



LISA E. MANDEL
Interim Director

JENNIE FERIA
Chief Deputy Director

County of Los Angeles

DEPARTMENT OF CHILDREN AND FAMILY SERVICES

510 S. Vermont Avenue, Los Angeles, California 90020

(213) 351-5602

Board of Supervisors

HILDA L. SOLIS

First District

HOLLY J. MITCHELL

Second District

LINDSEY P. HORVATH

Third District

JANICE HAHN

Fourth District

KATHRYN BARGER

Fifth District

October 15, 2026

To: Prospective Proposers and Interested Parties

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

ADDENDUM NUMBER ONE TO FAMILY TIME CENTERS AND SAFE CHILD CUSTODY EXCHANGE REQUEST FOR PROPOSALS NUMBER 26-0044

Addendum Number One is issued by the County of Los Angeles Department of Children and Family Services to all holders of the Family Time Centers and Safe Child Custody Exchange Request for Proposals (RFP) Number 26-0044. Addendum Number One amends sections in the RFP as provided below. Changes only apply to referenced sections and subsections that are amended or deleted; all other sections remain in full effect.

A Prospective Proposer's failure to address the requirements of this Addendum Number One may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of the County.

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

Following the discussion of the RFP section revisions, Responses to Proposers' Questions are included as Attachment I to this Addendum Number One.

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

- I. RFP, Section 8.5, **Business Proposal Requirements and Evaluation Criteria (80%)**, Subsection 8.5.1, has been amended to read as follows:

8.5.1 Proposer's Qualifications (~~37.50%~~) (30%)

- II. RFP, Section 8.5, **Business Proposal Requirements and Evaluation Criteria (80%)**, Subsection 8.5.1.1, has been amended to read as follows:

8.5.1.1 Proposer's Background and Experience

Provide ~~a summary of~~ relevant background information to demonstrate that the Proposer meets or exceeds the minimum requirement(s) stated in Paragraph 4.0 (Minimum Mandatory Requirements) of this RFP and has the capability to perform the required services as a corporation or other entity.

- III. RFP, Section 8.5, **Business Proposal Requirements and Evaluation Criteria (80%)**, Subsection 8.5.2, has been amended to read as follows:

8.5.2 Proposer's Approach to Providing Required Services (50%) (40%)

- IV. RFP, Section 8.5, **Business Proposal Requirements and Evaluation Criteria (80%)**, Subsection 8.5.3, has been amended to read as follows:

8.5.3 Proposer's Quality Assurance Plan (~~12.5%~~) (10%)

- V. RFP, Section 8.8, **Proposal Submission**, Subsection 8.8.4, has been amended to read as follows:

8.8.4 ~~Proposals~~ Proposers should plan for any delays or computer system failure and ~~avoid submission~~ submit proposals at minimum 30 minutes before the deadline. Any proposal(s) received at or after 12:01 p.m. on October 23, 2026, will be immediately rejected.

- VI. Appendix A, Sample Contract, Standard Exhibit A, Statement of Work, Section 10.0, **CONTRACTOR STAFF QUALIFICATIONS AND REQUIREMENTS**, Subsection 10.4, has been amended to read as follows:

10.4 Contractor must provide dedicated Family Time Coaches to monitor family time; provide parent support and parenting skills coaching; help parents or legal guardians structure positive time with their children; facilitate purposeful, positive family time between children and their parents or legal guardians; plan family time activities; complete reports; and maintain records. Family Time Coaches must be bilingual in the language of the family being served or Contractor must provide a language interpretation service with an in-person interpreter, the Contractor may request the approval of the County Program Manager (CPM) to utilize a service such as Language Line in cases in which the family speaks a less commonly spoken language and therefore the

Contractor is not able to secure an in-person translator, or a participant pre-approved by CPM, or designee who is fluent in the language of the family.

County of Los Angeles – Department of Children and Family Services
Family Time Centers and Safe Child Custody Exchange (FTCSCCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

RESPONSES TO PROPOSERS' QUESTIONS
FAMILY TIME CENTERS AND SAFE CHILD CUSTODY EXCHANGE
(FTCSCCE)
REQUEST FOR PROPOSALS (RFP) #26-0044



County of Los Angeles – Department of Children and Family Services
Family Time Centers and Safe Child Custody Exchange (FTCSCCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

TABLE OF CONTENTS

CONTRACT SERVICE QUESTIONS.....	3
PROGRAM SERVICE QUESTIONS.....	5

County of Los Angeles – Department of Children and Family Services
Family Time Centers and Safe Child Custody Exchange (FTCSCCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

CONTRACT SERVICE QUESTIONS

1. **QUESTION:** Page 29. 8.6.1.2.2, Proposer must furnish all personnel, labor, family time space, and materials necessary to provide FTCSCCE services.

For purposes of developing the proposed budget, should these costs including **personnel, labor, space/facility costs, supplies, and other resources directly required to deliver FTCSCCE services**, be treated as **direct program costs**, or should any of these costs be included as **indirect costs** and allocated through the Proposer's approved indirect cost rate?

RESPONSE: Any costs that are solely related to FTCSCCE services should be identified as direct program costs.

Please refer to Appendix A, Sample Contract, Exhibit H, Auditor-Controller Contract Accounting and Administration Handbook, Section C. COST PRINCIPLES, Subsection 2.1 Direct Costs, Subsection 2.2 Indirect Costs:

2.1 Direct Costs

Unless otherwise set forth in the COUNTY Agreement, or required by the applicable funding source(s), direct costs are defined as those costs that can be identified specifically with a particular final cost objective (e.g., a particular program, service, or other direct activity of an organization). Examples of direct costs include salaries and benefits of employees working on the program, supplies and other items purchased specifically for the program, costs related to space used by employees working on the program.

For all employees, other than general and administrative, the hours spent on each program (activity) should be recorded on the employees' timecards and the payroll expenditures should be treated as direct charges and distributed on the basis of the actual recorded hours spent on each program or using another equitable basis based on actual conditions.

County of Los Angeles – Department of Children and Family Services
Family Time Centers and Safe Child Custody Exchange (FTCSCCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

Shared costs (i.e., costs that benefit more than one program or activity) that can be distributed in reasonable proportion to the benefits received may also be direct costs.

Examples of bases for allocating shared costs as direct costs:

- Number of direct hours spent on each program
- Full-time equivalents for each program
- Square footage occupied by each program
- Other relevant and equitable methods of allocation

2.2 Indirect Costs

Indirect costs are those costs that have been incurred for common or shared purposes and cannot be readily identified with a particular final cost objective. Examples of indirect costs include the salaries and benefits of executive officers and administrative personnel (e.g., accounting, human resources, information technology), depreciation and use allowances for administrative buildings, and other costs related to the general administration of the organization. Only expenditures that are allowable in accordance with the applicable sections of Uniform Guidance and any other applicable funding source(s) (i.e., federal, State, and COUNTY agencies) can be included as indirect costs and allocated to the COUNTY program(s).

Examples of bases for allocating indirect costs:

- Total direct salaries and wages.
- Total direct costs, excluding unallowable costs that do not represent an activity of the CONTRACTOR (e.g., fines, penalties, bad debts), capital expenditures, and other distorting items such as significant one-time expenditures, or subcontractor payments.
- Modified total direct costs, including all direct salaries and wages, applicable fringe benefits, materials and supplies,

County of Los Angeles – Department of Children and Family Services
 Family Time Centers and Safe Child Custody Exchange (FTCSCCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

services, travel, and up to the applicable threshold (e.g., \$25,000 (prior to October 1, 2024), \$50,000) of each subaward (regardless of the period of performance of the subawards under the award). It excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs, and the portion of each subaward in excess of the applicable threshold (e.g., \$25,000 (prior to October 1, 2024), \$50,000) as required by Uniform Guidance.

2. **QUESTION:** Is a Justice Support Services Master Agreement (JSSMA) certification required?

RESPONSE: No, a JSSMA certification is not required.

PROGRAM SERVICE QUESTIONS

1. **QUESTION:** *SOW Page 9 -4.3.1*
 The RFP states that custody exchanges may take place at safe exchange sites, either at a law enforcement facility or another safe location pre-approved by CPM.

Please clarify what types of locations would be considered acceptable “safe exchange sites”? For example, would community-based locations, public facilities, designated visitation centers, or other neutral locations be eligible for approval? Additionally, please specify any minimum safety, privacy, accessibility, or operational requirements that a proposed site must meet to receive CPM approval.

RESPONSE: At minimum, the exchange sites need to be locations with enough space that the two parties can avoid interacting with each other, and best if the two parties cannot see each other. The program was created to prevent encounters between the parties. For higher risk cases, a law enforcement station is preferred.

County of Los Angeles – Department of Children and Family Services
Family Time Centers and Safe Child Custody Exchange (FTCSCCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

2. **QUESTION:** Would you consider organizations located in other SPAs (SPA 7)?

RESPONSE:

No, agencies located in other SPAs will not be considered. Agencies must have experience providing services in SPA 1 and/or SPA 2.

Please refer to the RFP, Section 2.0, **INTRODUCTION**, subsection 2.1:

2.1 The Los Angeles County Department of Children and Family Services is (DCFS) issuing this Request for Proposals (RFP) to procure two contracts with organizations that are willing and able to provide Family Time Centers and Safe Child Custody Exchange (FTCSCCE) services. One contract will be awarded for Supervisorial District 3, specifically SPA 2, and one contract will be awarded for Supervisorial District 5, specifically SPA 1.

Additionally, please refer to RFP, Section 4.0, **MINIMUM MANDATORY REQUIREMENTS**, subsection 4.5:

4.5 Proposer must have provided at least one year of service in the community they are proposing to serve - Supervisorial District 3, specifically in Service Planning Area (SPA) 2, or Supervisorial District 5, specifically in SPA 1. Proposer must submit with their Corporate Documents, proof of the address where services have been provided, such as a business license, lease agreement, deed, mortgage statement, or facility utilities, within the Supervisorial Districts 3 and 5, specifically SPA 1 or 2.

County of Los Angeles – Department of Children and Family Services
Family Time Centers and Safe Child Custody Exchange (FTCSCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

3. **QUESTION:** For language interpretation services- can a telephonic / virtual service be used? Should the contractor not have an in-person bilingual team member be available?

RESPONSE:

An in person bilingual translator is required. A virtual interpreter by phone or tablet would create additional distractions not conducive to family time and custody exchanges.

Please refer to the RFP, Addendum One, section revisions:

VI. Appendix A, Sample Contract, Exhibit A, Statement of Work, Section 10.0, **CONTRACTOR STAFF QUALIFICATIONS AND REQUIREMENTS**, Subsection 10.4, has been amended to read as follows:

10.4 Contractor must provide dedicated Family Time Coaches to monitor family time; provide parent support and parenting skills coaching; help parents or legal guardians structure positive time with their children; facilitate purposeful, positive family time between children and their parents or legal guardians; plan family time activities; complete reports; and maintain records. Family Time Coaches must be bilingual in the language of the family being served or Contractor must provide a language interpretation service with an in-person interpreter, the Contractor may request the approval of the CPM to utilize a service such as Language Line in cases in which the family speaks a less commonly spoken language and therefore the Contractor is not able to secure an in-person translator, or a participant pre-approved by CPM, or designee who is fluent in the language of the family.

County of Los Angeles – Department of Children and Family Services
Family Time Centers and Safe Child Custody Exchange (FTCSCCE) (RFP #26-0044)
QUESTIONS AND ANSWERS

4. QUESTION: **Page 4- 4.0 Minimum Mandatory requirement - P4.4**
Proposer must have a minimum of two (2) years of experience within the last seven (7) years providing child custody exchanges between parents or experience working with parents in child custody disputes.

Would experience working with parents and families involved in the child welfare system, including providing supervised and monitored visitation between parents and their children in foster care, qualify as **child custody exchange experience** for purposes of meeting this RFP requirement?

RESPONSE:

Experience in facilitating visitation between parents and children involved in the child welfare system is acceptable.