketplace for Procurement (RAMP) website ([www.rampla.org](http://www.rampla.org)) before they can access the Request for Qualifications (RFQ) and updates.

**PLEASE NOTE: PROPOSERS MUST BOOKMARK THE OPPORTUNITY ON RAMP (IN THE UPPER LEFT CORNER OF THE OPPORTUNITY) TO RECEIVE UPDATES OF ADDENDA AND QUESTION & ANSWER POSTINGS.**

**Proposers should review the RAMP FAQ section at:**  
<https://bit.ly/RAMPfaqs>

**TERM:** Three years with two one-year options to renew at the discretion of the City Librarian or designee.

**KEY DATES AND SUBMISSION:** All times listed in this RFQ are Pacific Standard Time (PST).

Mandatory  
Pre-Proposal Conference: **Wednesday, June 14, 2023, at 10:00 a.m.**  
Virtual Conference via Zoom

**RSVP by Tuesday, June 13, 2023, 5:00 p.m.**  
Details available on Section E.1 of this RFQ

Proposal Due: **Thursday, July 13, 2023, at 5:00 p.m.**  
All revisions will be posted as an addendum on  
[www.rampla.org](http://www.rampla.org)

Submission E-mail Address: [laplbids submissions@lapl.org](mailto:laplbids submissions@lapl.org)

Project Manager: Alex Mui  
Director of Systems

RFQ Administrator: Deirdre Gomez  
Email: [dgomez@lapl.org](mailto:dgomez@lapl.org)

## **TABLE OF CONTENTS**

A.	Purpose of Request for Qualifications	5
B.	Scope of Work	6
C.	Contents of the Proposal	11
D.	Mandatory City Submittal Requirements and Compliance Documents	12
E.	Proposal Submission and Requirements	22
F.	Evaluation and Selection Process	25
G.	General Conditions	26
H.	Proposer Checklist	30

## **ATTACHMENTS**

A.	Standard Provisions for City Contracts (Rev. 9/22 [v.1])
B.	Sample Contract for IT Professional Services
C.	Electronic Signature Policy 03/20
D.	Checklist of IT Professional Services to be Provided

## **EXHIBITS**

(All Exhibits will be found on [www.rampla.org](http://www.rampla.org))

E.1	Declaration of Non-Collusion Affidavit ( <u>must be notarized</u> )
E.2a	Contractor Responsibility Ordinance (CRO) Questionnaire
E.2b	CRO Pledge of Compliance
E.3	Certification Regarding Compliance with the Americans with Disabilities Act Form
E.4	Certification of Compliance with Child Support Obligations Form
E.5	City of Los Angeles Contract History Form
E.6	City of Los Angeles Residence Information Form
E.7	Municipal Lobbying Ordinance – Bidder Certification CEC Form 50
E.8	Restrictions on Campaign Contributions and Fundraising in City Elections – Prohibited Contributors – Bidders CEC Form 55
E.9	Iran Contracting Act of 2010 Affidavit
E.10	Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) Sample Affidavit – Online Submission
E.11	Disclosure Ordinances Sample Affidavit – Online Submission
E.12	Business Inclusion Program (BIP) Walkthrough Manual
E.13a	Local Business Preference Program (LBPP)
E.13b	LBPP Certification Information
E.14a	Living Wage Ordinance (LWO) Employee Information Form (Form LW-6)
E.14b	LWO Subcontractor Information Form (Form LW-18)
E.14c	LWO Exemption Application (Form LW-10)
E.14d	LWO Small Business Exemption Application (Form LW-26)
E.14e	LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28)
E.14f	LWO Non-Coverage Determination Application (Form OCC/LW-29)
E.15	Insurance Requirements and Instructions ( <i>For information only at this time – Not required for submission of proposal</i> )

## **A. PURPOSE OF REQUEST FOR QUALIFICATIONS**

### **1. Introduction**

The Library is issuing this Request for Qualifications (RFQ) to establish a list of qualified individuals or agencies to provide information technology (IT) professional services on an as-needed and as-requested basis.

The Library's IT Section provides technology support for the Library and Library patrons, which includes: systems development; cyber security; infrastructure and network administration and maintenance; hardware and software purchases, installation, and maintenance; communications; data storage and recovery; and electronic access to Library resources.

The Library at times requires the ability to contract with companies to provide professional, expert, and technical services for short-term projects and support to upgrade, replace, and/or maintain various parts of the Library's infrastructure and network. The Library's IT Section will manage the system and oversee the projects and the selected Contractors, who will provide expertise on specific projects on an as-needed and as-requested basis.

Proposers must be able to provide one or more of the categories of services listed in Section B ("Scope of Work").

### **2. About the Library**

The Library provides free and easy access to information, ideas, books, and technology to enrich and empower the lives of all the City's residents and their diverse communities. The Library serves the largest and most diverse population (almost 4 million residents) in the country through its Central Library and 72 branch libraries, website ([www.lapl.org](http://www.lapl.org)), electronic resources, programs, and initiatives. The Library is governed by a five-person Board of Library Commissioners that sets policies and controls Library funding.

The following is the Library's Mission Statement:

*"The Los Angeles Public Library provides free and easy access to information, ideas, books and technology that enrich, educate and empower every individual in our city's diverse communities."*

Annually, over 15 million people visit the libraries and participate in over 2,000 programs, borrowing millions of items from the print collections, downloadable books, music, films, and other items. Annual visits to the library website exceed 22 million.

The Library, in its sole discretion, shall decide how many proposers will be awarded contracts to fulfill the needs and goals of the Library. Further, nothing shall prohibit the Library from using contracts from other municipalities or governmental agencies to fulfill the Library's mission.

**B. SCOPE OF WORK**

Proposers must be able to provide one or more of the following categories of professional IT professional services:

**1. Data Cabling and Electrical Installations**

- Provide data cabling upgrades, repairs, and maintenance throughout the Central Library and 72 Branch Libraries to replace old, defective, or split cables and bad port locations and fixtures.
- Upgrade data cabling and Intermediate Distribution Frames (IDF) infrastructure to comply with current and upcoming network and computer upgrades.
- Provide and install new racks and cabinets.
- Provide cable management and clean IDF / MPOE rooms.
- Provide electrical installations, repair, alteration, and maintenance of electrical conductors, fittings, and devices for power purposes, regardless of the voltage. Provide electrical permits if required.

**2. Network Switches Maintenance and Upgrade**

Replace outdated switches in the IDFs of the Central Library and 72 Branch to conform with current and future network upgrades. Provide installation, support, and maintenance.

**3. Wireless Access Point Maintenance and Upgrades**

- Replace wireless access points for increased Internet speed, network cyber security purposes, and improved wireless traffic encryption.
- Provide wireless studies and surveys at the Central Library and all 72 Branch Libraries to provide mappings to show wireless coverage required for each location, recommendations on how to eliminate wireless collision and wireless blind spot areas, and where to add additional wireless access points for improved wireless coverage. Provide installation, support, and maintenance.

**4. Uninterruptible Power Supply (UPS) Maintenance and Upgrades**

Replace outdated Uninterruptible Power Supplies (UPS) inside Central's main data center and 72 branch IDFs and provide a support plan for IT growth. Provide installation, support, and maintenance.

**5. Technical Support**

Provide technical support to Library patrons and staff during regular Library hours as the first or second level of support for network, PC, and printer operation, and other technical issues. The Library uses BMC Track-it!, ZenDesk, and ServiceNow to monitor Help Desk operations. Provide onsite or offsite technical/user support which includes, but is not limited to, the following systems:

- Computer reservation system.
- Computer hardware and software.
- Self-checkout workstations.
- Self-scanning machines.
- Self-checkout kiosks.
- Mobile charging stations.
- Employee badge access systems.

- Basic or intermediate support on audio/visual equipment in conference rooms or digital media labs.
- Install, configure, maintain, and troubleshoot the Integrated Library System (ILS) which includes: ILS application suite software, receipt printers, scanners, wands, RFID application, Envisionware/Lptone/TBS software, Coin/bill Jamex machines.

## **6. Asset Management**

- Configure hardware and software.
- Recommend and work with Library staff for hardware replacement cycle including, but not limited to: public workstations, personal computers, tablets, laptops with latest operating system, printers, monitors and scanners. Provide warranties, applicable licenses and maintenance agreements.
- Recommend and work with Library staff to determine maintenance and support for critical services.
- Research, recommend, and suggest Virtual Desktop infrastructure or cloud-based DAAS (Desktop as a Service) technologies, ensuring budget and labor efficiencies in managing more than 1,600 public computers. Currently, the Library is using Citrix XenDesktop with Dell Wyse Thin clients to manage the 1,600 public computers.
- Provide new/break/fix/move/upgrade support which includes: Dell thin clients, Dell Wyse management console, Cisco UCS servers, Pure storage, Citrix Netscalers, Citrix XenDesktop, Vmware Vsphere.
- Maintain and optimize software licenses.
- Document, deploy and maintain inventory including tracking and management.
- Provide and update FAQ document on common issues.
- Complete deliveries within 30-90 days from the date when the purchase order was issued, unless there is an industry-wide parts shortage.

## **7. CARL-Web Technical Support**

Administer, install, configure, maintain, troubleshoot, and support the Library website, the components of which include but are not limited to the following:

- Monitor the application servers, database servers, LS2Pac servers and CARLWeb server processes underlying the CARL.X system. These servers include on-prem or in the Cloud. Constant upgrades, patching and migrations are needed in order to meet ITA's Cyber security requirements.
- Run queries directly against the CARL.X database.
- Directly modify data in the CARL.X database.
- Perform quality review testing and load testing on new versions of CARLWeb and all other CARL.X modules.
- Make Library-specific modifications to CARLWeb.
- Administer the CARLWebX and LS2Pac catalogs.
- Maintain, create, and modify BIBFORMS, used to display item data in catalogs.
- Act as main contact to CARLTLC developers for remedying issues and for long term development in CARL.X.
- Work with outside vendors to create and maintain mobile catalog apps.
- Perform MARC-outs of both regular and photo databases to provide data for mobile app and for content and authority control providers.
- Create new reports to run against CARL.X data and modify existing report parameters in CARL.X; automate system reports to run in off-peak hours.

- In coordination with CARL, unpack .war file, edit .jsp and .js pages, and repack .war file to make Library-specific modifications to CARLWeb and the Photo Database.
- Create and modify SIP2 connections to the ILS.
- Work with complex Unix/RedHat Linux environment, responsible for on-prem/Cloud servers upgrade with Drupal, Oracle, Microsoft, Apache and Tomcat Web servers.

**8. Disaster Recovery**

Oversee the performance of failover testing, including regular and scheduled maintenance. In the event of a disaster involving the Library's data or system, the Contractor must be able to recover the data or system. Note: the co-location is currently at Mid-Valley Regional Library at 16244 Nordhoff St., North Hills, CA 91343.

In the event of a disaster, the Contractor shall be responsible for the complete rebuild / restoration of the Library's physical and data infrastructure. In the event of a local or regional disaster, the Contractor must be willing to work with the Library to recover from such a disaster. Provide installation, support, testing and maintenance.

**9. Network Security Management**

Network security management, including but not limited to:

- Installation and management of anti-virus software and anti-virus / spyware
- Spam filtering, user authentication, file security
- VPN connection or remote desktop or other off-site connection systems
- Manage firewall(s), including assist, plan, patch management, upgrade, migration.
- Manage public and private Wi-Fi access.
- Critical systems to be determined by the Library could require maintenance and support service for the same or next business day.
- Work with Library IT team to review and/or implement SIEM (Security Information Event Management) platform.
- Work with Library IT team to create an incident response playbook.
- Perform penetration testing to assess Library's network and cybersecurity vulnerabilities.
- Ensure Library cybersecurity standards are meeting City of LA - ITA set standards.

**10. Network Monitoring and Optimization Management**

Network monitoring and optimization management, including but not limited to:

- 24 x 7 network and server monitoring and response.
- System updates, firmware updates, patch and version control.
- Measurement, monitoring and regular reporting of key performance indicators such as disk space.
- Daily backups and Archiving of files.
- Manage Service Level Agreements (SLAs) and define protection levels for workloads, availability targets, and objects that are crucial to the Library.
- Management and support for off-site backup and backing up to a private or public cloud.
- Real Time network traffic monitoring.

**11. Network Design, Installation, and Support**

Design, configure, install, and provide support for networks, including but not limited to:

- Management of physical network devices such as Enterprise servers, routers, switches, DNS, DHCP and firewalls (Cisco Nexus 9508 & N9K-C93180, Catalyst 8500, 9300 & 9500).
- IPsec VPN Tunnels.
- Cloud integration (Google, AWS and Azure, etc).
- Vmware vSphere virtualization infrastructure.
- Data Storage Network.
- Management and maintenance of internet connections in conjunction with the Library's internet service provider. Critical systems to be determined by the Library could require maintenance and support service for the same or next business day.
- Management Microsoft support such as SCCM, Active Directory, GPO.
- Vendors must be able to provide Remote and/or onsite support requested by the Library IT group. After hours maintenance might be needed to minimize disruptions of the Library services to the public.

## 12. **Audio/Video Services**

Provide audio and video services as selected by the Library, to include:

- Library with audio/video conferencing hardware replacement cycle including, but not limited to: Videoconferencing, projectors, large display touch panel, video walls, digital signage, varieties of microphone and speakers, sound system, green screen, sound booth.
- Installation of the audio and/or video equipment.
- Provide a dedicated local representative to the Library Department point of contact.
- Respond to the Library within 48 hours upon receiving Library's request.
- The Contractor(s) must attend Library's meeting as-needed and as requested.

## 13. **Data Analytics**

Provide solutions to consolidate, organize, manage and analyze the Library's data. Build a standardized, easily accessible, and manageable repository of systemwide library data.

- The Library has to gather various data sources within Google Workspaces, Intranet sites, Library websites and vendor sites in the format of Google Sheets, Microsoft Excel, Adobe PDF, ranging from 15 - 30 sources.
- Qualified vendors may be asked to develop or provide an in-house/Cloud base functional database to store data retrieved from vendors and or various library teams, including but not limited to: statistics in various library programming, attendance in various public programs, volunteer hours, WiFi sessions, computer reservation usages, library card holders, visitors count, e-Media and traditional circulation, web traffic.
- The end product should be viewable via a live Dashboard. Data should be an auto-feed showing the most current data, preferably on a single page or be easily navigated to different data sets.
- Build visualization dashboards to communicate analytics effectively while ensuring data reliability.
- Databases should reside in Virtual servers or the Cloud, with proper security measures such as identity management, multi-factor authentication, access logs, backups, disaster recovery, and constant security patches and upgrades.

- Optimize functionality and easy integration with the current and potential transition and expansion to future Integrated Library Systems.
- Allow for data collection, usage, and analytics while respecting user privacy to the greatest extent possible.
- Provide the necessary training and documentation to maintain internally to the maximum extent possible.
- Proficient in mathematics, statistics, Microsoft Excel, Google Workspace, Pivot Tables, Dashboard interactive visualizations, Tableau, ESRI ArcMap, Python, PowerBI, APIs, GitHub, programming knowledge, and SQL are highly preferred.
- Excellent written and communication skills, able to understand and clearly communicate visualizations to non-technical and non-data staff.

**C. CONTENTS OF THE PROPOSAL**

The following items must be included in the proposal:

**1. Cover Letter**

Proposers shall provide a cover letter introducing the proposing entity signed by the person or persons authorized to bind the proposer to all commitments made in the proposal. The cover letter should also include the title, address, telephone number, email address, and other contact information of the person or persons authorized to represent the proposing entity.

If a proposing entity is a consortium, joint venture, partnership, or team, its proposal must establish that all contractual responsibility rests solely with one proposer or legal entity.

**2. Executive Summary**

Proposers shall provide an executive summary that summarizes key points of the proposal and provides a detailed description of the organization, not to exceed three pages.

**3. Proposer's Qualifications and Experience**

Proposers must have a minimum of three years of paid experience providing professional IT Professional Services to government agencies (e.g., cities, counties, other local municipal agencies) or other large organizations.

Proposers must provide a description of such qualifications and experience, including the names and titles of the organizational principals in charge and key project members, and a general description of meeting the minimum experience requirement.

**4. References**

Proposers must include three references for the Library to verify the minimum experience requirement. For each reference:

- a. List the organization name, contact name, position/title, address, telephone number, and email address.
- b. Describe the nature of the work relationship and include dates.

**5. List of IT Professional Services to be Provided**

Proposers must complete and submit Attachment D ("Checklist of IT Professional Services to be Provided") of this RFQ with the proposal.

**6. Proposed Fee Schedule**

Proposers shall provide a schedule of fees to meet the goals of the Library, complete the scope of work, and include any other necessary items required to meet the needs of the Library.

**REMINDER**

Proposers **do not** need to provide all of the categories of services described in this RFQ to be considered for an award of a contract. However, a response to each proposal item is required.

**D. MANDATORY CITY REQUIREMENTS AND COMPLIANCE DOCUMENTS**

Proposals must include the completed compliance documents required by Items 1 through 14, else the proposal may be deemed non-responsive.

**1. Declaration of Non-Collusion Affidavit**

In accordance with Section 10.15(d) of the Los Angeles Administrative Code, each proposal must include an affidavit by the proposer that (i) such proposal is genuine and not a sham or collusion, or made in the interest or on behalf of any person, firm, or corporation not herein named; (ii) the proposer has not directly or indirectly induced or solicited any other proposer to submit a sham proposal or directly or indirectly induced or solicited any other person, firm, or corporation to refrain from submitting a proposal; and (iii) the proposer has not sought by collusion to secure for themselves an advantage over any other proposer.

Instructions: Proposers shall complete and include a signed and **notarized** “Declaration of Non-Collusion” Affidavit (Exhibit E.1) with the proposal. No other form will be accepted.

**2. Contractor Responsibility Ordinance (CRO)**

Proposers are advised that any contract awarded pursuant to this proposal process shall be subject to the provisions of Los Angeles Administrative Code Section 10.40 et seq., Contractor Responsibility Ordinance (CRO). This requires that a determination be made by the City, via the CRO Questionnaire, that prospective contractors are responsible and capable of fully performing the requested work before a contract is awarded.

Proposers may refer to PSC-31 (“Contractor Responsibility Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and include both the Contractor Responsibility Ordinance Questionnaire (Exhibit E.2a) and the Pledge of Compliance Form (Exhibit E.2b) with the proposal.

**3. Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form**

The City requires that contractors and subcontractors that perform work for the City shall comply with the requirements of the Americans with Disabilities Act (ADA), a federal civil rights law designed to ensure equal access, full inclusion, and participation for people with disabilities or impairments. In addition, the State of California has its own disability rights law, codes, and regulations.

Under both federal and state laws, people with disabilities or impairments are entitled to full and equal access to places of public accommodation, transportation carriers, lodging, recreation and amusement facilities, and other business establishments where the general public is invited.

Proposers may refer to Section PSC-30 (“Access and Accommodations”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: Proposers shall complete and include the Certification Regarding Compliance with the Americans with Disabilities Act Form (Exhibit E.3) with the proposal.

**4. Certification of Compliance with Child Support Obligations Form**

In accordance with Los Angeles Administrative Code Section 10.10 et seq., contractors and subcontractors performing work for the City must comply with all reporting requirements and wage and earning assignment orders and acknowledge the City's cooperation with efforts to collect legally mandated child support.

Proposers may refer to Section PSC-27 ("Child Support Assignment Orders") of Attachment A ("Standard Provisions for City Contracts [Rev 9/22] [v.1]") of this RFQ for additional information.

Instructions: Proposers shall complete and include the Certification of Compliance with Child Support Obligations Form (Exhibit E.4) with the proposal.

**5. City of Los Angeles Contract History Form**

On July 21, 1998, the Los Angeles City Council passed a resolution requiring that all proposed contractors supply in their proposal a list of all City of Los Angeles contracts held by the proposer, or any affiliated entity, during the preceding ten years. If the proposer has held no City of Los Angeles contracts during the preceding ten years, this must be stated on the form.

Instructions: Proposers shall complete and include the City of Los Angeles Contract History Form (Exhibit E.5) with the proposal.

**6. City of Los Angeles Residence Information Form**

The Los Angeles City Council, in consideration of the importance of preserving and enhancing the economic base and well-being of the City, encourages businesses to locate to or remain within the City of Los Angeles.

To that end, on January 7, 1992, the Los Angeles City Council adopted a motion that requires proposers to state their headquarters address as well as the percentage of their workforce residing in the City of Los Angeles.

Instructions: Proposers shall complete and include the City of Los Angeles Residence Information Form (Exhibit E.6) with the proposal.

**7. Municipal Lobbying Ordinance**

The City's Municipal Lobbying Ordinance No. 169916 requires certain individuals and entities to register with the City Ethics Commission and requires public disclosure of certain lobbying activities, including money received and spent.

Additionally, for construction contracts, public leases, or licenses of any value and duration; and goods or services contracts with a value greater than \$25,000 and a term of at least three months, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 50), that the proposer acknowledges and agrees to comply with the disclosure requirements and prohibitions established in the Los Angeles Municipal Lobbying Ordinance, if the proposer qualifies as a lobbying entity.

A copy of CEC Form 50 may be found at the following website:

<https://ethics.lacity.org/forms/>

Instructions: Proposers shall complete and include the Bidder Certification CEC Form 50 (Exhibit E.7) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 50, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFQ, “Electronic Signature Policy [03/20]”).

**8. Restrictions on Campaign Contributions and Fundraising in City Elections**

Under Los Angeles City Charter Section 470(c)(12), proposers for contracts projected to be worth \$100,000 or more and that require City Council approval may not make campaign contributions to any elected City official, candidate for elected City office, or City Committee controlled by an elected City official or candidate. Contributions are prohibited throughout the proposal process and through the resulting contract.

Proposers and their principals that meet the criteria stated above must register with the City Ethics Commission. To do so, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 55). By doing so, the proposer acknowledges and agrees to comply with the requirements and prohibitions established in the Los Angeles City Charter.

In addition, any subcontractor who is projected to perform at least \$100,000 worth of work on the contract is required to adhere to the same requirements. Said subcontractors and their principals must be notified by the proposer of the City Charter requirements and prohibitions and must be included on Schedule B of CEC Form 55.

A copy of CEC Form 55 may be found at the following website:

<https://ethics.lacity.org/forms/>

Proposers may refer to PSC-37 (“Restrictions on Campaign Contributions and Fundraising in City Elections”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: Proposers that meet the criteria stated above shall complete and include the Prohibited Contributors – Bidders CEC Form 55 (Exhibit E.8) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 55, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFQ, “Electronic Signature Policy [03/20]”).

**9. Iran Contracting Act of 2010**

In accordance with California Public Contract Code Sections 2200-2208, proposers submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for \$1 million or more of goods and services are required to complete, sign, and submit the “Iran Contracting Act of 2010” Compliance Affidavit (Exhibit E.9).

Proposers may refer to PSC-36 (“Iran Contracting Act”) of Attachment A (“Standard

Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the State of California Department of General Services, Office of Policies, Procedures and Legislation (OPPL) website for additional information and forms regarding this matter: [www.dgs.ca.gov/pd/Resources/PDLegislation.aspx](http://www.dgs.ca.gov/pd/Resources/PDLegislation.aspx)  
Instructions: Proposers shall complete and include the Iran Contracting Act of 2010 Affidavit (Exhibit E.9) with the proposal **only if** the proposal is for \$1 million or more of goods and services.

**10. Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) (Online Submission)**

Equal Benefits Ordinance (EBO)

Proposers are advised that any contract awarded under this RFQ process shall be subject to the applicable provisions of the Equal Benefits Ordinance (EBO) (Los Angeles Administrative Code Section 10.8.2.1).

Proposers shall complete and submit the combined Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) Affidavit onto the City of Los Angeles’ Regional Alliance Marketplace for Procurement (RAMP) website at [www.rampla.org](http://www.rampla.org), which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify that the benefits are provided equally as specified on the Equal Benefits Ordinance Affidavit.

Proposers may refer to PSC-26 (“Mandatory Provisions Pertaining to Non-Discrimination in Employment”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents: <https://bca.lacity.org/ordinances>

First Source Hiring Ordinance (FSHO)

Proposers are advised that any contract awarded under this RFQ process shall be subject to the applicable provisions of the First Source Hiring Ordinance (FSHO) (Los Angeles Administrative Code Sections 10.44, et seq).

Proposers shall complete and submit the combined Equal Benefits Ordinance / First Source Hiring Ordinance (FSHO) Affidavit onto the RAMP website at [www.rampla.org](http://www.rampla.org), which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify information provided on the First Source Hiring Ordinance Affidavit.

Proposers may refer to PSC-34 (“First Source Hiring Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions:

Proposers shall complete and upload the combined Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) Affidavit available on RAMP prior to submission of

the proposal. Exhibit E.10 is a sample affidavit. The RAMP website may be found at: [www.rampla.org](http://www.rampla.org)

**11. Disclosure Ordinances Affidavit (On-Line Submission)**

Proposers are advised that any contract awarded under this RFQ process shall be subject to the applicable provisions of both the Slavery Disclosure Ordinance (SDO) (Los Angeles Administrative Code Section 10.41) and the Disclosure of Border Wall Contracting Ordinance (DBWCO) (Los Angeles Administrative Code Section 10.50).

Proposers may refer to PSC-33 (“Slavery Disclosure Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and upload the Disclosure Ordinance Affidavit available on RAMP prior to submission of the proposal. Exhibit E.11 is a sample affidavit. The RAMP website may be found at: [www.rampla.org](http://www.rampla.org)

**12. Business Inclusion Program Requirements**

***Unless otherwise stated in this RFQ or by an addendum to this RFQ, the Business Inclusion Program Mandatory Outreach must be performed by the proposer through the RAMP website.***

In accordance with the Mayor’s Executive Directive No. 14, the Business Inclusion Program (BIP) requires proposers to perform subcontractor outreach to all available Minority Business Enterprises (MBE), Women Business Enterprises (WBE), Small Business Enterprises (SBE), Emerging Business Enterprises (EBE), Disabled Veteran Business Enterprises (DVBE), and all Other Business Enterprises (OBE) that could perform a portion of the scope of work required in the RFP/RFQ.

Proposers may refer to the Business Inclusion Program Walkthrough Manual (Exhibit E.12) of this RFQ for additional information and instructions.

Proposers may also refer to PSC-32 (“Business Inclusion Program”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/BIS-program-description>.

Information on BIP may be also found on the following website:

[www.rampla.org/s/support](http://www.rampla.org/s/support).

**A proposer’s failure to attend the Mandatory Pre-Proposal Conference and complete the BIP Outreach Process may result in the proposal being deemed non-responsive to this RFQ.**

Instructions: Proposers shall perform the mandatory online BIP outreach using RAMP located at [www.rampla.org](http://www.rampla.org). Upon completion of the BIP outreach, proposers shall include the BIP Summary Sheet with the proposal.

**13. Local Business Preference Program**

This RFQ is subject to the policies and requirements established by Ordinance No.

187121 and Los Angeles Administrative Code Section 10.25, et seq. The Local Business Preference Program (LBPP) aims to increase opportunities for local businesses and, encourage local businesses to locate and operate in Los Angeles County (County). To be eligible for participation in this program, proposers must submit a LBPP affidavit on the RAMP website: [www.rampla.org](http://www.rampla.org)

Proposers may refer to Exhibit E.13a and Exhibit E.13b of this RFQ for additional information. Proposers may also refer to PSC-35 (“Local Business Preference Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: Proposers who wish to apply for a Local Business Preference shall complete the LBPP affidavit available on RAMP ([www.rampla.org](http://www.rampla.org)), and both upload it to RAMP prior to the proposal due date, as well as include a copy of the completed affidavit with the proposal.

**14. Living Wage Ordinance (LWO) and Worker Retention Ordinance (WRO)**

Unless approved for an exemption by the Department of Public Works Bureau of Contract Administration, contractors shall comply with the provisions of the Living Wage Ordinance (LWO) (Los Angeles Administrative Code Section 10.37 et seq.) and Worker Retention Ordinance (WRO) (Los Angeles Administrative Code Section 10.36 et seq.).

***It is the responsibility of proposers and contractors to understand their responsibilities and obligations under the LWO and WRO.***

Proposers may visit the website of the Department of Public Works Bureau of Contract Administration for additional information, exemption forms and information, and other applicable forms and documents: <https://bca.lacity.org/ordinances>

Proposers may also refer to PSC-28 (“Living Wage Ordinance”) and PSC-29 (“Service Contractor Worker Retention Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: Proposers shall complete and include the Employee Information Form LW-6 (Exhibit E.14a) and the Subcontractor Information Form LW-18 (Exhibit E.14b) with the proposal.

LWO Exemption:

Proposers who believe that they meet the criteria for exemption shall complete and submit the appropriate application form with the proposal.

Exemption Application Forms:

- (a) Exemption Application (Form LW-10) (Exhibit E.14c);
- (b) Small Business Exemption Application (Form LW-26) (Exhibit E.14d);
- (c) 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) (Exhibit E.14e);
- (d) Non-Coverage Determination Application (Form OCC/LW-29) (Exhibit E.14f).

**PROPOSERS AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH ITEMS 15 THROUGH 17 DURING THE TERM OF THE CONTRACT.**

**15. City's Insurance Requirements**

The selected contractor(s) shall not commence work under any contract with the City until all insurance required under this section of this RFQ has been obtained and approved by the City.

At its own expense, the selected contractor(s) and any of its subcontractors shall procure and maintain at least the minimum insurance required by Exhibit E.15 for the term of the contract, including any extensions.

Proposer shall purchase policies of general liability and worker's compensation from companies authorized to transact business in the State of California by the Insurance Commissioner. The required insurance must be filed with City Administrative Office, Risk Management through the City's website, [www.kwikcomply.org](http://www.kwikcomply.org). No work may be performed pursuant to the proposed contract resulting from this RFQ until the specified documents have been approved by the City Administrative Officer, Risk Management Section.

Proposers may refer to PSC-23 ("Insurance") and PSC-Exhibit 1 ("Insurance Contractual Requirements") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must submit the required insurance prior to the execution of the contract.

**16. Business Tax Registration Certificate (BTRC)**

In accordance with the City of Los Angeles Municipal Code Section 21.03, persons and entities engaged in business with the City of Los Angeles are required to register and pay required taxes and apply for and obtain a Business Tax Registration Certificate (BTRC) from the Office of Finance.

The Office of Finance's Tax and Permits Division has sole authority in determining a firm's tax requirements and in issuing a BTRC or Business Tax Exemption Number. Accordingly, a firm's current BTRC or Business Tax Exemption Number must be clearly shown on all invoices submitted to the City for payment. The proposer, in submitting this proposal, acknowledges and accepts the above requirements and recognizes that, should a contract be awarded, no invoice will be processed for payment without inclusion of the BTRC or Business Tax Exemption Number.

Proposers may refer to PSC-15 ("Current Los Angeles City Business Tax Registration Certificate Required") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information. Proposers may find additional information and forms at the following Office of Finance website: <https://finance.lacity.org>

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must provide a BTRC prior to the execution of a contract.

**17. Federal Employer Identification Number**

The Internal Revenue Service (IRS) requires the Library to report all payments to an

independent consultant or business whenever payments exceed \$600 per calendar year. The contractor is required to furnish the Library with its Social Security number or Federal Employer Identification Number for this purpose.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must provide a Federal Employer ID Number or Social Security number prior to the execution of a contract.

**PROPOSERS AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH ITEMS 18 THROUGH 22 DURING THE TERM OF THE CONTRACT.**

**18. Contractor Evaluation Program**

At the end of the contract, the City will conduct an evaluation of the selected contractor's performance. The City may also conduct evaluations of the selected contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on several criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the contractor assigns to the contract. Any contractor who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final evaluation and allowed an opportunity to respond. The City will use the final evaluation and any response from the contractor to evaluate proposals and to conduct reference checks when awarding other contracts.

Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

**19. COVID-19 Vaccination Requirement (Ordinance No. 187134)**

Effective October 20, 2021, any new contract executed by the City shall include a clause requiring employees of the contractor, and/or persons working on their behalf, who interact with City employees, are assigned to work on City property for the provision of services, and/or come into contact with the public during the course of work on behalf of the City to be fully vaccinated.

Proposers may refer to PSC-44 ("COVID-19") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information.

Instructions: *No Submission Required.*

**20. Contractors' Use of Criminal History for Consideration of Employment Applications (Ordinance No. 184653)**

Any contract awarded pursuant to this RFQ will be subject to the Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance (Los Angeles Administrative Code Section 10.48). The Ordinance provides, among other things, that contractors/subcontractors with at least 10 employees: 1) are prohibited from seeking a job applicant's criminal history information until after the job offer is made; 2) must post Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance information in conspicuous places at worksites; and, 3) cannot withdraw a job

offer based on an applicant's criminal history unless a link has effectively been made between the applicant's criminal history and the duties of the job position.

Proposers may refer to PSC-38 ("Contractors' Use of Criminal History for Consideration of Employment Applications") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

**21. Non-Discrimination / Equal Employment / Affirmative Action Plan**

Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of the Non-Discrimination Clause (Los Angeles Administrative Code Section 10.8.2).

Proposers awarded contracts for which the consideration is \$1,000 or more shall comply with the provisions of the Equal Employment Practices Provisions (Los Angeles Administrative Code Sections 10.8.3). By affixing its signature on a contract that is subject to the Equal Employment Practices Provisions, the contractor shall agree to adhere to the provisions in the Equal Employment Practices Provisions for the duration of the contract.

Proposers awarded contracts for which the consideration is \$25,000 or more shall comply with the provisions of the Affirmative Action Program Provisions (Los Angeles Administrative Code Section 10.8.4). By affixing its signature on a contract that is subject to the Affirmative Action Program Provisions, the contractor shall agree to adhere to the provisions in the Affirmative Action Program Provisions for the duration of the contract.

Furthermore, contractors shall include these provisions in all subcontracts awarded for work to be performed under the contract and shall impose the same obligations on the contractors. A copy of the subcontract shall be made available to the Bureau of Contract Administration, Office of Contract Compliance upon request.

Proposers may refer to PSC-26 ("Mandatory Provisions Pertaining to Non-Discrimination in Employment") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

**22. Contractor Data Reporting**

Proposers are advised that any contract awarded pursuant to this competitive process shall be subject to Executive Directive 35.

If a proposer is selected and awarded a contract, and if the contractor is a for-profit company or corporation, then the contractor shall, within 30 days of the effective date of the contract and on an annual basis thereafter (i.e., within 30 days of the anniversary of the effective date of the contract), report the following information to the City via the RAMP website or via another method specified by City: The annual revenue of contractor

and any subcontractor, number of employees, location, industry, race/ethnicity and gender of majority owner ("contractor/subcontractor Information"). On an annual basis, the contractor shall further request that any subcontractor input or update its business profile, including the contractor/subcontractor information, on RAMP or via another method prescribed by the City.

Proposers may refer to PSC-45 ("Contractor Data Reporting") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information.

Instructions: *No Submission Required.*

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**Proposers are strongly advised to read Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") and Attachment B ("Sample Contract") of this RFQ to understand the terms and conditions of a contract with the Library.**

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## **E. PROPOSAL SUBMISSION AND REQUIREMENTS**

Proposals shall be submitted in accordance with the requirements of this RFQ.

### **1. Mandatory Pre-Proposal Conference**

A Mandatory Pre-Proposal Conference will be conducted to provide an overview of the RFQ. To obtain the greatest benefit from the meeting, proposers are strongly encouraged to attend with their direct supervisory personnel/critical project team members (in lieu of business development or sales personnel).

At the Library's discretion, participation in the Mandatory Pre-Proposal Conference may be accomplished by Zoom. Questions may be submitted prior to the conference to Deirdre Gomez at [dgomez@lapl.org](mailto:dgomez@lapl.org). Any questions related to the RFQ received prior to the Mandatory Pre-Proposal Conference will be addressed during the conference. They will later be posted online on the City's website [www.rampla.org](http://www.rampla.org). Additional questions received after the conference must be submitted 7 days prior to the due date of the proposal, as listed on [www.rampla.org](http://www.rampla.org), by 11:59 p.m. to [dgomez@lapl.org](mailto:dgomez@lapl.org) and will be posted on [www.rampla.org](http://www.rampla.org).

#### **Mandatory Pre-Proposal Conference will be held as follows:**

Registration in advance is required for this meeting.

Topic: RFQ 44-034 for IT Professional Services  
Mandatory Pre-Proposal Conference

When: **Wednesday, June 14, 2023, at 10:00 am**

To RSVP: <https://forms.gle/aT8E5NoXC3vXzwR96>

Please RSVP by **Tuesday, June 13, 2023, at 5:00 p.m.** by completing the Google form at the link provided above. After registering, you will receive a confirmation email containing information about joining the meeting.

### **2. Submission Requirements**

Proposals must be submitted electronically and shared with the Library through Google Drive as follows:

#### **2.1 Electronic Submission**

- a. Proposers shall create a Google Account or use their pre-existing Good Account to submit their proposals.
- b. All documents must be in a single Portable Document Format (PDF) file that has been converted into a searchable file using Optical Character Recognition.
- c. Proposers shall upload the proposal document to their Google Drive.
- d. Proposers shall share the Google Drive proposal document with the following Library email addresses:

- [laplbids submissions@lapl.org](mailto:laplbids submissions@lapl.org)
  - [dgomez@lapl.org](mailto:dgomez@lapl.org)
  - [claudia.aguilar@lapl.org](mailto:claudia.aguilar@lapl.org)
  - [lily.phaneuf@lapl.org](mailto:lily.phaneuf@lapl.org)
  - [ethomsen@lapl.org](mailto:ethomsen@lapl.org)
  - [mlemus@lapl.org](mailto:mlemus@lapl.org)
- e. Do not password protect the proposal document.
- f. The proposal must include all items stated in Section H (“Proposer Checklist”) of this RFQ.
- g. The sections within the proposal document shall be in the order as listed in Section H (“Proposer Checklist”) of this RFQ.
- h. Documents requiring signatures shall conform to the “Electronic Signature Policy [03/20]” as stated in Attachment C of this RFQ.
- i. Proposers are responsible for ensuring that their proposal document is not compressed, does not contain a virus or malware, is not corrupted, and is able to be opened. The Library may reject proposals that do not meet these requirements.
- j. Library staff shall provide a notice of receipt within two business days of receipt of the electronically-submitted proposal. It is highly recommended that proposers contact the RFQ Administrator listed in Section G.11 of this RFQ if a receipt is not received within two business days.
- k. Proposers are solely responsible for ensuring that their proposals have been received before the deadline as electronic transmissions are inherently unreliable. Proposers bear all risks associated with the electronic transmission of their proposal, including delays, system failures, and other technical issues.

## 2.2 Proposal Due Date / Time

- a. The Library reserves the right to revise the submission due date. Any revisions to the due date or time shall be posted on RAMP ([www.rampla.org](http://www.rampla.org)).
- b. Proposers are encouraged to submit proposals prior to the due date and time.

Proposal Due Date: **July 13, 2023**

Proposal Due Time: **11:59 p.m.**

## 2.3 Submission Responsiveness

- a. Failure to meet the requirements of this RFQ may be cause for

disqualification of the proposal.

- b. The Library reserves the right to deem a proposal non-responsive if the Library is unable to determine which documents constitute a complete and appropriate response to the RFQ.
- c. The Library reserves the right to seek clarification from a proposer to determine responsiveness.
- d. Proposals should not include unnecessary promotional material and should be as succinct as possible.

**3. Responsibility for Timely Submission of Proposal**

Proposers are solely responsible for ensuring that the Library receives a complete proposal, including all attachments, before the deadline.

**4. Acceptance of Terms and Conditions**

Submission of a proposal pursuant to this RFQ shall constitute acknowledgement and acceptance of the terms and conditions set forth herein, including the Standard Provisions for City Contracts (Attachment A). All or portions of this RFQ and the contents of the proposal submitted by the successful proposer may become contractual obligations if a contract is awarded. Failure of the successful proposer to accept these obligations may result in cancellation of the award.

**5. Withdrawal by Proposer**

A proposer may withdraw its proposal provided that the request is in writing, signed by an authorized representative, and received by the Library prior to the proposal deadline date. Once submitted, proposals shall be subject to acceptance by the City for a period of ninety days. Except as previously stated, no proposer may withdraw its proposal, except with the written consent of the Library.

**6. The City's Right to Reject Proposals and Withdraw the RFQ**

The Library reserves the right to reject any and all proposals. Notwithstanding any other provisions of this RFQ, the Library also reserves the right to withdraw this RFQ at any time without prior notice.

**7. Scope of Content**

Proposals shall be based only on material contained in the RFQ, responses to timely questions submitted by proposers, any addenda thereto, and other materials published by the Library relating to the RFQ. Proposers shall disregard any previous draft materials and oral representations that may have been obtained by the proposer.

## F. EVALUATION AND SELECTION PROCESS

### 1. Proposal Responsiveness

To be considered responsive to this solicitation, proposers must submit completed responses to all items requested in this RFQ, including completion and submission of the City's mandatory compliance documents. An incomplete or missing response may result in the rejection of the proposal.

Proposals which, at the discretion of the Library, are incomplete, non-responsive, or non-compliant with content or format requirements may be disqualified without further consideration, and will not be evaluated by the evaluation panel.

The Library reserves the right to conduct investigations with respect to the qualifications of each proposer and any information contained in its proposal.

### 2. Proposal Evaluation

A panel of City staff and subject-matter experts ("evaluation panel") will evaluate the proposals based on the evaluation criteria noted below. The evaluation panel may, at its sole discretion, request additional information, conduct interviews, and solicit presentations. Following any such requests, interviews, and oral presentations, the panel will score proposals in each criterion and rank the proposals accordingly.

### 3. Evaluation Criteria

The evaluation panel's determinations and recommendations will serve as a basis for a report from the City Librarian to the Board of Library Commissioners, recommending that those proposers who score 80 or above, be selected for the award of a contract. The following criteria will be used to evaluate proposals:

<b>Evaluation Criteria</b>	<b>Max Points Possible</b>
Cover Letter	Pass / Fail
Executive Summary	5
Proposer's Qualifications and Experience	25
References	10
Detailed description of IT Professional Services to be provided	30
Proposed Fee Schedule	30
<b>Maximum Points - Total</b>	<b>100</b>

### 4. Award

The Library will notify all proposers of the determinations of the evaluation panel, including its contract award recommendation. The evaluation panel's determinations and recommendation will serve as a basis for a report from the City Librarian to the Board of Library Commissioners, recommending the highest-ranking proposers to be selected for

the award of the contract. The Board of Library Commissioners will consider the City Librarian's recommendation during a public Board meeting and may accept or reject the recommendation in making its decision as to the proposer selections, if any, stating publicly the reasons for its action.

## **G. GENERAL CONDITIONS**

### **1. Acceptance and Disposition of Proposals**

The Library reserves the right to reject any and all proposals. The Library also reserves the right to waive any minor administrative irregularities contained in any proposal, when to do so would be in the best interest of the City and pursuant to Los Angeles City Charter Section 371 (c): **"The City shall reserve the right to reject any and all bids or proposals and to waive any informality in the bid or proposal when to do so would be to the advantage of the City."**

Failure of the proposer to submit the above-required documents with their proposal, to provide all of the information required by the RFQ, or to furnish direct and complete answers to RFQ prompts may render the proposal non-responsive and result in its rejection.

It is the intent of the Library to award a contract or contracts in a form approved by the City Attorney. The RFQ and the proposer's proposal, or any part thereof, may be incorporated into and made part of the contract. The Library reserves the right to further negotiate the terms and conditions of the contract. The Library reserves the right to withdraw this RFQ, to reject any proposal for non-compliance with RFQ provisions, or not to award a contract altogether due to unforeseen circumstances or if it is determined to be in the best interest of the Library.

### **2. Public Records Act**

All proposals submitted in response to this RFQ shall become the property of the Library and will be a matter of public record, subject to the State of California Public Records Act (CPRA) (California Government Code Sections 6250 et seq.). If the proposer claims any information in the proposal to be exempt from disclosure under the CPRA, the proposer must do the following:

- A. Identify in writing all copyrighted material, trade secrets, and other proprietary information that the proposer claims to be exempt from disclosure under the CPRA. Any proposer claiming such exemption must identify the specific provision of the CPRA that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure. Failure to include this identifying information shall be deemed a waiver of any exemption claim.

Exempt information must be specifically identified. Mere use of headers, footers, or other labels bearing designations such as "confidential," "proprietary," or "trade secret" on all or nearly all of a proposal is not acceptable and shall be deemed a waiver of any exemption claim as to the designated material.

- B. By submitting a response to this RFQ, the proposer agrees to be bound by the following language:

The proposer agrees to indemnify the City and its officers, employees, and agents and hold them harmless from any claim or liability and will defend any suits, claims, and causes of action brought against the City for its refusal to disclose to a requestor information that is or that the proposer claims to be copyrighted, a trade secret(s), or otherwise protected from disclosure.

Proposer's obligations under this provision include, but are not limited to, all attorney's fees (both in house and outside counsel), costs of litigation incurred by the City and its attorneys (including all actual costs incurred by the City, not merely those costs recoverable by a prevailing party, and including costs of experts and consultants), as well as all damages or liability of any nature whatsoever arising out of any such suits, claims, and causes of action brought against the City, through and including any appellate proceedings. Proposer's obligations to the City under this indemnification provision shall be due and payable on a monthly, on-going basis within thirty days after each submission to proposer of the City's invoices for all fees and costs incurred by the City, as well as all damages or liability of any nature.

C. Be prepared to submit a second copy of the proposal in which all information claimed to be exempt from disclosure has been redacted.

**3. RFQ Revisions**

Any revision made to this RFQ will be posted as an addendum to the RFQ at [www.rampla.org](http://www.rampla.org).

**4. Transfers, Joint Ventures, and Use of Subcontractors**

Proposers shall not, without written consent of the Library, assign, hypothecate, or mortgage any terms in a contract with the City or sublease or license any portion of the work. Any attempted assignment, hypothecation, mortgage, sublease, or license without consent of the Library shall render a contract null and void. Each and all conditions herein contained to be performed by proposer shall be binding on any consented transferee thereof.

**5. Alternatives**

Proposers shall not change any wording in the RFQ or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the proposal's documents. Alternatives that do not substantially meet the Library's requirements cannot be considered. Proposals offered subject to conditions or limitations may be rejected as non-responsive.

**6. Proposal Errors**

Proposer is liable for all errors or omissions incurred by proposer in preparing the proposal. Proposers will not be allowed to alter proposal documents after the due date for submission.

The Library reserves the right to make corrections or amendments due to errors identified in a proposal by the Library or the proposer. This type of correction or amendment may only be allowed for errors in typing or transposition. All changes must be coordinated in writing with and authorized by the RFQ Administrator identified in Section G.11 of this RFQ.

**7. Interpretation and Clarifications**

The Library will consider prospective recommendations or suggestions regarding any requirements before the Mandatory Pre-Proposal Conference. All recommendations or suggestions must be in writing and submitted to the RFQ Administrator identified in Section G.11 of this RFQ. The Library reserves the right to modify requirements of any RFQ if it is in the best interest of the Library.

**8. Protest of RFQ, Bidding Process, or Proposed Award**

Should a proposer object on any ground to any provision or legal requirement set forth in the RFQ, or any addendum to the RFQ, the proposer must submit a protest within seven calendar days after the RFQ or addendum is issued.

Protests based on alleged apparent improprieties in a bid process shall be submitted before bid opening or the closing date for receipt of proposals.

Protests of procedural and technical issues must be submitted within seven calendar days of the transmission of the e-mailed notice of the contract award recommendation.

At a minimum, the protest must include a written document with the following information:

- Name, address, and telephone number of the protesting party.
- Title and number of this RFQ.
- Detailed statement of the legal and factual grounds of the protest, including copies of all relevant documents, reference to the specific portion(s) of the documents that form the basis of the protest, and a description of resulting prejudice to the protester.
- Request for a ruling from the Library and statement of the form of relief requested.

The protest and attached documentation must be submitted to the following address by **certified mail or personal delivery**:

Madeleine M. Rackley, Business Manager  
Los Angeles Public Library  
630 West Fifth Street  
Los Angeles, CA 90071

The Board of Library Commissioners, or its designee, shall make a final determination with respect to the protest and, if applicable, shall award or reject the contract accordingly. The decision of the Board, or designee, shall be final.

The procedure and time limits set forth in this section are mandatory and are the proposers' sole and exclusive remedy in the event of a protest. Failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including by filing a Government Code claim or through other legal proceedings.

**9. Cost of Proposal Preparation**

The Library is not responsible for any costs incurred by the proposer for preparing and submitting proposals in response to this RFQ.

**10. Americans with Disabilities Act**

As covered under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposal, programs, services and activities. If an individual with a disability requires accommodations to attend a Pre-Proposal Conference, please contact the RFQ Administrator identified in Section G.11 of this RFQ at least five working days prior to the scheduled event.

**11. Contact for Information / RFQ Administrator**

For answers to questions relating to the content of this RFQ, proposers must submit written questions at least 14 days prior to the due date and time of the proposal, as listed on [www.rampla.org](http://www.rampla.org). via email to:

Deirdre Gomez  
Los Angeles Public Library  
E-mail: [dgomez@lapl.org](mailto:dgomez@lapl.org)

The Library shall be the sole judge of whether a response is required for any question. Questions and answers will be posted on [www.rampla.org](http://www.rampla.org) as an addendum to the RFQ. Any oral communication between a proposer and a City employee is not binding on the Library or the City of Los Angeles.

Note that this section does not concern protests, which must be submitted pursuant to the requirements and deadlines of Section G.8 of this RFQ.

**12. Standard Provisions for City Contracts**

All contracts entered into as a result of this RFQ are subject to the Standard Provisions for City Contracts (Rev. 9/22 [v.1]) which are included as Attachment A of this RFQ.

**H. PROPOSER CHECKLIST**

Proposers are to complete and submit a copy of this Proposer Checklist with the proposal, which must contain the following items to be found responsive to this RFQ:

<b>Section</b>	<b>Form / Document Description</b>	<b>Exhibit No.</b>	<b>Initial</b>
RFQ C.1	Cover Letter	--	
RFQ C.2	Executive Summary	--	
RFQ C.3	Proposer's Qualifications and Experience	--	
RFQ C.4	References	--	
RFQ C.5	Detailed description of IT Professional Services to be provided	--	
RFQ C.6	Proposed Fee Schedule	--	
RFQ D.1	Declaration of Non-Collusion Affidavit ( <u>Must be Notarized</u> )	Exhibit E.1	
RFQ D.2	Contractor Responsibility Ordinance (CRO) Questionnaire	Exhibit E.2a	
RFQ D.2	CRO Pledge of Compliance	Exhibit E.2b	
RFQ D.3	Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form	Exhibit E.3	
RFQ D.4	Certification of Compliance with Child Support Obligations Form	Exhibit E.4	
RFQ D.5	City of Los Angeles Contract History Form	Exhibit E.5	
RFQ D.6	City of Los Angeles Residence Information Form	Exhibit E.6	
RFQ D.7	Bidder Certification CEC Form 50	Exhibit E.7	
RFQ D.8	Prohibited Contributors – Bidders CEC Form 55	Exhibit E.8	
RFQ D.9	Iran Contracting Act of 2010 Affidavit (If Applicable)	Exhibit E.9	
RFQ D.10	Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) – Online Submission	Exhibit E.10	
RFQ D.11	Disclosure Ordinances – Online Submission	Exhibit E.11	
RFQ D.12	Business Inclusion Program (BIP) Walkthrough Manual	Exhibit E.12	
RFQ D.13	Local Business Preference Program	Exhibit E.13a	

<b>Section</b>	<b>Form / Document Description</b>	<b>Exhibit No.</b>	<b>Initial</b>
RFQ D.13	Local Business Preference Program (LBPP) Certification Information (If Applicable)	Exhibit E.13b	
RFQ D.14	Living Wage Ordinance (LWO) Employee Information (Form LW-6)	Exhibit E.14a	
RFQ D.14	LWO Subcontractor Information (Form LW-18)	Exhibit E.14b	
RFQ D.14	LWO Exemption Application (Form LW-10) – If applying for exemption	Exhibit E.14c	
RFQ D.14	LWO Small Business Exemption Application (Form LW-26) – If applying for exemption	Exhibit E.14d	
RFQ D.14	LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) – If applying for exemption	Exhibit E.14e	
RFQ D.14	LWO Non-Coverage Determination Application (Form OCC/LW29) – If applying for exemption	Exhibit E.14f	