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September 30, 2025

To: Prospective Bidders and Interested Parties

From: Leticia Torres-Ibarra, Division Manager  
Contracts Administration Division

## **ADDENDUM NUMBER TWO TO INVITATION FOR BIDS FOR REDACTION SERVICES NO. 24-0035**

Addendum Number Two is issued by the County of Los Angeles Department of Children and Family Services (DCFS) to all holders of the Invitation for Bids (IFB) for Redaction Services No. 24-0035. Addendum Number Two amends sections in the IFB as provided below. Changes only apply to referenced sections and/or subsections that are amended or deleted; all other sections remain in full effect.

A prospective Bidder's failure to address the requirements of this Addendum Number Two may result in the bid being found non-responsive and not being considered, as determined in the sole discretion of the County.

Changes to wording in IFB sections in this Addendum Number Two include both deletions and additions. Deletions are indicated as strikeouts (~~strikeouts~~) and additions are underlined (underlined).

Following the discussion of the IFB section revisions, Responses to Bidders' Questions will be included as Attachment I; and IFB Required Form, Exhibit 12, will be included as Attachment II to this Addendum Number Two.

IFB section revisions are listed in sequential order as they appear in the document:

- I. IFB, Section 7.5, **Bid Review Process**, Subsection 7.5.1, Pricing Sheet(s) (Section A), has been amended to read as follows:

Complete and submit Exhibit 12 (Price Sheet) as provided in Appendix B (Required Forms). Exhibit 13 (Line Item Budget and Budget Narrative) must reflect how the Bidder arrived at the total price. The proposed total annual cost must be inclusive of all personnel, software, paralegal fees, attorney fees, quality control, and all

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materials necessary to ~~review-perform-redaction-services-of~~ 800,000 pages per year ~~and redact necessary information from digitized juvenile case files. A page is a single Optical Character Recognition (OCR) text page, which may be in the form of a document form, report, chart, etc.~~ All discounts must be included in the offer (i.e. discounts for page volume). The total cost per redacted page must reflect the direct and indirect costs of providing services.

- II. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 1.0, **BACKGROUND**, has been amended to read as follows:

**1.0 BACKGROUND AND SCOPE OF REDACTION**

Contractor must perform a redaction workflow to remove privileged and confidential information from the Los Angeles County, Department of Children and Family Services (DCFS) internal juvenile case files, pursuant to state or federal law, or court order, varying by petitioner or class requesting the documents, including but not limited to information as follows:

- Attorney-Client Privilege Communications
- Identity of Reporting Parties
- Mental Health Information (Diagnosis/Medication) Records
- Court Ordered Psychological Evaluations (730 Eval. – CA EC 730)
- Medical Information regarding AIDS/HIV/STD/Birth Control/Abortion
- Medical Information regarding Pregnancy
- Medical Records and Medical Information (Diagnosis/Prescriptions)
- Medical Information regarding Child's Wellness Exams
- Results of Drug Tests
- Sexual Orientation of LGBTQ Status of Youth
- Non-Subject Minor(s)
- Suspected Child Abuse Report (SCAR) and Electronic-SCAR (E-SCAR)
- Criminal History Reports (CLETS/Live Scan/CACI)
- DCFS Case History of Non-subject Minor and/or Non-Parental Family Members
- Personal Identification Numbers (PIN)
- Education Records (Individualized Education Plans/Report Cards/School Transcripts)
- Information Regarding Subject Child's School (Name, Location, Faculty)
- Adoption Records
- ~~CPS Request for Perpetrator Records (Perp Searches)~~

- III. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 2.0, **SCOPE OF WORK**, has been amended to read as follows:

Contractor must ~~redact~~ review eight hundred thousand (800,000) pages and redact necessary information of from digitized juvenile case files in a one-year (365-day) period from the Contract execution date. A page is a single Optical Character Recognition (OCR) text page, which may be in the form of a document form, report, chart, etc.

- IV. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 3.2, **Document Delivery and Transfer**, Subsection 3.2.4, Corrupt Files, Illegible Documents, Blank Pages, has been added to read as follows:

3.2.4 Corrupt Files, Illegible Documents, Blank Pages

3.2.4.1 Corrupt Files – Contractor must notify DCFS immediately of corrupt files in need of rescanning.

3.2.4.2 Illegible Documents - Contractor must notify DCFS immediately of illegible documents for DCFS to determine whether the discrepancy can be remedied with rescanning or included with the file as part of the count. Blank pages are part of the review.

- V. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 3.4, **Naming Convention**, has been amended to read as follows:

County will transmit files using a standard naming convention with the following structure: Case Last Name, Case First Name, Minor Last Name, Minor First Name, Minor Date of Birth (MMDDYYYY), folder number in a series, total number in the folder series, total image/page count, and must utilize underscoring in lieu of delimiters and spaces.

Example: Doe John Doe Junior 12091980 1 of 3 1958

When submitting redacted files, Contractor must use a prescribed naming convention for each file. The naming convention must adhere to the following structure: Case Last Name, Case First Name, Date of Birth (MMDDYYYY), ~~State ID or Case ID (seven digits, old cases are numeric, new cases are alphanumeric),~~ folder number in a series, total number in the folder series, total image/page count, “Redacted,” Requester Type, and must utilize underscoring in lieu of delimiters and spaces.

Example:

Doe\_John\_Doe Junior 12091980\_3453982\_1\_of\_3\_1958\_Redacted CPS

VI. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 3.7, **Redaction Logs**, Subsection 3.7.2, has been amended to read as follows:

H. Metadata, including time/date/user for reach redaction. Any new category or categories determined during the CPM review of the draft template.

I. Any new category or categories determined during the CPM review of the draft template.

VII. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 4.1, **Estimated Time Schedule**, Subsection 4.1.1, has been amended to read as follows:

4.1.1 Rush Requests – Contractor must deliver traditional black out redacted documents within seven (7) business days of initial file transmittal from DCFS. Deadline extension may be considered for files exceeding 5,000 pages.

VIII. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 7.3, **Contractor Staff**, Subsection 7.3.1, has been amended to read as follows:

7.3.1 Contractor must employ at least one staff who has at least two years bona fide working experience in the area of juvenile dependency or a related legal services discipline, as determined by the County. Training as a lawyer or paralegal may meet this requirement. Consistent with the requirements of this Contract, experience includes, but is not limited to supervising, advising and counseling all levels of staff in the handling of assigned cases, and in the ethical and legal principles associated with the performance of their duties.

IX. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 7.3, **Contractor Staff**, Subsection 7.3.5, has been added to read as follows:

7.3.5 Contractor staff with less than two years of juvenile dependency experience or a related legal services discipline can be trained to perform redaction services under this Contract, provided the qualified manager with the required experience oversees staff, which includes checking the accuracy and quality of the work.

- X. IFB, **Appendix B, Required Forms, Exhibit 12**, Price Sheet, has been replaced in its entirety to clarify the scope of redaction and include the department's definition of what constitutes a page.

## **ATTACHMENT I**

County of Los Angeles - Department of Children and Family Services

### **RESPONSES TO BIDDERS' QUESTIONS**

#### **REDACTION SERVICES**

INVITATION FOR BIDS (IFB) #24-0035



County of Los Angeles – Department of Children and Family Services  
REDACTION SERVICES (IFB #24-0035)  
**QUESTIONS AND ANSWERS**

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County of Los Angeles – Department of Children and Family Services  
REDACTION SERVICES (IFB #24-0035)  
**QUESTIONS AND ANSWERS**

**PROGRAM SERVICE QUESTIONS**

1. **QUESTION:** Are we reviewing total of 800,000pages for redaction or are we reviewing many more pages and redacting about 800,000pgs of documents?

**RESPONSE:** Contractor will review 800,000 pages and will redact the necessary information.

Refer to Addendum Two, Item III. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 2.0, **SCOPE OF WORK**, has been amended to read as follows:

Contractor must ~~redact~~ review eight hundred thousand (800,000) pages and redact necessary information of from digitized juvenile case files in a one-year (365-day) period from the Contract execution date. A page is a single Optical Character Recognition (OCR) text page, which may be in the form of a document form, report, chart, etc.

2. **QUESTION:** We do not need to put our staffs at DCFS office site for redaction project, correct?

**RESPONSE:** The County will not provide location or site for Contractor staff.

Refer to IFB, Appendix, A, Exhibit A, SOW, Section 7.4, Materials and Equipment, Subsection 7.4.2 in its entirety.

3. **QUESTION:** For staff with ‘two years of experience in juvenile dependency or a related field,’ would DCFS accept equivalent legal records experience (e.g., medical-legal subpoena processing)?

**RESPONSE:** There needs to be at least one individual in the company that possesses the required level of experience.

Refer to Addendum Two, Item VIII. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 7.3, **Contractor Staff**, Subsection 7.3.1, has been amended



to read as follows:

7.3.1 Contractor must employ at least one staff who has at least two years bona fide working experience in the area of juvenile dependency or a related legal services discipline, as determined by the County. Training as a lawyer or paralegal may meet this requirement. Consistent with the requirements of this Contract, experience includes, but is not limited to supervising, advising and counseling all levels of staff in the handling of assigned cases, and in the ethical and legal principles associated with the performance of their duties.

4. **QUESTION:** Is there a naming convention to be followed when saving the redacted case files to sharepoint?

**RESPONSE:** Refer to Addendum Two, Item V. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 3.4, **Naming Convention**, has been amended to read as follows:

County will transmit files using a standard naming convention with the following structure: Case Last Name, Case First Name, Minor Last Name, Minor First Name, Minor Date of Birth (MMDDYYYY), folder number in a series, total number in the folder series, total image/page count, and must utilize underscoring in lieu of delimiters and spaces.

Example:

Doe John Doe Junior 12091980 1 of 3 1958

When submitting redacted files, Contractor must use a prescribed naming convention for each file. The naming convention must adhere to the following structure: Case Last Name, Case First Name, Date of Birth (MMDDYYYY), ~~State ID or Case ID (seven digits, old cases are numeric, new cases are alphanumeric)~~, folder number in a series, total number in the folder series, total image/page count, "Redacted," Requester Type, and must utilize underscoring in lieu of delimiters and spaces.

Example:

Doe John Doe Junior 12091980 ~~3453982~~ 1 of 3 1958 Redacted CPS

5. **QUESTION:** please confirm how we will get the files? Daily? through Sharepoint. can you please confirm again, Thanks

**RESPONSE:** Contractor must provide a valid email address upon execution of the Contract to be granted access to the DCFS OneDrive site, as stipulated in SOW, Section 3.2, **Document Delivery and Transfer**, Subsection 3.2.1. This is a new contract for the department, and we cannot determine if there will be daily uploads to OneDrive at this time.

6. **QUESTION:** What is the expected resolution of the scanned images that we will receive as input files?

**RESPONSE:** 300 ppi

7. **QUESTION:** For files received through SharePoint, will contractors be able to set up automated retrieval, or will it be strictly manual download?

**RESPONSE:** Contractor may set up automated retrieval if their system allows, ensuring all automatically downloaded documents maintain the integrity of a manual download.

8. **QUESTION:** If a rush request overlaps with a weekend or County holiday, will extensions be granted or will the 7-business-day rule remain strict?

**RESPONSE:** Seven business days excludes weekends and holidays, but extensions may be considered depending on the size of the file.

Refer to Addendum Two, Item VI. IFB, Appendix A, Exhibit A, SOW, Section 4.1, **Estimated Time Schedule**, Subsection 4.1.1, has been amended to read as follows:

4.1.1 Rush Requests – Contractor must deliver traditional black out redacted documents within seven (7) business days of initial file transmittal from DCFS. Deadline extension may be considered for files exceeding 5,000 pages.

9. **QUESTION:** Please confirm if the redaction review will be handled by both internal LA County staff and contractor staff?

**RESPONSE:** Contractor will need to develop an internal Quality Control Review process. The expectation is for the Contractor to return a complete product.

Refer to IFB, Appendix A, Exhibit A, SOW, Section 5.0, **QUALITY ASSURANCE PLAN**; and Section 6.0, **QUALITY ASSURANCE MONITORING**, in their entirety.

10. **QUESTION:** If a staff member has less than two years of juvenile dependency experience but is trained under supervision, can they still work on files if a qualified manager oversees them?

**RESPONSE:** Yes, if there is a qualified manager, then staff may be the delegate, provided the qualified manager checks the accuracy and quality of the work.

Refer to Addendum Two, Item IX. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 7.3, **Contractor Staff**, Subsection 7.3.5, has been added to read as follows:

7.3.5 Contractor staff with less than two years of juvenile dependency experience or a related legal services discipline can be trained to perform redaction services under this Contract, provided the qualified manager with the required experience oversees staff, which includes checking the accuracy and quality of the work.

11. **QUESTION:** Will the County provide records in digital format, or are records to be processed on-site in hard copy? If both, what is the expected ratio between electronic and physical records?

**RESPONSE:** Contractor will receive only digital records via OneDrive.

12. **QUESTION:** What is the anticipated monthly or annual volume of pages or files requiring redaction services under this contract?

**RESPONSE:** Please see response to question #1.

13. **QUESTION:** Does the County have a standard redaction protocol or style guide (e.g., for child welfare or dependency court records), or will training be provided to align the contractor's approach with internal standards?

**RESPONSE:** "Contractor must redact documents in accordance with Office of the Los Angeles County Counsel (LACC) provided training and must adhere to regular instruction and feedback provided by LACC and DCFS throughout the life of the Contract," as stipulated in IFB, Appendix A, Exhibit A, SOW, Section 3.3, Training Requirements,

Subsection 3.3.1.

Refer to IFB, Appendix A, Exhibit A, SOW, Section 3.3, Training Requirements, in its entirety.

14. **QUESTION:** How does DCFS define a “page” for billing purposes (e.g., per image, per OCR text page, or per Bates-numbered page)?

**RESPONSE:** Per Optical Character Recognition (OCR) text page, which may be in the form of a document form, report, chart, etc.

Refer to Addendum Two, Item III. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 2.0, **SCOPE OF WORK**, has been amended to read as follows:

Contractor must ~~redact~~ review eight hundred thousand (800,000) pages and redact necessary information of from digitized juvenile case files in a one-year (365-day) period from the Contract execution date. A page is a single Optical Character Recognition (OCR) text page, which may be in the form of a document form, report, chart, etc.

15. **QUESTION:** Will all files be delivered in PDF format, or will other formats (TIFF, Word, scanned images) be included?

**RESPONSE:** Files will be delivered in OCR scanned images.

16. **QUESTION:** How should contractors handle corrupted, blank, or illegible pages; should they be flagged, excluded from billing, or still counted?

**RESPONSE:** Contractor must immediately notify DCFS of corrupt files in need of rescanning. Additionally, Contractor must notify DCFS of illegible documents for DCFS to determine whether the discrepancy can be remedied with rescanning or included with the file as part of the count. Blank pages are part of the review.

Refer to Addendum Two, Item IV. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 3.2, **Document Delivery and Transfer**, Subsection 3.2.4, Corrupt Files, Illegible Documents, Blank Pages, has been added to read as follows:

3.2.4 Corrupt Files, Illegible Documents, Blank Pages

3.2.4.1 Corrupt Files – Contractor must notify DCFS immediately of corrupt files in need of rescanning.

3.2.4.2 Illegible Documents – Contractor must notify DCFS immediately of illegible documents for DCFS to determine whether the discrepancy can be remedied with rescanning or included with the file as part of the count. Blank pages are part of the review.

17. **QUESTION:** Is SharePoint/OneDrive the only approved file delivery method, or will DCFS allow automated retrieval via API or SFTP for efficiency and security?

**RESPONSE:** DCFS' OneDrive site is the current file delivery method. As stipulated in IFB, Appendix A, Exhibit A, SOW, Section, 3.2, Document Delivery and Transfer, Subsection 3.2.2, "Contractor must deliver and transfer all documents via the designated DCFS OneDrive site."

Refer to IFB, Appendix A, Exhibit A, SOW, Section, 3.2, Document Delivery and Transfer, in its entirety.

18. **QUESTION:** Are contractors permitted to use internal AI-assisted redaction tools provided that all quality assurance and confidentiality requirements are met?

**RESPONSE:** The SOW does not prohibit the use of the Contractor's internal AI-assisted redaction tools; however, the Contractor must provide supporting documentation and written confirmation that no DCFS data would be stored on their environment, or any other environment. Additionally, the Contractor must ensure all quality assurance and confidentiality requirements are met, which may require an additional physical review.

19. **QUESTION:** Must audit metadata (e.g., time/date/user for each redaction) be included in reports, or will the redaction log elements listed in Section 3.7 suffice?

**RESPONSE:** Yes, please include all metadata.

Refer to Addendum Two, Item VI. IFB, Appendix A, Exhibit A, Statement of Work (SOW), Section 3.7, Redaction Logs, Subsection 3.7.2, has been amended to read as follows:

- H. Metadata, including time/date/user for reach redaction. Any new category or categories determined during the CPM review of the draft template.
- I. Any new category or categories determined during the CPM review of the draft template.

**20. QUESTION:** What are the data retention and destruction requirements once redacted files are delivered? Must destruction be certified in writing?

**RESPONSE:** Please refer to IFB, Appendix A, Sample Contract, Section 9.2, Data Destruction.

**21. QUESTION:** Beyond the 7-, 14-, and 30-day turnaround times, will DCFS apply specific quality/error rate standards (e.g., <1% redaction error rate)?

**RESPONSE:** Please refer to IFB, Appendix A, Exhibit A, SOW, Attachment II, Performance Requirements Summary (PRS) Chart.

**22. QUESTION:** If there is a disagreement regarding whether a redaction was completed correctly, how will disputes be resolved (County written determination, joint review, or other process)?

**RESPONSE:** Joint Review with final decision by County.

**23. QUESTION:** My background includes duties as a FOIA/PA officer employed at the federal level. However, this contract appears to request SOW regarding children. Therefore, why is the DOJ involved in security clearances? Do you know if the documents to be redacted are cases involved at the federal level?

**RESPONSE:** Q1: Please see response to question #35 under Contract Service Questions.  
Q2: DCFS records can be utilized at the federal level by requestor.

**24. QUESTION:** Is there a backlog of redactions? If so, what is the volume?

**RESPONSE:** This is DCFS internal. Contractor is not privileged to this information.

**25. QUESTION:** Will DCFS consider using a Hosted secure and compliant SaaS solution that would provide a repository for the digital images with a zero foot print Viewer that provides:  
Advanced search capabilities  
Built in Redaction, Annotation functionality  
Ability to redact documents and depending on User Security profile, be able to access & view the redacted area and have the capability to send a link of the redacted version to another user or outside of DCFS to another User or Agency if approved  
A system that provides a complete audit trail of all changes to the documents  
Redact documents as needed for legacy digital documents or newly scanned documents.

**RESPONSE:**

Refer to IFB, Appendix A, Exhibit A, SOW, Section 3.2, Document Delivery and Transfer, in its entirety.

Contractor may use their own software to redact but must provide supporting documentation and written confirmation that no DCFS data would be stored on their environment, or any other environment, and must ensure all quality assurance and confidentiality requirements are met, which may require an additional physical review.

Refer to IFB, Appendix A, Exhibit A, SOW, Section 3.1, Redaction Software or Application, in its entirety.

County of Los Angeles – Department of Children and Family Services  
REDACTION SERVICES (IFB# 24-0035)  
**QUESTIONS AND ANSWERS**

**CONTRACT SERVICE QUESTIONS**

26. **QUESTION:** I represent a non-profit in alhambra. has never applied to been awarded a contract. is it worth it to submit a bid?

**RESPONSE:** Interested and qualified Bidders that can demonstrate their ability to successfully provide the required services outlined in Exhibit A (SOW and Attachments) of Appendix A (Sample Contract), are invited to submit bids, provided they meet the minimum mandatory requirements at the time of bid submission, as stipulated in IFB, Section 3.0, MINIMUM MANDATORY REQUIREMENTS.

27. **QUESTION:** Will DCFS provide an automated or manual confirmation email upon receipt of the four required PDF files?

**RESPONSE:** DCFS will provide acknowledgment emails confirming receipt of bid submissions.

28. **QUESTION:** Can you clarify how the cost preference points are applied when a Local Small Business Enterprise, Social Enterprise, or Disabled Veteran preference is requested? Is the deduction applied before or after ranking?

**RESPONSE:** Five percent (5%) for each granted preference will be calculated from the cost proposed, not to exceed 15% or \$150,000, and that amount will be deducted from the proposed cost submitted by Bidders who requested and were granted the preference. The deduction is applied to the proposed cost before the ranking. The adjusted cost, which includes the preference calculation, is the final proposed total cost, which will be ranked numerically, starting with the lowest price.

Refer to IFB, Section 7.5, Bid Review Process.

29. **QUESTION:** Please confirm whether bid responses are to be submitted via email or exclusively through the County's WebVen system.



**RESPONSE:**

Bids comprising of the four (4) electronic PDF files must be submitted via email to [HerreJ3@dcfs.lacounty.gov](mailto:HerreJ3@dcfs.lacounty.gov) by 12:00 P.M., PDT, on October 16, 2025.

Refer to IFB, Section 7.4, Preparation of the Bid; and Section 7.6, Bid Submission, for further instructions.

**30. QUESTION:** if we partner with a SBE, would preference be consider?

**RESPONSE:**

The Bidder must disclose who the Bidder is partnering with and the nature of the partnership. This information must be provided in Exhibit 1 (Organization Questionnaire/Affidavit) of Appendix B (Required Forms), and supporting corporate documents must be submitted as part of the bid to verify the nature of the partnership.

Preference points may be considered if the Bidder's partner is a certified Local Small Business Enterprise (LSBE), Disabled Veteran Business Enterprise (DVBE), or Social Enterprise (SE) by the Department of Consumer and Business Affairs and will be equally responsible for the work under this contract.

Refer to IFB Section 5.12, Pending Acquisitions/Mergers by Bidding Company, which stipulates, "the Bidder must notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the Bidder is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers. This information must be provided by the Bidder in Exhibit 1 (Organization Questionnaire/Affidavit) of Appendix B (Required Forms)."

**31. QUESTION:** The IFB mentions an estimated annual page volume of 800,000 pages. If actual volume is lower or higher, will pricing be adjusted accordingly, or is it a fixed annual contract?

**RESPONSE:** The contract is a firm-fixed price, meaning that the maximum annual contract amount cannot go above the bid price your agency submitted; however, the invoices will be completed on a fee-for-service basis, meaning that your agency can only bill based on the number of pages reviewed for the month in question.

**32. QUESTION:** Is this a piggy backable contract for this Redaction Project for other County Department?

**RESPONSE:** No, this contract is new to the department.

**33. QUESTION:** Can you describe briefly how this has been handled in the past?

**RESPONSE:** Redaction services for sensitive legal documents pertaining to juvenile case records were completed within the County.

**34. QUESTION:** Was redaction done internally prior to this IFB?

**RESPONSE:** Please see response to question #33.

**35. QUESTION:** Per Paragraph 4.5, security investigations may apply. Will all redaction staff be required to undergo background checks? If so, what level (e.g., DOJ, LiveScan, etc.)?

**RESPONSE:** Yes, IFB, Appendix A, Sample Contract, Section 7.5, Background and Security Investigations, Subsection 7.5.1 stipulates, "Each of Contractor's staff performing services under this Contract who is in a designated sensitive position, as determined by County in County's sole discretion, must undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Contract. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but will not be limited to criminal conviction information."

Refer to IFB, Appendix A, Sample Contract, Section 7.5, Background and Security Investigations in its entirety.

**36. QUESTION:** Can the County clarify the evaluation methodology? Specifically, will bidder qualifications and prior experience be scored, or is this IFB awarded solely on lowest responsible bid?

**RESPONSE:**

Bids will be reviewed to determine if the Bidder meets the minimum mandatory requirements outlined in IFB, Section 3.0. This includes a review of the Bidder's background and experience and financial capability. This is a pass-fail review.

Bids that meet the minimum mandatory requirements will be examined to determine the lowest price and will be ranked numerically, starting with the lowest price.

Refer to IFB, Section 7.5, Bid Review Process in its entirety.

- 37. QUESTION:** Will the founder's legal and paralegal background be considered a valuable supplement to the business's qualifications under Paragraph 3.0 (Minimum Mandatory Requirements)? If the business's redaction portfolio meets baseline requirements, will this additional individual experience be factored positively into the County's evaluation?

**RESPONSE:**

No, only the Bidder's overall experience as an entity will be considered.

- 38. QUESTION:** Who is the current vendor providing redaction services for DCFS, and what was the total contract value or annual spend under that agreement?

**RESPONSE:**

The department does not have a current vendor providing redaction services, as this contract is new to the department.

- 39. QUESTION:** Is a transition period from the previous vendor anticipated? If yes, how long will that overlap be?

**RESPONSE:**

Please see response to question #32.

- 40. QUESTION:** Are individual contractor staff required to sign separate confidentiality agreements with the County, or does the prime contractor certification apply to the entire team?

**RESPONSE:**

Both the prime contractor and individual contractor staff performing services under this Contract must sign separate Confidentiality Forms.

Refer to IFB, Appendix A, Sample Contract, Exhibit F1, Contractor Acknowledgement and Confidentiality

Agreement, and Exhibit F2, Contractor Employee Acknowledgement and Confidentiality Agreement.

41. **QUESTION:** Paragraph 4.5 references “security investigations.” Can the County clarify whether all contractor staff must undergo Live Scan, DOJ, or County-specific background checks?

**RESPONSE:** Please see response to question #35.

42. **QUESTION:** If actual annual page volumes are significantly higher or lower than the estimated 800,000 pages, will the County issue a contract amendment to adjust pricing, or must contractors absorb the variance?

**RESPONSE:** Please see response to question #31.

43. **QUESTION:** What are the County’s standard payment terms for monthly invoices (e.g., Net 30, Net 60)?

**RESPONSE:** Refer to IFB, Appendix A, Sample Contract, Section 5.5, Invoices and Payments in its entirety for standard County contracting language regarding invoices and payments.

44. **QUESTION:** Are subcontractors permitted under this contract, and if so, must they meet the same minimum experience and background check requirements as prime contractor staff?

**RESPONSE:** Yes, subcontractors are permitted under this Contract; however, as stipulated in IFB, Appendix A, Sample Contract, Section 8.40, Subcontracting, Subsection 8.40.1, “The requirements of this Contract may not be subcontracted by the Contractor without the advance approval of the County. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Contract.”

The subcontractor must meet the minimum staffing and experience requirements indicated in SOW, Section 7.3, Contractor Staff; and must pass a background investigation indicated in IFB, Appendix A, Sample Contract, Section 7.5, Background and Security Investigations, Subsection 7.5.6.

Refer to IFB, Appendix A, Sample Contract, Section 8.40, Subcontracting in its entirety.

**45. QUESTION:** Is there a date the bid winner will be awarded?

**RESPONSE:** The Contract is anticipated to commence on July 1, 2026, following Board of Supervisors' award and DCFS Director's execution.

Refer to IFB, Section 2.4, Anticipated Contract Term.

**46. QUESTION:** Are Bidders able to provide supplemental exhibits related to this section [Appendix B, Required Forms, Exhibit 8, Executive Summary of Background and Experience] as attachments as part of our response?

**RESPONSE:** Bidders are not required to provide supplemental attachments to the Executive Summary of Background and Experience (Exhibit 8). However, if the Bidder believes the attachments demonstrate how they meet the minimum mandatory requirements, and their experience and capability to perform the required services, then please do so.

**ATTACHMENT II**  
**REQUIRED FORMS – EXHIBIT 12**  
**REDACTION SERVICES (IFB #24-0035)**

**PRICE SHEET**

The **bid must be fully loaded** to include all applicable costs associated with Redaction Services and any other costs necessary to perform all tasks outlined in the Redaction Services IFB, Sample Contract, Statement of Work, Performance Requirements Summary, Exhibits, and Attachments. This includes all personnel, software, paralegal fees, attorney fees, quality control, and materials necessary for Redaction Services. All discounts must be included in the offer (i.e. discounts for page volume).

The bid is a firm offer and may not be withdrawn for a period of one hundred eighty (180) days following the last day to accept bids under IFB #24-0035.

The maximum annual funding amount to provide Redaction Services is \$1,584,000 to review 800,000 OCR text pages per year and redact necessary information from digitized juvenile case files.

<b>TOTAL PROPOSED ANNUAL COST</b> Firm offer price for Redaction Services	
<b>Total cost to review and redact necessary information from digitized case files of 800,000 OCR text pages per year:</b>	<b>\$</b> _____

Bidder must demonstrate how they arrived at the final proposed annual cost by providing a Line Item Budget and Budget Narrative (Required Forms, Exhibit 13). All information provided in the Price Sheet, Line Item Budget, and Budget Narrative will become part of the contract, if the bid is recommended, as indicated in Sample Contract Section 5.5.14.

By submission of this bid, Bidder certifies that the price quoted herein has been arrived at independently without consultation, communication, or agreement with any other Bidder or competitor for the purpose of restricting competition.

I declare under penalty of perjury under the laws of the State of California that all computations used to arrive at the cost for Redaction Services are true and correct to the best of my knowledge.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name and Title

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Agency Address