First5 LA Phone System Replacement

REQUEST FOR PROPOSALS (RFP)

Los Angeles County Children and Families First – Proposition 10 Commission (aka First 5 LA)

RELEASE DATE: October 19, 2012
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I. TIMELINE FOR SELECTION PROCESS

Table 1: Proposal and Review Timeline

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>RFP Released</td>
<td>October 19, 2012</td>
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<tr>
<td>Webinar for additional information</td>
<td>October 25, 2012</td>
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<tr>
<td>Final date to submit questions and requests for additional information</td>
<td>October 31, 2012</td>
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<tr>
<td>Answers to all questions posted to website</td>
<td>November 07, 2012</td>
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<tr>
<td>Due Date for Proposal:</td>
<td>November 21, 2012</td>
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<tr>
<td>• Online applications plus all forms</td>
<td>November 21, 2012</td>
</tr>
<tr>
<td>• One (1) original and signed copy of First 5 LA’s Submission</td>
<td>NO EXCEPTIONS</td>
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<tr>
<td>Checklist, Signature Authorization and Agency Involvement in</td>
<td></td>
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<tr>
<td>Litigation and/or Contract Compliance Difficulties forms, sent or</td>
<td></td>
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<td>delivered to First 5 LA</td>
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<tr>
<td>Internal review completion of proposed applications</td>
<td>November, 2012</td>
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<tr>
<td>External review and evaluation of proposed applications</td>
<td>December 14, 2012</td>
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<tr>
<td>Top three finalists interviews to be completed</td>
<td>December, 2012</td>
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<tr>
<td>Chosen contractor notified</td>
<td>January, 2013</td>
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<tr>
<td>Consent Calendar (Board of Commissioner Approval)</td>
<td>February 14, 2013</td>
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<tr>
<td>*Contract start date</td>
<td>March, 2013</td>
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</tbody>
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All questions and requests for additional information regarding this RFP must be received in writing by First 5 LA via email before 5 p.m. on 10/31/2012. First 5 LA reserves the sole right to determine the timing and content of the responses to all questions and requests for additional information.

Questions can be submitted to:

Tu Phung, Program Officer
First 5 LA
750 N. Alameda Street, Suite 300
Los Angeles, CA 90012
Phone: 213. 482. 9374
E-mail: tphung@first5la.org

*While it is First 5 LA’s desire to execute the Contract for a March 1, 2013 start date, all dates are subject to change at First 5 LA’s sole discretion. Please do not contact First 5 LA for status updates on your proposal.
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II. BACKGROUND

First 5 LA — “Champions for Our Children”

In 1998, California voters passed Proposition 10, which levied a 50-cent per pack tax on all tobacco products. The resulting tax revenues were earmarked for the creation of a comprehensive system of information and services to advance early childhood development and school readiness within each county in California. In Los Angeles County, the First 5 LA Commission was formed as a public entity to develop and oversee various early childhood initiatives and to manage the funding from Proposition 10. Since 1998, First 5 LA has invested more than $1 billion to support programs, initiatives, research, partnerships, public education and other endeavors in all four of its goal areas:

- Children are born healthy
- Children maintain a healthy weight
- Children are safe from abuse and neglect
- Children are ready for kindergarten

The First 5 LA FY 2009-2015 Strategic Plan

In 2009, First 5 LA’s Board of Commissioners adopted a new strategic plan to guide its investments through June 2015. The plan, Strengthening Families and Communities in L.A. County, marked a significant evolution in First 5 LA’s approach to grantmaking. In addition to a countywide approach that focuses on policy change, public education, workforce development and other strategies, the strategic plan also commits a sizeable portion of funds to improve the well-being of children in specific geographic communities.

The Commission selected 14 Best Start communities based on lessons learned from First 5 LA’s first decade and research, which shows that the role of safe and supportive neighborhoods is just as important to a young child’s quality of life as supportive and informed parents and caregivers.

This combined place-based and countywide approach allows the Commission to concentrate its limited resources in areas of high need and to sustain those efforts over time. The strategic plan will allow First 5 LA to continue focusing on strengthening families while deepening our commitment to fostering a community’s ability to create and sustain safe and nurturing places for children to grow.

Figure 1: First 5 LA Prioritized Pathway

In the Strategic Plan, the Commission identified a pathway for our investments that leads to our desired outcomes for children, families and communities in our four goal areas.
The Place-Based Approach, **Best Start**

The First 5 LA commissioners’ place-based approach focuses on the places where families live — combining efforts to strengthen families with those that build community capacity to create and sustain thriving and healthy environments for all children. The research and promising practices emerging from decades of place-based efforts make a strong case for First 5 LA’s shifting a significant amount of resources to this funding strategy. The place-based approach allows First 5 LA to focus on families most in need, creating a seamless pipeline to effectively serve families along the continuum of a child’s development. This approach also creates unique partnerships with families, community residents and other funders, resulting in a better measure of our impact.

Parents, civic and business leaders, members of the clergy, representatives from community-based organizations and others are working together to develop partnerships within each of the 14 communities. By June 2012, each community partnership will have submitted proposals to the First 5

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LA commissioners for future investments. These can include building safe parks, providing early childhood education programs or supporting other strategies that achieve Best Start’s primary goals that children in each community grow up safe, healthy and ready to learn.

To learn more about Best Start, visit [www.beststartla.org](http://www.beststartla.org).

Countywide Approach

The strategic plan also outlines the critical role of strong, coordinated and responsive systems in supporting families and improving outcomes for children prenatal through age 5. These systems include the actual structures through which health and human services are provided in L.A. County, as well as less formalized systems. By focusing on countywide systems improvement and change, strategic plan investments can have a widespread impact on children across the county, while, at the same time, helping to improve the sustainability of the place-based approach and outcomes. First 5 LA understands that enduring systems changes are most successful when they are informed by — and grow out of — close-to-the ground, culturally competent, community-based and resident-driven models for strengthening families, such as those we will be supporting in the Best Start communities.

The countywide approach is a comprehensive effort through a variety of programs, strategies and initiatives. For example, First 5 LA is launching nearly two dozen commissioner-developed investments in areas such as autism identification and service referrals; early child care and education workforce development; nutrition and physical activity programs for families and child care facilities and parental support projects. In addition, among other strategies, First 5 LA continues to strive for increased access to health care and insurance for pregnant women, children and their families; provide telephonic or online and printed resource directories for families and support and enhance the impact of our investments with effective, strategic partnerships and leveraging social and financial capital via our newly-developed Community Investments Department.

III. PROJECT OVERVIEW

First 5 LA is seeking an expert telecommunication firm to provide detailed proposal to replace its current phone system. The proposal must include estimated timeline to install, configure, test and deliver a new phone system that meet the specifications listed below. The proposal must also include fully documented user guide, First 5 LA staff training, and annual support and maintenance cost.

IV. SCOPE OF WORK AND DELIVERABLES

Major activities and deliverables

First 5 LA is seeking an expert telecommunication firm to provide a detailed proposal to replace the current phone system. The proposal must include an estimated timeline to install, configure, test and deliver a new phone system that meet the specifications listed below. The proposal must also include a
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fully documented user guide, First 5 LA staff training, and annual support and maintenance cost.

Specifications:

Number of lines of phone – 150 to 200 hand sets

1. Key System Functions

   a. IP-based Voice capabilities and Intelligent Network Infrastructure
   b. Reliability
   c. Voice Quality
   d. Support for Open System Standards
   e. Voice Messaging
   f. System Administration
   g. Support/Service Capabilities
   h. Scalability
   i. System longevity
   j. Simplicity of Installation
   k. Training and Usage

2. Key IP Station Functions

   a. Audio Volume Adjust
   b. Call Forward Busy
   c. Call Forward No Answer
   d. Call Forward All Calls
   e. Call Redirect
   f. Call Hold / Release
   g. Call Park / Pickup
   h. Call Transfer
   i. Call Waiting
   j. Calling Line ID Name and Number
   k. Make / Drop Conference
   l. Last Number Redial
   m. Call History
   n. Missed Call Indicator
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o. Multiple Calls Per Line Appearance
p. Call Waiting Caller ID Name and Number
q. Prime Line Select
r. Privacy
s. Ringer Pitch Adjust
t. Ringer Volume Adjust
u. Shared Extensions on Multiple Phones
v. Bridged Call Appearances
w. Single Button Retrieve
x. Speaker Phone Full Duplex
y. Speaker phone Mute
z. Speed Dial (Auto-Dial)
aa. Programmable Buttons w/ paperless labels
bb. Auto Off-hook Preference
cc. Intercom and Intercom System Integration
dd. Dial by Name Directory
e. Hot Key Pad
ff. Voice Mail Login Button
gg. Group Paging
hh. Headset Compatibility
ii. Wireless headset on/off hook (without lifter)
jj. Bluetooth
kk. Time & Date

3. System/Station/User Features

a. Answer/Answer Release
b. Attendant or Operator Console
c. Account Codes
d. Admission Control
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e. Audio Volume Adjust
f. Automated Attendant
g. Auto Echo Cancellation
h. Auto Silence Suppression
i. Automated Call-by-call Bandwidth Selection
j. Automated Phone Installation Configuration
k. Automatic Phone Moves
l. Admission Control On WAN Usage
m. Backup Auto-attendant
n. Bridged Call Appearances
o. Call Barge In
p. Call forwarding (Off Premise)
q. Call forwarding (Ring and/or No Answer)
r. Call forwarding (Self Directed)
s. Call Hold / Release
t. Call History
u. Call Join
v. Call Park / Unpark
w. Call Permissions
x. Call Pickup
y. Call Recording
z. Call Redirect
aa. Call Transfer
bb. Call Waiting
cc. Calling Line ID Name and Number
dd. Call waiting Caller ID Name and Number
e. Conference Calling
ff. Dial by Name Directory
gg. Direct Inward Dialing
hh. Direct Outward Dialing (DOD)
i. Distinctive Ringing (internal vs. external call)
jj. Distinctive Station Ringing Pitch
kk. Extension Dialing Between Locations
ll. Extension Reassignment (On-net or Off-net)
m. E-911 Integration (CESID)
n. Fax Redirection
oo. Feature Permissions
pp. Group Paging
qq. Hot Key Pad
rr. Hunt Groups
ss. IP-based Integrated Messaging
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| tt. | IP Phone Failover |
| uu. | Intercom |
| vv. | Last Number Redial |
| ww. | Lowest Cost Trunk Selection |
| xx. | Centrex Trunk Flash |
| yy. | Tandem Trunking |
| zz. | Media Encryption |
| aaa. | Missed Call Indicator |
| bbb. | Multi-Station Hunt Groups Spanning Locations |
| ccc. | Multiple Calls Per Line Appearance |
| ddd. | Multiple Line Appearances |
| eee. | Music On Hold |
| fff. | Night Bell |
| ggg. | On Hold Reminder Ring |
| hhh. | On-net Dialing (1-7 digits) |
| iii. | Operator (“0”) |
| jjj. | Overhead Paging |
| kkk. | Power Fail Transfer |
| lll. | PRI Protocol Support |
| mmm. | PSTN Failover |
| nnn. | Redial |
| ooo. | Ringer Pitch Adjust |
| ppp. | Ringer Volume Adjust |
| qqq. | Shared Extensions on Multiple Phones |
| rrr. | Silent Monitoring |
| sss. | SNMP |
| ttt. | Speaker Phone Mute |
| uuu. | Speed Dial (Auto-Dial) |
| vvv. | Temporary Set Re-Assignment for Traveling Workers |
| www. | Toll and Nuisance Number (900,976,970,550,540 exchanges) Restriction |
| xxx. | Tone On Hold |
| yyy. | Visual Message Displays (All digital telephones) (name, extension, etc.) |
| zzz. | Voice Mail Login Options |

4. IP PBX Support Features

a. Status of all trunking
b. Status of all call routing components
c. Integrated status of all locations
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d. Status of individual stations (IP / Analog)
e. Call usage reporting
f. WAN usage reporting
g. IP quality statistics reporting
h. Diagnostic events listing or reporting
i. Real-time traffic status
j. Status of all gateway ports

5. Current Environment

a. System Manufacture and Model: Nortel PBX model BCM 400
b. Hardware Configuration: One Nortel PBX
c. Software Configuration: Nortel Version 4.0.2.21d
d. Expansion Chassis: One Nortel expansion chassis with six expansion slots
e. Power Over Ethernet: Two power over Ethernet switches
f. Network Infrastructure: Cat 6 with POE capabilities on single VLANS
g. Direct Inward Dialing (DID): 130 DID’s
h. Location and Users: One centralized building with 56 digital handsets, 61 IP handsets are assigned to staff and 28 digital handsets are in various conference rooms and offices which makes 145 telephone handsets total.
i. Trunking: One full T-1 with 23 instantaneous calls
j. Voicemail and Unified Messaging: 130 client license voicemail
k. System Architecture: Digital and IP based
l. Wan Failure: 8 analog lines for backup call routing
m. Voicemail Access: Handsets, remote and mobile access capabilities
n. Administrations: Controller access and desktop applications
o. Conferencing Capabilities: Three simultaneous lines

V. ELIGIBILITY

Applicants must have the qualifications, availability, relevant experience, competency and ability to successfully design and implement an enterprise-wide phone system. It is preferred, but not required, that applicants have a presence in Los Angeles County.

It is expected that the vendor will propose a fixed price for successful delivery of a new phone system and a proposal for on-going support. The vendor will be compensated as major deliverables are
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completed, submitted and accepted by First 5 LA. The vendor is responsible for supplying desktop or laptop for their staff who will be working at First 5 LA offices.

VI. TERMS OF PROJECT

The Commission expects to enter into a 6 month contract with the selected vendor.

The Commission reserves, at its sole discretion, the right to extend the length of the contract and/or increase the budget to accommodate the completion of this project.

Available Funding

The contractor(s) will be compensated based on the project budget developed during the contracting period. The amount allocated for the work described in this RFP shall not exceed $130,000. It is expected that the applicants’ budgets will be clearly justified in the budget narrative and will be appropriate to the work proposed.

VII. SUMMARY OF DESIRED CAPABILITIES / EXPERIENCE

An ideal applicant will have all or some of the following qualifications, and will be able to show examples of high quality prior work in the following areas:

- Demonstrated experience implementing a new phone system at an organization of similar or larger size with similar functional specifications.
- Expertise in estimating implementation costs, and delivering systems within budget
- Experience providing training staff on adoption and use of the new phone system
- Ability to work effectively with individuals and teams with diverse strengths, varying backgrounds and varying levels of technological capacity
- Ability to maintain responsibility for all deliverables, associated activities and deadlines

VIII. SELECTION PROCESS AND REVIEW CRITERIA

The selection process for this RFP will be administered in three phases. Interested applicants must submit their proposals using the template provided by First 5 LA in Appendix A with accompanying materials. Those submissions will be reviewed for completeness and only those complete proposals will be reviewed by a team of external reviewers. The highest-scoring applicants will be invited to interview in-person with First 5 LA staff. Review for the three-part process will be conducted as follows:

**Phase 1: Review for basic requirements**

- First 5 LA staff will review each application to ensure that basic requirements are met. Basic requirements include: timely receipt of application, format as required in Appendix A, inclusion of all...
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appropriate attachments, etc. Submissions that omit any required documents are subject to disqualification.

Phase 2: Evaluation of proposals

- Proposals will be evaluated and scored by an external review panel to be determined by First 5 LA staff. Review tools are adhered to by external reviewers to alleviate the potential for bias. External reviewers are required to sign a Conflict of Interest and Confidentiality Statement.
- The review tool included in Appendix B will be used to score all proposals that have been found to have all basic requirements included. The top 3 scoring applicants will be invited to an in-person interview with First 5 LA staff.

Phase 3: In-person interviews

- First 5 LA staff will interview the top 3 scoring applicants. Interviews are scheduled to be held the week of December 17. RFP applicants should hold these dates to make scheduling the interviews easier. These dates are subject to change at First 5 LA’s sole discretion, and if they do change First 5 LA will inform all necessary applicants immediately. Interviews will be held at First 5 LA. Further written materials regarding qualifications may be requested prior to the interview.

First 5 LA will award a contract to one applicant with the expertise and qualifications outlined in this RFP.

IX. REQUIRED DOCUMENTS

In order to respond to this RFP, please complete and submit your application using Appendix A template to First 5 LA no later than November 21, 2012 at 5:00 PM PDT. Applications not using Appendix A or applications received after this deadline will not be considered.

- Agency Involvement in Litigation and/or Contract Compliance Difficulties: Please read the information on the required Agency Involvement in Litigation and/or Contract Compliance Difficulties form thoroughly and include one (1) original SIGNED with BLUE INK copy by the application deadline. If you checked “Yes” to any of the questions on this form, please explain whether this will impact the project on this solicitation. Omission of the form will constitute an incomplete proposal and may be grounds for disqualification.

- Appendix A: Bidders must answer and complete appendix A.

- Budget? Budget narrative?

- Signature Authorization Form (1 original SIGNED with BLUE INK): This form is required in order to verify signature authority to enter into contractual agreement with First 5 LA. If not outlined in the Bylaws, a Board Resolution or Partnership Agreement must be
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submitted, as applicable, that indicates signature authority. Applicants must submit one original form signed in blue ink. Omission of the form will constitute an incomplete proposal and may be grounds for disqualification.

- Annual Independent Audit (if applicable)
- Bylaws (if applicable)
- Articles of Incorporation (if applicable)
- Business License
- List of Board Members (if applicable)

Failure to submit all required attachments and original documents will constitute an incomplete proposal and may be grounds for disqualification. In order to respond to this RFP, please complete and submit your application and all required documents below to First 5 LA no later than November 21, 2012. Applications received after this deadline will not be considered.

In addition to the electronic documents, applicants must also submit the following original signed documents: Application Checklist, First 5 LA’s Signature Authorization Form and Agency Involvement in Litigation and/or Contract Compliance Difficulties Form. Please mail originals to:

Craig A. Steele, Interim Chief Executive Officer  
First 5 LA  
750 N Alameda Street  
Los Angeles, CA 90012  
Attention: Phone Replacement Project RFP

Questions and information requests can be submitted to:

Tu Phung, Information Technology  
First 5 LA  
750 N. Alameda Street, Suite 300  
Los Angeles, CA 90012  
Phone: 213-482-9374  
E-mail: tphung@first5la.org
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Application Checklist

Both the electronic version and the paper original must be submitted to First 5 LA by **November 21, 2012 by 5:00 PDT**. Failure to submit any required items may result in disqualification. All narrative materials must use 12 pt font, and use margins that are no less than 1 inch in width.

- Online Application form – complete online
- Proposal narrative - 30 pages max - using Appendix A**.
- Current Independent Financial Audit
- By-Laws (if applicable)
- Articles of Incorporation (if applicable)
- List of Governing Body Members
- IRS W-9 Form
- Proof of nonprofit status or appropriate business license
- Budget Template (Appendix D) and budget narrative**
- (Signature Authorization Form - 1 original, signed in blue ink)**
- Agency Involvement in Litigation and/or Contract Compliance Difficulties (1 original, signed in blue ink)

Applications must be submitted online at [http://www.first5la.org/Funding-Center](http://www.first5la.org/Funding-Center).

The final award notification is anticipated to occur by **January 9, 2013**, with a final signed contract and projected contract start date of **March 1, 2013**. First 5 LA staff and/or Commission reserve the right without prejudice to reject any or all submitted qualifications. The process for an appeal is included in Appendix E.

**X. CONTRACTUAL CONSIDERATIONS**

Specific contractual considerations, including but not limited to the following, apply to RFP submission process and project implementation and to any contracts that result from the submission and implementation of the project/proposal. The contractor will need to comply will all of the provisions in the attached sample contract (See Sample Contract).

**A. Conflict of Interest**

The selected Contractor will be required to comply with the COMMISSION’s Conflict of Interest provisions, as outlined in the contract, and as applicable under California Law. Contractor acknowledges that he/she/it is acting as public official pursuant to the Contract and shall therefore avoid undertaking any activity or accepting any payment, employment or gift from any third
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party that could create a legal conflict of interest or the appearance of any such conflict. A conflict of interest exists when one has the opportunity to advance or protect one’s own interest or private interest of others, with whom one has a relationship, in a way that is detrimental to the interest, or potentially harmful for the integrity or fundamental mission of the COMMISSION. Contractor shall maintain the confidentiality of any confidential information obtained from the COMMISSION during the Contract and shall not use such information for personal or commercial gain outside the Contract. By agreeing to the Contract and accepting financial compensation for services rendered hereunder, Contractor agrees that he/she/it will not subsequently solicit or accept employment or compensation under any program, grant or service that results from or arises out of the funded project and related initiative(s). During the term of the Contract and for one year thereafter, Contractor will not knowingly solicit or accept employment and/or compensation from any COMMISSION collaborator or Contractor without the prior written consent of the COMMISSION.

B. Compliance

Current/Former grantees and/or Contractors must be in good standing and in compliance with all aspects of their contract with the COMMISSION in order to be eligible to apply for the current Request for Qualifications (RFP). The COMMISSION may deem an applicant ineligible if it finds in its reasonable discretion, that applicant has done any of the following, including but not limited to: (1) violated any significant terms or conditions of Grant Agreement/Contract; (2) committed any act or omission which negatively reflects on Applicant’s quality, fitness or capacity to perform services listed in RFP with the COMMISSION or any other public entity, or engaged in a pattern or practice which negatively reflects on the same; (3) committed an act or offense which indicates a lack of business integrity or business dishonesty; or (4) made or submitted a false claim against the COMMISSION or any other public entity.

C. Contract Information

1. The COMMISSION may, at its sole discretion, reject any or all submissions in response to this RFP. The COMMISSION also reserves the right to cancel this RFP, at its sole discretion, at any time before execution of a contract. The COMMISSION shall not be liable for any costs incurred in connection with the preparation of any submissions in response to this RFP. Any cover letters, résumés and/or curriculum vita, including attached materials, submitted in response to this RFP shall become property of the COMMISSION and subject to public disclosure.

2. The agency/organization submitting an application agrees that by submitting an application it authorizes the COMMISSION to verify any or all information and/or references given in the application.

3. The COMMISSION reserves the right, after contract award, to amend the resulting contract, scope of work, and any other exhibits as needed throughout the term of the contract to best meet the needs of the COMMISSION.
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4. The COMMISSION reserves the right to request additional financial information to verify applicant’s past and current financial status. This information includes, but is not limited to: the most recent independent audit, Cash Flow Statement, Statement of Activities (Income Statement), and Statement of Financial Position (Balance Sheet).

5. Consistent with the intent of Proposition 10: California Children and Families Act of 1998, no monies for this Project may be used to supplant Federal, State, County and/or other monies available to the organization for any purpose. Activities funded under this proposal must be new or enhancements to existing activities.

6. The award of a contract by the COMMISSION to an individual/agency/organization that proposes to use sub-contractors for the performance of work under the contract resulting from this application process shall not be interpreted to limit the COMMISSION’s right to approve subcontractors, assemble teams and/or assign leads. Each applicant will be evaluated independently for added value to the overall team. A copy of executed subcontract(s) related to Program funding must be provided to the COMMISSION.

7. The selected Contractor will be required to sign the contract at least two (2) weeks prior to the intended start date of the contract, as outlined in Terms of Contract/Term of Grant section, to assure the timely completion of the signature process by all parties. If the contract is not signed prior to the intended start date, the commencement of any activities under the contract execution date, unless otherwise approved in writing by the COMMISSION. If this Contract is not signed within the thirty-day (30) period from the intended start date, the COMMISSION has the right to withdraw the contract award. The COMMISSION reserves the right to revise the effective date prior to final execution of the contract.

The contractor shall not be authorized to deliver or commence performance of services as described in this RFP until final execution of the contract (contract must be signed by both parties). Final execution of the contract is contingent on First 5 LA’s Board approval of the negotiated scope of work and budget. Any performance of services commenced prior to obtaining all written approvals by First 5 LA shall be considered voluntary.

8. Unless otherwise submitted during the application process, the selected Contractor will be required to submit the required documentation listed on the Contractor Checklist, which includes, but not limited to, the following documents before the Contract can be fully executed:

- Agency Involvement in Litigation and/or Contract Compliance Difficulties Form
- By-laws (if applicable)
- Articles of Incorporation (if applicable)
- Board of Directors or List of Partners (as applicable)
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- Signature Authorization Form
- Annual Independent Audit for prior fiscal year or calendar year (if applicable)
- Appropriate business licenses (for vendors or private organizations)
- IRS Letter of Determination (if applicable)
- Completed IRS Form W-9
- Memorandums of Understanding (for any sub-contractors, collaborators, and/or partners listed under Contracted Services and Evaluation sections of Exhibit B – Budget Forms)
- Certificates of Insurance for all insurance requirements outlined in the contract

9. Per the COMMISSION’s Policy and Guidelines for Hiring Consultants (Section 7), the total composite rate for a Consultant may not exceed $150 an hour. This means that the total cost of billable hours associated with a contract divided by the total number of hours billed must be equal to or less than $150. A blended rate is allowable. For example, for a contract totaling $150,000, a consultant may bill 500 hours for Consultant A at $200/hour, and 500 hours for Consultant B at $100/hour, with a total composite rate of $150/hour (1,000 total hours divided by $150,000 in billable hours = $150/hour).

10. The selected contractor/s will be required to adhere to all contractual obligations as outlined in this document, including the First 5 LA Contract (See Appendix C for Sample Contract). The selected applicant shall be expected to execute the contract without substantive alteration. If applicant cannot accept the terms of the contract without substantive alterations, the applicant should refrain from applying. It is imperative that all applicants review the contract language in detail and fully understand contractual obligations should they be selected.

First 5 LA reserves the right, without prejudice, to reject any or all submitted applications. An Appeal shall be permitted only on the grounds that the decision violated applicable law, First 5 LA policies and procedures, or the terms of the bid, RFP or RFP. Appeals challenging First 5 LA’s decision on the merits or qualifications of bidders or proposers or the scoring of proposals shall not be permitted. An appeal of a First 5 LA decision shall be in writing and filed with the office of the CEO within ten (10) business days following the date the notification of decision is made by First 5 LA. For more information, please refer to the First 5 LA’s Appeals Policy on our website.