

**COUNTY OF LOS ANGELES
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

REQUEST FOR INFORMATION # 25-04-012

FOR

**A TECHNOLOGY PLATFORM THAT ENGAGES THE FAITH COMMUNITY
TO DELIVER RESOURCES TO VULNERABLE POPULATIONS**



**Prepared by
County of Los Angeles
Department of Children and Family Services
Contracts Administration Division**

September 11, 2025



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September 11, 2025

To: Interested Vendors and Parties

**REQUEST FOR INFORMATION FOR A TECHNOLOGY PLATFORM THAT
ENGAGES THE FAITH COMMUNITY TO DELIVER RESOURCES TO
VULNERABLE POPULATIONS**

The County of Los Angeles (County), through its Department of Children and Family Services, is issuing this Request for Information (RFI) to gather general information on the availability of services related to a technology platform that collects information to provide resources to vulnerable populations. Vendors with experience listed in Section 3.0, Services and Requirements, are encouraged to submit a response to this RFI.

The RFI is solely for collecting information and planning purposes and does not commit the County to contract for any services. Pending the results, the County reserves the right to collaborate with qualified organizations, either to negotiate contracts, release a solicitation, or to take no further action.

Interested vendors are highly encouraged to submit a response, by **12:00 p.m. Pacific Standard Time (PST) on October 2, 2025.**

"To Enrich Lives Through Effective and Caring Service"

1.0 PURPOSE

- 1.1 The County of Los Angeles Department of Children and Family Services (DCFS) is releasing this Request for Information (RFI) to gather information related to the availability of technology platforms that can collect information and link vulnerable populations with offered resources. Such a technology platform would be used to facilitate collaboration between local stakeholders, including Faith-Based Organizations (FBOs), Houses of Worship (HoW), businesses, and Community-Based Organizations (CBOs), and DCFS, with the goal of delivering community-based services and support to children and families involved in the DCFS system. Organizations with experience are encouraged to submit their response, including the attached questionnaire.
- 1.2 Interested Vendors are advised that this RFI is solely for collecting information and for planning purposes, and is not intended, and is not to be construed as an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations pursuant to any statute, ordinance, rule or regulation. **This RFI does not commit the County to contract for any services whatsoever.**
- 1.3 The information obtained as a result of this RFI may be used by the County to prepare and release a future solicitation to solicit proposals from Vendors to perform similar services.
- 1.4 The County may, at its sole discretion, reject any or all responses submitted in response to this RFI or may, at its sole discretion, reject all responses and cancel this RFI in its entirety.

2.0 RESPONSE PREPARATION AND SUBMISSION INSTRUCTIONS

Responses to this RFI must include an Introduction Letter, completed Questionnaire (Attachment A) and supporting documentation labeled as attachment(s). The Responses must be submitted to the DCFS Inbox: PlatformRFI@dcfs.lacounty.gov, by **October 2, 2025, 12:00 pm PST**.

- 2.1 Interested Vendors must submit their response as described below:
 - A. **Introduction Letter** – The Introduction Letter must be on the Vendor's letterhead and include:
 - 1) Vendor's full legal name;
 - 2) Doing Business As name if applicable;
 - 3) Employer Identification Number (Federal Tax Identification Number);
 - 4) WebVen Number (if available);
 - 5) 501(c)(3) status - Number, Active/In-Active or Not Applicable;
 - 6) Name and title of the individual authorized to make representations on behalf of the Vendor;
 - 7) Vendor's mailing address;
 - 8) Authorized representative's name, title, telephone, and e-mail address;

- 9) Brief background of the services your firm has provided; and
- 10) List municipalities, counties, and companies where services were provided.

- B. Questionnaire** – Complete and sign the Questionnaire (Attachment A). Include supporting documentation as an attachment(s) for each question that requires a written response. Each attachment must be labeled with the corresponding question number.
- C. Electronic Submission** – Responses must be submitted by the date and time listed in Section 2.0, Response Preparation and Submission Instructions, via email in searchable Adobe Portable Document Format (PDF) as prescribed below.

To: PlatformRFI@dcfs.lacounty.gov,

Subject: **Response to RFI #25-04-012**, A Technology Platform That Engages the Faith Community to Deliver Resources to Vulnerable Populations

The response must be compiled in the following order:

- 1) PDF File #1: Introduction Letter
- 2) PDF File #2: Questionnaire (Attachment A, including supporting documentation)

3.0 SERVICES AND REQUIREMENTS

The desired technology platform would aim to deliver resources to vulnerable populations and mobilizes a network of people to help connect vulnerable children and families back to their local community. DCFS serves children in crisis, highly values community engagement, and has the desire to collaborate with local faith-based partners that facilitate this implementation. These values form the basis of this partnership, which is why this collaboration is important for children and families in crisis.

The technology platform will provide access, training, and support to child-serving agencies, local FBOs, and community champions and responders, to serve children and families in the following ways:

Keep children safe by providing goods, services, and support to:

- Birth families to prevent removals, increase reunification, and strengthen families
- Kinship, foster, and adoptive families
- Transition Age Youth (TAY)

Help children achieve timely and sustained permanency by:

- Supporting Children Social Workers (CSWs)
- Supporting birth families to prevent removals and increase reunification
- Supporting kinship, foster, and adoptive families
- Efficiently and effectively recruiting foster and adoptive families

Improve well-being of children and families by:

- Providing relational and community support
- Providing goods and services

Reduce or avoid costs to child-serving agencies by:

- Providing goods, services and support to children, families, and youth aging out of care
- Helping to prevent children from entering or re-entering foster care
- Helping children to reach sustained permanency more quickly

Vendors interested in providing a response to this RFI are encouraged to submit a response by completing the attached questionnaire.

4.0 VENDOR QUESTIONS

Interested Vendors may submit written questions regarding this RFI by email to: Mireille Nseir: PlatformRFI@dcfs.lacounty.gov, using the subject line "RFI #25-04-012, A Technology Platform That Engages the Faith Community to Deliver Resources to Vulnerable Populations". All questions must be received by the date and time specified in Section 2.0, Response Preparation and Submission Instructions. Please include the reference to the applicable section of this RFI or the Questionnaire (Attachment A).

5.0 RESPONSE REVIEW

The County will review the responses to this RFI. As a result of this RFI, the County may:

- 1) Request additional information, documents, presentations, and/or conference call(s) substantiating the Organization's qualifications, experience, and ability to provide the services described in the RFI;
- 2) Develop and release a formal solicitation; or
- 3) Take no further action.

6.0 COUNTY RIGHTS AND RESPONSIBILITIES

The County has the right to amend, re-issue, or cancel this RFI by written addendum. The County is responsible only for that which is expressly stated in this RFI and any authorized written addenda thereto. Such addendum shall be made available on the Internal Services Department County Solicitations website at: <https://camisvr.co.la.ca.us/lacobids> and the DCFS contracting website at: <http://contracts.dcfs.lacounty.gov>. The County is not responsible for and will not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

7.0 COST OF RESPONSE PREPARATION

The cost of response preparation shall be the responsibility of the Organization. In no event shall the County or DCFS be liable for any expenses incurred in the preparation and submission of the response.

8.0 NOTICE REGARDING THE PUBLIC RECORDS ACT

- 8.1** Responses to this RFI will become the exclusive property of the County. Responses to this RFI become a matter of public record, except for those parts of each response which are justifiably defined as business or trade secrets, and, if by the Respondent, plainly marked as "Trade Secret," "Confidential," or "Proprietary."
- 8.2** The County will not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the response to this RFI as confidential will not be deemed sufficient notice of exception. The Respondents must specifically label only those provisions of their respective response which are "Trade Secrets," "Confidential," or "Proprietary" in nature.

DISCLAIMER:

NOTHING IN THIS DOCUMENT SHALL BE CONSTRUED AS OBLIGATING THE COUNTY TO NEGOTIATE A CONTRACT WITH DCFS.

**REQUEST FOR INFORMATION FOR
A TECHNOLOGY PLATFORM THAT ENGAGES THE FAITH COMMUNITY
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Questionnaire

Date: _____

Vendor Name: _____ **Phone Number:** _____

Vendor Address: _____

Authorized Representative's Name: _____ **Federal Tax ID:** _____

Authorized Representative's E-mail Address: _____

Please Note: Include an attachment for questions that require a written response.

Question Number	Category and Question	Response
1a	Select the option that best defines your organization's business structure:	<input type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company (LLC) <input type="checkbox"/> Limited Partnership <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Non-Profit <input type="checkbox"/> Franchise <input type="checkbox"/> Other (Specify)
1b	Is the organization in good standing with the Internal Revenue Service (IRS)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1c	Is the organization in good standing with the California Franchise Tax Board (FTB)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1d	Is the organization in good standing with the California Secretary of State (corporate status)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2a	Is the organization and/or corporate officers and/or Board of Directors prohibited from doing business in the State of California?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2b	Is the organization and/or corporate officers and/or Board of Directors prohibited from doing business in the County of Los Angeles?	Yes <input type="checkbox"/> No <input type="checkbox"/>

ATTACHMENT A

3	Is this organization suspended, debarred, ineligible, or excluded from contracting with Los Angeles County?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4	Does the organization have experience collecting donated goods? If yes, please describe donated goods and the population served.	Yes <input type="checkbox"/> No <input type="checkbox"/>
5	Does this organization track and distribute the donated goods? If yes, please describe the tracking method used.	Yes <input type="checkbox"/> No <input type="checkbox"/>
6	Does the organization use a system or technology platform to communicate with donors to collect and distribute goods to children and families? If yes, please describe how the system or technology platform works.	Yes <input type="checkbox"/> No <input type="checkbox"/>
7a	Was the system or technology platform developed by your organization?	Yes <input type="checkbox"/> No <input type="checkbox"/>
7b	Do you own this system or technology platform?	Yes <input type="checkbox"/> No <input type="checkbox"/>
7c	If you do not own this system or technology platform, what are the licensing costs or subscription fee?	Monthly: \$ _____ Annual: \$ _____
8	How long has this organization used the system or technology platform?	_____ years
9	Does the system or technology platform collect and process requests digitally?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10	Are requests made in the system or technology platform anonymous?	Yes <input type="checkbox"/> No <input type="checkbox"/>
11	Does the system or technology platform receive, collect, and distribute financial assistance?	Yes <input type="checkbox"/> No <input type="checkbox"/>
12	Does the system or technology platform allow for interstate collaboration to meet the complex needs of youth in foster care?	Yes <input type="checkbox"/> No <input type="checkbox"/>
13	Does the system or technology platform generate data reports?	Yes <input type="checkbox"/> No <input type="checkbox"/>
14	Does the system or technology platform support the retention and management of historical records? If yes, what is the retention time?	Yes <input type="checkbox"/> No <input type="checkbox"/>
15	Does the organization have experience connecting youth and families with support from Community-Based Organizations (CBOs), Faith-Based Organizations	Yes <input type="checkbox"/> No <input type="checkbox"/>

ATTACHMENT A

	(FBOs), and Houses of Worship (HoW)?	
16a	Does the organization have a network of community donors to help children and families in need? If yes, please provide the states and if in Los Angeles County which cities where the donors provide donations.	Yes <input type="checkbox"/> No <input type="checkbox"/>
16b	How many years of experience does the organization have working with your network of community donors?	_____ years
17a	What is the monthly and annual cost for this system or technology platform? Please attach an outline of the costs involved in implementing and maintaining the system or technology platform.	Monthly: \$ _____ Annual: \$ _____
17b	What is the estimated cost for serving a projected number of children/families?	Monthly: \$ _____ Annual: \$ _____
18	Does the organization have aftercare services or provide follow-up support to families?	Yes <input type="checkbox"/> No <input type="checkbox"/>
19	Does your organization have experience providing emergency disaster support? If yes, please describe your experience and how many years of experience.	Yes <input type="checkbox"/> No <input type="checkbox"/>
20	Does your organization provide support to special populations i.e., LGBTQ+, immigrant, Transition Age Youth (TAY), etc. If yes, please describe the type of support provided and how many years of experience.	Yes <input type="checkbox"/> No <input type="checkbox"/>
GOVERNANCE AND RISK MANAGEMENT		
21	Does the organization have a formal, documented Information Security Program?	Yes <input type="checkbox"/> No <input type="checkbox"/>
22	Is there a designated senior role responsible for information security (e.g., CISO, Head of Security)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
23	Do you conduct formal risk assessments of your platform and services at least annually?	Yes <input type="checkbox"/> No <input type="checkbox"/>
24	Do you maintain a data inventory and classify data based on its sensitivity level?	Yes <input type="checkbox"/> No <input type="checkbox"/>
25	Maturity Rating: On a scale of 1-5, please rate the maturity of your overall security governance process.	1 2 3 4 5
ACCESS CONTROL		
26	Is all access to systems and data based on the Principle of Least Privilege?	Yes <input type="checkbox"/> No <input type="checkbox"/>

ATTACHMENT A

27	Is Multi-Factor Authentication (MFA) required for all administrative access to your systems?	Yes <input type="checkbox"/> No <input type="checkbox"/>
28	Is MFA enforced for all external user access to your platform?	Yes <input type="checkbox"/> No <input type="checkbox"/>
29	Are all user access rights reviewed at least semi-annually?	Yes <input type="checkbox"/> No <input type="checkbox"/>
30	Maturity Rating: On a scale of 1-5, please rate the maturity of your access control procedures.	1 2 3 4 5
DATA SECURITY & PROTECTIVE TECHNOLOGY		
31	Is all sensitive data encrypted at-rest using AES-256 or a stronger standard?	Yes <input type="checkbox"/> No <input type="checkbox"/>
32	Is all data encrypted in-transit using TLS 1.2 or a stronger protocol?	Yes <input type="checkbox"/> No <input type="checkbox"/>
33	Is your data disposal process compliant with a recognized information security standard (e.g., NIST SP 800-88)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
34	Do you deploy and manage endpoint protection (e.g., anti-malware) on all company workstations and servers?	Yes <input type="checkbox"/> No <input type="checkbox"/>
35	Do you utilize a Web Application Firewall (WAF) to protect your platform?	Yes <input type="checkbox"/> No <input type="checkbox"/>
36	Maturity Rating: On a scale of 1-5, please rate the maturity of your data protection controls.	1 2 3 4 5
VULNERABILITY & THREAT MANAGEMENT		
37	Do you perform vulnerability scans of your external systems at least monthly?	Yes <input type="checkbox"/> No <input type="checkbox"/>
38	Do you have a formal patch management policy that defines timelines for applying critical security patches?	Yes <input type="checkbox"/> No <input type="checkbox"/>
39	Are your systems and applications configured according to a documented hardening standard (e.g., CIS Benchmarks)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
40	Maturity Rating: On a scale of 1-5, please rate the maturity of your vulnerability management program.	1 2 3 4 5
INCIDENT RESPONSE & RECOVERY		
41	Do you have a formal, documented Incident Response Plan?	Yes <input type="checkbox"/> No <input type="checkbox"/>
42	Is the Incident Response Plan tested at least annually (e.g., via tabletop exercises)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

ATTACHMENT A

43	Does the plan include procedures to notify clients of a confirmed data breach within 24 to 48 hours?	Yes <input type="checkbox"/> No <input type="checkbox"/>
44	Do you have a formal Disaster Recovery (DR) / Business Continuity Plan (BCP)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
45	Is the Disaster Recovery Plan (DRP) tested at least annually?	Yes <input type="checkbox"/> No <input type="checkbox"/>
46	Maturity Rating: On a scale of 1-5, please rate the maturity of your incident response and recovery capabilities.	1 2 3 4 5
COMPLIANCE & THIRD-PARTY MANAGEMENT		
47	Does your organization maintain an active Cyber Liability Insurance policy? If yes, list the coverage for the Cyber Liability insurance	Yes <input type="checkbox"/> No <input type="checkbox"/>
48	Has your organization completed a SOC 2 Type II or similar audit within the last 18 months?	Yes <input type="checkbox"/> No <input type="checkbox"/>
49	Are all personnel required to complete security awareness training upon hire and at least annually?	Yes <input type="checkbox"/> No <input type="checkbox"/>
50	Do you have a formal program to assess the security posture of your own third-party vendors?	Yes <input type="checkbox"/> No <input type="checkbox"/>
51	Is all client data stored and processed exclusively within the continental United States?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Authorized Representative's Name

Date:

Authorized Representative's Signature

Date: